



**CITY OF PHOENIX  
Law Department**

**REQUEST FOR INFORMATION  
RFI LAW 17-001**

**Criminal Case Management System (Prosecutor)**

**CONTACT PERSON  
Richard Forrest  
IT Project Manager  
602-495-0695  
[richard.forrest@phoenix.gov](mailto:richard.forrest@phoenix.gov)**



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CITY OF PHOENIX  
Prosecutor's Office  
300 W. Washington Street  
8th Floor  
Phoenix, AZ 85003  
Phone: (602) 495-0695

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## SECTION I - INSTRUCTIONS

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### 1. INTRODUCTION

The City of Phoenix invites sealed responses to this Request for Information (RFI) on a Criminal Case Management System (Prosecution) in accordance with the provisions contained in this RFI.

The purpose of this RFI is to solicit information on available, off-the-shelf Criminal Case Management Systems (Prosecution). The automated system must manage at least 100,000 active criminal cases from initiation to trial, meeting constitutional and statutory requirements, improving customer service, and enhancing flexibility, efficiency, and transparency.

The objectives are to obtain information about:

1. Current products available.
2. Off-the-shelf and minimally customized software and systems that will assist city staff with criminal case management for prosecution.
3. Potential solution providers.
4. Operation, maintenance, and support features and costs.

This RFI is issued as a means of technical discovery and information gathering only. **This RFI is for planning purposes only and should not be construed as a competitive solicitation nor should it be construed as an obligation on the City's part to enter into any contract or make any purchase. This RFI is not an invitation to pre-qualify vendors.** The City may utilize the results of this RFI in drafting a competitive solicitation (RFP) for the subject services/products/equipment. Any future contract that may be awarded must comply with City procurement requirements.

Based on information provided by respondents to this RFI, the City will determine the form of a future solicitation, which, at the City's option, could include: a formal solicitation process, using an existing city contract, procurement through Federal GSA contract(s), or use of a cooperative contract established as a result of a competitive procurement by another public agency.

Participation in this RFI is voluntary. The City will not pay for the preparation of any information submitted by a respondent or for the City's use of that information. **No purchases will be made as a result of this request.** Any price information provided shall be manufacturer's list price and will be used for comparison purposes only. Do not include applicable state and local taxes.

### 2. SCHEDULE OF EVENTS

RFI Issued:	<b>March 20, 2017</b>
Written Inquiries Deadline:	<b>April 3, 2017 3:00 P.M., Local Arizona Time</b>
Submittal Deadline:	<b>April 21, 2017 3:00 P.M., Local Arizona Time</b>



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### **Submittal Location:**

City of Phoenix  
Prosecutor's Office  
Attn: Richard Forrest  
300 W. Washington Street, 8<sup>th</sup> floor  
Phoenix, AZ 85003

City reserves the right to change dates and/or locations as necessary.

### **3. OBTAINING A COPY OF THE RFI**

All documents and information involving this RFI process are available from the City's Internet site:  
<https://www.phoenix.gov/solicitations>

**PLEASE NOTE THIS NEW REQUIREMENT: Proposers must be registered in the City's e-Procurement Self-Registration System at <https://www.phoenix.gov/financesite/Pages/EProc-help.aspx> in order to receive solicitation notices, respond to solicitations and access procurement information. The City may, at its sole discretion, reject any offer from a Proposer who has not registered in the City's e-Procurement system.**

### **4. PREPARATION OF RESPONSE**

**4.1** All information shall be submitted in accordance with the instructions provided in this document. No submittal shall be altered, amended or withdrawn after the specified submittal due time and date.

**4.2** It is the responsibility of all respondents to examine the entire RFI and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a response. Respondents are strongly encouraged to:

- A. Consider applicable laws and/or economic conditions that may affect cost, progress, performance, or furnishing of the products or services.
- B. Study and carefully correlate respondent's knowledge and observations with the RFI document and other related data.
- C. Promptly notify the City of all conflicts, errors, ambiguities, or discrepancies which a respondent has discovered in or between the RFI document and such other related documents.

**4.3** The City does not reimburse the cost of developing, presenting or providing any response to this RFI. Responses submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The respondent is responsible for all costs incurred in responding to this RFI. All materials and documents submitted in response to this RFI become the property of the City and will not be returned.

### **5. ADDENDA**

Any changes to the plans, drawings and specifications will be in the form of an addendum, which will be available at: <https://www.phoenix.gov/solicitations>



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### 6. SUBMISSION OF INFORMATION

Submittals must be in the actual possession of the Prosecutor's office on or prior to the exact time and date indicated in the Schedule of Events.

Submittals must be submitted in a sealed envelope and the following information should be noted on the outside of the envelope:

Respondent's Name  
Respondent's Address (as shown on the Certification Page)  
RFI Number  
RFI Title

All submittals must be completed in ink or typewritten.

### 7. WITHDRAWAL OF SUBMITTAL

At any time prior to the RFI due date and time, a respondent (or designated representative) may withdraw the submittal by submitting a request in writing and signed by a duly authorized representative. Facsimiles, telegraphic or mailgram withdrawals shall not be considered.

### 8. INQUIRIES

All questions that arise relating to this RFI shall be directed in writing to:

**Richard Forrest, IT Project Manager  
City of Phoenix, Prosecutor's Office  
300 W. Washington Street, 8th Floor  
Phoenix, Arizona 85003**

In order for written inquiries to be addressed, they shall be received at the above address by Wednesday, April 3, 2017, by 3:00 p.m. local Arizona time. Written inquiries may be emailed to [richard.forrest@phoenix.gov](mailto:richard.forrest@phoenix.gov). Inquiries received will then be answered in an addendum and published at <https://www.phoenix.gov/solicitations>

### 9. PUBLIC RECORD

All submittals in response to this RFI shall become the property of the City and become a matter of public record available for review pursuant to Arizona State law.

If a respondent believes that a specific section of its response is confidential, the respondent shall isolate the pages marked confidential in a specific and clearly labeled section of its response. The respondent shall include a written statement as to the basis for considering the marked pages confidential including the specific harm or prejudice if disclosed and the City Prosecutor's office will review and make a determination.



## SECTION II - SCOPE

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### EXECUTIVE SUMMARY

The City issues this RFI to solicit information on available Criminal Case Management Systems (Prosecution). The objective is to identify and procure (in the future) a system that will update and improve the existing criminal case management system. The City seeks information on off-the-shelf solutions and on systems that require minimal customizing. The system must be as fully automated as possible, process at least 100,000 cases annually, and manage criminal cases from initiation to trial, meet all constitutional and statutory requirements, improve customer service, and enhance flexibility, efficiency, and transparency.

The preferred (but not exclusive) option under consideration is a commercial off-the-shelf system (COTS). The specific schedule, requirements, deliverables, and division of responsibilities between the City and the software vendor during implementation are yet to be determined and are not part of this RFI. Vendors are encouraged to provide a "best practices" solution for the implementation of their software.

The City has the following high-level goals:

1. To increase the efficiency and effectiveness of daily operations in the Prosecutor's office—for the public, attorneys, and staff.
2. To increase the efficiency and effectiveness of the justice system by improving the ability of the Prosecutor's Office to communicate case requirements, review and disclose evidence, quickly provide offers, and automatically generate victims' rights letters and subpoenas.
3. To enhance processing information and documents in a criminal case management system for contemporaneous use as well as long-term storage and life-cycle retention.

### 2. OVERVIEW

The City seeks information regarding software application(s) that are currently being used by municipal prosecutor's offices as criminal case management programs. The City Prosecutor's office is currently using a legacy system, and we are looking at different alternatives to replace this system. The legacy system is a proprietary application and all development, support, and modifications were initially performed by the vendor. The vendor can no longer provide support for the application and has released the source code to the Prosecutor's Office. To ensure no interruptions to daily operations, the Prosecutor's office assumed all responsibility to maintain and modify the application as necessary.

### 3. STRATEGIC ALIGNMENT

This project is aligned with the City's Strategic Plan "To improve the quality of life in Phoenix through efficient delivery of outstanding public services" by directly supporting "Innovation and Efficiency" and "Technology".

### 4. PROJECT OBJECTIVES

The City's critical business requirements include to: (1) obtain, operate, maintain and support a criminal case management system; (2) prevent duplicative purchases of software and systems running in individual server environments and necessitating unique training for end-users and technical support staff to administer each system.



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The desired Criminal Case Management System's high-level functionality should include:

1. Tracks incident, defendant, victim, witness, charges, assigned attorney and staff, case status/events, court settings
2. Automatically generates new cases or updates cases upon automated incident submittal (import)
3. Automatically generates victims' rights letters (over 80,000 per year) based on specified triggers
4. Interfaces with other departments' systems to automatically receive (import) or send (export) case information and documents to maintain real-time case information updates
5. Maintains a web interface for public defenders and diversion providers to access certain classes of data and documents
6. Provides detailed statute table that enables charging attorney to seamlessly generate a long form complaint
7. Generates complaints, motions, memoranda, and subpoenas from templates
8. Generates canned and custom reports
9. Maintains minimum, maximum, and default sentencing guidelines and plea terms for statutes
10. Automatically generates default plea terms, allows prosecutors to edit within the plea guidelines ranges, and links to victims to add restitution terms
11. Automatically generates standard and diversion plea agreements and emails them to defense attorneys
12. Stores and tracks details related to all case evidence, including orders, receipts, and disclosures
13. Allows multiple-user access to evidence simultaneously
14. Includes redaction functionality with limited automated redaction
15. Facilitates file creation electronic queue, which manages file creation assignments and tracks cases through file creation
16. Facilitates case review electronic queue, which manages assignment for attorney-case and plea-offer review
17. Incorporates user-initiated ordering of multiple types of evidence via template-generated order forms and automated e-mail generation to send orders
18. Executes paperless disclosure of case evidence including audio and video files to defense attorneys
19. Receives automated Officer Integrity reports from Phoenix Police Department
20. Generates docket reports containing Prosecutor Office data and data received from court that enables Prosecutor's Office to identify case problems and prepare cases for court



## SECTION III - SUBMITTAL

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### 1. INSTRUCTIONS

Respondents are asked to provide a comprehensive written summary that addresses the capabilities of the system/solution and the firm's prior achievements.

Please submit one original and two (2) copies of the Submittal as outlined on page 8, the signed Respondent Information and Authorization Form on page 9, and an electronic copy of the completed Criminal Case Management System RFI Worksheet in Microsoft Excel format on a flash drive or CD/DVD.

### 2. SYSTEM/SOLUTION CAPABILITIES

Please answer the questions in the Criminal Crimes Management System RFI Worksheet. Information must be submitted on the Microsoft Excel spreadsheet. The spreadsheet (titled "RFI 17-001 CCMS-Pros Worksheet") is available where the solicitation is located at the following URL: <https://www.phoenix.gov/solicitations>

Potential vendors responding to this RFI may provide descriptions and answers to the questions using the attached worksheet. Example screen shots and sample reports are requested in the worksheet. If attachments are included in the vendor's response, please label with the section topic followed by the number in the cell. For example: Criminal Case Management (Pros), item # 1, Solution Administration #2, etc.

**Please note, the inclusion of a function, feature, capability or question in the tables eliciting information does not necessarily mean that it is a definite requirement of the proposed solution.**

**Since this RFI is for informational purposes only, responders are not being evaluated on the information provided in response to this RFI.**





**SECTION III - SUBMITTAL**

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**RESPONDENT INFORMATION AND AUTHORIZATION**

Respondent certifies they have read and fully understands this RFI.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name and Title

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City, State and Zip  
Code \_\_\_\_\_

Telephone  
Number \_\_\_\_\_

Company's Fax  
Number \_\_\_\_\_

Company's Toll  
Free # \_\_\_\_\_

Email Address \_\_\_\_\_