SUPREME COURT OF LOUISIANA
OFFICE OF THE JUDICIAL ADMINISTRATOR
SUPREME COURT DRUG COURT OFFICE
1555 POYDRAS STREET, SUITE 1550
NEW ORLEANS, LA 70112

RFP 2016-001
REQUEST FOR PROPOSALS FOR
DRUG COURT CASE MANAGEMENT SYSTEM

I. PURPOSE

The Supreme Court of Louisiana, Office of the Judicial Administrator ("Administrator") invites qualified vendors to submit proposals for replacement of the current Drug Court Case Management System (DCCM).

II. SUBMISSION OF PROPOSALS

One (1) original and ten (10) paper copies of each proposal, along with one electronic copy in .pdf format must be received, either by hand delivery or by certified mail, no later than 4:00 p.m. (CST) on Wednesday, March 23, 2016, at the following address:

Attn: Jerry Tassin,
Supreme Court of Louisiana Drug Court Office
1555 Poydras Street, Suite 1550
New Orleans, Louisiana 70112

Any proposals which are received after this deadline will not be considered. All envelopes containing a proposal must bear the name of the entity making the proposal, and must have the following clearly written or typed on the face of the envelope: "Proposal for Drug Court Case Management System." No faxed or emailed submissions will be accepted.

All questions relative to this request for proposals ("RFP") should be directed to Jerry Tassin who may be reached via telephone at (504) 568-2276 or via e-mail at jtassin@lasc.org. As set out in more detail below, all questions should be submitted by 4 p.m. (CST), on Wednesday, March 16, 2016. The preferred method of receiving questions is via e-mail. Any oral explanations or instructions shall not be binding. All communications regarding the RFP shall be directed to Mr. Tassin.

The Court specifically reserves the right to reject, in full or in part, all proposals submitted, and/or to cancel this RFP, when such action is in the Court's best interests. Any contract which may be awarded shall be based upon the proposal which is most advantageous to the Court and its employees, costs and other factors considered. All contracts are subject to the availability of funds.

III. PROPOSERS' QUESTIONS

Questions should be submitted in writing (preferably via e-mail) to Jerry Tassin at the address above by 4 p.m. (CST), on **Wednesday, March 16, 2016**. The Court is under no obligation to respond to such inquiries, but may choose to do so. The Court, in its discretion, may choose to post some or all of the questions and answers on its website: www.lasc.org and/or provide them to known proposers.

IV. TIMETABLE FOR PROPOSALS

Issue date of RFP	**Tuesday March 8, 2016**
Proposers' questions due	**Wednesday, March 16, 2016**
Deadline for receipt of proposals	**Wednesday, March 23, 2016**

V. BACKGROUND

A. Organizational Background and Jurisdiction

The Supreme Court of Louisiana is the highest court in the State. Its principal office is located in the Parish of Orleans, State of Louisiana. A large majority of Court employees are housed in the 400 Royal Street Courthouse or in other New Orleans locations, along with satellite offices in various locations throughout the State.

The Judicial Administrator's Office is the managerial arm of the Louisiana Supreme Court. It serves as the staffing and fiscal agent for the Judicial Council and court-appointed task forces and committees. Program departments of the Judicial Administrator's Office include: Children & Families, Drug Courts, Louisiana Protective Order Registry and Community Relations.

The Supreme Court Drug Court Office (SCDCO) administers and monitors problem solving courts in 31 of Louisiana's judicial districts (JDC), and in 2 separate city courts. The SCDCO assists these specialty courts as they address post-adjudication issues involving substance abuse and reentry into society for both adults and juveniles. The current courts and number of programs for which we currently provide assistance are as follows: adult (34) and juvenile (17) drug addiction, DWI arrests (9), family preservation (3), family court intervention (1), mental health (2), domestic violence (1), re-entry (6), veterans (1), intensive supervision (1) and intensive probation (1).

Louisiana drug courts follow the nationally accepted drug court model. Each program is comprised of a drug court team that works together to ensure that the program operates according to all applicable best practice standards and procedures. Participants receive intensive substance abuse treatment, judicial oversight, and community supervision, and undergo frequent drug testing. Participation is

documented via the DCCM, a central web-based statewide court case management system.

Approximately 4,000 participants are currently served by Louisiana problem solving courts. Since inception, over 28,000 individuals have participated in these state court programs.

B. Staff

Currently, there are 655 active user accounts in the DCCM, 290 of which add and maintain system data associated with participant activity. Users of the case management system can be expected to perform one of the following team roles:

1. Judge
2. District Attorney's Office Representative
3. Indigent Defense Counsel
4. Law Enforcement Representative
5. Treatment Provider or Providers
6. School Personnel
7. Drug Court Coordinator
8. Case Manager and/or Clinical Case Manager
9. Social Service Representative
10. Probation and/or Parole Department Representative
11. Other Community-Based Stakeholders

C. Office of Information Technology

The Office of Information Technology ("IT") oversees technology for the Court. IT provides and maintains technology utilized to support the operations of the Clerk of Court as well as those functions and duties performed by the Judicial Administrator's Office. Its responsibilities include supporting applications used for case and document management, e-filing, legal research, accounting services, and payroll. A statewide database for tracking and managing criminal, civil, juvenile, traffic, and appellate cases receives data from courts statewide into a central repository for analysis, and distributes it to state and federal agencies. IT also supports technology used by other Court programs such as the Louisiana Protective Order Registry ("LPOR"), Families in Need of Services ("FINS") Assistance Program, Drug Treatment Courts, and the Court Appointed Special Advocates ("CASA") Assistance Program.

IT makes recommendations, specifies certain requirements, and reviews technology used by other courts in the state. However, since the Louisiana judiciary is a non-unified system, it does not directly support them.

D. Drug Court Case Management System

The current Drug Court Case Management System used by the Supreme Court Drug Court Office and problem solving courts throughout the state is a web-based system developed specifically for the Court and originally implemented in 2003. The system was enhanced and the technology was upgraded in 2011. The system was enhanced in 2013 to include an electronic data exchange with several of the major drug testing companies in the state.

The system is installed on a 2008 R2 Windows server, and uses SharePoint 2010 and SQL Server 2008 R2. The DCCM is web based, and uses Microsoft SQL Server Reporting Services to produce reports. User access to the application is managed via Active Directory. Access to specific pages within the application and functionality on those pages to view or add/edit information is controlled within the application.

The system is housed in a central location and supported by the Supreme Court staff. The vast majority of DCCM active users are located in the drug courts, and are not part of the Supreme Court staff. As such, they access the system from locations throughout the state primarily through an internet connection.

E. Environment, Infrastructure, and Server Technology

The Court maintains a central production data center and a remote Business Continuity hot site. Microsoft Windows-based servers are used predominantly, and Microsoft Hyper-V is used exclusively for server virtualization. The standard for relational database deployments is the Microsoft SQL Server family.

F. Desktop Operating Systems and Office Suite

Louisiana has a non-unified court system. Although the Louisiana Supreme Court has general supervisory jurisdiction over all other courts, each court operates independently. There is no standard desktop or laptop PC. Users of the DCCM system will have a variety of hardware running a variety of operating systems, and using a variety of web browsers. The users will access the system primarily through an internet connection.

VI. SCOPE OF WORK

A. Organizational Goals

The Court is seeking to acquire and implement a drug court case management system. The system must be a commercially available drug court case management system that, in its original configuration or with necessary customization to adapt to the Court's specific processes, provides an integrated case management and tracking system that meets the needs of the Court and provides integration capabilities with

drug testing companies and other Court applications. Additionally, the system to be acquired must be fully implemented and operational in at least one drug court program of similar size and scope.

The Court desires to acquire and implement a system that integrates current drug and other specialty court functions, operations, and data and provides an improved user interface reflecting current workflows. The Court will consider a traditional software solution where the software is installed on Court-owned equipment, or a software-as-a-service solution hosted by the responder or a third party. The primary goals listed below address lack of functionality and issues encountered with the current DCCM:

1. Configurability to the drug court model, and by court and user.
2. Compatibility across web browsers, e.g. Internet Explorer/Microsoft Edge, Firefox, Google Chrome, Safari.
3. Simplified data entry, ease of navigation, less chance of duplication.
4. Document management with the ability to associate (upload or scan) external documents at the court and participant level.
5. Ad-hoc reporting, with the ability to aggregate data within JDC and across court types.
6. Workflow using business rules and user tasks.
(See Appendix A for a diagram of the drug court process.)
7. Incorporation of risk assessment tool(s).
8. Second tier help desk support.
(SCDCO staff to provide first tier support.)
9. Software updates as required by technology upgrades and system functionality.

B. Proposer's Responsibilities

It will be the responsibility of the proposer to perform the tasks necessary to implement the new drug court case management system including, but not limited to, the following:

1. Provide, configure, install, test and integrate a new drug court case management system.

2. Prepare a recommended solution for accessing all data in the current drug court case management system from the new one through a combination of full conversion and migration to the new system, conversion to summarized read-only data for historical reporting and comparison, and access to data in the old system, and then implement the solution.

3. Provide complete user, operational and system documentation for the new system.

4. Provide instructor-led, onsite training for administrative/clerical staff and IT staff in its operation, functions, and capabilities.

5. Provide train-the-trainer instructions for Court staff to prepare them to train end-users. Provide end-user documentation and training materials that can be used by the Court to conduct training.

6. Provide ongoing maintenance and support subsequent to going live.

7. Provide system-updated, new functionality releases.

8. Provide for the ability to readily interface with other applications in the future.

9. Specify the recommended technical environment including hardware and software required by the proposed system.

C. Court Responsibilities

1. The Court plans to procure and install any recommended hardware and system software.

2. The Court expects to provide first-level help desk services for the drug court case management system.

3. The Court expects to be able to provide a certain portion of system administration and technical support.

D. Turnkey Drug Court Case Management System

This RFP requests the planning, configuration, limited customization, installation, testing, implementation and training for a turnkey drug court case management.

The following additional tasks must be performed:

1. Design and implement standard reports.

2. Data conversion to the new system, including mapping, cross-walking of data, data cleanup and reconciliation of data.

3. First year maintenance and support for the system.

4. Identify resources to be allocated by the courts to complete the implementation process from project initiation to final go live in a detailed Document of Understanding that specifically outlines what the proposer will provide and what the Court is expected to provide including a solution roadmap.

5. Provide interfaces with existing drug testing companies.

6. Contractor shall provide project coordinator for the above items.

E. Interface and Integration Options

DCCM functionality allows for the interface of drug lab results. A NIEM compliant web service process facilitates the receipt of lab results from Norchem, Paracelsus, Redwood, SECON, and WinTox labs. Continuance of the interface is required.

Any DCCM must provide facility for mapping appropriate data between lab and case management system, e.g. donor specimen id to participant id, drug name, drug results, and drug test method.

It further must provide facility for user review of pending results received via the interface prior to loading to system table.

F. Case Management System Functionality

1. User account administration: SCDCO staff will be responsible for creating and maintaining user accounts including user ID's and roles assigned. Users will have the ability to change individual user account passwords.
2. User account security, access to the application and its functions, will be at the JDC, court, and role levels.
3. System configuration will be at the JDC, court, role, and user levels.
4. System administration: ability to maintain options available via drop down lists.
5. Dashboard view of court participants with appropriate filters.
6. Assignment of court staff to participant, e.g. judge, coordinator, case manager, treatment provider and counselor, probation officer. Ideally this could be completed at one location in the case management system (Organizational Goal 3).
7. Activity workflow: user/staff notification of required action triggered by prior activity re a court participant. Include anticipated time to complete. (Organizational Goal 6).
8. Event calendar.
9. Capture referral source.
10. Track disposition of referral, i.e. screened, accepted, rejected with reason for rejection.
11. Associate external documents to a court participant (Organizationa l Goal 4).
12. Transfer of participant between courts. All courts with which the participant has been associated will have access to participant records in the case management system.
13. Application of staffing decisions, e.g. phase promotion/demotion, graduation/termination, incentive/sanction. Ideally this could be completed at one location in the case management system, e.g. when completing a court report (Organizational Goal 3).
14. Group/bulk/batch action: the ability to apply the same activity to a group of court participants, e.g. assign drug test color, group treatment notes, other notes, set court dates and assess fees (Organizational Goal 3).

15. Ability to include a participant photo.
16. Capture participant demographics, date of birth, age, gender, race, ethnicity, marital status.
17. Capture physical attributes including eye and hair color, height, weight, and distinctive markings.
18. Capture driver's license number with state issued.
19. Capture participant contact information.
20. Capture military service.
21. Education: track education history, schools attended, certifications and diplomas acquired, including hours completed toward a GED/HiSET.
22. Employment: track employment history by type, with employer and salary information.
23. Criminal history: track drug court eligible charge(s), prior and subsequent arrests/convictions, with sentence, probation officer and felony/misdemeanor status. Capture age at first arrest. Track charge disposition at participant exit.
24. Clinical history: track drug use history, drugs used and frequency of use, age at onset of drug use. Include diagnoses of substance abuse and mental health issues, and prior drug court participation.
25. Clinical history: track communicable diseases, prescribed medicines, health insurance and medical exams, Medicaid eligibility.
26. Social history: track living circumstances, positive and negative social ties, arrest history of household members, emergency contact.
27. Track social services eligibility and status.
28. Track TANF (Temporary Assistance for Needy Families) eligibility and certification date.
29. Capture information re: children, custody status, and child support (paying or receiving).
30. Track pregnancies while participating, including birth results, drug dependency or not.
31. Allow for the ability to assign a drug test color used as random drug test scheduling tool. Allow this as a group action.
32. Track drug screen history: test date, drugs tested, drug test type, results, numeric values and cut-off levels.
33. Include the ability to prepare a treatment plan stating diagnosis, objectives, goals, and methods. Include completion/discharge status. Allow for the ability to print a treatment plan suitable for presentation to a licensing authority.
34. Track treatment sessions including date, length, session type and modality, attendance of participant and others, and session description. Include as a group action for group attendees.
35. Fee processing: track fees by type and payment, replicate fees into the future, assign fees to multiple participants via a group action.
36. Community service: track community service location, hours assigned and hours worked, whether as a participation requirement or sanction.
37. Track incentives awarded and sanctions imposed with reason for each.
38. Track curfews imposed.

39. Allow for the ability to assign court hearing dates. Include as a group action and provide a method for printing a court docket by judge and date.
40. Document staffing and court hearings. Include staff recommendations.
41. Track participant progress: phase promotion/demotion, completion/exit status, and temporary inactive status due to incarceration or admission to an in-treatment facility.
42. Allow for a post-exit survey, documenting quality of life, employment, education, marital and child custody status.

G. Case Management System Reporting Requirements

1. Ideally, reporting capability would allow for aggregation within JDC and across court types (Organizational Goal 5).
2. There should be two levels of reporting the first for SCDCO court staff which would facilitate reporting from all courts and JDC's, and the second would be restricted by court or JDC to associated staff.
3. Allow report results to be exported to formats including Microsoft Excel and Word, csv and pdf.
4. Where appropriate, reports should be for an individual participant or group of participants selected from participant list.
5. Where appropriate, reports should allow for key criteria selection.
6. Participant roster: by JDC, court, status, phase, gender and case manager, with the option to specify specific criteria. Report to include participant name, case number, admit date, phase, status and status date, gender, race and ethnicity, judge and case manager assigned, driver's license number, contact phone number.
7. Participant summary report to include participant photo, name, date of birth, age, drug court eligible charge, sentence and probation officer, admit date, current phase and date entered phase, case manager, current education and employment status, drug of choice, most recent drug tests, most recent incentives awarded and sanctions imposed, prior court hearing date and associated court report, curfew imposed, fee balance, community service hours outstanding, treatment plan type, treatment counselor, staff recommendations (Functionality Requirements 21-24, 32 - 40).
8. Participant screening report. Participant summary report at time of screening (Reporting Requirement 7, Organizational Goal 7).
9. Risk Assessment Report (Organizational Goal 7).
10. Participant treatment plan report to include treatment plan components, diagnosis, goals, objectives, methods, status and discharge data (Functionality Requirement 33).
11. Participant treatment progress notes to include session date and length, session type, counselor, and session description. Include participant phase. (Functionality Requirement 34).
12. Participant drug test history to include test date, panel size, drugs tested and results. Include participant phase (Functionality Requirement 31, Organizational Goal 4).

13. Fees report. Include fee type and date, amount assessed, payments applied with payment date. Include outstanding fees balance (Functionality Requirement 35).
14. Fees aging report to include outstanding fees by client at a point in time, with breakdown of fees outstanding for 0-30 days, 30-60 days, 60-90 days, and over 90 days.
15. Community Service Report to include assignment location and hours, hours worked and outstanding (Functionality Requirement 36).
16. Participation report to include participant admit date, phase history with date and time in phase, and time in program (Functionality Requirement 41).
17. Court Docket (Functionality Requirement 39).
18. Post-exit Survey (Functionality Requirement 42).
19. Reporting should facilitate performance monitoring, as suggested by national organizations for a population over a given time period. See Appendix A.

VII. CONTENTS OF THE PROPOSAL

One (1) original and ten (10) copies of each proposal must be provided.

Your proposal should address each of the areas outlined below (as applicable) and provide the information requested. As your proposal will be evaluated based on the information you provide, failure to provide a complete and comprehensive presentation of your solution could negatively affect the Court's evaluation of your proposal. Your response should include the following:

A. Technical Proposal
B. Qualifications
C. Business Proposal
D. Price-Business Proposal Form

A. Technical Proposal

The Technical Proposal should include, but is not limited to, the following:

1. Proposer's Executive Overview/Summary

Proposer's Executive Overview/Summary should include, but is not limited to, the following:

- Overview/summary of the proposed solution
- Explanation demonstrating an understanding of the needs of the Court as expressed in this RFP
- How the proposed solution will satisfy those needs
- Discussion of the overall approach to the management of this effort
- Brief discussion of the total organization
- Use of Court personnel for project
- Function and use of subcontractors, if any

2. Proposer's Technical Overview/Summary

Proposer's Technical Overview/Summary should include, but is not limited to, the following:

- Overview/summary of the proposed technical solution with enough detail to demonstrate an understanding of the current environment and scope of the project
- Overview of the project approach and methodology
- Overview of the project team members, their role, and a summary of their experience. List any other projects they will be working on at the same time they will be working on the Court project. Describe the means of communication between the proposer's project team and the Court project team. Describe the amount of on-site vs. off-site work. Describe the type and amount of off-shore work, if applicable.

3. Proposer's Detailed Explanation of Proposed Solution(s)

Proposer's Detailed Explanation of Proposed Solution(s) should include, but is not limited to, the following:

a. Implementation Schedule

Implementation Schedule should include, but is not limited to, the following:

- Complete from contract signing to installation and acceptance
- Installation
- Testing
- Pilot
- Staffing deployment schedule
- Escalation Policies
- Escalation Practices
- Escalation Contacts

b. Detailed Technical Information

The Detailed Technical Information should include, but is not limited to, the following:

- Detailed technical specifications of any proposed equipment or services
- Detailed functional capabilities of the proposed solution
- Detailed explanation of performance capabilities and specifications
- Detailed explanation of response times
- Software provided with the solution
    - Identify the manufacturer
    - Functional capabilities
    - Warranties
    - Support levels

    - Include applicable license agreements and documents authorizing the proposer to use the software products
- Source Code
    - Provide company's policy regarding software escrow and updates
- Include a complete explanation of all services included in the proposal and otherwise available
- Manuals (i.e. operational, technical, etc.) - include a copy for each evaluator or make manuals available in an electronic format.
    - Software Manuals
    - Equipment Manuals - Include a detailed explanation of any environmental requirements for the proposed solution

c. Installation and Support

The Installation and Support information should include, but is not limited to, the following:

- Detailed information on the installation requirements
- Detailed information on the schedule
- Detailed onsite training solution(s)
    - Including any other training solution(s) available
- How many Court employees are necessary in order to maintain the function of the equipment and software
    - What training and skill levels are anticipated for Court employees
- Detailed hardware maintenance
- Detailed software maintenance
- Explanation of any proposed support services including performance guarantees
- Detailed explanation of all proposed maintenance
    - Explanation of the response time(s)
- Forms or agreements, i.e. Service Level Agreements (SLA), including performance commitments
- Detailed warranties, i.e.
    - Functional warranties
    - Performance warranties
    - Quality of workmanship warranties
- Explain the ownership rights to all proposed intellectual property including customizations to the system

d. Data Conversion

The Data Conversion information should include, but is not limited to, the following:

- Data conversion and migration protocols
- Development of data conversion software
- Identification of data integrity problems in legacy system

- A strategy for addressing data integrity problems both in the original data and during conversion
- Crosswalking and auditing of data converted to new system

B. Qualifications

The information regarding Qualifications should include, but is not limited to the following:

1. Proposer's Experience and Qualifications

The proposal must set forth a description of the proposer's experience in developing and implementing case management systems, including specific experience at the drug and specialty court level. Explain how the proposer is qualified to provide and implement a drug court case management system for the Court. In addition, explain the proposer's qualifications to complete a project of this scope.

Please note that in order to be qualified to submit a proposal, you must meet the following mandatory minimum qualifications: You must have a fully implemented drug court case management system that is currently operating in at least one drug court program of similar size and scope to the Louisiana Supreme Court Drug Court program. The Court may, in its discretion, consider (1) the experience of a predecessor firm or of a firm's key personnel which was obtained prior to the date proposer was established, and/or (2) any subcontractor proposed by proposer. **Provide a detailed, narrative statement providing adequate information to establish that you meet this requirement.** Include all appropriate documentation.

2. Employee and Company Information

The Employee and Company Information should include, but is not limited to, the following:

- Total number of employees
- Year business started
- State of incorporation
- Location of headquarters
- Key Staff
  - Resumes of key staff
- Non-Key Staff
  - Identify by number and areas of responsibility for this project

3. Proposer's References

The Proposer's References shall include, but are not limited to, the following:

- A reference from an official in each court where the proposer has a drug court case management system operating or under development. To be eligible for consideration for this procurement, the proposer **must** have at least one reference from an official of a drug court court where the proposer has a currently operating drug court case management system that has been fully implemented.

- If you do not have more than one (1) currently operating drug court case management system, then provide at least two (2) additional references from similar projects.

- References provided should be for projects of similar scope and complexity and should include
  - Client name
  - Client address
  - Contact name
  - Telephone number
  - Email address
  - Technical contact name
  - Technical contact telephone number
  - Technical contact email address
  - Brief summary of the project
  - Letters of reference (if available)

Please note that the Court may or may not elect to contact references provided.

4. Subcontractor's References

The Subcontractor's References shall include, but are not limited to, the following:

- References provided should be for projects of similar scope and complexity and should include
  - Percentage of work to be performed by the subcontractor(s) if 10% or greater
  - Client name
  - Client address
  - Contact name
  - Telephone number
  - Email address
  - Brief summary of the project
  - Letters of reference (if available)

Please note that the Court may or may not elect to contact references provided.

5. Financial Stability

Proposer should provide proof of financial stability, as follows

a. Financial Statements for the most recent three fiscal years – any one of the following is acceptable
   - Balance Sheet
   - Income Statement
   - Profit and Loss Statement

Provide either audited, complied, or reviewed financial statements. Tax returns may be substituted for financial statements.

b. Dun and Bradstreet information (if available)
c. Letters from banks (if available)

6. Failed Projects

The Failed Projects Information should include, but is not limited to, the following:

- Explanation of any instance where the company won a bid to provide its system and was unsuccessful in implementing it
- Explanation of any litigation in which the company has been involved or is currently involved

C. Business Proposal

The Business Proposal should include, but is not limited to, the following:

1. Impact of the Solution(s)

The Impact of the Solution(s) should include, but is not limited to, the following:

- Proposer should submit an overview/summary of the impact of the implementation of the proposed solution on the Court with regards to the everyday operations of the Court, judicial personnel, and Court staff.
- Any factors, benefits, or needs that the proposer considers important to the Court, but that are not otherwise addressed in the proposal, should be included.
- Proposer should address Risk Analysis. What internal and external factors could significantly negatively impact the probability of completing the project on budget?
- Proposer should address Risk Mitigation. After understanding the scope of this RFP and the Court's desired outcome, what actions can be taken to mitigate the identified risk?
- The proposer should address Risk Sharing. Are there opportunities for mutually beneficial risk sharing?

2. Bill of Materials

The Bill of Materials should include all components without including the cost.

3. Associated Costs

Associated Costs should include, but are not limited to, the following:

- The proposer's Total Cost of Ownership per year, first year (first year warranty and maintenance should be included in the original cost of the solution on the date of acceptance), second year with maintenance, third year with maintenance, fourth year with maintenance and fifth year with maintenance.
  - Examples of costs for proposers to consider in their response:
- Options and alternatives
- Post implementation training
- Other one-time costs

4. Implementation Plan

The Implementation Plan should include, but is not limited to, the following:

- Include payment schedule associated with
  - Milestones
  - Deliverables

D. Price-Business Proposal Form

Please complete the Price-Business Proposal Form, attached hereto as Appendix B.

VIII. EVALUATION CRITERIA

The Court will evaluate all proposals and, if a proposer is to be selected, select a proposer on the basis of the following criteria:

All **responsive** proposals will be evaluated in accordance with the following criteria. **If you do not, at a minimum, have a fully implemented drug court case management system that is currently operating in at least one drug court, your proposal will not be considered "responsive."**

1. **Technical Proposal (30 points)** – The degree, completeness and suitability of the proposer's technical solution to meet or exceed the requirements in this RFP.

2. **Business Proposal (25 points)** – The impact of the proposed solution on the business and financial operations of the Court. The value of the proposed solution to meet or exceed the needs of this RFP with specific respect to cost, risk, and financing options.

3. **Qualifications (20 points)** – The proposer's experience and references to provide evidence of its depth and breadth of experience in a fully implemented drug court case management system and evidence of successful past performance with other project(s) of similar scope.

IX. CONTRACT AWARD

Submit your best terms from a cost or price and from a technical standpoint. The Court reserves the right to enter into a contract without further discussion of the proposal based on the content of the proposals submitted. Ordinarily, nonresponsive proposals will be rejected outright. Nevertheless, the Court may elect to conduct discussions, including the possibility of limited proposal revisions, but only for those proposals reasonably susceptible of being selected for award. If improper revisions are submitted, the Court may elect to consider only your unrevised initial proposal. The Court may also elect to conduct negotiations, beginning with the highest ranked proposer, or seek best and final offers. If negotiations are conducted, the Court may elect to disregard the negotiations and accept your original proposal.

X. PUBLIC NATURE OF PROPOSAL AND PROSPECTIVE CONTRACT

All proposals submitted in response to this request for proposals, and any contract which might ultimately be agreed upon, will be open to public inspection by any interested person, firm or corporation.

It should be noted and understood that all proposals, contracts and other documents presented in connection with this RFP become the property of the Court.

XI. SUBMISSION OF CONFIDENTIAL INFORMATION/REDACTION

Trade secrets or other proprietary information submitted by a proposer as part of its RFP may not be subject to public disclosure, provided the proposer specifies the relevant law supporting its request for confidentiality. However, the proposer must invoke the protections of this section prior to or upon submission of its proposal, must identify the specific data or other materials to be protected, and must state the reasons why protection is necessary. Any aspect of the proposal which addresses the price of providing the requested services will not be considered confidential under any circumstance. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

The proposer must clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as “confidential” in order to claim protection, if any, from disclosure. The proposer shall mark the cover sheet of the

proposal with the following legend, specifying the specific section(s) of the proposal sought to be restricted in accordance with the conditions of this legend:

> *"The data contained in pages _____ of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this proposer as a result of or in connection with the submission of this proposal, the Supreme Court shall have the right to use or disclose the data therein to the extent provided in the contract."*

Further, to protect such data, each page containing such data shall be specifically identified and marked "CONFIDENTIAL." All markings must be conspicuous; use color, bold, underlining, or some other method in order to distinguish the mark from the other text. You are required to mark the original copy of your offer to identify any information that is exempt from public disclosure**. In addition, you must submit one complete copy of your offer from which you have removed any information that you marked as exempt, i.e., a redacted copy.** The information redacted should mirror in every detail the information marked as exempt from public disclosure. The redacted copy should:

a. Reflect the same pagination as the original, and
b. Show the empty space from which information was redacted

Proposers must be prepared to defend the reasons why the material should be held confidential. If a competing proposer or any other person seeks review or copies of another proposer's confidential data, the Court will notify the owner of the asserted data of the request. If the owner of the asserted data does not want the information disclosed, it must agree to indemnify and hold the Court harmless against all actions or court proceedings that may ensue (including attorney's fees), which seek to order the Court to disclose the information. If the owner of the asserted data refuses to indemnify and hold the Court harmless, the Court may disclose the information.

XII. COURT DISCRETION

The Court specifically reserves the right to reject, in full or in part, all proposals submitted, and/or to cancel this request for proposals, when such action is in the Court's best interests. In addition, the Court specifically reserves the right to waive any of the technical requirements of the proposal, when such action is in the Court's best interests.

Any contract which may be awarded shall be based upon the proposal which is most advantageous to the Court and its employees, costs and other factors considered. All contracts are subject to the availability of funds.

XIII. CHANGES, ADDENDA, WITHDRAWALS

The Court reserves the right to change the calendar of events or issue addenda to the RFP at any time. The Court also reserves the right to cancel or reissue the RFP.

If the proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the proposer, and cross-referenced clearly to the relevant proposal section. **All such changes must be received prior to the deadline for proposal submission.**

XIV. COST OF PREPARING PROPOSALS

The Court is not liable for any costs incurred by proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal, preparing the proposal, and any other expenses incurred by the proposer in responding to the RFP are entirely the responsibility of the proposer, and shall not be reimbursed in any manner by the Court.

XV. AUDIT OF RECORDS

The State Legislative Auditor or other auditors so designated by the Court shall have the option to audit all accounts directly pertaining to the resulting contract for a period of three (3) years after project acceptance or as required by applicable State or Federal law. Records shall be made available during normal working hours for this purpose.

XVI. RECORDS RETENTION

The successful proposer shall maintain all records relating to any contract which is agreed upon for a period of at least three (3) years after acceptance by the Court.

XVII. CHOICE OF LAW

The resulting contract shall be governed by Louisiana law.

XVIII. NO ARBITRATION

The resulting contract shall not contain any provision mandating that the parties submit to arbitration.

XIX. FIXED PRICING REQUIRED

Any pricing provided by proposer shall include all costs for performing the work associated with that price. Except as otherwise provided in this RFP, proposer's price shall be fixed for the duration of any resulting contract. This clause does not prohibit proposer from offering lower pricing after award.

XX. PUBLICITY

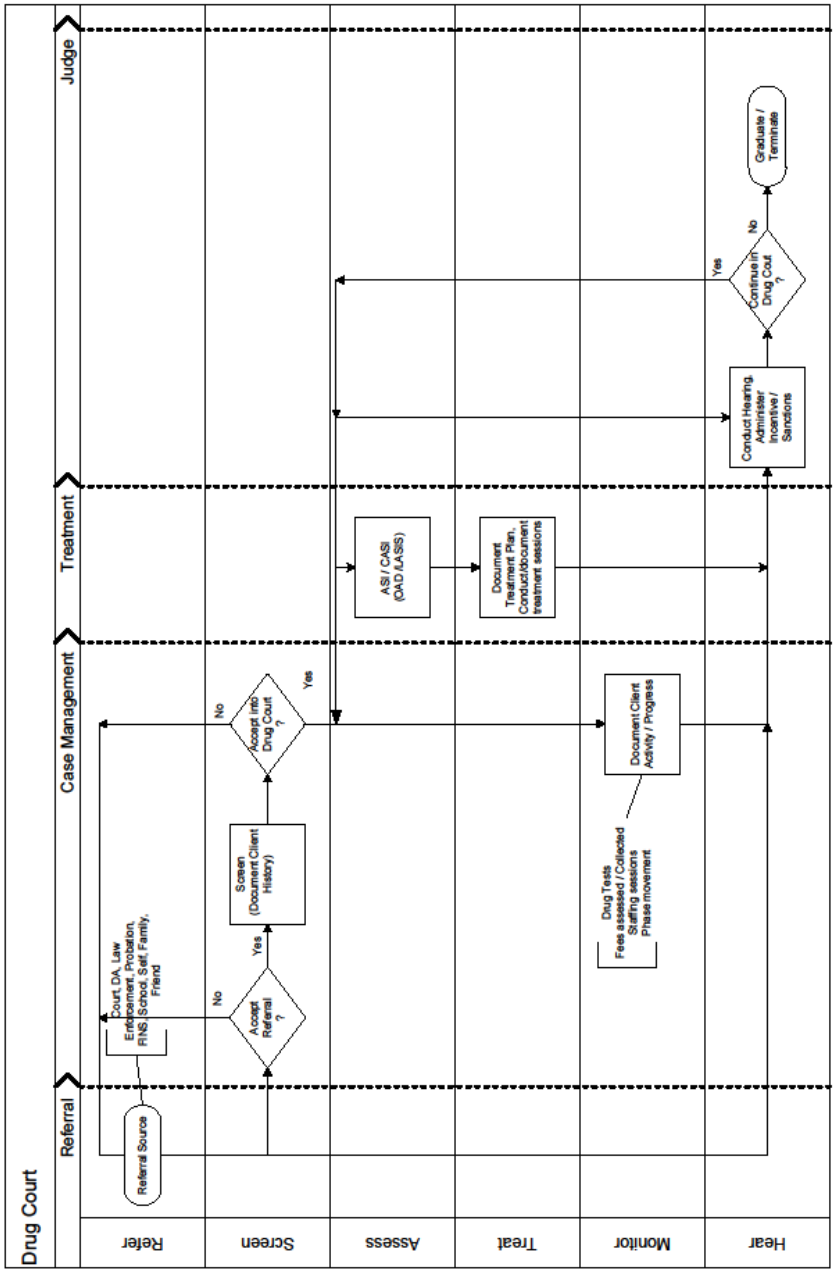
Contractor shall not publish any comments or quotes by Court employees, or include the Court in either news releases or a published list of customers, without the prior written approval of the Court.

XXI. TERMINATION DUE TO UNAVAILABILITY OF FUNDS

Payment and performance obligations under the resulting contract shall be subject to the availability and appropriation of funds therefor. When funds are not appropriated or otherwise made available to support continuation of performance, the contract shall be canceled.

APPENDIX A

Drug Court Process Diagram



DCCM Data Elements

1. ***data captured at screening***

referral source (e.g. DA, FINS, school, transfer from other court) and contact info
arrest history (drug court eligible charge, prior arrest/conviction history, probation/parole data, felony/misdemeanor status)
demographic data (date of birth, age, gender, race/ethnicity, marital status)
physical attributes (eye and hair color, height, weight, distinctive markings)
employment history
military service history
drug use history (drug(s) of choice, method of use, frequency of use, age of first use)
prior drug court participation (date and location)
health history (diagnoses, mental issues, communicable diseases, allergies, pregnancies)
social history(living circumstances, positive and negative social ties, household members' arrest status)
child support (paying/receiving, amount, ,custody status)
public/social services received (including LRS)
education history
emergency contact data

2. ***data maintained during participant tenure***

changes in employment (employer, days employed)
changes in education status (including learning/medical issues diagnoses, standardized test scores)
subsequent arrest info
changes in medical history (medical exam dates, health insurance info, pregnancies)
living/family situation (including child custody status and child support)
births of drug free babies
social services (eligibility and status)
TANF eligibility and certification date

3. ***data captured re participation in drug court***

court personnel assigned to participant (judge, case manager, treatment provider and counselor, probation officer)
phase history (promotions/demotions)
drug screen history (drugs tested, results, numeric values, cut-off levels)
treatment plans (goals, objectives, methods)
treatment sessions / progress notes (attendance by participants and others), modality
community service history (type, hours assigned and worked)
incentives and sanctions (type and reason for)
fees (type, assessed and paid)
court reports (status hearings, recommendations, participant attendance)
completion status(successful/unsuccessful, reason for exit if not successful)
participant disposition at exit (probation/parole status)

post-exit survey (quality of life, education and employment status, etc.)

Performance Measures

by status	as a percent of total population
referrals admitted **	percent of referrals admitted; percent found appropriate for drug court
retention rate *	the sum of the counts of active participants and those completing the program successfully as a percent of the total population
graduation rate **	the count of participants completing the program successfully as a percent of the total population
terminations **	reason for and as a percent of total population
re-admissions	count of participants readmitted to the program after exit, be it successful or not
time in program **	mean and standard deviation
(demographics)	
age at admission	mean and standard deviation
Gender	as a percent of total population
Race	as a percent of total population
Ethnicity	as a percent of total population
(arrest history)	
count of prior arrests ***	count by participant; mean and standard deviation
age at first arrest ***	by participant; mean and standard deviation
(timeliness)	
days between arrest and eligibility screening **	by participant; mean and standard deviation; also by interval as a percent of participant population
days between eligibility screening and admission **	by participant; mean and standard deviation; also by interval as a percent of participant population
days between arrest and admission **	by participant; mean and standard deviation; also by interval as a percent of participant population
days between referral and admission **	by participant; mean and standard deviation; also by interval as a percent of participant population

days between admission and treatment **	by participant; mean and standard deviation; also by interval as a percent of participant population
(processing)	
status hearings **	count and attendance by participant; session density and as a percent of program standard
units of service *	count of treatment sessions by session type; also, by participant, mean and standard deviation; session density and as a percent of program standard
program violations **	count as measured by the number of sanctions imposed
time in jail **	as measured by number of jail sanctions
(sobriety)	
drug of choice	count by drug as a percent of total population
age of first use ***	mean and standard deviation
drug screens per participant **	count; mean and standard deviation
positive results of drug screens *	percent of positive drug screens by participant; mean and standard deviation
initial sobriety period	count of days between admission and first positive drug test; mean and standard deviation
current sobriety period *	count of days since last positive drug test (to date for active participants; to exit date for participants that have exited the program successfully or not); mean and standard deviation
(accountability)	
hours of community service **	assigned and worked
financial obligations **	drug court fees and fines; child support (received and paying)
(social functioning)	
education **	change in status, percent earning GED or high school diploma; percent pursuing post-secondary education, percent actively pursuing education or vocational training
employment **	change in status, days employed
child custody status **	

births of drug free babies **	
recidivism data	count of drug court graduates convicted on new charges subsequent to participation in drug court
post exit **	by intervals of 1 and 2 years

* NRAC (National Research Advisory Committee) core measure
** NRAC recommended measure
see NCSC Statewide Technical Assistance Bulletin, Volume 6, July 2008
*** risk measure: Doug Marlowe, "Best Practices The Risk Principle: A Foundation for Best Practices"

Appendix B

PRICE-BUSINESS PROPOSAL FORM

1.	Turnkey Drug Court Case Management System for the Court including, but not limited to, tasks listed in Section VI(D), inclusive of all travel expenses as well as maintenance and support for the first year. (Please provide breakout of costs below)			$
	a.	Case management system software	$	
	b.	Conversion of data from old system to new system	$	
	c.	Configuration and/or necessary customization	$	
	d.	Implementation	$	
	e.	On-site training	$	
	f.	First year maintenance and support	$	
	g.	Other associated costs	$	
2.	Interface & Customization Hourly Rate	Category	Hourly Rate	
3.	Support and Maintenance	Year 2	$	
		Year 3	$	
		Year 4	$	
		Year 5	$	
4	Estimated travel expenses		$	$
		Total Years 2 - 5		$
	Total Cost			$