Judicial Information System Committee Meeting July 16, 2019

<u>DECISION POINT</u> – Courts of Limited Jurisdiction Case Management System – Decision to move forward

MOTIONS:

1. I move that the JISC accept the Gartner recommendation to choose a commercial off-the-shelf (COTS) solution for courts of limited jurisdiction and probation departments.
2. I move that the JISC accept the CLJ-CMS Project Steering Committee's recommendation that the Administrative Office of the Courts (AOC) proceed with contract negotiations with Tyler Technologies for a statewide case management system.

I. Background

On April 25, 2014, the Judicial Information System Committee (JISC) authorized the Courts of Limited Jurisdiction Case Management System (CLJ-CMS) project. The project objective is to modernize current court and probation office business practices by replacing the existing system commonly known as DISCIS with a commercial off-the-shelf (COTS) product.

At the recommendation of the CLJ-CMS Project Steering Committee and with the approval of the JISC, AOC terminated contract negotiations with the apparent successful vendor (ASV), Journal Technologies Inc., in November 2017. Prior to deciding on the next steps in the project, the steering committee requested that the second vendor, Tyler Technologies, return to Washington to address concerns and issues identified during the original product demonstration. Following the clarification meeting, the steering committee and evaluators discussed their impressions of Odyssey and the possible next steps for the project. At that time, the steering committee concluded that the gaps between CLJ business requirements and the Tyler Technologies product were too great and decided not to move forward.

In 2018, the steering committee established a set of imperatives for the CLJ-CMS system to guide the project moving forward and decided to seek the advice of an independent industry consultant for a facts-based analysis of viable options. AOC published an RFQQ, and Gartner was chosen to perform the analysis in late 2018.

II. Discussion and CLJ-CMS Project Steering Committee Recommendation

Gartner analyzed three options: COTS best-in-class or best-of-breed; JIS modernization, and a hybrid or other solution. After analyzing all three options, Gartner's recommendation was to use a COTS solution. In its analysis, Gartner identified that the court case management market is concentrated in a small set of viable vendors.

Due to the results of the analysis, the CLJ-CMS Project Steering Committee decided to reconsider the two vendors that had responded to the RFP. JTI declined to re-open contract

negotiations, so AOC approached Tyler Technologies to discuss whether there have been changes in product functionality.

Tyler has made changes on their end that better meet the limited jurisdiction court and probation department needs. These changes significantly lessen the gap between the steering committee's identified imperatives and the offered product functionality. For example, Tyler has acquired Caseload Pro for probation management, and expects to have it integrated into Odyssey by late 2019. Tyler has also made improvements in Odyssey 2018 and owns other systems that could be leveraged to fill other functionality gaps, such as batch processing, forms, and reporting.

The CLJ-CMS Steering Committee recommends to the JISC that AOC should proceed to contract negotiations with Tyler Technologies.

III. Outcome if Not Passed –

If a decision is not made today, the project will be further delayed. This delay could result in a loss of confidence from stakeholders in the CLJ community in the future success of this project.