TECHNOLOGY COORDINATION OFFICE
Review and Opinion Regarding a Contract Amendment for
Juvenile Court Document Management Services
June 15, 2009

Sponsor: Dini Malone 901.405.8888
Director – Administrative Services
Juvenile Court of Memphis & Shelby County

Cost Summary:	**O&M**	**CIP**
Document Management Programming & System Modifications thru 9/30/09	**$20,400**	**$0**

*Note: The **$20,400** is Juvenile Accountability Block Grant (JABG) funding, additional to the current contract for **$83,000**. This brings the total cost to **$103,400**, an amount requiring Board of Commissioner review and approval.*

FY 2010 Budget Impact **Budgeted?** **YES**

Vendor: **SoftTec, Inc.**

Overview:
Juvenile Court contracts with SofTec, Inc. for annual maintenance and licensing of their sole-sourced court case management system. The current annual contract of $83,000 allows only minimal funding for system enhancements. Grant funding has been received in the amount of $20,400 (Federal thru Sate pass-through) to permit programming services for high-priority system modifications. No County general funds are required.

OPINION: **RECOMMENDED**

Business Need
The Juvenile Court supports ten computer applications and three databases that provide networking support for all in-house Juvenile Court data, networking support for State supported juvenile case data and all help desk and inventory control functions for two Court locations. Much of their record keeping and reporting are driven by State-mandated requirements, prompting periodic programming modifications and system enhancements to achieve compliance. As in previous years, the Juvenile Court must rely on various sources of grant funding to accomplish these system changes.

Included in the scope of work for this additional funding are programming modifications to 1) permit monthly State Disk reporting, 2) development of Detention Center School Attendance Report, 3) ensure the compatibility of various reports with Youth Services Bureau programs, and 4) allow for record searches of the docket system by docket number.

Value for the Financial Outlay
Considering Juvenile Court's current and forecasted reliance on specialized and proprietary case and document management services, this contract provides access to needed support at a reasonable cost savings over in-house development of these capabilities.

Due Diligence
The vendor has provided these services to the County for the past several years and Juvenile Court management routinely monitors the quality and timeliness of the services provided. The TCO has undertaken investigatory conversations with the Director of Administrative Services and the Manager of Juvenile Court Information Services relative to the proposed programming services and the vendor's historical performance. Their responses indicated no significant risks.

Strategic Fit
Outsourcing of these case/document management services for Juvenile Court is consistent with Shelby County's near term and long range information technology plans.

Information Security Considerations
The vendor is a well-established company used to operating in the State and County environments. The contract clearly enforces a due-care requirement to maintain the confidentiality of the County's data and the integrity of the related systems and network.

Marc Johnson
for the Technology Coordination Office