

CIO Project Summary

PROJECT TITLE: Systems Design

SUBMITTED BY: Joy Touliatos

REQUESTING DEPT: Juvenile Court Clerk

PHONE #: (901) 222-0530

CIO's Recommendation: Recommend, Price proposal provides for allocated time to transfer support to ITS.

1. Business Problem/Project Objective:

The Memphis and Shelby County Juvenile Court Clerk's Office has the need for professional computer consultant services with the knowledge and experience to support their requirements.

2. Proposed Solution:

Develop an RFP to evaluate and acquire outside assistance seeking the appropriate professional technical services.

The recommendation was made to enter into a contract for no greater than \$155,000.00 with System Design, a business that provides professional technical computer consulting services for clients. It has done business with the Juvenile Court Clerk in the past so has a firm handle on their needs.

3. Primary Justification – c

- a. *Strategic – Required by or directly supports one of the Shelby County Long Term Information Plan strategic objectives.*
- b. *Regulatory / Safety – Required by law or to prevent imminent risk to employees or assets.*
- c. **“Lights On”** – *Project must be done in order to keep the base services running.*
Required to maintain existing systems
- d. *ROI – Project provides financial benefits (cost savings or cost avoidance) sufficient to justify the expenditures.*
- e. *Capacity/Growth – Required due to insufficient capacity of current system(s) or additional users being added.*
- f. *Goal Critical – Doesn't meet any of the above categories, but needed to meet critical goal.*

4. Objective/Value Proposition

The selected vendor has provided computer consulting services for local and state governments in the Memphis area since 1993.

5. Key Milestones and Dates

Milestones should follow the below outline. Billing is by the hour.

Milestone #	Billing (Approximate)	%
1. Assist Shelby County Information Technology (ITS) in maintaining the Juvenile Court Clerk's computer systems.	\$ 12,764.71	8%
2. Coordinate with ITS to support network infrastructure, email, phones, servers, software and hardware, etc. for the	\$ 5,835.29	4%
3. Provide knowledge transfer to ITS regarding all aspects of the Juvenile Court Clerk's operations. and network and computer systems.	\$ 5,835.29	4%
4. Provide technical, management and operative support using Court and Court Clerk staff and State of Tennessee Information System staff	\$ 2,917.65	2%

5. Evaluate the managerial, operational recommendations for corrective/remedial action.	\$ 3,647.06	2%
6. Provide technical assistance to in-house technician.	\$ 2,917.65	2%
7. Maintain, with the goal of eliminating NOVELL from the Juvenile Court Clerk's system	\$ 5,835.29	4%
8. Assist ITS in the maintenance of the Microsoft Windows	\$ 1,750.59	1%
9. Assist in the integration into the State of Tennessee WAN.	\$ 1,750.59	1%
10. Document physical location, software and hardware of LAN, and the scheduled preventive maintenance and update verification.	\$ 1,750.59	1%
11. Streamline and standardize software and hardware for efficiency and cost effectiveness.	\$ 1,750.59	1%
12. Assist in the development of plans to transfer support of the Juvenile Court Clerk's computer systems to ITS.	\$ 8,752.94	6%
13. Assist in the evaluation and selection of computer resources such as computer systems, peripheral equipment and software packages.	\$ 5,835.29	4%
14. Assist in the evaluation of responses against predetermined evaluation criteria and guide the final acquisition process including installation and implementation.	\$ 1,750.59	1%
15. Assist in the usage of a structured methodology for the development and implementation of computerized application systems to include project feasibility, cost/benefit analysis, general and detail systems design, programming, testing and implementation	\$ 30,635.29	20%
16. Assist in integrating new applications into a structured system to eliminate multi-entry and duplication of data.	\$ 20,423.53	13%
17. Include current users of Clerk system in design process.	\$ -	0%
18. Provide upgrades, maintenance and support for the Juvenile Court Clerk system.	\$ 34,039.22	22%
19. Provide training for end users on various select and custom developed programs as needed.	\$ 3,403.92	2%
20. Provide training for ITS staff on various select and custom developed programs as needed.	\$ 3,403.92	2%
Total	\$155,000.00	100%

6. **Measures of Success**

Maintenance.

7. **Responsible Manager** – Harvey Henderson

8. **Confidence in Ability to Deliver** – Medium Risk, High Profile, Data Conversion.

9. **Project Dependencies or Synergies** –

- N/A

Dependency Relationship

N/A	
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10. **Legal Implications** – None

11. **Resource Requirements** –

a. N/A

12. **Other Systems or Processes Impacted** – N/A

13. **Single Vendor Item?** – Yes

