

Case Management System (CMS)
City of McKinney
Municipal Court

Project Background

- The City of McKinney is replacing its nearly 22 year old Case Management System (currently CentralSquare Naviline). The CMS system has not been able to meet the growing needs of the City, especially in the areas of electronic forms processing, financial transaction tracking and reporting.
- The **primary** limitations of the current CMS system are:
 - No online customer portal
 - No jury management application
 - No electronic document management system, court staff relies heavily on manual, paper-filled processes
 - Lack of integration to other systems
 - Non-intuitive user interface

Objectives

Objectives to be delivered by the new CMS:

- Provide citizen self-service capabilities
- Ability for documents and forms to be automated in order to achieve a paperless work environment
- Streamline access to records and documents using a electronic document management system.
- Provide improved data analysis and reporting
- Ability to rapidly recover the CMS system from a critical event

Selection Process

- The City engaged Sciens Consulting to assist with, building RFP requirements and acquiring new software.
- A request for proposals (RFP) was issued on July 11, 2017.
- Two proposals were evaluated: Tyler Technologies, Inc. and NetData.
- Scoring criteria:
 - Qualification and Experience
 - Infrastructure Proposal
 - Performance Proposal
 - Contractual Proposal
 - Demonstration
 - Functional Systems Proposal
 - Service & Maintenance Proposal
 - Implementation Proposal
 - Price Proposal
 - References/Site Evaluation
- Cost Summary
 - Tyler Technologies, Incode Court – Software as a Service Agreement, initial cost of \$318,473.00 with an annual recurring cost of \$142,198.00.

Overall Weighting	Tyler	Net Data	Maximum
Proposals	51.50%	37.68%	70.00%
Pricing	10.00%	8.93%	10.00%
Demo	12.68%	5.53%	15.00%
References / Site Evaluation	0.00%	0.00%	5.00%
Final Total	74.19%	52.13%	100.00%



Tyler Technologies, Incode Municipal Court Software was selected by unanimous consensus.

*Note: City Staff went to City of Mesquite for Site Evaluation.



The Municipal Courts Software project will have the benefit of “Lessons Learned” from the Energov Implementation

- Negotiated stronger Service Level Agreements
- No customization of the court software (off the shelf product)
- Least amount of integrations as possible
- Improved processes for interdepartmental communication
- Test an entire workload before go-live

Project Timeline

