

Mayor and Council Communication

DATE: 10/20/20

M&C FILE NUMBER: M&C 20-0764

LOG NAME: 38NASHWEST6

SUBJECT

(ALL) Authorize Execution of a Professional Service Agreement with Nash West, LLC, in an Amount Up to \$123,525.00 for Database Analysis and Configuration Services for the Municipal Court in Support of Its Case Management System

RECOMMENDATION:

It is recommended that the City Council authorize the execution of a professional service agreement with NashWest, LLC, in an amount up to \$123,525.00 for database analysis and configuration services for the Municipal Court in support of its Case Management System.

DISCUSSION:

On March 9, 2017, City Secretary Contract No. 48814 was executed by the City with NashWest, LLC (NashWest) for the following services: complex database administrator support related to the internal assessment of CourtView data to identify and correct/cleanup problems regarding unprocessed ticklers, un-resulted events, delinquent time payment plans, cases outside of workflow and cases with invalid data as well as deployment of outstanding CourtView releases.

Under the contract, the court performed nearly 2M corrections and updates pertaining to address, warrants, state reporting, collections, and financial data, among other data sets. Through the guidance provided by the vendor, the Court removed erroneous warrant data and reduced errors to less than 1%; implemented automation monitoring tools helping to reduce form generation and document creation issues. The court has also tested and rolled into production several system releases and maintained up-to-date status. The contract expired on December 31, 2019.

Under the guidance of the Data Governance Committee discussions, Court and City of Fort Worth Information Technology Systems (CFWITS) have solidified its understanding in strategic direction. Court can focus its efforts towards better understanding its data needs to continue providing reliable services across the community and CFWITS focuses on technology framework delivery.

Well in advance of the contract expiration, the Court began to assess final needs and opportunities to sunset the existing third party efforts to focus on self-sustaining support. The Court is requesting to execute a final contract with NashWest to complete vendor specific services. The projects and tasks have been thoroughly reviewed and prioritized to ensure that the projects completed through this contract will help steer Court to independence from consistent reliance on third-party vendor services. These services are vital for a robust strategic approach to case management oversight. This final contract focuses on specific objectives encompassing accuracy of data, process control, and transfer of system knowledge. Among the identified targets:

- Office of Court Administration and State reporting;
- NISI (Bond Forfeiture) business processing and retention scheduling;
- CY2020 fine changes review and enhancements;
- Ticklers, events, options, and docket workflows knowledge transfers;
- Case milestone controls;
- Improving financial management (Court has a unique method of applying payments to oldest case first);
- Query/Script development and strategies;
- Configuration evaluation and improvement opportunities; and
- Workflow building "Best Practices" from a developer's perspective.

Completion of the above targets through this contract will position Court to be self-sustaining, drastically reducing the need for constant vendor service agreements, and will pave the way for long-term strategic plans.

This agreement shall be effective upon execution and shall remain in effect for one year from the date of execution, unless earlier terminated. An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are available in the current operating budget, as previously appropriated, in the Special Revenue MC Fund for the Court Technology Fees project to support the approval of the above recommendation and execution of the professional service agreement. Prior to any expenditure being incurred, the Municipal Courts Department has the responsibility to validate the availability of funds.

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