Memorandum

MIAMI-DADE COUNTY

Date: June 4, 2024

To: Honorable Chairman Oliver G. Gilbert, III
and Members, Board of County Commissioners

From: Daniella Levine Cava
Mayor

Daniella Levine Cava

Subject: Recommendation for Approval of a Non-Competitive Designated Purchase to Authorize Additional Expenditure Authority for Court Case Management System

Agenda Item No. 8(P)(3)

Summary

This contract is for the implementation of an integrated Court Case Management System (CCMS) for criminal court cases for the Eleventh Judicial Circuit Court of Florida and to serve the needs of all County criminal justice agencies and County citizens. CCMS is crucial to the Clerk of Courts' (COC) and Administrative Office of the Courts' (AOC) operations. This item is for additional expenditure authority to allow for implementation of the traffic case management and parking violations case management modules of CCMS. These additional modules are crucial due to the outdated nature of the current traffic and parking systems, which rely on 30-year-old mainframe technology, leading to high operational costs and complexity in supporting traffic and parking citation processes. The implementation of these modules will facilitate access and management of traffic and parking related case documents, citations, and events, enabling the transfer of documents, disposition/closure notifications, criminal traffic citation processing, and communication of case information, including transfers and bench warrants, to ensure seamless coordination among relevant entities in the legal process.

The contract included these modules as optional services, and it was contemplated that Board approval would be sought at the time of the purchase. If approved, these additional modules will be implemented in parallel to the current CCMS project which is contracted to go live in 2025, while the additional modules are planned to go live in early 2027.

Recommendation

It is recommended that the Board of County Commissioners (Board) approve this request for a non-competitive designated purchase to *Contract No. RFP-01622, Court Case Management System*, and Supplemental Agreement No. 1 on behalf of the COC and AOC. The contract and project are managed by the Information Technology Department (ITD). Approval of a designated purchase, by a two-thirds vote of the Board members present, is being requested pursuant to Section 2-8.1(b)(3) of the Miami-Dade County Code to authorize $5,379,775 for the initial term, $2,489,936 for the first renewal, and $3,364,910 for the second renewal, for a total amount of $11,234,621 in additional expenditure authority in order to purchase software licenses, implementation services, and maintenance and support services for the traffic case management and parking violations case management modules.

Background

This contract was awarded by the Board on June 3, 2021, via Resolution No. R-420-21 to Catalis Courts & Land Records, LLC (formerly Pioneer Technology Group, LLC) for a five-year term with two, five-year options to renew. The contract is currently in the initial term.

The COC and the AOC will use this contract to streamline operations and transform the manner in which information is delivered to both criminal justice agencies and constituents. The platform modernizes the County's technological landscape, bringing about substantial changes in the way County's criminal justice agencies conduct business; improves the accuracy and completeness of information and records; and enables timely availability of such information. The system is used for criminal court cases for the Eleventh Judicial Circuit Court of Florida and serves the needs of all County criminal justice agencies and County citizens.

Additional expenditure authority is needed to purchase the traffic case management module, parking violations case management module, and related licenses and services. The operational need for the purchase of the additional modules arises from the outdated and technologically obsolete traffic and parking systems, which are nearly 30 years old and rely on mainframe technology. The entire lifecycle of traffic and parking citations is currently managed within these systems, presenting challenges such as the scarcity of programming skills to support and maintain applications, leading to the necessity of employing contractors at higher rates. The obsolescence of the technology makes even simple tasks, like generating a report in a modern database system, a time-consuming and inefficient process. The County is actively addressing these challenges to swiftly modernize crucial systems and optimize operational efficiency through the purchase of the optional modules.

Competition is not practicable at this time due to the interoperability demands between the CCMS and the traffic and parking violations case management modules. Accordingly, it is in the County's best interest to approve this designated purchase pursuant to Section 2-8.1(b)(3) of the Miami-Dade County to allow the County to retain access to software licenses and continue receiving customization and implementation, training, maintenance, and support services.

Scope
The impact of this item is countywide in nature.

Delegated Authority
If this item is approved, the County Mayor or County Mayor's designee will have the authority to execute Supplemental Agreement No. 1 and exercise all provisions contained therein.

Fiscal Impact/Funding Source
The initial five-year contract term expires on June 30, 2026, and has a current cumulative allocation of $12,947,000. The two, five-year options to renew were approved by the Board for $13,973,000 under Resolution No. R-420-21; therefore, the existing cumulative allocation is $26,920,000. If this request is approved, the contract will have a modified cumulative allocation of $38,154,621. The requested increase in expenditure authority is based on the costs associated with the purchase and implementation of the two modules, and associated licenses, maintenance, and support fees. The additional expenditure for this year was approved by the Board as part of the fiscal year 2023-2024 County budget.

Department	Existing Cumulative Allocation	Additional Allocation Requested	Modified Cumulative Allocation	Funding Source	Contract Manager
ITD	$26,920,000	$11,234,621	$38,154,621	Financing Proceeds	Julian Manduley
Total	**$26,920,000**	**$11,234,621**	**$38,154,621**		

Track Record/Monitor
Angela Mathews-Tranumn of the Strategic Procurement Department (SPD) is the Procurement Contracting Manager.

Awarded Vendor

Vendor	Principal Address	Local Address	Principal
Catalis Courts & Land Records, LLC	1100 Central Park Drive, Ste 100 Sanford, FL	None	Darin Rasmussen

Due Diligence
Pursuant to Resolution No. R-187-12, due diligence was conducted in accordance with SPD's Procurement Guidelines to determine contractor responsibility, including verifying corporate status and review of performance and compliance issues through various vendor responsibility lists and a keyword internet search. The lists referenced include convicted vendors, debarred vendors, delinquent contractors, suspended vendors, and federal excluded parties. There were no adverse findings relating to contractor responsibility.

Applicability of Ordinances and Contract Measures
- The two percent User Access Program does not apply.
- The Small Business Enterprise Selection Factor and Local Preference applied.
- The Living Wage Ordinance does not apply

Carladenise Edwards
Chief Administrative Officer

MEMORANDUM
(Revised)

TO: Honorable Chairman Oliver G. Gilbert, III
and Members, Board of County Commissioners

DATE: June 4, 2024

FROM: Geri Bonzon-Keenan
County Attorney

SUBJECT: Agenda Item No. 8(P)(3)

Please note any items checked.

_______ **"3-Day Rule" for committees applicable if raised**

_______ **6 weeks required between first reading and public hearing**

_______ **4 weeks notification to municipal officials required prior to public hearing**

_______ **Decreases revenues or increases expenditures without balancing budget**

_______ **Budget required**

_______ **Statement of fiscal impact required**

_______ **Statement of social equity required**

_______ **Ordinance creating a new board requires detailed County Mayor's report for public hearing**

_______ **No committee review**

___✓___ **Applicable legislation requires more than a majority vote (i.e., 2/3's present ✓, 2/3 membership ____, 3/5's ____, unanimous ____, CDMP 7 vote requirement per 2-116.1(3)(h) or (4)(c) ____, CDMP 2/3 vote requirement per 2-116.1(3)(h) or (4)(c) ____, or CDMP 9 vote requirement per 2-116.1(4)(c)(2) ____) to approve**

___✓___ **Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required**

Approved ______________________ Mayor
Veto __________
Override __________

Agenda Item No. 8(P)(3)
6-4-24

RESOLUTION NO. ______________________

RESOLUTION AUTHORIZING A NON-COMPETITIVE DESIGNATED PURCHASE PURSUANT TO SECTION 2-8.1(B)(3) OF THE COUNTY CODE BY A TWO-THIRDS VOTE OF THE BOARD MEMBERS PRESENT; AUTHORIZING ADDITIONAL EXPENDITURE AUTHORITY IN AN AMOUNT NOT TO EXCEED $11,234,621.00 FOR A TOTAL MODIFIED CONTRACT AMOUNT OF $38,154,621.00 FOR CONTRACT NO. RFP-01622 FOR COURT CASE MANAGEMENT SYSTEM FOR THE INFORMATION TECHNOLOGY DEPARTMENT ON BEHALF OF THE CLERK OF COURTS AND ADMINISTRATIVE OFFICE OF THE COURTS; AND AUTHORIZING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO EXECUTE THE AGREEMENT AND EXERCISE ALL PROVISIONS OF THE CONTRACT

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying County Mayor's memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that:

Section 1. This Board finds it is in the best interest of Miami-Dade County to authorize a non-competitive designated purchase in an amount not to exceed $11,234,621.00 for a total modified contract amount of $38,154,621.00 for Contract No. RFP-01622 for Court Case Management System for the Information Technology Department on behalf of the Clerk of the Courts and Administrative Office of the Courts pursuant to section 2-8.1(b)(3) of the Code of Miami-Dade County, by a two-thirds vote of the Board members present.

Section 2. This Board authorizes the County Mayor or County Mayor's designee to execute Supplemental Agreement No. 1, in substantially the form attached hereto and made a part hereof, and exercise all provisions of the contract. A copy of the complete contract document is on file with and available upon request from the Strategic Procurement Department.

The foregoing resolution was offered by Commissioner ,
who moved its adoption. The motion was seconded by Commissioner
and upon being put to a vote, the vote was as follows:

Oliver G. Gilbert, III, Chairman
Anthony Rodríguez, Vice Chairman

Marleine Bastien	Juan Carlos Bermudez
Kevin Marino Cabrera	Sen. René García
Roberto J. Gonzalez	Keon Hardemon
Danielle Cohen Higgins	Eileen Higgins
Kionne L. McGhee	Raquel A. Regalado
Micky Steinberg	

The Chairperson thereupon declared the resolution duly passed and adopted this 4th day of June, 2024. This resolution shall become effective upon the earlier of (1) 10 days after the date of its adoption unless vetoed by the County Mayor, and if vetoed, shall become effective only upon an override by this Board, or (2) approval by the County Mayor of this Resolution and the filing of this approval with the Clerk of the Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

JUAN FERNANDEZ-BARQUIN, CLERK

By:________________________
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency.

Eduardo W. Gonzalez

SUPPLEMENTAL AGREEMENT NO. 1

Contract Number: **RFP-01622**

Contract Title: **Court Case Management System**

Contractor: **Catalis Courts & Land Records, LLC**
501 Central Park Dr. Ste. 100
Sanford, FL 32771

In accordance with the above referenced Contract, this Supplemental Agreement No.1, when properly executed, shall become part of the Contract, and shall set forth the terms and conditions that are in addition to and/or modify those terms and conditions set forth in the Miami-Dade County Court Case Management System (CCMS) Agreement, by and between Catalis Courts & Land Records, LLC ("Contractor") and Miami-Dade County ("County") as amended.

Whereas, the County and Contractor desire to modify the Agreement to add professional services to be provided by the Contractor to the County; and

Whereas, this Supplemental Agreement No. 1 sets forth the terms and conditions that are in addition to and/or modify those terms and conditions set forth in the original Agreement; and

Whereas, the County and Contractor acknowledge that Article 15 of the original Agreement requires the Contractor to maintain an escrow agreement for the source code of the Solution; and

Whereas, in accordance with Article 15, it is necessary to memorialize the requirement for the modified code resulting from this Supplemental Agreement to be placed into escrow in the same manner as outlined in the original Agreement.

Now, therefore, in consideration of the premises and mutual promises contained herein, the parties hereto agree to the following modification to the Articles in the Agreement:

1. Appendix A is hereby modified to incorporate Appendix A-1 with the negotiated Scope of Services.
2. Attachment 2 of Appendix A is hereby modified to incorporate Attachment 2-1 with the following negotiated Functional Specifications Matrix.
3. Attachment 4 of Appendix A is hereby modified to incorporate Attachment 4-1 with the following negotiated Interface Development Matrix.
4. Attachment 5 of Appendix A is hereby modified to incorporate Attachment 5-1 with the following negotiated Resource Allocation Plan.
5. Attachment 7 of Appendix A is hereby modified to incorporate Attachment 7-1 with the following negotiated Training Plan.
6. Attachment 8 of Appendix A is hereby modified to incorporate Attachment 8-1 with the following negotiated Maintenance and Support Plan.
7. Appendix B is hereby modified to incorporate Appendix B-1 with the following negotiated Price and Payment Schedule.
8. Appendix C is hereby modified to incorporate Appendix C-1 with the following negotiated Initial Project Plan.

Appendix A-1: Scope of Services - Parking and Traffic Projects

Contents

1 Project Purpose

The purpose of this project is to replace Miami-Dade County's existing Traffic and Parking Case Management Systems with Catalis' Benchmark Case Management System. This project will be implemented in parallel to the current CCMS project.

Goals include:

- Streamlining operations.
- Modernizing processes.
- Increasing case processing efficiency.
- Improving data integrity.
- Decreasing repetitive work and redundant data entry.
- Improving data sharing between departments, justice partners, and third parties.
- Reducing reliance on paper and printing.
- Enhancing the public's access to the court system.

The project Scope of Services (SOS) includes all Services and associated deliverables described in each section and subsection.

2 Scope of Licensed Software

The Licensed Software shall be granted to the County in accordance with Article 6 of the Agreement. The Licensed Software will be used for case management in the Traffic and Parking court operations in the County. Licensed Software modules and Application Programming Interfaces (API) that are identified in Section 3 of the Scope of Services as License Type "Enterprise License" below provide access rights to all County, Court, and Clerk employees, staff, and agents of other governmental or justice partners which reasonably require access as part of the operations of Traffic and Parking Case Management, without limitation as to the number of users that may concurrently access the Licensed Software.

3 Licensed Software

Product Name	Modules Included in Product	License Type
Benchmark CMS	Benchmark, Document Management, In Court Processing	Enterprise License
Benchmark Web*	E-filing, Judge Tools and Judicial Viewer, Non-public Stakeholder Portal, and Attorney Portal	Enterprise License

*The Licensed Software includes a grant of license for an unlimited number of Benchmark Web portals. This Scope of Services specifies the Services to be provided by Contractor for the implementation of portals that have been mutually agreed to by the parties at the price outlined in Appendix B-1 to this supplemental agreement. Any future Services for the implementation of additional portals shall be provided in accordance with Article 10 of the Contract.

Benchmark APIs Licensed to the County

In addition to the interfaces to be developed and provided to the County in accordance with Attachment 3 of Appendix A, the APIs outlined below shall also be included in the Licensed Software. These APIs can be utilized by the County for various systems not specifically identified below which can consume or supply data in the same manner described. Additionally, should Contractor develop an API toolkit in the future, this toolkit shall be provided to the County as part of the Licensed Software at no additional cost as long as the County is current on annual Maintenance and Support fees. Any future Services requested by the County from Contractor related to the APIs shall be provided in accordance with Article 10 of the Contract.

- **CCIS 3.0 Pull Services –** Web services that provide case information to the CCIS web site. These we services are used by CCIS to perform real time case lookups by UCN to retrieve court events, financi assessments, sentence information, reopen history, judge assignment history, warrant/summons/capia information, progress docket, and docket images.

- **Benchmark Credit Card Web Service –** Web service that provides case summary information and outstanding case balance. This service is used primarily by partner credit card vendors for accommodating real time case look up on the vendor's web payment portal for the purposes of searching for cases and displaying case information. This service includes case searches by case number, citation number, numeric case number, numeric citation number, as well as name and DOB searches.

- **Image Web Service –** Web service that is used to save and retrieve images.

- **E-file Web Service** – Web service used by the FL E-File Portal for the purposes of looking up case information. This service includes searches by UCN and returns basic case information including case style and status.

- **Jail Web Service** – Web service used by partner jail vendors to submit booking information for the purposes of creating pending cases or executing warrants.

Other Services that consume files in a standard format to create cases or process payments:

- Citation Service – The citation service currently supports several file formats, including the TCATS FHP 6.1 file format. Any vendor that can provide text files in any of the supported formats can be processed by the citation service.
- Payment Service – The payment service currently supports several file formats used by multiple payment vendors. Any payment vendor that can provide text files in any of the supported formats can be processed by the payment service.

4 Project Governance

Project governance structure is an operating process that identifies how the implementation of the CMS will be governed and organized. The structure ensures that the CMS has been developed and implemented in a way that ensures alignment on the expectations of both Contractor Courts and Land Records and Miami-Dade County. Successful project governance provides direction for Project Managers and Project Stakeholders to ensure timely decision making during the project's life cycle.

Miami Dade County:

The project governance levels for the County are outlined below. Decisions and issue resolution will roll-up from the Project Management Team to the Project Steering Working Group.

- **Project Steering Working Group:** Will consist of the County Project Managers, Executive Oversight Manager and Operational and Technical Division and/or applicable Department Directors, and Elected Officials, and champions project throughout their representative organizations; helps resolve issues and make policy decisions; approves scope changes and provides direction and guidance to the project.

- **CMS Project Management Team** (PMT): Will consist of the respective Project Managers, Executive Oversight Manager, and Operational Leads.

Contractor Courts and Land Records:

The project governance for Contractor is outlined below. Decisions and issue resolution will roll-up from the Project Managers to Implementation Management and when needed escalate to Executive Management.

- **Executive Management-** Will consist of Contractor Executive Management and will party have oversight involvement with the project and is part of the Contractor escalation process.

- **Implementation Management-** Will consist of Contractor Implementation Management and will have direct involvement with the project and is part of the Contractor escalation process and has quality oversight responsibilities.

- **Project Managers-** Will consist of the 1dedicated Contractor project managers and will have direct involvement with the project's day to day activities and is part of the Contractor escalation process.

5 Project Staffing

Project staffing will be provided in accordance with the Resource Allocation Plan outlined in Attachment 5-1 of Appendix A-1.

The Catalis Key Personnel outlined in Attachment 5-1 of Appendix A-1: Resource Allocation Plan - Parking and Traffic Projects are the Contractor personnel designated by Contractor, and approved by the County, who will be responsible for Contractor day-to-day project operations as described in this Scope of Services. Substitutions in the Catalis Key Personnel must be made known to County, and County must grant prior written approval before any such personnel change or substitution can become effective. County agrees not to unreasonably withhold any such approval; however, such decision is subject to its Project Manager's sole discretion. Any such employee being presented as a potential substitution must possess equal or superior skills, qualifications, and experience in terms of projects completed and modules/versions implemented as defined in Section 3. The County reserves the right to conduct interviews, check references, or use any other means the County deems appropriate prior to granting approval of a substitution. All costs associated with the substitution of personnel shall be borne by Contractor. Any substitution of personnel must be completed within ten (10) Business Days or other mutually agreed upon timeframe.

Notwithstanding employment changes outside of Contractor' control, such as sickness, jury duty, changes in employment status, personal hardship, military deployment, or other material changes, Contractor agrees to avoid replacing or reassigning any Key Personnel under this Agreement, except in accordance with a County request pursuant to the paragraph below. Contractor shall provide the Catalis Key Personnel as long as said staff are in Contractor' employment. If it becomes necessary for Contractor to replace any Catalis Key Personnel under this Agreement, Contractor will give County as much advance written notice of the replacement as is feasible and will provide County with reasonable written details concerning the proposed replacement, including resumes, references, etc.

In the event County's Project Manager determines in good faith that the continued assignment of any such Key Personnel is not in the best interests of County, then County's Project Manager shall give Contractor written notice to that effect requesting that the employee be replaced. Promptly after its receipt of such a request, Contractor shall investigate the matters stated in the request and discuss its findings with County's Project Manager. Contractor shall replace Key Personnel in accordance with this Section, provided that any delay in Services caused by the replacement requested by County shall be considered caused by County. Nothing in this provision shall be deemed to give County the right to require Contractor to terminate any Contractor employee's employment; it is intended to give County only the right for its Project Manager to request that Contractor discontinue using a specific employee on County's work, services, or Project.

6 Project Management

Project Manager

Contractor will assign, at a minimum, one dedicated Contractor Project Manager to the completion of this Scope of Services. The Contractor Project Manager will participate remotely and on-site as dictated by the mutually agreed upon Project Plan, further described below. The Contractor Project Managers will be responsible for the creation, maintenance, and completion of the Deliverables defined in this Section 6.

Project Charter

The CCMS Project Charter will serve as the basis for the Parking and Traffic Projects. The Project Charter authorizes the work of the project and sets the high-level guidelines, including project objectives, success criteria, high-level risks, summary schedule, project approval authority, and high-level requirements.

Project Plan

As part of the ongoing project management, a Contractor Project Manager will update and maintain a Project Plan to reflect measured progress and performance. Contractor will perform these updates on schedule with Status Meetings and Status Reports. Contractor will review the Project Plan to validate that it accurately reflects current status.

Material changes to the Project Plan, including changes in schedule or resources, will be processed through the Change Request process outlined in Section 7.

A Contractor Project Manager will upload and maintain the Project Plan in a secure Microsoft SharePoint Site provided by the County. Separate collaboration tools may be used for tracking activities, however, where possible, duplication in tracking activities will be minimized to provide an efficient and effective approach to managing deliverables and status. The Contractor Leads designated in Attachment 5-1 of Appendix A-1: Resource Allocation Plan - Parking and Traffic Projects will be responsible for day-to-day management of their respective teams. The respective Leads will report status, risks, and issues to the Contractor Project Manager(s), who will be responsible for providing all notifications to the County.

Project Documentation

Contractor shall provide comprehensive documentation throughout the completion of the Scope of Services. It is imperative that these documents, in particular, the Project Plan, provide a comprehensive roadmap for the parties.

Deliverables for documentation are outlined in Attachment 6 of Appendix A: Documents Definitions.

Project Schedule

An initial project schedule is included in **Appendix C-1, Initial Project Plan**. This schedule may be updated throughout the project. The Contractor Project Manager will update the schedule with any mutually agreed upon changes until final Acceptance from Miami-Dade.

Status Meetings

A Contractor Project Manager, in coordination with the County's Project Manager, will schedule and conduct status meetings bi-weekly, or more frequently should the County determine more frequent meetings are required, with the Project Key Personnel. The need to conduct meetings on-site or via remote technology will be reviewed on an ongoing basis for the duration of the Services, and determinations will be made by the County, in its reasonable discretion on a meeting-by-meeting basis. Status Meeting topics will include:

- Project Plan
- Current Activities
- Action Items from Last Meeting
- Issues and Risks, including identification of who owns the risk; and actions to be taken for mitigation of risk
- Status of Deliverables and Payment Milestones

In addition, a Contractor Project Manager, in coordination with the County's Project Manager, will schedule and coordinate monthly County Key Stakeholder status meetings. The frequency of these meetings may be adjusted at the County's discretion. The need to conduct meetings on-site or via remote technology will be reviewed on an ongoing basis for the duration of the Services, and determinations will be made by the County, in its reasonable discretion on a meeting-by-meeting basis.

Project Meetings

A Contractor Project Manager, in coordination with the County's Project Manager, will schedule and conduct ongoing meetings with the appropriate County and Contractor resources in order to gather feedback necessary for decision making in order to complete the Scope of Services. The need to conduct meetings on-site or via remote technology will be reviewed on an ongoing basis for the duration of the Services, and determinations will be made by the County, in its reasonable discretion on a meeting-by-meeting basis.

Infrastructure Meetings

Beginning upon project kick-off, a Contractor Project Manager, in coordination with the County's Project Manager, will schedule and conduct ongoing meetings with appropriate County and Contractor technical resources to conduct a review of various aspects of technical infrastructure, including but not limited to network, infrastructure setup and performance, troubleshooting, security, etc., in order to ensure appropriate preparation and technical readiness for implementation of the CMS. The need to conduct meetings on-site or via remote technology will be reviewed on an ongoing basis for the duration of the Services, and determinations will be made by the County, in its reasonable discretion on a meeting-by-meeting basis.

Meeting Agendas

A Contractor Project Manager shall create and provide detailed agendas for any meeting relevant to the Scope of Services, including status meetings. These agendas will include:

- Meeting Objective
- Tasks to be Performed
- Participants
- Meeting Topics

Meeting Notes

Detailed meeting notes will be provided by a Contractor Project Manager within three (3) Business Days after each meeting that include the following:

- Summary of Conversation
- Action Items for All Responsible Parties
- Due dates for completion of Action Items

Status Reports

A Contractor Project Managers will be responsible for creating monthly status reports for the duration of the completion of the Scope of Services. These status reports will be used to communicate key information to the County. Reports will include:

- Project Health
- Summary of Work Performed
- Late or Overdue Items
- Status of Key Payment Milestones
- Project Timeline
- Issues and Risks
- Risk Mitigation Strategies
- Project Budget

Pre-and Post-Trip Reports

Contractor' Project Managers will provide written Trip Reports both before and after each scheduled on-site activity within five (5) Business Days of the occurrence of the trip. The trip reports will include high-level topics covered, key decisions made (or to be made), action items for the County and Contractor, and topics to be covered in the next visit.

Issue Log

Contractor and the County will create and maintain a list of issues, open and closed, that have been identified throughout the project. Additionally, the County will review the Issue Log and assign a severity/priority level to each issue on an ongoing basis. This Issue Log will be maintained using the program JIRA by Atlassian Contractor will grant the County access to JIRA so that issues can be reported, tracked, and responded to throughout the duration of the completion of the Scope of Services. Every submitted issue will receive a tracking number and will be incorporated into the Issue Log for review at weekly status meetings and in status reports.

Before Go-Live, all remaining open issues in JIRA will be captured in an Issue Resolution Plan and addressed in the manner outlined in Section 16 prior to the initiation of the Reliability Period and Final Acceptance of the Traffic and Parking Case Management, as further outlined in Section 18 and 19 herein. This Issue Resolution Plan will be created by a Contractor Project Manager and approved by the County. The County, in its sole discretion, reserves the right to grant Final Acceptance of the Traffic and Parking Case Management with open issues remaining in the Issue Log, subject to the establishment of a mutually agreed upon timeline for resolution of any such issues within the Issue Resolution Plan.

7 Change Request Process

When either party identifies the need for a change in the Scope of Services, a change review process will be initiated by the requesting party in order to determine the appropriate authority to review and approve the change. Changes may include, but are not limited to, the following:

1) Any change that impacts Appendix B-1 Price and Payment Schedule to this supplemental agreement
2) Any changes that impact the Implementation Timeline
3) Any changes that impact staffing levels for either party
4) Additions or deletions to functionality
5) Any changes to any Deliverable or required Service listed in this Scope of Services

Upon identification, the change request will be submitted to the County's Project Manager for review and determination of the appropriate authority. The County may request feedback or additional information from a

Contractor Project Manager regarding any change requested. Following review, the County Project Manager will notify a Contractor Project Manager of the appropriate authority level in accordance with the governance structure outlined in Section 4. In the event that a change request has material contractual impacts, appropriate approval may be sought from the County Mayor or Designee, or the Board of County Commissioners. Minor changes that do not impact cost, overall project schedule, or overall functionality may be approved by the County's Project Manager do not constitute a change request and shall be captured in the associated Status Report and/or Project Plan.

For avoidance of doubt, Services not explicitly stated in this Scope of Services, but reasonably required to be performed by Contractor in order to successfully implement the Solution shall not be subject to additional compensation by the County. This includes the delivery and Acceptance of all functional requirements identified in Attachment 2-1 of Appendix A-1: Functional Specifications Matrix- Parking and Traffic Projects hereto and delivery and Acceptance of all interfaces delineated in Attachment 4-1 of Appendix A-1: Interface Development Matrix - Parking and Traffic Projects hereto, even in the event that the Gap Analysis outlined in Section 11 reveals that additional effort, resources, staffing, or work arounds are required by Contractor in order to achieve Acceptance.

8 Dispute Resolution Process

In the event of dispute between the parties in performance of this Scope of Services, including but not limited to questions as to the acceptability and fitness of the Services; questions as to either party's fulfillment of its obligations under the Scope of Services; or questions as to the interpretation of the Scope of Services, the dispute shall be brought to the first level outlined below for resolution. In the event that a resolution cannot be reached at the first level, the parties will utilize the following escalation path to resolve the dispute. In order to make determinations, the applicable authority may request information from appropriate parties. Any disputes that are unable to be resolved after all escalations outlined below have been exhausted shall be referred to the Dispute Resolution process outlined in Article 27 of the Contract.

Escalation Path

Level	***County Authority***	***Contractor Authority***
1	*Project Manager*	*Project Manager*
2	*Project Management Team*	*Director of Implementation*
3	*Project Steering Working Group*	*Executive Vice President – Operations*

9 Project Phases and Deployment Strategy

Contractor will implement the Traffic and Parking CMS in parallel to the current Criminal CMS Project.

10 Project Kickoff

Within 90 Days from the date the Supplemental Agreement is executed, Contractor will conduct a Project Kickoff meeting with Miami-Dade County. During this meeting, Contractor will introduce all project team members to Miami-Dade County and the Project Plan Phases will be reviewed in detail.

11 Functional Discovery

Process Discovery

Contractor Project Managers and System Engineers will conduct an on-site visit, unless otherwise agreed upon by both parties, to review workflow processes and analyze existing functionality and data in the legacy systems. This will allow the team to see how business is currently being conducted, which will help steer the configuration of the CMS. The intent is to gain a firm understanding of the County's current processes, which is a crucial step of any successful Gap Analysis.

After its initial process review, Contractor will review its documentation and the Functional Requirements Matrices (Attachment 2-1 of Appendix A-1: Functional Specifications Matrix – Parking and Traffic Projects) and Interface Development Matrix (Attachment 4-1 of Appendix A-1: Interface Development Matrix - Parking and Traffic Projects), to construct new workflows in the CMS.

Gap Analysis Review Process

The Gap Analysis review process will begin when the initial draft Gap Analysis documents are submitted to the County. The County will provide feedback on how Contractor has interpreted the requirements / visions and whether the provided remedy will work for the County to meet the standards for Acceptance identified in Attachment 1 of Appendix A: Acronyms and Definitions, Attachment 2-1 of Appendix A-1: Functional Specifications Matrix – Parking and Traffic Project, and Attachment 4-1 of Appendix A-1: Interface Development Matrix - Parking and Traffic Projects. It is understood by the parties that this will be an iterative process in order to establish and finalize comprehensive Gap Analysis documents. The parties will mutually agree to reasonable timelines for review of each Gap Analysis document, depending on the complexity and size of the document, and such timeline shall be incorporated into the Project Plan. Upon Acceptance of the Gap Analysis documents, Contractor will begin designing the CMS to align with the Gap Analysis documents. If Acceptance is not granted, the parties will continue the iterative process until such time as Acceptance of the Gap Analysis documents occur. Any disputes pertaining to Gap Analysis will be subject to the Dispute Resolution process outlined in Section 8.

12 Data Conversion

Contractor and Miami-Dade County will work together to create crosswalk tables for the conversion of data from the Miami-Dade Data and Imaging Sources listed in this section. Data Conversion is a joint task of both Miami-Dade County and Contractor. Miami-Dade County is responsible for extracting data from their legacy systems and providing the files to Contractor in accordance with the Project Plan. Contractor and Miami-Dade County will work together to import the received files into the Benchmark application using an extract, transform, load (ETL) mechanism, as further described below.

- A Data Conversion Plan, as further described in Attachment 6 of Appendix A: Documents Definition, will be built and agreed to by both Contractor and Miami-Dade County that ensures the conversions are accurate and correct. Conversions are successful when the legacy data that is being converted and imported into the Benchmark application appears as if it were an original record within Benchmark.
- Miami-Dade County will assist and advise on data mapping, as required, and work closely with the Contractor conversion team to ensure that database schema is mapping correctly.
- Miami-Dade County will provide legacy data in mutually agreed upon format for Data and Imaging Sources, on Miami-Dade County servers. The data will not be transferred outside the Miami-Dade County network.
- Contractor will routinely convert data into a test environment for Miami-Dade County's review depending on Miami-Dade County's availability and desired cadence. Contractor acknowledges and agrees there is no limitation in number of iterations of data conversion attempts required in order to successfully complete the data conversion.
- Miami-Dade County will validate the data conversion in accordance with the timelines defined in the Project Plan and report any issues to Contractor that they will work together to resolve.
- Following each iteration of data conversion pass, Contractor will provide exception reports, and Miami Dade will have the opportunity to cleanse source data prior next pass. Such exception reports shall be inclusive of appropriate metrics (counts, etc.) in order to determine the success of the iteration.
- Contractor will reconvert the data if conversion issues were reported.
- Miami-Dade County will revise their data files if the issues are due to source file issues. (Ex: a key data element is not present in the source file that is required in order to complete data conversion i.e., a case number).

The CMS supports numerous data import and export requirements. However, data must be presented in a supported format, such as a CSV, BAK, or Microsoft Excel file. Images may be single-page TIF, PDF, JPEG, JPG and PNG.

Conversion Process

Conversion will follow the structure in the chart below.

STEP	TASK NAME	CONTRACTOR' ROLE	MIAMI-DADE COUNTY'S ROLE
1.	Provide legacy databases to Contractor in a supported format.	Contractor to provide Miami-Dade County with normalized data format for County load.	Provide legacy data to Contractor in a supported format, on County servers.
2.	Complete the mapping of all fields between the legacy databases and the Benchmark data format.	Contractor will be responsible for mapping all fields. Schedule sessions with County, as needed.	Participate in data mapping sessions and make decisions on field mappings. Provide data dictionaries and other support documentation for Data and Imaging Sources, where available.
3.	Review and approve field mapping.	Revise mapping as necessary.	Review mapping and provide feedback.
4.	Initial run of data conversion scripts	Deliver first data conversion pass	None
5.	Test results and report discrepancies	Conduct Data Validation Training with County. Validation training includes high level Benchmark GUI training, forms, and reports training to assist County in understanding where the data is in Benchmark. Contractor to also instruct County how to report conversion issues to the Contractor team.	Test and report discrepancies to Contractor for revision.
6.	Revise Mappings and Conversion Scripts	Lead calls with County to remap database fields and alter conversion scripts to consider County feedback	Support Contractor and provide SMEs as requested to assist in remapping database fields
7.	Identify plan forward based upon conversion performance.	Work with County to review conversion findings and performance metrics. Adjust as conversion plan as necessary.	Report Findings to Contractor and discuss plan forward.
8.	Revise Mappings and Conversion Scripts	Lead calls with County to remap database fields and alter conversion scripts to consider County feedback	Support Contractor and provide SMEs as requested to assist in remapping database fields

9.	Repeat steps 6-8 for 3 more iterations or until Final Conversion Signoff	See above	See above
10.	Final Conversion Signoff	Provide County with a Milestone Completion Report to document that database mapping is accurate and there are no data errors	Provide Acceptance of the Milestone Completion Report

Data and Image Sources

Contractor will be required to provide data conversion services in the manner described above for the following Data and Image Sources. File and data size information are being included for reference purposes only to establish the parameters for the level of effort included in the Project Plan. Contractor acknowledges that data and images will continue to accumulate until such time as the data conversion is completed and agrees that all data and images present in the sources listed below shall be included in the data conversion.

MAINFRAME DATABASES

IDMS Release 19.0, Service Pack 4. DB2 used for online viewing through On-Demand.

TIS – Network IDMS database
File system: 54 Gb
The following high level approximate record counts by type (as of August 2022):

Entity	Approx. Count
Citations (active)	12,000,000
Citations (archived)	15,000,000
Dockets	200,000,000
Drivers	5,500,000
Payment Plans (Active)	230,000
Witness (officers)	13,500,000
Witness (civilians)	1,100,000
Jail	500,000
Bond	520,000
Jail Releases	1,050,000
Court sessions	1,000,000
Motions	1,000,000
Sounding sessions	60,000
Payment Receipts	9,000,000
Case money details	86,000,000
Rehab Programs	1,300,000
Violations (Statutes)	1,500
Violations Costs	150,000

Money Options	21,000
DMV Driver licenses	31,000,000

Note that additional supporting record types may exist in addition to those displayed above and require conversion and migration.

Growth averages approximately 700,000 traffic citations per year.

PVS – Network IDMS database
File system: 2 Gb
The following high level approximate record counts by type as of April 2023:

Entity	Approx. Count
Cases	1,200,000
Notices	1,550,000
Tags	1,300,000
Owners	1,600,000

Note that additional supporting record types may exist in addition to those displayed above and require conversion and migration. The above citations reflect those currently stored in the Parking Violation System, as older citations are removed over time due to limitations of the system. In future the citation count is expected to grow once this limitation is removed.

Growth averages approximately 700,000 parking violations per year.

DISTRIBUTED SYSTEMS/DATABASES

SPIRIT APPLICATION

Windows VB#.NET application with dedicated Oracle database storing associated document/image indexes, annotations, and transactions. Including a files system storage with all documents/images.
File system: 27.5 TB

The following high-level approximate document counts:

Entity	Approx. Count
SPIRIT Documents	70,677,000

The following high-level approximate record counts in Oracle tables:

Entity	Approx. Count
SPIRIT Case Table	21,700,00
SPIRIT Document Case Table	82,143,000

SPIRIT Open Case History	14,000,000
SPIRIT Closed Case History Table	92,523,000
Document Index Table	70,677,000
Document Annotation Table	1,557,800

Central Bond System (CBS)

Development Tools: Visual Studio 2017 .Net (C#) (Include two Modules CBS Interface/CBS Scan)
File System: Database: SQL 2014 (SQLSRV14ITDPRD1.CBS) - (MS SQL Server 2014)
Traffic Bonds stored in this system should be migrated to CMS, if not already in scope for CCMS.

Entity	Approx. Count
Traffic Bonds	122,000

Parking Cash Bond

Windows C# application with dedicated SQL Server database storing parking bonds and associated citations and transactions.

Entity	Approx. Count
Parking Bonds	With balance 130, Total bonds 16,000

13 Workflow Configuration

After Gap Analysis has been completed, documentation of proposed workflows will be created and presented to the respective County stakeholders for verification and signoff. Upon acceptance of proposed workflows, Contractor system engineers and business analysts will configure the CMS in the Dev Environment, as outlined in Section 25.

After initial configuration, Contractor will conduct Configuration Process as outlined below with the appropriate County SME Groups.

Configuration Process

Contractor takes an iterative approach to configuration so that the stakeholders involved are given a vetted and steadfast product. Workflow Configuration will follow the process outlined below for each functional area:

STEP	TASK NAME	CONTRACTOR' ROLE	MIAMI-DADE COUNTY'S ROLE
1.	Perform baseline Benchmark configuration.	Implement Benchmark core processes	None
2.	Implement workflow processes gained from	Following proposed workflow approval, configure	Approve proposed workflows for each functional area.

	Functional Discovery and Gap Analysis	processes in Benchmark for each functional area.	
3.	Process Functionality Workshops	Contractor demonstrates functional workflow processes to SME Groups.	Learn system functions. Provide workflow Acceptance or provide detailed feedback on workflow functional gaps.
4.	Remediate configuration or adjust workflows as needed from Miami-Dade County feedback.	Revise configuration elements in Benchmark based on feedback from County.	Provide workflow Acceptance or additional detailed feedback of workflow functional gaps.
5.	Repeat steps 3 and 4 above	Configuration and Workflow Workshops will continue in an iterative approach until results are agreed upon between both Miami-Dade County and Contractor	Provide feedback until workflow Acceptance.
6.	Functional Testing	*See Functional Testing task in Testing Section.*	*See Functional Testing task in Testing Section.*

14 Customizations

Contractor will develop and implement required Customizations. The parties will work together to create a final scope of each Customization in order to achieve Acceptance.

15 Forms and Reports Development

Contractor will be required to develop and provide various forms and reports as part of the implementation of the CMS. The manner in which forms and reports will be developed is outlined within this Section.

The County is responsible for completing Forms and Reports Standards Workbooks for each functional area that will define the following:

- Form/Report Name
- Font Specifications
- Line Spacing
- Page Orientation
- Margins
- Date Formatting

The County is responsible for identifying all forms and reports that will vary from the standards defined in the Forms and Reports Standards Workbooks and advising Contractor of such deviations. Forms and Reports discovery, which will consist of the detailed review of the Forms and Reports Workbooks by the parties to allow Contractor to gain a thorough understanding of the County's needs, will be conducted on-site or remotely using online conferencing software as determined by both the County and Contractor Project Managers.

The parties will work collaboratively to identify forms and reports that can be merged as well as forms and reports that are no longer needed. Sign off on the final list of forms and reports that will be provided by the County Project Manager prior to Contractor beginning forms and reports development and will constitute the complete scope of forms and reports to be developed by Contractor.

Process for Forms and Reports Development

Contractor and Miami-Dade County will follow the process outlined below for forms and reports development during each phase of the project.

STEP	TASK	CONTRACTOR' ROLE	MIAMI-DADE COUNTY'S ROLE
1.	Create Forms and Reports Listing document	Compile Forms and Reports Listing Document from list identified in RFP-01622 and submit to the County for review.	Review and revise Forms and Reports Listing Document and update to reflect current state. Supply samples of forms and reports to Contractor. Identify initial priority for each division (low, medium, high) based on current business need.
2.	Create Forms and Reports Workbooks	Provide Forms and Reports Standard Workbooks for completion.	Complete Forms and Reports Standards Workbooks.
3.	Review Submitted Forms and Reports	Review all submitted forms and reports in preparation for discovery.	None
4.	Forms and Reports Discovery	Lead discovery sessions to review forms and reports requirements and specifications. Recommend best practices for consolidation and substitution of forms and reports.	Participate in discovery sessions providing current business requirements and report/form specifications.
5.	Create Specifications	Document report and form specifications, including recommendations of consolidation and substitution of forms and reports with application functionality (case lists, screens)	None
6.	Approve Specifications	None	Review and approve specifications, including priority. Provide updated specification and/or clarification if required.
7.	Forms/Report Development Sprints	Develop required Forms and Reports. Development sprints will be in accordance with the Initial Project Plan, as updated per Section 6.	Provide Subject Matter Experts (SMEs) to answer questions and review Forms and Reports as necessary.

STEP	TASK	CONTRACTOR' ROLE	MIAMI-DADE COUNTY'S ROLE
8.	Test Forms and Reports	Answer questions pertaining to Forms and Reports that result from Miami-Dade County's testing	Review and test all forms and reports. Provide markups of any remediation needed to Contractor.
9.	Final Adjustment of Forms and Reports	Forms Developer remediates Forms and Reports, as necessary, based off Miami-Dade County feedback.	Retest forms and reports that required adjustments.
10.	Miami-Dade County Acceptance	Provide Task Completion Reports to Miami-Dade County for Acceptance.	Acceptance on delivered Milestone Completion Reports and deliver back to Contractor' Project Manager.

16 Interfaces

Contractor will develop and implement the required Interfaces as identified in Attachment 4-1 of Appendix A-1, Interface Development Matrix. The parties will work together to create a final scope of each Interface in order to achieve Acceptance. The parties acknowledge that interfaces for third party systems will require the cooperation of the third-party provider, and delays on the part of such third party does not constitute an act of non-performance by Contractor.

17 Testing

The parties work collaboratively to test all components of the CMS in the manner outlined in the table below, as configured, including business processes, reports and forms, data conversion, interfaces, workflows, and Customizations. Testing will be divided into two main phases as further detailed in the table below: Functional Testing and User Acceptance Testing (UAT). Functional Testing will occur throughout the implementation, including: unit testing of Customizations, Interface Testing, Infrastructure Testing, and Security Testing.

The County will lead the creation of test scenarios based on the business process needs identified during Discovery, leveraging deliverables created throughout the planning stages of the project as a base. Contractor will provide sample test scenarios and insight into the CMS, using industry best practice recommendations to guide the creation of effective test scenarios.

Once test scenarios have been defined and agreed to by all parties, Contractor will develop test scripts to be used by the County to conduct User Acceptance Testing (UAT).

Functional Testing

Functional Testing will be iterative and aligned with the delivery of key configurations, Customizations and interfaces throughout the Configure and Build phase of the project. The parties will partner to ensure adequate Functional Testing is performed at each stage of the project. Contractor will demonstrate CMS functionality to the County upon completion of a configure and build milestone. Contractor will conduct a demonstration of the application function, and the County will perform functional testing of the demonstrated workflow and begin defining operational test scenarios, and document deficiencies/issues.

Deficiency /Issue Tracking

Deficiency/Issues identified during the Functional Testing will be evaluated by the parties and designated based upon the classifications below. The County shall make the final determination as to the classification level of each deficiency/issue.

A. High Issue – correction required for daily operations. Acceptance will not be granted without correction.
B. Medium Issue – correction desired, but work-around exists to allow for daily operations. Acceptance will only be granted upon agreement between the parties on corrective action.
C. Low Issue – new feature or wish list item that is not currently included in the Scope of Services. Does not have an impact on Acceptance.

"A" issues will be remediated and retested during functional testing before being marked as successful to be eligible for Acceptance.

"B" issues will be reviewed by the parties and remediation efforts will be determined based on impact to operations and to the project timeline. The parties will agree upon corrective action that must be completed in order to be eligible for Acceptance.

"C" issues will be reviewed and may be added to the Scope of Services upon mutual agreement of the parties.

Upon successful completion of a Functional Test, the County will provide Acceptance and provide the approved list of test scenarios to Contractor. Contractor will develop formal test scripts for such scenarios to be used during User Acceptance Testing.

User Acceptance Testing

Upon completion of Functional Testing has been completed, the County will begin end-to-end User Acceptance Testing (UAT). Contractor will provide the County with resources to track and report issues identified during the UAT activities. UAT issues will be categorized using the same scale defined during the Functional Testing (i.e., A, B, C issues).

UAT will be concluded after all A and B issues have been remediated and Acceptance has been granted by the County. In the County's sole discretion, which shall not be unreasonably exercised, the County may opt to issue Conditional Acceptance and mutually agree to an action plan and proceed from UAT.

Task Name	Contractor' Role	County's Role	Both
Functional Area/System Testing (Design)	**Identify Functional Area -** Demonstrate and train the system function. **Remediate Issues-** Take corrective action to address A & B level issues, and any level C issues added by mutual agreement. Corrective action may include, but is not limited to configuration changes, programming & development changes, documentation or training.	**Identify Functional Area-** Learn system function. **Perform -**Test system function and document deficiencies using A, B, C grading system. **Retesting-** Retest system function. **Acceptance-** Provide sign off and approval of functional area.	Review Test Results and determine scope of items to be remediated based on testing impact.

Task Name	Contractor' Role	County's Role	Both
	Retesting-Demonstrate any significant operational changes needed to correct issues.		
Develop Test Scripts/User Stories & User Acceptance (Requirements)	**Develop Test Scenarios-** Provide application knowledge and industry best practices recommendations in defining test scenarios. **Develop Test Scripts-**Based on finalized test scenarios, develop Test Scripts to be used for UAT. **Conduct UAT-** Provide Miami-Dade testers with resources to track and report UAT issues. **Remediate Issues-** Take corrective action to address A & B level issues, and any level C issues added by mutual agreement. Corrective action may include, but is not limited to configuration changes, programming & development changes, documentation, or training. **Retesting -**Demonstrate any significant operational changes needed to correct issues.	**Develop Test Scenarios-** Define test scenarios required to complete end-to-end testing successfully. **Finalize Test Scenarios-** Sign off on all test scenarios needed for a functional area during UAT. **Conduct UAT**- Conduct UAT testing, document issues and track test results. **Complete UAT**- Retest system function. **Finalize UAT-** Provide sign off and approval of UAT.	Review Test Results and determine scope of items to be remediated based on testing impact.
Performance Testing (load balance, speed scalability, stability)	**Identify Performance Testing Methods-** Demonstrate tools or methods to complete performance testing based on defined criteria. **Remediate Issues-** Take corrective action to address A & B issues, and any level C issues added by mutual agreement. Corrective action may include, but is not limited to configuration changes, programming & development changes, documentation, or training.	**Identify Performance Requirements-** Define performance requirements and testing criteria. **Perform** -Test system performance and document deficiencies using A, B, C grading system. **Retesting-** Retest system performance. **Acceptance -** Provide sign off and approval of system performance.	Review Test Results and determine scope of items to be remediated based on testing impact.

Task Name	Contractor' Role	County's Role	Both
	Retesting-Demonstrate any significant operational changes needed to correct issues.		
Unit Testing (module/customization)	**Identify Module/Customization Workflow -**Demonstrate and train the customization or module function and workflow. **Remediate Issues-** Take corrective action to address A & B level issues, and any level C issues added by mutual agreement. Corrective action may include, but is not limited to configuration changes, programming & development changes, documentation, or training. **Retesting-**Demonstrate any significant operational changes needed to correct issues.	**Identify Module/Customization Workflow -** Learn customization or module function and workflow. **Perform** -Test customization/module and document deficiencies using A, B, C grading system. **Retesting-** Retest customization/module. **Acceptance-** Provide sign off and approval of customization or module.	Review Test Results and determine scope of items to be remediated based on testing impact.
Integration Testing	**Identify Integration Workflow -**Demonstrate and train the integration function and workflow. **Remediate Issues-** Take corrective action to address A & B level issues, and any level C issues added by mutual agreement. Corrective action may include, but is not limited to configuration changes, programming & development changes, documentation, or training. **Retesting-**Demonstrate any significant operational changes needed to correct issues.	**Identify Integration Workflow -** Learn integration function and workflow. **Perform** -Test system integration and document deficiencies using A, B, C grading system. **Retesting-** Retest system integration **Acceptance-** Provide sign off and approval of integration.	Review Test Results and determine scope of items to be remediated based on testing impact.
Security Testing	**Remediate Issues-** Take corrective action to address A & B level issues, and any level C issues added by mutual agreement. Corrective action may include, but is not limited to configuration changes, programming & development	**Identify security requirements-** Define security requirements and testing criteria. **Perform** -Test system security and document deficiencies using A, B, C grading system.	Review Test Results and determine scope of items to be remediated based on testing impact.

Task Name	Contractor' Role	County's Role	Both
	changes, documentation, or training. **Retesting-**Demonstrate any significant operational changes needed to correct issues.	**Retesting-** Retest system security. **Acceptance-** Provide sign off and approval of system security.	

Performance Testing

Contractor will conduct performance testing on the CMS using various tools to simulate full data load to confirm suitable speed, response time, stability, and resource usage, in accordance with the performance specifications outlined in Section 2.14 of main contract agreement.

18 Training

Contractor will develop and conduct training in the manner outlined in Attachment 7-1 of Appendix A-1: Training Plan - Parking and Traffic Projects..

19 Go-Live

The Go-Live begins with the Go/No-Go Meeting between both Contractor and the County to determine whether the County is ready for Go-Live, and that everyone is cognizant of any risk items. Should the parties determine that the project should not proceed to Go-Live, a mutually agreed upon remediation plan and timeline will be established to determine next steps. Should the parties agree that Go-Live can be initiated, following the Go/No-Go Meeting, Contractor will develop and provide to the County a Go-Live checklist, detailing tasks to be performed and the party responsible for the checklist steps.

After review of the Go-Live checklist, the County and Contractor will work together to develop a detailed Cutover Plan, as further outlined in Attachment 6 of Appendix A: Documents Definitions. The Cutover Plan will be a living document that details all the critical steps needed to complete a successful Go-Live. The Cutover Plan will have three stages: preparation, cutover, post go-live. Each task on the Cutover Plan will be assigned to a responsible party and an estimated time to completion.

To ensure the CMS is ready for Go-Live, Contractor and the County will perform a mock Go-Live using the Cutover Plan. Following the mock Go-Live, Contractor and the County will document any issues and Contractor will remediate issues as necessary prior to Go-Live. The Cutover Plan will be updated to reflect lessons learned during the mock Go-Live.

Following the mock Go-Live, the parties will hold an additional Go/No-Go meeting to mutually determine if the project can proceed to Go-Live. In the event that it is determined that the project should not proceed to Go-Live, a mutually agreed upon remediation plan and timeline will be established, and additional mock Go-Lives will be conducted until such time as the parties mutually agree to proceed to Go-Live.

Upon mutual agreement to proceed to Go-Live, final Data Conversion will be completed on the weekend prior to the determined Go-Live date. Contractor Designated Key Personnel, as outlined in Attachment 5-1 of Appendix A-1: Resource Allocation Plan - Parking and Traffic Projects, and any additional resources deemed necessary by the parties to provide Go-Live support for all County Principal Stakeholders will be on-site at appropriate locations determined by the County during the week of Go-Live and for up to two additional weeks after Go-Live (the "Post Go-Live Transition Phase").

20 Reliability Period

Following the Post Go-Live Transition Phase, the County will be transitioned to Contractor' Hypercare Team and begin receiving the Maintenance and Support Services further described in Attachment 8-1 of Appendix A-1: Maintenance and Support Plan - Parking and Traffic Projects. In addition to those Services outlined in Attachment 8-1 of Appendix A-1: Maintenance and Support Plan - Parking and Traffic Projects, the Hypercare Team, made up of three Contractor project members, including a Project Manager available during normal business hours and dedicated support contact available via a direct phone number 24 hours per day, seven days per week, will provide dedicated support the County for the Reliability Period. The Hypercare Team will also be responsible for leading the effort to close out any remaining items from the project that may have been deemed post Go-Live deliverables. The Hypercare Team is designed to be hyper responsive and will be dedicated to Miami-Dade full time. The Reliability Period will last 12 months from Go-Live. The Reliability Period is to restart based upon encountering any Level 1 issues, as defined in Attachment 8-1 of Appendix A-1: Maintenance and Support Plan – Parking and Traffic Projects, during this Reliability Period. If the Level 1 issue is deemed to be outside of Contractor' control the Reliability Period will not restart. The Reliability Period for the Parking and Traffic Projects will feature the same Hypercare Team.

The date of Go-Live shall constitute the start of the Reliability Period.

21 Final Acceptance of Traffic and Parking Case Management

Final Acceptance of Traffic and Parking Case Management, as distinct from Final Acceptance of the Criminal Case Management System (CCMS), shall be granted upon successful completion of the Reliability Period of the Traffic and Parking Case Management projects. The County will provide Final Acceptance of Traffic and Parking Case Management functionality in the form of written approval stating that all components of the scope of services, including the successful conclusion of the Reliability Period, have been performed and the Traffic and Parking Case Management functionality is fully operable and in conformance with the scope of services.

22 Maintenance and Support

Contractor will provide Maintenance and Support Services in the manner outlined in Attachment 8-1 of Appendix A-1: Maintenance and Support Plan – Parking and Traffic Projects.

Go-live will serve as the date of the County's transition to Maintenance and Support Services as further outlined in Attachment 8-1 of Appendix A-1: Maintenance and Support Plan – Parking and Traffic Projects, initiating the one-year Warranty period described therein. This date shall serve as the annual anniversary date for annual Maintenance and Support Services for the term of the agreement, including any extensions or renewals thereof.

23 Industry Standards and State of Florida Judicial Mandates

The CMS must comply with and utilize industry standards or governing policies from:

- National Center for State Courts
- Functional Standards for Case Management
- National Information Exchange Model
- Justice Information Exchange Model
- Global Reference Architecture for data interoperability and information exchange.

Furthermore, the CMS shall be compliant with all current and future judicial mandates, administrative orders, and other applicable legislative mandates or standards. The County will notify Contractor immediately upon learning of any pending or approved mandates that would require a change to the CMS. Any services or development on the part of Contractor in order to maintain such compliance shall be provided at no additional cost to the County so long as the County remains current on Maintenance and Support payments. Those mandates which are known, as of the Contract Date, are listed below. This is provided for informational purposes and should not be considered a limitation on the requirement to maintain compliance.

- Administrative Orders issued by the Florida Courts Technology Commission (FCTC) and the Florida Supreme Court. Statutes, Rules, Administrative Orders & Supreme Court Opinions – Florida Courts (flcourts.org)
    - Electronic Record On Appeal (SC15-765) per Supreme Court of Florida No. AOSC16-13
        - https://www.floridasupremecourt.org/content/download/241080/file/AOSC16-13.pdf
    - Electronic Filing Of Criminal, Juvenile, And Traffic Cases Via The Florida Courts E-Filing Portal per Supreme Court of Florida No. AOSC16-31
        - https://www.floridasupremecourt.org/content/download/241076/file/AOSC16-31.pdf
    - Electronic Filing Of Criminal Cases In The Trial Courts Of Florida Via The Florida Courts E-Filing Portal per Supreme Court of Florida No. AOSC13-48
        - https://www.flcourts.org/content/download/219017/file/AOSC13-48.pdf
    - Judicial Electronic Filing per Supreme Court of Florida No. AOSC19-74
        - https://www.floridasupremecourt.org/content/download/540364/file/AOSC19-74.pdf
    - Electronic Court Proceeding Standards per Supreme Court of Florida No. AOSC20-106
        - https://www.floridasupremecourt.org/content/download/690296/file/AOSC20-106.pdf
    - Florida Courts Technology Commission, Subcommittee On Access To Court Records per Supreme Court of Florida No. AOSC09-3
        - https://www.flcourts.org/content/download/219097/file/AOSC09-3.pdf
    - Florida Supreme Court Mandate SC11-399 regarding Electronic Filing procedures.
        - https://www.floridasupremecourt.org/content/download/243347/file/11-399_100912_Order.pdf
- Technology Standards issued by the Florida Courts Technology Commission (FCTC) and the Florida Supreme Court. Technology Standards – Florida Courts (flcourts.org)
    - Standards for Access to Electronic Court Records as defined by the Florida Supreme Court as defined by the most current version.
        - https://www.flcourts.org/content/download/690681/file/standards-for-access-to-electronic-court-records-november-2020.pdf
    - Access Security Matrix
        - https://www.flcourts.org/content/download/690684/file/access-security-matrix-v9-november%202020.pdf
    - AOSC20-108 Access to Electronic Court Records
        - https://www.floridasupremecourt.org/content/download/690303/file/AOSC20-108.pdf
- Florida e-Filing Portal standards as laid out in Florida Supreme Court order AOSC20-77.
- https://supremecourt.flcourts.gov/content/download/692070/file/AOSC20-77-Corrected.pdfCourt Application Processing Systems (CAPS) specifications adopted by the FCTC for Viewer software operational compliance
    - https://www.flcourts.org/content/download/430147/4670736/Court_application_processing_system_functional_requirements_February_2019_%20v5_(clean).pdf
- Filing Electronic Court Document Standards, Document Storage and Backup of Electronic Court Document Standards as identified in AOSC19-23
    - https://www.flcourts.org/content/download/527510/5860380/AOSC1923%20Filing_Storing_Backingup_Electronic%20Records_Standards.pdf
- Electronic Court Proceedings
    - https://www.flcourts.org/content/download/690700/file/electronic-court-proceedings-standards.pdf
- Integration and Operability
    - https://www.flcourts.gov/content/download/801491/file/florida-supreme-court-technology-standards-november-2020.pdf, Section 6

- OASIS Electronic Court Filing ECF specifications
    - https://docs.oasis-open.org/legalxml-courtfiling/ecf/
- System Modification
    - https://www.flcourts.gov/content/download/801491/file/florida-supreme-court-technology-standards-november-2020.pdf, Section 9
- Data Exchange Standards
    - https://www.flcourts.org/content/download/219198/1981134/data_exchange_standards_final_september2016.pdf
- Standards for Electronic Recordkeeping Systems
    - https://www.floridasupremecourt.org/content/download/240769/2129445/AOSC10-17.pdf
- Functional Requirements, Technical Standards, and Strategic Plan
    - AOSC10-59 Adoption of Functional Requirements, Technical Standards, and Strategic Plan
        - https://www.flcourts.org/content/download/219136/file/AOSC10-59.pdf
- Florida Court Clerks & Comptrollers mandated reporting requirements (e.g., CCIS, TCATS).
    - https://www.flclerks.com/page/CCISIK/CCIS-Integration-Kit-for-Vendors.htm
    - https://www.flclerks.com/resource/collection/20BF670E-DDB6-4F13-82FD-1B88EDB09599/TCATS_ICD_6_0_1.doc
- Florida Clerks of Court Operations Corporation mandated reporting requirements. Forms & Instructions – Welcome to Florida Clerks of Court Operations Corporation (CCOC) (flccoc.org) Including but not limited to:
    - Monthly Outputs Report
        - https://flccoc.org/wp-content/uploads/2020/11/CountyName-CFY2021-Outputs-Mon-VerX.xlsx
    - Monthly Expenditure & Collection Report
        - https://flccoc.org/wp-content/uploads/2020/11/CountyName-CFY2021-EC-Mon-VerX.xlsx
    - Quarterly Collections Performance Measure Report
        - https://flccoc.org/wp-content/uploads/2020/12/CountyName-CFY2021-Collections-QtrX-VerX.xlsx
- Office of the State Courts Administrator (OSCA) mandated reporting requirements (e.g., OBTS, SRS, UCR). Judicial Data Management Services (JDMS) – Florida Courts (flcourts.org) ;
    - OBTS – https://www.flcourts.org/content/download/216737/1966368/OBTS_20021.pdf
    - SRS – Summary Reporting System – Florida Courts (flcourts.org)
    - UCR – https://www.floridasupremecourt.org/content/download/241168/2131839/AOSC16-15.pdf
- FDLE mandated reporting (MECOM, Criminal Justice Data Transparency (CJDT)) –
    - MECOM https://www.fdle.state.fl.us/FPP/Documents/MECOMFAQs_Final_06022014.aspx
    - CJDT (SB 1392) https://www.fdle.state.fl.us/CJAB/CJDT.aspx OR access to CJNet for data dictionaries and other specifications
- Florida Department of Revenue Remissions of Fines, Fees, etc. – Florida Dept. of Revenue – Clerk of Court Revenue Remittance System (floridarevenue.com)
- Federal Bureau of Investigation (FBI) Criminal Justice Information Services Security Policy https://www.fbi.gov/file-repository/cjis_security_policy_v5-9_20200601.pdf/view
- Florida Rules of Judicial Administration as maintained by the Florida courts: Rules & Standards – The Florida Bar, including but not limited to:
    - Florida Rule 2.420 Public Access to and Protection of Judicial Branch Records
    - Florida Rule 2.430 Retention of Court Records
    - Florida Rule 2.236, Florida Courts Technology Commission
    - Florida Rule 2.525, Electronic Filing
    - Florida Rule 2.515, Signature of Attorneys and Parties
    - Florida Rule 2.520, Documents
    - Florida Rule 3.030, Service of Pleadings and Paper

- Florida Rule 2.516, Service of Pleadings and Documents
- Florida Rule 2.425, Minimization of the Filing of Sensitive Information
- State of Florida Constitution (Judiciary) – Article V Reporting requirements. The Florida Constitution – The Florida Senate (flsenate.gov)
- State of Florida Citizens' Right to Know per Act 907-043 Statutes & Constitution :View Statutes : Online Sunshine (state.fl.us)
- 11th Judicial Circuit of Florida Administrative Order 20-14 and Administrative Memorandum 19-1 Regarding the Drive Legal program.

24 Assumptions

Contractor assumes that the County will:

1. Clearly identify the required staff to work with Contractor who is empowered to provide definitive decision making in terms of requirements, change control, sign-off and workflow re-engineering.
2. Clearly identify and agree upon project requirements per the County's definition of Acceptance.
3. Provide a cooperative user community.
4. Openly sponsor agreed upon workflow re-engineering, policy changes and change requirements with Miami-Dade County's user community.
5. Consider implementation of workflow and efficiency recommendations by Contractor based on existing or proposed functionality within Benchmark .
6. Provide a testing community (for pre-release and requirement testing).
7. Provide Contractor staff with on-site facilities and resources reasonably required for Contractor resources providing on-site services.
8. Provide meeting and training rooms.
9. Provide access to data environments, both onsite and remote, when deemed necessary by the County. Contractor will adhere to Miami security restrictions when installing and accessing environments.
10. Meet with Contractor in accordance with the Project Plan.
11. Act as the liaison between Contractor and any third parties required to fulfil the requirements of Attachment 4-1 of Appendix A-1: Interface Development Matrix - Parking and Traffic Projects, including coordination of schedules and testing environments/resources, if any. Any delays resulting from such third parties shall not be considered a delay caused by Contractor and shall result in an extension of time in accordance with Article 17.
12. Provide, as timely as possible, delivery of assigned action items.
13. Recognize the impact on the delivery timeline of unscheduled changes and untimely delivery of assigned action items.
14. Provide equipment that meets or exceeds the specifications outlined in Section 25.

25 Hardware/Database Requirements

Install Methodology

Contractor will complete all installation services remotely. The County will provide Contractor with remote access to complete all installation services. The County understands that failure to provide Contractor with remote access may result in a delay to the project schedule. Contractor will adhere to County security restrictions when installing and accessing environments, including remote monitoring of the installation as deemed appropriate by the County. The County will submit final configuration of all hardware to Contractor for review and approval prior to purchasing.

Contractor makes the following assumptions:

- Installation Services will occur on a mutually agreed upon date and time for the initial installation of Benchmark and other installation services.
- Hardware and non-Contractor provided software procurement is the County's responsibility. The County is responsible for installing all necessary hardware and non-Contractor provided software components,

including, but not limited to database licenses and operating systems, at least one (1) week prior to the scheduled Benchmark installation.

Benchmark Environments

The Benchmark Traffic and Parking environments will be installed on the same servers identified in the Benchmark CCMS Scope of Services. Contractor will install the following five (5) Benchmark Traffic/Parking environments on County servers:

1. Production
2. Test/Training
3. Staging
4. Dev
5. Data Conversion (temp); it may be possible to use Data Conversion (temp) database environment for Staging/Dev database environment or vice versa.

26 Payment For Services/Amount Obligated

Contractor warrants that it has reviewed the County's requirements and has asked such questions and conducted such other inquiries as Contractor deemed necessary in order to determine the price Contractor will charge to provide the Work to be performed under this Agreement.

The compensation for all Work performed under this Agreement, including all costs associated with such Work, shall be in accordance with the Price and Payment Schedule (see Appendix B-1 of this supplemental agreement), and all amounts payable hereunder by the County shall be payable to Contractor pursuant to the payment milestones as defined in Appendix B-1.

Payments shall be based on payment milestones without regard to the hours worked on such milestones by Contractor. The County shall have no obligation to pay Contractor any additional sum in excess of this amount, except for a change and/or modification to the Agreement, which is approved and executed in writing by the County and Contractor. All Services undertaken by Contractor prior to the County's approval of this Agreement shall be done at Contractor' risk and expense.

The County, in its sole discretion, reserves the right not to utilize all the customizations offered. The County must determine which customizations, if any, they will not utilize before the start of the Design/Configure/Build phase of the project. If the County elects not to utilize a customization, the County will follow the Change Request Process (see Section 7 of this Supplemental Agreement), to remove the customization from scope and adjust the payment milestones accordingly. Once the Desing/Configure/Build phase of the project has commenced and Contractor has begun work on the customizations, there will be no other changes to customization payment milestones.

Attachment 2-1: Functional Specifications Matrix- Parking and Traffic Projects

Traffic Information System

The System shall provide the functionalities outlined in the matrix below. The following response codes are utilized to clarify the level of effort required to meet the requirement:

"Y" – "Yes" - Functionality will be FULLY met without Customization. The Contractor shall provide subject matter expertise and services in order to configure the proposed CMS to meet the function.

"C" - "Customization" - Functionality shall be accommodated through a Customization in the System. County requires all Customization to be completed prior to Go-Live so that adequate testing can be performed to validate the functionality.

Functionality which includes an "N" – "No" response code or appear in strikethrough font shall be considered to be outside of the scope of this Contract, unless otherwise mutually agreed by the parties in writing.

Acceptance Policy: The County is willing to make reasonable business process changes rather than expecting the System to conform to every aspect of current system/processes in order to provide functionality. Contractor acknowledges and agrees that the County shall not be considered unreasonable for withholding or failing to grant Acceptance of any functionality due to the following items:

- Functionality fails to conform to any legislative mandates, including implementing/administrative orders.
- Manner in which functionality is delivered creates undue impact to operations (i.e., a significant increase in the number of steps required to complete a task)
- Manner in which functionality is delivered results in a loss of functionality currently available in the legacy system which supports a business operation.

Creation of Citations – Scanning, eCitation, Manual Entry (ORE)

	Functional Requirements	Response	Module/Detailed Explanation
	Management of Citations and Cases		
1.	Functionality to identify citations which will travel through the judicial process together and logically organize them for ease of use. *Note that currently the County treats each citation as its own case and uses the citation number as a case number. Cases are then currently logically grouped using master/companion case relationships, where companion cases/citations will be processed alongside a case selected to act as the master citation based on severity or other criteria.*	C	The ability to auto-group cases together as companion cases will require customization and business rules. Current functionality covers the ability to <u>manually</u> relate cases together so they can be scheduled together for court.
2.	Functionality to logically group citations should include being able to manage which citations are associated together, such as linking/unlinking citations or adding them to one case.	Y	Current functionality with the related cases feature.
3.	Functionality to programmatically group related citations without user impact. For example, if a driver is issued multiple citations in one traffic stop the system should recognize that these citations are related. This should work accurately even if citations are issued on separate calendar days (e.g., 11:59pm and 12:01am).	C	This feature will require customization. Will need concrete business rules from customer on how Benchmark can identify multiple cases as a related traffic stop if the

	Currently the County relies on citations being issued to the same defendant within a certain period of time of each other to be considered related programmatically.		citations were issued on different calendar days.
4.	Ability for related citations to be managed together as a group, through processes such as calendaring, when issuing notices, docketing, applying payments or payment plans, managing delinquencies, sending to collections, entry of not guilty pleas, etc. The intention of this is to avoid such actions being manually applied to each logically related citation.	C	This feature will require customization to cover the below requests: 1. Issuing Notices 2. Docketing 3. Managing Delinquencies 4. Sending to Collections
Batch scanning of paper records			
5.	Functionality to manage the start-to-end process of receiving paper documentation to scan document images and manually enter related information or case actions to the system in an organized approach capable of handling several thousand records daily.	Y	
6.	Ability to bulk scan paper documents to the system in batches	Y	
7.	Bulk scanning of documents should support batches of over 300 pages in each batch.	Y	Benchmark is capable of scanning batches this large, although it is not recommended from a user workflow standpoint. There are actions to take on the documents (docketing or entering citation information for case creation), and batches this large would take a long time to complete.
8.	Automatically break scanned document batches into individual files based on criteria such as page count, document type, or addition of separator 'patch' sheets.	Y	
9.	Functionality to support review and QA of the scanned documents	Y	
10.	Functionality to set metadata on scanned document images such as case type, document type, and others. This refers to manually or programmatically entering metadata on scanned documents, not via information extracted via OCR.	N	
11.	Functionality to default scanner resolution based on document type. For example, fingerprint cards are scanned at higher resolution to preserve detail, while other documents are scanned at lower resolutions to reduce file sizes.	C	This feature will require customization. The Benchmark workflow requires the user to enter the Document Type in FIRST before scanning to automatically determine the scanning resolution to use.
12.	Support for performing scanning at multiple physical locations throughout the County.	Y	

13.	Support for automatic and manual redaction in scanned images, e.g., for Social Security Numbers.	N	Manual Redaction is included within Benchmark. Auto-redaction is available through a 3rd party vendor of the customer's choice.
14.	Ability to use OCR (Optical Character Recognition) to extract and utilize information from scanned images.	N	
15.	Ability to recognize bar codes on scanned documents to extract and apply case or citation numbers automatically.	C	The Citation Batch Scan module reads the Citation number from the barcode on the citation. If the Case number is barcoded instead of the citation number, the system would set the case number as the citation number. Need additional information from the customer during design phase on when a case number bar code would be present on a document and how it should be read/interpreted and what action would need to take place.
16.	Functionality to manage storage of scanned paper documents, including generation of batch numbering, and tracking of documents to storage boxes and locations for retrieval and retention.	Y	
17.	Functionality to support workflow / queue-based quality assurance of large quantities of scanned documents for legibility and accuracy, allowing review of scanned images against case and defendant data in the system for • Correction of information entered/extracted during the scanning stage, such as citation numbers and document types, • Referencing scanned documents to other cases as required, • Correcting scanned document breaks, • Improve legibility of images with tools such as image rotation/alignment and zoom,	C	The below requirements will require customization within Benchmark to accommodate within the central scanning module: 1. Correction of information entered/extracted during the scanning stage, such as citation numbers and document types. 2. Referencing scanned documents to other cases as required, 3. Improve legibility of images with tools such as zoom (despeckle, deskew and rotation tools are available)
18.	Functionality to manage the rejection of documents for re-scanning or supervisor attention as needed	Y	
Electronic Traffic Citation Import			

19.	Receive electronic citations sent from partner law enforcement agencies in TCATS ICD 6.0/6.1 compliant format.	Y	Requires integration configuration work, but no development required.
20.	Ability to reject citations/cases and send back to the Police agencies including ability sending a report with the rejection reasons and a reminder notification 15 days after the original rejection.	C	This request will require customization, and its completion depends on the Police Agencies' ability to accept and consume the rejection file.
21.	Functionality to determine when citations have been submitted in error to Miami-Dade County instead of another jurisdiction. For cases where citations are manually entered and submitted to Miami-Dade County in error, the system should allow the user to generate an automated letter from a template to be sent to be sent to the correct County.	Y	This request will require customization and business rules provided during design phase on how a document can be identified as filed in the wrong county without human review.
22.	Ability to generate citation electronic images from eCitation data matching the Florida Uniform Traffic Citation form.	Y	
Manual Citation Entry and Updates			
23.	Support for the manual entry of Citation information to case, citation, defendant, and other records based on the document images scanned or otherwise entered to the system, including: • Defendant information • Violation information • Vehicle information • Location information • Witness Lists • Arrest related information	Y	
24.	Intelligent and configurable data validation rules to assist users in entering data accurately and efficiently, such as:	Y	
25.	• Preventing data duplication, such as case/citation numbers,	Y	
26.	• Validating dates and times, with context aware rules such as verification that the issue date of a citation is within the effective date range for that violation statute.	C	This request will require customization to choose the correct version of the statute based on the date of the offense and comparing it to the Start and End Effective dates for the statutes in the statute code table.
27.	• Functionality to provide drop downs/pick lists, type-ahead search, or other controls to assist users in entering information whenever possible. For example, Officer information or Statute information	Y	
28.	• Assisting users in selecting the correct violation statute, and ability to identify the severity of the statute, such as showing the different money options or state codes for each statute and selecting the correct fine/cost/toll amounts owed.	C	Customization required for showing the fine/cost amount next to each statute, otherwise the request is covered by the existing functionality in Benchmark.

29.	• Allowing re-use of defendant/driver information if such already exists	Y	
30.	• Provide the ability to quickly and easily research information such as driver license/defendant information or vehicle tag information against external data sources such as the FHSMV DAVID system	C	This request will require integration development with each individual external data source.
31.	Ability to prioritize certain document types / scanned citations data entry cases based on configurable criteria. Currently prioritization is done so that jail cases are processed first, followed by criminal traffic cases, and infractions are addressed last.	C	This request can be accommodated by configuring the pending eCitation list to sort the citations in the desired order to be reviewed.
32.	Support to route manually entered citations for a quality control process to identify and correct errors made during entry. The County currently employs a 'Double Entry' process, where a different staff member is responsible for reviewing manually entered citations.	Y	
33.	Functionality to manage defendant records such as manual updates or corrections, merging of duplicate records, reassigning cases/citations, and deletion or creation of records, etc.	Y	
34.	Ability to manually add case attachments, e.g. of driver information from external systems.	Y	Driving records or other documentation can be manually retrieved from an external system by the user, and then manually uploaded to the dockets tab on the appropriate case within Benchmark.
35.	Ability to electronically route documents to supervisors for input and for the supervisors to route the document back to the original sender.	Y	Utilizing Case Tasks within Benchmark
36.	Workflow with queuing functionality to automatically route scanned document images from the scanning stage, through a Quality Assurance process, and manual data entry ('original entry' and a second 'Double Entry' step for quality control). This should include the ability to reject citations back through the process or route to a supervisor for attention.	C	Customization required for rejecting a document or routing a document through the citation batch scan module.
37.	Ability to route felony/misdemeanor charges to the proper jurisdiction. This refers to citations written for court types misdemeanor or felony. May also include bind up or receiving bind downs.	Y	
38.	Functionality to allow associating citations and cases to existing defendants (i.e., a defendant Master Name Index). When entering defendant information, the system should automatically identify whether a record for the defendant already exists and allow linking to that record or allow re-use of that information, including making updates as necessary.	Y	

	This identification process should consider applicable criteria such as name, date of birth, driver's license number, etc. to ensure a high degree of confidence in matching the correct person.		
39.	Ability to utilize information from external sources such as DAVID to pre-populate defendant information, in order to avoid manual data entry where possible	C	This request will require integration development with each individual external data source.
40.	Support for both individual and corporate defendants, including the ability to easily identify a defendant as being a corporation or a defendant.	Y	
41.	Ability to identify a defendant as a minor and restrict certain actions from being taken in the system for those minors. The minor identification should be automatically removed when the defendant becomes an adult. For example, bench warrants cannot be issued for minors.	Y	
42.	Ability to generate unique identifiers such as a corporate id for corporations or driver license number or other unique key for individuals when a valid driver's license is not available for a defendant.	Y	
43.	Ability to maintain a history of drivers licenses associated to each defendant to account for changing driver license numbers over time.	C	This request will require customization to keep a visual historical reference to historical DL numbers. Current functionality only supports the entry of the current DL #.
44.	Ability to modify driver license information such as weight, height, eye color, hair color, deceased date, whether the driver license was generated, their out of state driver license and from what state, etc.	Y	
45.	Ability to transfer a defendant's case from one driver to another driver. This should include docketing such changes.	Y	
46.	Ability to enter multiple address associated with each defendant, with last address entered be considered more current than previous addresses.	Y	
47.	Ability to maintain address history and display defendant's past addresses. Past / inactive addresses should be clearly identifiable as such.	Y	
48.	Ability to mark an address for the defendant as inactive.	Y	
49.	Ability to add, correct, and maintain citation information including		
50.	• Add Commercial flag	Y	
51.	• Add Applicable Speeds	Y	
52.	• Add Unlawful Speeds	Y	
53.	• Add or change accident flag/severity	Y	
54.	• Correct arrest date	Y	
55.	• Correct File date	Y	
56.	• Correct case information	Y	

57.	Ability to validate address entry using the County GIS system and return USPS address compliant format (for both batch and user address entries). Users must have the ability to override validated addresses.	C	This request will require integration development with the County GIS system to return the USPS address format.
58.	Ability to enter Police agency and badge information. The combination of Police agency and badge number will be verified against information from the eSubpoena system. In cases of incorrect officer information, reject and route case for return to issuing agency, and notify SAO for criminal cases.	Y	This request will require integration development with the eSubpoena system.
59.	Ability to record the issuing agency's Police Case Number for each case / citation.	Y	
60.	Ability to add or update related criminal case numbers to establish a relationship between a traffic and criminal case.	Y	Utilize the related cases feature.
61.	Ability to add, update, and remove witnesses such as civilians and additional officers, including during original data entry and afterwards as this information becomes available.	Y	
62.	Ability to enter the witness counsel and their telephone number.	Y	
63.	Ability to change the court division on the case.	Y	
64.	Ability to docket all transactions on the case (with date, time, user id, type of transaction description, etc.).	Y	
65.	System should provide easily accessible help screens, tool tips, or similar to assist users in performing their duties.	Y	
66.	Ability to create citation entry related management level reporting such as:		
67.	• Hourly/daily/monthly report of documents scanned by each user by doc type.	Y	
68.	• Hourly/daily/monthly report of cases entered/verified and viewed by user.	Y	
Management of TCATS – Data submission to FLHSMV			
69.	Provide functionality to manage the TCATS submission process, including	Y	
70.	• Submission of all entered citations regardless of source (manual entry, eCitation), to the DHSMV via the TCATS interface.	Y	Requires integration configuration work, but no development required.
71.	• Functionality to receive and manage rejected citations, such as manual intervention to correct and resubmit citations by the COC, and rejection to the originating agency for correction when necessary.	C	Requires integration configuration work, but no development required. Related to req # 20 for the rejection of a citation: This request will require customization, and its completion depends on the ability of the Police Agencies' which submitted the rejected citation the ability to accept and consume the rejection file.

e-Filing Portal Integration			
72.	Functionality to receive documents submitted via the Florida e-Filing Portal, upon review and approval by the COC staff.	Y	Requires integration configuration work, but no development required.
73.	Functionality to automatically initiate workflows for the handling of each received document (both e-Filed and manually scanned) based on criteria such as document type and case type. These documents should be filed to the correct case and may also initiate case actions and be entered in case dockets.	Y	This request is fulfilled by the pending eFiling case lists which can be customized for each department or division. Auto-actions can be triggered to take action on the case depending on the document eFiled.
74.	Functionality for staff to review submitted documents and approve / reject as needed, along with correcting metadata such as document type where necessary to ensure correct routing.	Y	

Information Processing

	Functional Requirements	Response	Module/Detailed Explanation
75.	Functionality to receive or generate and process a high volume of traffic related documents, such as motions, notices, traffic school completions, as well as traffic citations. Miami-Dade County currently processes over 550 different types of documents through sources such as eFiling, eCitation, and paper submissions, or generated by County staff, which are then managed in over 120 workflow processes / queues. For a listing of current document types and queue descriptions, please see Exhibit 1 - Document Types and Queues	Y	
76.	Support for creating and managing complex, multi-step, configurable workflow process specific to each type of document or functional area, including queue like functionality to enable teams within the County to cooperatively process and route several thousand documents each day. This should include the ability to mark tasks as completed, routing them through the workflow until completed, or reject for correction or supervisor attention.	Y	
77.	Support for automated actions and workflows for specific document types to be performed upon specific events such as eFiling approval or as part of a workflow step. Examples of such are automatically applying traffic school elections to cases with appropriate money options based on configurable criteria when a traffic school election form is eFiled or scanned, or updating cases with completed traffic school requirements when a traffic school completion certificate is received.	Y	
78.	Functionality to support routing documents and cases where manual processing is required, such as pleas where depending on the content of the submitted pleading	Y	

	document, a Clerk staff member will take appropriate action – for example, scheduling the appropriate hearing type, requesting discovery, and filing attorney information for the case.		
79.	Functionality to enter a defendant's plea regarding a case. This should include validation rules specific to case type: • For an infraction case, the defendant can enter a plea prior to going to Court or in a Court setting. • For a criminal case, the defendant can enter a plea on the arraignment date, and after the arraignment date this pleading can be changed at any point.	C	This request will require customization to support the limitation of when a plea can or must be entered based on the court type or statute assigned to the case.
80.	Functionality to prioritize certain documents or workflows/queues based on urgency. For example, records related to jail hearings where the defendant is still in custody.	Y	
81.	Functionality to dynamically manage staff assignments to work in a specific area / workflow / queue.	Y	Supervisors can leverage the Benchmark Dashboard for monitoring the workflows/ queues, and direct staff assignments.
82.	Functionality to provide supervisors with oversight over information processing, such as the number of documents pending and processed in each queue, which staff have been assigned to each queue, etc.	C	This requirement will require customization to electronically assign staff to various queues/case lists within the system. Staff assignment is solely verbal at the direction of the supervisor and not tracked electronically.
83.	Support for processing Motions received by the Clerk through paper or e-Filing means, including automatic docketing of motions along with support to add other relevant information such as attorney manually or automatically per case, as well as support for calendaring motion hearings based on motion and case type (criminal/infraction) to be heard by the appropriate Hearing Officer, and afterwards placed into a Judges review queue.	C	
84.	Ability to support creation of Personal Service Packets in the case of direct filed, refiled, or amended charges. This includes creation of the appropriate service documents such as a Summons, and assignment to the process server (MDPD). Includes functionality to withhold mailed notices to be printed in the case of personal service.	Y	
85.	Support for processing appeals and appeal mandates, including the ability for defendants to post bond and to have their sentences stayed pending appeal. This includes receiving and processing either via paper or electronic means Notices of Appeal to initiate an appeal, and Appeal Mandates from the 3Rd District Court to begin the appeal mandate workflow process in order to take appropriate actions (e.g., re-setting cases for court) depending on the specific mandate.	Y	

86.	Functionality to automatically identify and initiate workflows for cancellation of bench warrants for defendants who have been arrested but did not have a jail arraignment.	Y	
87.	Support for Sounding hearings, with ability to update calendaring of trials for sounded cases based on sounding hearing.	Y	
88.	Support for sealing and expungement of data managed within the system. For example, upon granting of a Motion to Seal/Expunge.	Y	
89.	Functionality to programmatically determine defendant's eligibility for traffic school based on information available in the system and external sources such as FL DHSMV.	C	This request will require integration development with the FL DHSMV system and the ability to automatically check the defendant's eligibility based on other cases for the defendant within Benchmark.
90.	Ability to enter the defendants request for Hearing by Judge. Criminal cases should default to a hearing by Judge, infractions should permit the user to enter a hearing by judge if requested.	Y	
Communications			
91.	Ability to record the date and method in which the communication was received at the Clerk's office.	Y	This information can be entered on the docket line within the case or within the Notes tab on the case, depending on the communication received. The date the communication was received can be noted in both areas.
92.	Functionality to utilize pre-defined standardized communications templates for specific types of communications. This would generate a mailer / communication to be sent to the defendant.	Y	
93.	Ability to enter free-form notes or remarks on a case to record additional information pertaining to the case.	Y	
94.	Ability to record the originator of received communications. This should include the ability to maintain the originator's: • Originator ID • Source (e.g., e-file, email) • Name • Contact details such as phone and email • Address	C	This request requires customization within Benchmark to accommodate the listed field requirements. • Originator ID • Source (e.g., e-file, email) • Name • Contact details such as phone and email • Address

95.	Support for bulk printing of large volumes of notices and communications in an automated fashion. Miami-Dade County mails thousands of communications daily.	Y	This can be accomplished through the Benchmark Notification Service, similar to what is being done for CCMS.
96.	Ability to enter whether the communication will print immediately, overnight or no printing at all.	C	This request requires customization to manually set when a form should run on a case.
97.	Ability to enter received communications/documents, including:		
98.	• Ability to enter the 'received method' to denote how the communication was received, e.g. In person, mail, eFile, etc.	C	This request requires customization to denote the received method of a document on the docket tab.
99.	• Select the type of communication/document.	Y	Docket codes are used to identify the document type (i.e., Motion to Dismiss or Order)
100.	• Automatically add appropriate docket to the case	Y	
101.	Functionality to automatically send communications to defendants for specific scenarios such as when a bench warrant is issued. This feature should be configurable by the County.	Y	
102.	Ability to print intake information locally.	Y	
103.	Functionality to allow members of the public to access case information in a read only, controlled manner with security restrictions applied. For example, at the courthouse via in-person kiosks.	Y	
104.	Ability to restrict eSubpoena-related dockets from public view.	C	This request will require integration development with the eSubpoena system and the ability to auto-hide eSubpoena documents from public view (hidden from web).
105.	Ability to notify parties by email.	Y	

Calendaring / Setting Cases for Court

	Functional Requirements	Response	Module/Detailed Explanation
106.	Support for creating hearing calendars for all judges, hearing officers and magistrates.	Y	
107.	Ability to automatically apply standardized schedules for new calendars to provide users an efficient method of configuring large numbers of sessions for similar cases, such as through the use of templates. This feature should support multiple areas of	C	This request requires customization to create Hearing Calendar templates

	the Traffic and Parking courts who may have differing requirements for calendaring.		for different Judges, Divisions, Court Types or Case Types.
108.	Ability to define how cases are calendared based on court division, court room or other location (e.g., virtual), types of cases, sessions, hearings, and trials, as well as other criteria such as the type of defendant's representation. This should include the ability to define hearing sessions for different purposes, and cap the number of cases heard during each session	Y	
109.	Support for various hearing categories including: • Arraignments • Reports • Motions • Trials • Jail Arraignment • Jail Report • Jail Trials • Pre-Trial	Y	
110.	Support for manual editing of calendars, such as changing, adding, or removing hearing sessions	Y	
111.	Allow for management of judge, hearing officers, magistrates, and other staff availability, including entering when staff are on leave or unavailable, marking them as active or inactive, and including this information when performing calendaring	Y	
112.	Ability to automatically adjust calendaring based on the availability of judges, hearing officers, magistrates, and other staff. For example, if a judge is on leave on specific days no hearings should be scheduled for them on those days	Y	
113.	Ability to amend calendars and case scheduling after calendaring has been completed, with the system identifying necessary downstream actions such as generating notices for rescheduled cases. For example, if a judge must change their availability after hearings have been scheduled, the system should automatically recognize and handle rescheduling impacted cases including automation of downstream activities such as sending out notices.	Y	This request requires customization. The current functionality in Benchmark allows a user to reschedule (reset) all cases on a docket to another date and print the Hearing Notices in bulk, but this is not an automated process for rescheduling.
114.	Ability to view Police Officer schedule information received from the eSubpoena system.	C	This request will require integration development with the eSubpoena system.
115.	Ability to cancel hearing sessions individually and in bulk based on criteria such as date, session, courtroom location, etc. This feature should include the ability to undo/restore these cancellations.	Y	The current functionality in Benchmark allows a user to cancel individual hearing sessions and hearing sessions in bulk. If the user would like to revert their changes, they simply change the highlighted sessions back to a blank result status instead of cancelled.

116.	Ability to organize sessions into cases represented by the public defender, private attorneys and pro-se cases.	Y	
117.	Support for sounding sessions, including rules for setting soundings a pre-set period of time before trial (two – three weeks). This feature should account for judge availability, holidays etc. when considering scheduling.	C	This request requires customization to force a Sounding hearing to be scheduled a certain amount of time prior to the trial.
118.	Support to partition sounding sessions by the type of representation. A separate partition session should be held for cases represented by the public defender, private attorneys and pro-se cases.	Y	
119.	Ability to configure specific DUI and the Diversion hearing times for a division.	Y	
120.	Ability to enter the day of the week that soundings will be heard, including automatically based on configurable criteria such as Judge, division, and location.	C	This request requires customization to be able to enter the day of the week (M, T, W, Th F, S, Su) that the sounding hearing should take place based on criteria of Judge, Division or Location automatically. These actions can be taken manually.
121.	Ability to manage availability (i.e., active/inactive) for court divisions, court rooms, including virtual courtrooms and diversion programs, to be automatically factored into calendaring of cases. For example, users should be able to prevent scheduling of cases for a specific division for a given date range.	C	This request requires customization. Benchmark currently tracks the availability of case parties, but not divisions, court rooms or diversion programs.
122.	Ability to control the volume of cases assigned to a division for blind filing, and the ability to adjust judge pools as needed.	C	This request requires customization to set a cap or limit at a division level on how many cases can be open & assigned to that division.
123.	Ability to create special hearing sessions for specific cases	Y	
124.	Support manual scheduling of cases to a calendar as required	Y	
125.	Support for specific rules and processes when setting different types of cases for court. For example, the requirements and process for setting parking infractions may differ to criminal traffic cases.	Y	
126.	Functionality to automatically set cases for court according to defined calendars and case information including ability to prioritize how cases are set, for example ability to set speedy cases first, followed by waived cases, or setting most current cases such as those created within the past 30-60 days, and cases where the speedy has run/expired, etc.	C	This request requires customization to be able to automatically set cases for hearings in a certain order based on case criteria. These actions can currently be accomplished using workflow queues and bulk scheduling features.

127.	Functionality to ensure that speedy trials are calendared within the mandated period of time of citation issuance.	Y	
128.	Functionality to easily access and review calendars, both for staff performing calendaring and others such as judges who need to view their calendars including future dates.	Y	
129.	Functionality to generate reports for hearing calendars, such as but not limited to a summary calendar report for each judge showing which sessions have been scheduled for each day, how many cases have been set for each session, cancellations/resets and reasoning for cancelled sessions.	Y	
130.	Functionality to identify and generate reports on pending cases such as pending arraignments, pending reports, pending DUIs etc. This functionality should include the ability to easily configure which fields are included on reports, such as citation issue dates, speedy date (active or waived), and current case status.	Y	
131.	Ability to configure when notices are sent for citations. For example, if a companion citation is cancelled but the overall case is not, no notice should be sent to the defendant as this may result in them misunderstanding and not attending court for the master case.	Y	
132.	Ability to manage court division and court room locations	Y	
133.	Support for both physical and virtual court rooms, including managing online meeting information.	C	This request requires customization to manage the online meeting information using Benchmark. .
134.	Ability to configure which court divisions cases are sent to, based on which police agency or district originated the citation.	Y	
135.	Ability to automatically generate court notices to be sent to defendants including case information, court location, virtual court if applicable, and instructions for options such as Online Dispute Resolution. The County also requires the ability to modify the information on the Court Notices as needed.	Y	**Note:** If the notices are automatically generated & printed or sent to the recipient (via email or text), the court user will not have the opportunity to modify the information on the form for a specific case before it is printed/sent. The form template can be modified at an administrative level so the template can be changed for all cases go forward.
136.	Support for filing Motions regardless of the status of the case, including: • support for manual scheduling • enter the method via which the motion was received. • Ability to unset (remove) a motion	C	Related to req. #99 - This request requires customization to denote the received method of a document on the docket tab.

			The other two requirements are available with current functionality.
137.	Ability to add additional witnesses to be notified to attend Court on the scheduled date. This should be based on role. For example, the COC would enter this information for infraction cases, while the SAO would enter witnesses for criminal cases.	C	This request may require customization, to be determined during design phase, to allow the SAO to add parties to a case using the Benchmark Web interface. This is assuming that the SAO will not be utilizing the Benchmark Client. .
138.	Support for entering a continuance of the case, including: • Ability to enter if a continuance letter was received. • Ability to enter the originator of the continuance request. • Ability to write a continuance message for the case. • Ability to also hear continuance for other associated citations/cases. • Ability to grant or deny the continuance request	Y	This information can be entered on the Motions tab within a case.
139.	Ability to enter and manage which attorneys are involved in a case, for example private attorneys, State Attorneys, or Public Defender, regional counsel, and private court appointed counsel. The County currently assigns each attorney an 'attorney code' which can be used as a shorthand identifier for this purpose but should display full attorney details. Note there are current discussions under the CCMS project regarding usage of the Florida Bar Number to reference attorneys.	Y	
140.	Ability to file a pleading at the Clerk's office or through the Web, including		
141.	• entering a request for trial	C	This request requires customization to the Benchmark Web online application feature to allow a filing to be directly imaged and docketed to the case once a pleading has been completed. Currently, the application feature only allows for printing the form once complete.
142.	• entering the method of receipt	C	Related to req. #99 and #137 - This request requires customization to denote the received method of a document on the docket tab.
143.	• entering the hearing type	Y	
144.	• entering defendant's request for a judge	Y	

145.	• Ability to enter a message	Y	
146.	• Ability to enter a request for trial for a citation which has not yet been entered into the system.	C	Contractor to use Benchmark pending case functionality to provide ability to enter citation number, take payments, and enter documents prior to charging documents being received.
147.	Ability to add or modify the speedy date for a case. This feature should include validation that the case is a speedy case based on the violation statute, the speedy date specified is valid and logical, and include the ability to select which citations under the case the speedy date will be applied to.	Y	The charge/citation can be linked to the compliance on the case that shows the speedy date information. Currently, only one charge/citation can be linked to a single compliance. Multiple charge cases would need to have multiple compliances on the case showing the speedy date information.
148.	Ability to print Court notices to defendants, attorneys, witnesses, bondsmen, etc. or electronically to police officers (via interface to eSubpoena).	C	This request will require integration development with the eSubpoena system.
149.	Ability to send electronic notifications to defendants through various means including email and text messages.	Y	Functionality available using the Benchmark Notification Service (included with optional Contractor Payments integration).
150.	Ability to organize multiple notices for the same defendant, including defendant's attorney, into a single notice or packet to be mailed together, in order to reduce the number of mailings required.	Y	
151.	Ability for the County to configure or modify rules used for setting cases for court.	Y	
152.	Ability to automatically reset cases for court upon Non-Compliance of Rehab Programs, or completion of the programs within the allotted time.	Y	

Jail Related Processes

	Functional Requirements	Response	Module/Detailed Explanation
153.	Functionality to automate the Jail Arraignment and Jail Report hearing processes and reduce dependence on paper citations and other documents including		

154.	• Automatically identifying cases in scope for jail arraignment based on arrest data and configurable criteria such as defendants arrested for traffic bench warrants and traffic criminal cases.	Y	If Jail sends a hearing date, can be automatically scheduled. Cases are created from data sent from jail.
155.	• Providing an electronic method of processing jail-based hearings, including providing case and defendant information, providing in court processing functionality, and recording judgements.	Y	
156.	• In the event that electronic citations are not received within the required timeframe allow for manual entry of data.	Y	
157.	• Automatically calendar follow up Jail Report sessions, two days after jail arraignment, for those defendants who remain in custody following their jail arraignment.	Y	Utilize SQL job for automating the scheduling of cases meeting these criteria.

Pre-Court Processes

	Functional Requirements	Response	Module/Detailed Explanation
158.	Functionality for the Clerk to adjust and tailor hearing sessions to be conducted efficiently, including:		
159.	• The ability to order / re-order cases within the session	Y	
160.	• Easily group cases by counsel or police officer to enable those cases to be heard together	Y	
161.	• Assist with reviewing and researching case histories for defendants in the session	Y	
162.	• Providing the ability to create annotations for cases in the session, and for the session as a whole, to assist the presiding judge.	Y	
163.	• Support adding additional cases to the session ad hoc, such as other pending cases for a defendant.	Y	
164.	Facilitating involvement from the state attorney, such as recording their authority for certain actions such as when a case is Nolle Prossed.	Y	
165.	Functionality to capture electronic signature images for staff members such as Judges and State Attorneys. For example, for those cases where their authority must be recorded, the system should allow capture of the State Attorney's signature and later use that signature when generating post judgement documentation as a result of case actions.	Y	

In Court Processing / "Judges Work Bench"

	Functional Requirements	Response	Module/Detailed Explanation
166.	Functionality to manage courtroom proceedings to support judges, hearing officers, and magistrates in efficiently processing cases before them.	Y	

167.	Functionality to easily access all cases in one or more desired sessions, for example a specific session, all sessions that morning, or that day. This should include the ability to see sessions for future dates also.	Y	
168.	Functionality to access various information related to a specific defendant including • Pending cases (within Miami-Dade County) • Case history (within Miami-Dade County) • Driver History / Driver License history from FL DHSMV.	C	This request will require integration development with the FL DHSMV system.
169.	Ability to add on demand other cases to the session that were not originally scheduled. To include before and during court.	Y	
170.	Ability to quickly and easily access all relevant case information, including document images.	Y	
171.	Functionality to quickly and easily enter case actions, such as issuing bench warrants, suspending licenses, continuing cases, hearing motions, or dismissing cases.	Y	
172.	Functionality to minimize the amount of manual data entry and re-entry that is required during court processing to ensure efficient court operations.	Y	
173.	Functionality to record a defendant's plea	Y	
174.	Functionality to easily enter case dispositions, assisting the judge in:	Y	
175.	• Selecting sentence options both from standardized pre-configured templates, as well as making adjustments as necessary. For example, currently Judges can select 'Sentence Options' which may apply several sentence options at once in a standardized, templated manner. E.g., for DUIs the judge can select 1st, 2nd or 3rd offenses, as well as factors such as the defendants BAC level or whether minors were present in the vehicle, and have a standardized sentence applied for that case with pre-set fines, surcharges, license revocation, requirements for probation, community service, interlock devices, specific rehabilitation programs, and other elements.	Y	
176.	• Automatically calculating applicable costs (fines, fees, surcharges, etc.) based on the sentence and case circumstances. For example, ensuring that cost of defense fees are automatically included when a Public Defender was involved in the case, or utilize case information such as the violation and speed travelled to determine fines/costs.	Y	
177.	• Ability to waive or suspend all monies, or a specific amount.	Y	
178.	• Functionality to assign and manage rehabilitation / diversion programs for a defendant, including: o Due date	Y	

	○ Record whether the defendant has attended and completed the program. ○ Allow unlimited numbers of programs as part of a sentence.		
179.	• Ability to perform bulk updates on rehabilitation program due dates on multiple cases at once.	Y	
180.	• Ability to be able to clear a compliance. The compliance was a requirement for the defendant imposed by the violation.	Y	
181.	• Support for the automated conversion of sentence fines to community service hours, with configurable parameters such as hourly rate and associated surcharges.	C	This request requires customization to automatically convert fines/costs into community service hours based on a formula.
182.	• Entering driver license action indicating the Judge's action against the defendant's license including revoking, suspending, or surrendering. This should include the period of time the license should remain in that state.	Y	
183.	• Ability to enter the duration of a defendant's: ○ Required jail time, ○ Suspended jail time, ○ length of time that the defendant stayed in jail	C	This request requires customization to record the actual length of jail time spent by the defendant. Benchmark allows for the Jail time that was sentenced (not spent) and credit for time served.
184.	• Ability to enter how or when a jail sentence is to be completed: ○ Straight Jail ○ Weekend ▪ Mitigate sentence to lesser time upon surrender in the courtroom. ▪ Create a commitment order including times for surrender to jail. ○ House Arrest	Y	Utilize the Confinement Code values for these options to be selected during sentencing.
185.	• Ability to enter interlock information. The Judge may order an interlock device to be installed in the defendant's car which measures the blood alcohol level.	Y	
186.	• Ability to enter the waive/suspend reason	C	This request requires customization to add a waive/suspend reason on the Sentencing tab when sentencing guidelines have been waived or suspended.
187.	• Ability to enter or remove stay date / due date. For criminal cases only, this field is the date that the defendant has to comply with their financial responsibility.	Y	
188.	• Ability to remove the disposition on an infraction case. When the disposition is removed, any fines/costs assessed	C	This request requires customization to remove the assessed fines/costs

	by the court are removed. The assessed fines/costs revert to the amount due by statute, including late fees.		associated with a statute when the disposition is removed.
189.	• Ability to remove the disposition on a criminal case. When the disposition is removed, the amount due reverts to $0.00 since these cases do not have payable amounts until they are disposed in court.	C	This request requires customization to remove the assessed fines/costs associated with a statute when the disposition is removed.
190.	• Ability to amend disposition as needed.	Y	Benchmark keeps a record of the amended disposition and sentencing history.
191.	Ability to automatically process associated citations / cases (currently referred to as Companion cases) during in court processing. For example, when applying dispositions or when re-setting cases for court at a later date.	Y	
192.	Functionality to support Suspended Execution of Sentences (SES).	Y	
193.	Record whether the case was a jury trial, including capturing the Jury Sworn Date.	C	This request requires customization to add the Jury Sworn date to the Trial Information section on the Court Phase tab.
194.	Ability to record whether the defendant is indigent.	Y	
195.	Ability to register a defendant by case number to a substance abuse program.	Y	
196.	Support to identify a defendant as a 'Habitual traffic offender' and manage the habitualization process including revocation of license.	Y	
197.	Functionality to assign a public defender for a defendant.	Y	
198.	Functionality for judges to re-set cases to continue at a later date such as allowing continuances, setting cases for trial, or scheduling report hearings. The system should assist judges with quickly identifying and setting eligible court dates for future hearings for preset date ranges into the future, manual selection of specific dates, specifying a date the hearing should fall before or after, and ensuring that available dates are compatible with judge's availabilities, public holiday calendars, etc.	C	This request requires customization to show/select eligible court dates based on the selection of a date where the hearing should fall before or after that date.
199.	Functionality to support hearing motions during court proceedings, as well as entering motions on the spot. The system should quickly and easily identify all motions pending for each specific case.	Y	
200.	Functionality to manage bench warrants during court proceedings, including entering and setting aside warrants (bench warrants, arrest warrants, capias). The system should provide the judge with tools to quickly and easily set bench warrants amounts for all citations related to a case. This should include the ability to manage several types of bench warrants including arrest warrants, violation of probation	Y	

	warrants, as well as D6 license suspensions and forfeiting bonds.		
201.	Functionality for judges to issue court orders during proceedings.	Y	
202.	Functionality for judges to manage bonds during proceedings, such as bond action (in/out status code), release, disregarding, updating, etc.	Y	
203.	Functionality to automatically record and docket case actions and transactions in the case history, including relevant information such as timestamp, user performing the action, type of action / transaction and description.	Y	
204.	Ability to easily undo actions to correct mistakes.	Y	
205.	Functionality to allow the judge to quickly retrieve the defendant's driver history / driver license history.	C	This request requires integration development with the FL DHSMV system to access the defendant's driver history on demand via the Judicial Viewer. Driver History reports can also be docketed to the case manually and are then easily accessible to the Judge from the Judicial Viewer.
206.	Ability to consolidate multiple cases for a defendant regardless of the Division and issue date into one Court appearance.	Y	
207.	Ability to allow the Clerk to enter the information for the Judge, but require the Judge to review and approve it prior to moving on to the next case	Y	

Post Judgement Processing

	Functional Requirements	Response	Module/Detailed Explanation
208.	Functionality to automatically generate a range of post judgement documents based on case actions during in court processing, populated with case and defendant data. Refer to Exhibit 1 - Document Types and Queues for a listing of current document types within the system.	Y	
209.	Ability to manage, including create, updates, and deletion of new post judgement document templates with auto-populated fields.	Y	
210.	Ability to populate saved signature images to generated post judgement documents for judges, SAO, and other staff as necessary.	Y	
211.	Allow capture of defendant's live electronic signature to post judgement documents generated as a result of in court processing.	Y	
212.	Automatically file generated post judgement documents to the correct case files.	Y	
213.	In the event where defendants do not sign and collect post judgement documents, at the end of each day the system should	C	This request requires customization to automatically

	automatically note as such and file the documents to the appropriate case file without defendant signature. This feature should include the ability to identify where a defendant was unable to sign, for example appeared virtually, and email / text documents to them.		note/file documents to cases at the end of the day. As documents are generated in Benchmark, they require the defendant signature at that time. If the defendant is unable to sign, the clerk can finalize the document without signature, and it is auto-imaged & docketed to the case at that time.

Front Counter Processing

	Functional Requirements	Response	Module/Detailed Explanation
214.	Functionality to support front counter staff to collect in-person payments working in conjunction with the iNovah payment system, including:	C	The iNovah integration with Benchmark is in the development pipeline for the CF/MM/UCC Benchmark implementation. Optional Contractor Payments is also available if the iNovah integration is removed.
215.	• Assist staff to verify citations are eligible for payment. The system should warn or prevent taking payments in configurable situations such as where the defendant has mandatory court requirements.	Y	Cashiers are notified on the Benchmark payment screen when a defendant has a future court date scheduled.
216.	• Ensure that correct payment amounts are calculated automatically including the appropriate money options and assessed fees depending on circumstances of the case.	Y	
217.	• Classifying payments correctly, such as payables, partial payments, traffic school payments, etc.	Y	
218.	• Support payments for one or more citations simultaneously in the same payment transaction.	Y	
219.	• Support for taking and applying payments to a specified subset of a defendant's pending citations only.	Y	
220.	• Support for taking payments for citations which have not yet been manually entered to the system, but where the defendant provides the paper citation copies. This payment should be automatically applied to the correct citation(s) when they are later entered to the system.	Y	The Benchmark workflow includes the quick creation of the case with the paper citation so the Clerk can take payment. Once the electronic citation comes through the eCitation process, the electronic citation data auto-populates the existing case record to update the case with the information received from the issuing Agency.

221.	Functionality to support front counter staff to receive and process in-person defendants' requests similar to processes described under 'Information Processing'. This includes certain documents being received, or the appropriate case documentation generated by the Clerk, and appropriate case dockets, case updates, or case actions being entered. This should support requests where the case does not yet already exist in the system. Examples of such requests include: • Entering defendant's pleas, which results in the generation of a Request for Trial, which includes populating case and defendant information to the appropriate document template, capturing defendant's electronic signature, and updating the case to be set for court. • Process traffic school elections and completions • Refer to Exhibit 1 – Document Types and Queues for a listing of document types handled by the current system.	C	Will require customization to auto-create a shell case to be able to file any type of document if the case does not already exist.
222.	Ability to prevent defendants from electing traffic school if they are not eligible due to prior enrollments state-wide, based on information from the FLSHMV.	C	Reliant on whether FLHSMV can support providing this data, which is to be determined during interface design project phase.
223.	Assist front counter staff to ensure that License Suspensions are correctly set aside as a result of payment or other actions.	Y	

Payment Processing and Cashiering Unit

	Functional Requirements	Response	Module/Detailed Explanation
224.	Functionality to support the Clerk's Cashiering Unit in reviewing and balancing payments made against traffic case data and payment transactions to ensure that payments are being correctly made, received, and applied to traffic cases.	Y	
225.	Reporting to allow staff to easily see payment related information including at the payment distribution level.	Y	
226.	Identifying and fixing unapplied, failed, rejected, incorrect or otherwise unsuccessful payments. For example, where a case was not found, was closed, the defendant overpaid, duplicate payments, where payments were mistakenly applied to the wrong case, or any other cause of payment related discrepancies or issue, including functionality for staff to correct the cause of failure by updating the case data if appropriate.	Y	
227.	Support to automatically recycle unapplied payments (i.e., attempt to apply) periodically, to correctly process the payment once the underlying case data is fixed, including the ability to correct pending payments such as updating the case number or citation it should apply to.	C	Benchmark does not support the use of "pending" payments or the process of automatically "recycling" payments to the same case or other cases for the same defendant.

	The feature should include:		Benchmark DOES allow for the saving of a transaction before the money is posted. The clerks then can pull the pending receipt up later to finalize/post the payment to the desired case(s). This workflow and related requirements below to be detailed and discussed during Discovery phase to determine if customization is required.
228.	• Ability to easily view unapplied recycle payments	C	Utilize the pending transactions search to view all incomplete transactions. The money on pending transactions is not counted toward the daily deposit amount until they are finalized/posted to a case or non-case receipt.
229.	• Ability to select another case to which the recycling payment will apply. This is important in cases where a case number is entered incorrectly.	C	Until the payment is posted, the clerk can choose a new case or add additional cases to the receipt for posting.
230.	• Ability to select how the payment will be applied (e.g., to payable, traffic school, etc.).	C	
231.	Ability to view a defendants total outstanding balance for all cases in the system, including traffic, criminal, and other case types.	Y	
232.	Ability to create reports of all payments made by location and area, for example Front Counter, Mail, IVR, Web.	Y	Available through Benchmark reporting and also with the optional Contractor Payments integration.
233.	Ability to process online payments from either the cash registers or from the web.	Y	
234.	Ability to allow to view payments by cash report, and location.	Y	
235.	Ability to backup transactions for add, update and voiding of payments.	Y	
236.	Ability to perform monthly bank transfer purge and refunds and receivables cutoff.	Y	
237.	Ability to process cutoff of yearly audits.	Y	
238.	Ability to display all the money buckets (payment distributions) associated with a citation. This is to include the money bucket codes, money bucket descriptions, money buckets assessed amounts and money buckets paid amounts.	Y	

239.	Ability to display the total amount assessed to a defendant on a case.	Y	
240.	Ability to display the total penalty amount paid by the defendant on a case.	Y	
241.	Ability to display other monies paid by the defendant on a case.	Y	
242.	Functionality to handle non-sufficient funds payments and credit card chargebacks, including automatically appropriately updating case status and assessing appropriate fees such as non-sufficient funds fee and late fee. Feature should support:	Y	Available with optional Contractor Payments integration.
243.	• Ability to enter Credit Card charge back information	Y	. Payment can be voided in benchmark, and information related to credit card chargebacks and insufficient cheques can be recorded along with a void reason.
244.	• Ability to enter the non-sufficient check number.	Y	
245.	• Ability to enter the non-sufficient amount of the check.	Y	
246.	• Ability to enter the non-sufficient date of the check.	Y	
247.	• Ability to enter the non-sufficient control number.	C	This request requires customization to add a specific field to the receipt for tracking non-sufficient control number.
248.	• Ability to track all the non-sufficient case numbers associated with the payment.	Y	
249.	• Ability to enter the non-sufficient receipt number.	Y	
250.	• Ability to enter free form comment.	Y	
251.	Ability to track payment receipts in the system based on the receipt number. The system should display the date of the receipt, the type of receipt, the total penalty monies assessed, and the total penalty monies paid.	Y	
252.	Ability to denote whether a case will be reset to court.	Y	
253.	Support for identifying and managing payment refunds, including:	Y	
254.	• Ability to enter whether to issue a refund check or void a cash management transaction.	Y	
255.	• Ability to enter return check credit.	Y	
256.	• Ability to enter the check number, date, refund amount and whether or not the refund is forwarded to the Accounting Department.	Y	
257.	• Ability to enter the person to which the refund will be issued to. This information will include the name, contact (including phone and email), and address information if it is other than the defendant.	C	This request requires customization to add a phone number and email field to the receipt screen.
258.	• Ability to enter a refund reason. This field is verified against the Traffic database.	Y	

259.	• Ability to enter a free form message that is also viewable in the docket when a refund revenue transaction applies to the case monies.	Y	
260.	Ability to transfer monies from one of the defendant's cases to another case including:	Y	Benchmark allows for payments to be voided and then reposted to another case through the cashiering module. Benchmark supports same and previous day voids.
261.	• Specifying the amount to be transferred.	Y	
262.	• Enter a free form transfer message.	C	This request requires customization to provide the ability to enter in a void/transfer reason when modifying/voiding a receipt.
263.	Ability to do case credit adjustment (the addition of monies) to a defendant's case, including	C	Customization requirement to be determined during project Discovery phase.
264.	• Ability to select from what bucket the case credit adjustment will be taken. This field will be verified against the following codes: miscellaneous (m), reinstatement(r) or purge (p).	C	Customization requirement to be determined during project Discovery phase.
265.	• Ability to enter a free form message for the adjustment reason.	C	Customization requirement to be determined during project Discovery phase.
266.	• Ability to enter a case credit reason.	C	Customization requirement to be determined during project Discovery phase..
267.	• Ability to enter case credit amount on the defendant's case.	C	Customization requirement to be determined during project Discovery phase.
268.	• Ability to enter a collection date for the defendant's case.	C	Customization requirement to be determined during project Discovery phase.
269.	Functionality to support payment plans, including	Y	
270.	• Ability for defendants and County staff to create payment plans in multiple areas and points of the case lifecycle, including: ○ Cashiers and Front Counter ○ Via telephone ○ During Post Judgement ○ Online ○ Programmatically via webservice/interface.	Y	Benchmark can allow clerks to create single or multi-case payment plans from within the client. Benchmark also allows for Payment plans to be requested online using the Matterhorn software

			integration with Benchmark. Defendants can fill out the Payment plan application online, and the payment plan can be reviewed and finalized by the clerk's office. Contractor is also planning to develop an integration with the Miami-Dade customer for the CF/MM/UCC existing payment plan portal, so this work is already accounted for under that contract.
271.	• Enrolling a defendant into one or more payment plans.	Y	
272.	• Ability to create a payment plan for all of a defendant's outstanding cases, including combining both traffic and criminal cases, for one monthly payment	Y	
273.	• Ability to delete a payment plan for a defendant.	Y	
274.	• Ability to select the cases which will be part of the defendant's payment plan.	Y	
275.	• Ability to enter the defendant's work and home telephone numbers, and email address.	Y	
276.	• Ability to charge or waive the $25 payment plan cost associated with creating a payment plan.	Y	
277.	• Ability to specify the duration of the payment plan and have the system calculate the monthly amount due.	Y	
278.	• Ability to enter the money amount due each month and have the system calculate the payment plan duration in months.	Y	
279.	• Payment plans should not limit duration or monthly payment amount. For example, the system should support payment plans with $1 payments regardless of the plan duration.	Y	
280.	• Ability to generate a printable document with the payment plan details for the defendant, including the payment schedule and payment details due each month for the duration of the plan.	Y	
281.	• Ability to allow defendant to electronically sign the payment plan and be emailed a copy.	Y	
282.	• Ability to notify a defendant of pending payment plan payments due via electronic means such as email or text message.	Y	Available with the Contractor Payments integration using the Benchmark Notification service to send emails and text messages automatically, with a quick link to make the payment online.

283.	• Ability to inactivate a payment plan and be able to create another plan.	Y	
284.	Ability to indicate on a case that compliance was provided. This should allow the defendant to pay dismissal fee (via all normal channels such as online, in person, etc.), and have dismissal disposition automatically entered.	Y	
285.	Ability to apply payments to a specific citation within a case, including when defendants are making payments online and choosing which citation fees they want to pay through the COC public site, as well as via front counter. This should apply if there are multiple citations under a case. Payment distributions should be processed per citation rather than at the case level.	C	Will require customization to be able to select a specific citation.

Collections

	Functional Requirements	Response	Module/Detailed Explanation
286	Ability to define and manage collection agencies, including adding new agencies, updating existing agencies, and their status (e.g., Active/Inactive). This should include the ability to store agency specific information such as agency name, address, phone, email, etc.	Y	
287	Ability to establish an effective date range for the Collection Agencies.	Y	Utilize the custom party fields for tracking Start and End Effective dates for each Collection Agency party record.
288	Ability to configure the collection fee percent for the collection agencies	Y	
289	Ability to configure the allocation percent for the collection agencies, i.e., which proportion of collections cases are assigned to each agency.	Y	
290	Ability to define rules for a case to programmatically be placed into collections.	Y	
291	Ability to interface with the collection agencies to send and receive payment transactions.	C	Benchmark has standard Collection Agency file formats for sending and receiving data. This request will require customization if the file formats need to be adjusted or modified for the specific Miami-Dade Collection Agencies, which is to be determined during interface

			discovery and design phases.
292.	The system needs the ability to keep track of Collection balances when partial payments are made at the collection agencies or at the COC via IVR, Front Counter, or Web Site.	Y	
293.	Ability to submit changes to collection agencies such as addition, modification, or removal of cases in collection.	Y	
294.	Functionality to support the "Operation Green Light" initiative by the COC. Operation Green Light removes the 30% Collection Fee assessed on the moneys due during a range of time for moneys collected in full and paid at the COC.	Y	
295.	Ability to hold payments to collection agencies.	Y	
296.	Ability to hold receipts of payments from Collection agencies.	Y	
297.	Functionality to perform extensive reporting on cases in collections, reports such as but not limited to daily, monthly, yearly (current, previous), and for configurable time periods, and configurable parameters: • Cases and amounts sent to collections agencies. • Cases and amounts removed from collections. • Cases and amounts received by collection agency. • Monies received at the collection agency. • Monies received at the COC. • Monies received both at the collection agency and at the COC.	Y	

Processing Delinquent Cases

	Functional Requirements	Response	Module/Detailed Explanation
298.	Functionality to automatically place cases into various delinquency-related statuses upon configurable criteria, such as: • Delinquent – case is delinquent and D6 will be sent to the state. • Delinquent warning – failure to pay or complete rehabilitation requirements. Cases stay in delinquent warning status for a configurable courtesy period for defendant to resolve the case, prior to moving to delinquent status. • Compliance warning – where defendant has made payment on a compliance case but has not provided compliance.	Y	
299.	Functionality to automatically identify and route cases meeting specific configurable criteria for judge's actions and apply	Y	

	configurable case actions based on specific case criteria based on that action. E.g., Identifying cases where the defendant has failed to complete traffic school rehab within the due date. These cases are identified, and a judge's order is created for signature by a judge. The system should then place cases into an appropriate status based on the type of case: • Voluntary traffic school cases disposition set to Guilty, and penalties updated appropriately. • Court ordered traffic school cases set to delinquent status		
300.	Ability for the system to automatically carry out without human intervention appropriate actions on delinquent cases. The County should be able to configure various triggers dependent on the case type, case status, case actions, due dates, various configurable time frames, and other system events such as payments. E.g., A compliance case is automatically put into compliance warning status when payment is made, and no compliance has been provided Without a compliance being provided the case is moved to delinquent warning status 20 days after the compliance warning date. The next day the case is put in delinquent status and a D6 is issued.	Y	
301.	Ability to clear the delinquency status of a case (case must be in delinquent status only) and leave all monies associated with the case. The cases will be set to an appropriate case action.	Y	
302.	Ability to clear the delinquency status of a case (case must be in delinquent status) and nullifying the delinquency fees only without removing any additional assessment fees. The cases will be set to an appropriate case action.	Y	
303.	Ability to clear the delinquency status of a case and clear the delinquent monies only leaving the case in the same case action.	Y	
304.	Ability to clear the delinquency status of a case and its associated cases/citations in delinquent status and leave all monies associated with the case and its companions. The cases will be set to an appropriate case action.	Y	
305.	Ability to clear the delinquency status of a case and related citations / cases and nullify the delinquency fees only on all its related citations / cases without removing any additional assessment fees. The cases will be set to an appropriate case action.	Y	
306.	Ability to clear the delinquency status of the case and related citations / cases and clear the delinquent monies only. The cases will be set to an appropriate case action.	Y	
307.	Ability to cancel or nullify bench warrants for a case and all its related citations / cases, including entry of a free form message by the Clerk. This should also be supported for special programs such as Drive Legal/DWLS (Driving with License Suspended).	Y	

System Data Management / Data Validation Configuration

	Functional Requirements	Response	Module/Detailed Explanation
308.	Ability to manage violation / statute records, including:		
309.	• Payment distribution information (“Money buckets”), including adding, editing, and removing payment distributions, priorities, and amounts.	Y	
310.	• Date range for when each violation is in effect, i.e., effective date and discontinued date.	Y	
311.	• Maintain histories of all violations and determine whether the violation was in effect for a given period of time.	Y	
312.	• Ability to enter a display code, short description and longer description to display as appropriate.	Y	
313.	• Ability to display different assessment amounts for speeding violations based on speed travelled vs speed limit.	Y	
314.	• Ability to enter a long description for a violation.	Y	
315.	• Ability to enter a short description for a violation.	Y	
316.	• Ability to enter the State code for a violation. This code will later be used to report to the State.	Y	
317.	• Ability to enter the total Traffic assessment on a violation.	Y	
318.	• Ability to enter violation type. This code can be an infraction (i), mandatory (m) or criminal (c).	Y	
319.	• Ability to enter if the violation is a speeding one.	Y	
320.	• Ability to enter violation speed, and support for speed validations for applicable statutes, such as but not limited to: ○ Validating minimum speed over the speed limit. E.g., School and workers present violations allow a minimum of 1 mph over the speed limit where other violations only allow 6mph and over, or 316.1926(2) which requires 50mph over the limit. ○ Statute minimum speed requirements. E.g., 316.187(2)(a) has a minimum speed requirement of 70mph. Speeds entered below this should be rejected. ○ Certain statutes require the entry of a violation speed.	C	This request requires customization to reject speed entries based on minimum speed requirements or other violation factors such as “worker’s present”. All other requirements are met by standard Benchmark functionality.
321.	• Ability to enter the severity of the violation.	Y	
322.	• Ability to enter if the violation is a DUI.	Y	
323.	• Ability to enter a default Calendar division where cases with these violations will be heard.	Y	
324.	• Ability to enter if the violation is a DWLS (Driving with License Suspended).	Y	
325.	• Ability to enter if the case with the violation will be automatically calendared.	Y	All statutes requiring a court appearance can be automatically scheduled for the next available hearing date.
326.	• Ability to enter if the violation requires a compliance.	Y	

327.	Ability to manage Court Divisions	Y	
328.	Ability to manage Courtroom locations, including adding, removing, and editing. This feature should support:	Y	
329.	• Ability to enter a new Courtroom location description.	Y	
330.	• Ability to enter a new Courtroom's address.	C	This request requires customization to add address fields for the courtroom configuration.
331.	• Ability to flag a courtroom as being a jail courtroom.	C	This request requires customization to categorize a courtroom as a jail courtroom.
332.	• Ability to enter the floor and room for a new Courtroom associated with the location code.	C	This request requires customization to enter a location code for the courtroom.
333.	• Ability to enter a flag to identify if the courtroom is active or inactive.	Y	
334.	• Ability to enter the Courtroom assignments (division) of a police agency combined with zones (ex. Miami Dade police Doral zone) to a courtroom district.	C	This request requires customization to enter a zone code(s) for the courtroom.
335.	• Ability to enter a phone number for the Courtroom assignments, for internal use only.	C	This request requires customization to add a phone number field for the courtroom configuration.
336.	• Ability to add the courtroom zoom court ID	C	This request requires customization to add a zoom court ID for the courtroom configuration.
337.	Ability to manage payment distribution codes / money buckets for Payment Distributions, including:		
338.	• Priority for each money bucket.	Y	
339.	• Ability to identify if the money buckets will apply against the case assessment.	Y	
340.	• Ability to group several money buckets into groups (ex. State general fund group, Clerks funds group, County/Municipality funds group etc.).	Y	
341.	Ability to enter money options. Money options are used to facilitate the COC and AOC in money distribution and assessment to a case. The monies are predefined in an option that can easily be applied to a case without having the clerk type each fine distribution bucket. This feature should include:	Y	
342.	• Ability to enter an effective date for a money option.	Y	

343.	• Ability to enter a discontinue date for a money option.	Y	
344.	• Ability to enter a money option description.	Y	
345.	• Ability to enter a total assessment amount for a money option.	Y	
346.	• Ability to enter an unlawful speed and the speed limit for a money option (if speeding citation).	Y	
347.	Ability to manage an unlimited number of rehabilitation programs, including:	Y	
348.	• Ability to create new, edit, and discontinue rehab programs.	Y	
349.	• Ability to enter the rehab program's information such as managing agency, address, description and contact details (phone/email).	Y	
350.	• Ability to identify the rehab program as traffic school, juvenile program, or if the program only applies to a special requirement of the COC or AOC.	Y	
351.	• Ability to activate or inactivate a rehab program.	Y	
352.	• Ability to define groups of rehab programs which can be assigned to a defendant at once during sentencing.	Y	
353.	• Ability to enter a juvenile flag for rehab programs.	Y	
354.	• Ability to enter a discontinue date for the rehab option.	Y	
355.	Ability to define and manage pre-written Communication notices that may be mailed to the defendant, including	Y	
356.	• Ability to have the system automatically pre-populate case and defendant information that the notice. For example, amount due, any dates that the defendant must comply by, any options that may be available to the defendant such as school election, court election, or any actions required to comply with the citation.	Y	
357.	• Ability to print for the defendant a free form notice as required by the COC.	Y	
358.	Ability to manage a calendar for public holidays and other relevant dates, to be considered when scheduling cases for court, calculating penalty due dates or other critical dates related to a case, etc.	Y	
359.	Ability to enter transactions based on an initial date that will default certain dependent dates, such as but not limited to the following: • Motion date (notice of expiration) - 15 days from motion date, • auto set date, • Demand for speedy trial 50 days from issue date • Speedy date for criminal cases 90 days from issue date • Speedy date for infraction cases 180 days from issue date • Penalty due date 30 days from issue date (infraction cases only)	Y	

	• 120 days for completion of traffic school from disposition date • Completion of rehab programs 180 days from disposition date. This feature should be configurable by the County.		
360.	Ability to manage, including creation, updates, deletion, and activation/deactivation of Judge, Hearing Officer, and Magistrate records.	Y	
361.	Ability to manage, including creation, updates, deletion, and activation/deactivation of attorney records.	Y	
362.	Ability manage Police agency records, including identifying codes, descriptions and phone numbers.	Y	
363.	Ability to maintain police officer records such as agency and district, name, contact details, etc.	Y	
364.	Ability to manage standardized dropdown lists for the system, such as but not limited to:		
365.	• Bench warrant status and descriptions.	Y	
366.	• Case status and descriptions.	Y	
367.	• Case types and descriptions.	Y	
368.	• Accident flags and descriptions.	Y	
369.	• Case actions and descriptions.	Y	
370.	• Fail codes and descriptions.	Y	
371.	• Case dispositions and descriptions.	Y	
372.	• Hearing types and descriptions.	Y	
373.	• Sentence codes and descriptions.	Y	
374.	• Bond actions, description and whether active or not.	Y	
375.	• Intake codes and descriptions.	Y	
376.	• Bench warrant cancellation codes and descriptions.	Y	
377.	• Continuance codes and descriptions.	Y	
378.	• Driver license action codes and descriptions.	Y	
379.	• File status and descriptions.	Y	
380.	• Jail type codes and descriptions.	Y	
381.	• Motion dispositions and descriptions.	Y	
382.	• Originator codes and descriptions.	C	Related to req. #95. This request requires customization within Benchmark to accommodate the listed field requirements. • Originator ID • Source (e.g., e-file, email) • Name • Contact details such as phone and email • Address
383.	• Plea codes and descriptions.	Y	
384.	• Defendant descriptors such as hair and eye color.	Y	

385.	• Method of communication and the description.	C	This request requires customization to add the preferred method of communication for the defendant.
386.	• Receipt type/codes and descriptions.	Y	
387.	• Bond type/codes and descriptions.	Y	
388.	• Witness type/codes and descriptions.	Y	
389.	• Booking type codes and descriptions.	C	This request requires customization and further explanation on how "booking codes" should function.
390.	• Payment reject reason codes and descriptions.	Y	
391.	• Collection agency deletion codes and description.	Y	
392.	• Waive/suspend reason codes and descriptions.	C	Related to req. #186. This request requires customization to add a waive/suspend reason on the Sentencing tab when sentencing guidelines have been waived or suspended.
393.	• Subpoena special instruction codes and descriptions.	Y	
394.	Ability to configure rules and criteria for the system to support automatically calculated payable amounts based on various factors. For example: • Traveled speed and zoned speed for speeding violations. • Late fees based on case date information for various violation types such as ○ Non-moving violations and non-speeding moving violations ○ Child Restraint Occupancy Protection (CROP) related fees if applicable ○ Traffic school related fees	Y	

Administrative Functions

	Functional Requirements	Response	Module/Detailed Explanation
395.	Ability to set preferred printer destination. E.g., to allow COC staff to default to their local printers.	Y	
396.	Functionality to allow users to extend the penalty due date of cases, including	Y	
397.	• Ability to select the number of days the penalty due date will be extended	Y	This request requires customization to allow a user to enter the desired extension days. Currently, Benchmark allows for customizable standard extension time periods to be used (I.e., 3 days 5 days, 20 days, etc.)

398.	• The extension period's start and end dates	Y	When a compliance is extended, Benchmark completes the original compliance with an action of "extended" and creates a new compliance with the new date range. Both are visible to the clerk for review from the case summary screen.
399.	• Entering a message of why the penalty due date was extended.	Y	This information can be entered in the compliance comments field
400.	Ability to delete a case from the Traffic system and provide a reason why the cases were deleted.	Y	
401.	Ability to restore expunged/deleted/purged cases as applicable within limitations imposed by law. E.g., a temporary period to restore expunged cases in case of user error.	Y	
402.	System should prevent the re-use of case numbers or citation numbers which have been previously sealed or expunged. This should include both via eCitation submission and manual entry.	Y	
403.	Ability to designate defendants as exempt from Florida public records disclosure under Florida State Statutes Chapter 119 (a.k.a. "Protected Class Employees") and provide functionality to protect this information from public record disclosure.	Y	
404.	Ability for authorized staff to modify/delete or transfer between cases dockets and images.	Y	
405.	Ability for authorized users to delete cases	Y	
406.	Accept jail booking from Corrections, including information such as • Identifiers such as Jail number and IDS number, • Defendant information • Release information • Booking date, • Booking time/type • Police case number	C	This request requires integration development with the Jail/Corrections system.
407.	Authorized users should have the ability to audit system activity by case or citation number, user, date, document type, or other configurable criteria.	Y	
408.	System should support superuser-level access for specified users with the intention to allow them to make corrections in the event of user error, or incorrect data received from other sources. This should include: • Ability to view all data in the system. • Make edits to all data in the system! • Ability to move dockets and document attachment between cases. All changes should be audited.	Y	

Reporting and Data Inquiries

	Functional Requirements	Response	Module/Detailed Explanation
409.	Functionality to support creating ad-hoc and predefined data reports statistical and summary reports. The system should support creating reports on all data captured within the system. Please refer to Exhibit 2 - Current TIS OnDemand Reports for a summary of the County's existing reporting capability, for which equivalent functionality should be implemented in the proposed solution.	Y	
410.	Ability to display system statistics by pre-set and configurable time periods such as daily, weekly, monthly, and year to date, such as total number of infractions and criminal cases entered for a particular time period.	Y	
411.	Ability to generate statistics showing breakdown of cases entered electronically versus manual entries, as well as E-citation rejections (infraction/criminals)	Y	
412.	Ability to generate reports showing number of hearings held/heard/outcomes per hearing officer/judge.	Y	
413.	Ability to generate reports to show Filed/Closed/Pending Statistics, along with Monthly Clearance Rates and other similar statistics.	Y	
414.	Ability to display the number of infractions and criminal cases refiled for a particular month, including bind up and bind down statistics	Y	
415.	Ability to display the number of infractions and criminal cases re-opened for a particular month.	Y	
416.	Ability to display the total number of cases disposed during the month with the Year-to-Date totals.	Y	
417.	Ability to display partial payments by month with Year-to-Date totals.	Y	
418.	Ability to display how many withhold adjudication were related to Traffic school for the month with the Year-to-Date totals.	Y	
419.	Ability to display how many withhold adjudication were non-traffic school by month with the Year-to- Date totals.	Y	
420.	Ability to display for the month with the Year-to-date totals of how many cases for infractions and criminals were disposed in court.	Y	
421.	Ability to display how many infraction pleadings were entered for the month with the Year-to-Date totals.	Y	
422.	Ability to display the number of pending infractions.	Y	
423.	Ability to display infractions associated with criminal citations.	Y	
424.	Ability to display criminal and infraction cases waiting to be set for court, which have been in set for court, and which are in pay status i.e., eligible to be paid: • Disposed criminal cases with a balance due or	Y	

	• Payable infractions (disposed and not disposed with a balance due).		
425.	Ability to display the number of delinquent open infraction cases, criminal cases in D6 status, Criminal cases in bench warrant status and the total number of criminal cases.	Y	
426.	Ability to display the number of delinquent disposed infraction cases, criminal cases in D6 status, Criminal cases in BW status and the total number of criminal cases.	Y	
427.	Ability to display and capture the number of cases pending to be set for court, and those set for court for a given division.	Y	

Drive Legal Program

	Functional Requirements	**Response (Y, V, N, G, F, C, U)**	**Module/Detailed Explanation**
428.	Ability to easily access information regarding defendant's cases and including:		
429.	• How many license entries a defendant has	C	Related to req. #44 - This request will require customization to keep a visual historical reference to historical DL numbers. Current functionality only supports the entry of the current DL #.
430.	• All cases associated with a defendant, including open or closed	Y	
431.	• Easily view the entire case history for each case	Y	
432.	• Easily identify how much a defendant owes overall and per case	Y	
433.	• To see what rehabs were assigned to each case and if they were complied with.	Y	
434.	Functionality for authorized staff to perform case updates, such as		
435.	• To perform statute amendments	Y	
436.	• To enter information from in court processing	Y	
437.	• To add a message to a case's history	Y	
438.	• To create payment plans	Y	
439.	• To remove Delinquent statuses	Y	
440.	• To set aside Bench Warrants	Y	
441.	• To remove cases from Collection status, including downstream actions such as communicating through the collections agency interface that the cases are no longer in collections status.	C	Related to req. #288 - Benchmark has standard Collection Agency file formats for sending and receiving data. This request requires customization if the file formats

			need to be adjusted or modified for the specific Miami-Dade Collection Agencies. To be determined during interface discovery and design phases.
442.	• To update Bonds	Y	
443.	Functionality to support batch scanning paper documents and storing within the system, associated to their related cases.	Y	
444.	Functionality to oversee Pre-Trial Diversion Calendars	Y	
445.	Update Pre-Trial Diversion Calendars with 'Return Court Information' i.e. in court processing.	Y	Refers to being able enter case information during or after court.
446.	Functionality to assist users in creating documents for court-ordered rehabs, including the automated population of case and defendant information into pre-defined document templates, for purposes such as enrolling into or completing the Drive Legal program. Examples of documents may include but are not limited to Assignment forms, order to enroll, policies and procedures documents, traffic school elections forms, or letters of completion.	Y	
447.	Functionality to populate pre-saved, or collect in real time, electronic signatures into generated templates. These documents should be automatically associated to their related cases and stored within the system.	Y	
448.	Support for eFiling through the Florida eFiling portal to receive and store documents associated with cases.	Y	
449.	Functionality to manage the operation of the Drive legal program, and the defendants and cases participating in the program, including	Y	Utilize the Benchmark Programs feature for tracking all program details.
450.	• To store program inquiries (e.g., Phone/E-mail/Website requests)	Y	
451.	• To track contacts/communications between the program and participants	Y	
452.	• To schedule and manage appointments	Y	
453.	• To process program enrollments	Y	
454.	• To process program completions	Y	
455.	• To record the participant's program milestones Including whether or not the driver has successful reinstated their driver's license, and the date or reinstatement.	Y	
456.	• To remove participants and their cases from the program	Y	
457.	Functionality to automatically determine from FL DHSMV whether a driver's license is valid. For example, to confirm whether they have successfully re-instated their driver's license.	C	This request will require integration development with the FL DHSMV system.
458.	Functionality for the system to programmatically determine a defendant's eligibility for the drive legal program, or other	C	This request will require customization to programmatically set the

	diversion programs, based on criteria specified in Administrative Order 19-1 and:		criteria and prevent a user from adding the defendant to the program if they are not eligible.
459.	• their case history within the system	Y	
460.	• Information in CCIS	C	This request will require integration development to retrieve CCIS data and determine eligibility programmatically.
461.	Assist users in performing Program Options calculations for		
462.	• Converting fines into community service hours, across multiple or all of a defendant's open cases. This should include determining the eligible portion of costs (i.e. fines) for conversion and determining the total money cost and community service hours for a defendant. The feature should provide: o Flexibility for varying numbers of community service hours elected. o Ability to make changes in criteria over time, o Ability for users to override the calculated amounts if needed, including rebalancing of costs owed for the defendant.	C	Related to req.# 181 - This request requires customization to automatically convert fines/costs into community service hours based on a formula.
463.	• Support for automatically calculating traffic school requirements for a defendant based on configurable rules and the driver's case history. See Administrative Order 19-1 and Exhibit 5 - DWLS Program Business Process Workflows for rules on how this is calculated.	C	Requires customization - Drive Legal program has different criteria based on AO 19-1. Based on case history in Miami-Dade.
464.	• Ability to determine total court costs and fine amounts based on the payment distribution associated to the statutes, plus the timeliness of the case. For example, additional fees apply to delinquent cases.	Y	
465.	• Calculate other fees such as program application fees, payment plan fees, or late fees.	Y	
466.	Automatically apply program options to a defendant's cases during enrollment into Drive Legal, such as assigning rehabs, removing cases from delinquent status or collections.	C	This request requires customization to automatically apply program options to other cases for the defendant. Programs are currently managed on a case-by-case basis, even if the cases are related (I.e., codefendant cases or companion cases/citations).
467.	Ability to generate automatic email and text communications to participants for certain events such as program enrollment (e.g. instructions on when, where, with whom to meet) or closeout	Y	Functionality available using the Benchmark Notification Service (included with optional

	(e.g. letters of completion) and also reminders of payments and due dates, etc.		Contractor Payments integration).
468.	Automatically apply close out actions to a defendant's cases during the drive legal completion process, such as reflecting completion of rehab programs, closing cases and removing driver license suspensions.	Y	
469.	Functionality to set aside Driver's License suspensions (D6) within CCIS.	Y	
470.	Ability to generate reports on Drive Legal data, such as	Y	
471.	○ Participant Demographics Reports	Y	
472.	○ Zip Code Report	Y	
473.	○ Advertising Stats ("How did you hear about/get referred to the program")	Y	
474.	○ Appointment/Enrollment/Attendance statistics by type and by counselor	Y	
475.	○ Scheduling statistics	Y	
476.	○ Daily statistics that can be run weekly/monthly/quarterly/yearly	Y	
477.	○ Fee and Court Cost waivers stats	Y	
478.	Public portal functionality to support defendant registration for the Drive Legal program, as well as making payments, and scheduling of appointments online with the option of either in-person or zoom appointments.	C	This request requires customization to Benchmark Web.

Bond Functionality

	Functional Requirements	Response (Y, V, N, G, F, C, U)	Module/Detailed Explanation
479.	Bond related functionality as described in the CCMS Project Requirements documentation.	Y	
480.	Ability to void bonds issued in error.	Y	

Parking Information System

Creation of Citations – Scanning, eCitation, Manual Entry (ORE)

	Functional Requirements	Response	Module/Detailed Explanation
Management of Citations and Cases			
1.	Functionality to identify citations which will travel through the judicial process together and logically organize them for ease of use. Note that currently the County treats each citation as its own case and uses the citation number as a case number. Cases	C	The ability to auto-group cases together as companion cases will require customization and business rules. Current functionality covers the ability to manually relate cases

	are linked to a customer record based on tag. There may be instances where a customer record could not be found. Functionality to logically group citations should include: Being able to assign a citation to a customer record if one is found. If not, the citation can exist on its own until a customer is found in the future that matches the tag. Ability for related citations to be managed together, through processes such as calendaring, when issuing notices, docketing, applying payments or payment plans, managing delinquencies, sending to collections, etc.		together so they can be scheduled together for court.
2.	Functionality to automatically associate vehicle tags to owner records based on information obtained programmatically from other sources including the FL DHSMV for Florida tags, and Duncan Solutions for out-of-state registered vehicles.	C	This request will require integration development with the FL DHSMV system and Duncan Solutions system.
3.	Functionality to use vehicle tag or VIN to relate citations to registered owners or individuals responsible for those citations. This should include the ability to flag owners as unknown or unidentified, without defaulting the entered tag to 'UNKNOWN' or similar value.	C	This request requires customization.
4.	Functionality to maintain an inventory of valid parking citation numbers, including: Generating citation numbers in a County-specified format, including a check digit Ability to assign blocks of citation numbers to various municipalities. Recording a municipality code for each citation number range to indicate which municipality it was assigned to, And an Agency code to differentiate between agencies issuing citations for each municipality. E.g., Police department vs a civilian parking enforcement unit.	C	This request requires customization to maintain inventory of valid parking citation numbers and to generate and assign custom citation numbers from within Benchmark.
Batch scanning of paper records			
5.	Functionality to manage the start-to-end process of receiving paper documentation to scan document images and manually enter related information or case actions to the system in an organized approach capable of handling several thousand records daily.	Y	
6.	Ability to bulk scan paper documents to the system in batches. Must also support scanning the Citation size paper.	Y	
7.	Automatically break scanned document batches into individual files based on criteria such as page count, document type, or addition of separator 'patch' sheets.	Y	
8.	Functionality to support review and QA of the scanned documents	Y	
9.	Functionality to set metadata on scanned document images such as case type, document type, and others.	N	

10.	Functionality to default scanner resolution based on document type. For example, handicap placards are scanned at higher resolution to preserve detail, while other documents are scanned at lower resolutions to reduce file sizes.	C	This feature will require customization. The Benchmark workflow requires the user to enter the Document Type in FIRST before scanning to automatically determine the scanning resolution to use.
11.	Support for performing scanning at multiple physical locations throughout the County.	Y	
12.	Support for automatic and manual redaction in scanned images, e.g., for Social Security Numbers.	Y	Manual redaction in included. Auto redaction is available for an additional fee.
13.	Ability to use OCR (Optical Character Recognition) to extract and utilize information from scanned images.	N	
14.	Ability to recognize bar codes on scanned documents to extract and apply case or citation numbers automatically.	C	Approach to be determined during design phase.
15.	Functionality to manage storage of scanned paper documents, including generation of batch numbering, and tracking of documents to storage boxes and locations for retrieval and retention.	Y	
16.	Functionality to support workflow / queue-based quality assurance of large quantities of scanned documents for legibility and accuracy, allowing review of scanned images against case and Customer data in the system for • Correction of information entered/extracted during the scanning stage, such as citation numbers and document types, • Referencing scanned documents to other cases as required, • Correcting scanned document breaks, • Improve legibility of images with tools such as image rotation/alignment and zoom,	C	The below requirements will require customization within Benchmark to accommodate within the central scanning module: • Correction of information entered/extracted during the scanning stage, such as citation numbers and document types. • Referencing scanned documents to other cases as required, • Improve legibility of images with tools such as zoom (despeckle, deskew and rotation tools are available)
17.	Functionality to manage the rejection of documents for re-scanning or supervisor attention as needed.	Y	
Electronic Traffic Citation Import			
18.	Receive electronic citations sent from vendor systems used for handheld citation issuing devices for multiple municipalities.	C	This requirement requires integration, to be determined during interface discovery and design phases.

19.	Ability to reject citations/cases and send back to the Police agencies/Municipalities including ability sending a report with the rejection reasons and a reminder notification 15 days after the original rejection.	C	This request will require customization, dependent on the Police Agencies' ability to accept and consume the rejection file.
20.	Ability to generate citation electronic images from eCitation data matching the Miami-Dade County Parking Citation form.	C	
Manual Citation Entry and Updates			
21.	Support for the manual entry of Citation information to case, citation, Customer, and other records based on the document images scanned or otherwise entered to the system, including: • Violation information • Vehicle information • Location information • Municipality information • Customer information (optional)	Y	
22.	Intelligent and configurable data validation rules to assist users in entering data accurately and efficiently, such as:	Y	
23.	• Preventing data duplication, such as citation numbers, and validating check-digit	Y	
24.	• Validating dates and times, with context aware rules such as verification that the issue date of a citation is within the effective date range for that violation statute.	C	This request will require customization to choose the correct version of the statute based on the date of the offense and comparing it to the Start and End Effective dates for the statutes in the statute code table.
25.	• Functionality to provide drop downs/pick lists, type-ahead search, or other controls to assist users in entering information whenever possible. For example, Officer information or Statute information	Y	
26.	• Assisting users in selecting the correct county ordinance/Florida statue and ability to identify the severity of the statute, such as showing the different money options or state codes for each ordinance/statute and selecting the correct fine/cost amounts owed.	C	Customization required to show the fine/cost amount next to each statute, otherwise the request is covered by the existing functionality in Benchmark.
27.	• Support for setting appropriate fine amounts for 'subsequent violation' cases where drivers have previously committed such violations and the associated fine is increased. For example, Violation group 21 in Exhibit 4 – Violation-fine breakdown.	C	
28.	• Allowing re-use of Customer/driver information if such already exists	Y	
29.	• Provide the ability to quickly and easily research information such as driver license/Customer	C	This request will require integration development with

	information or vehicle tag information against external data sources such as the FHSMV DAVID system		each individual external data source.
30.	Support to route manually entered citations for a quality control process to identify and correct errors made during entry. The County currently employs a 'Double Entry' process, where a different staff member is responsible for reviewing manually entered citations.	C	Customization required for rejecting a document or routing a document through the citation batch scan module.
31.	Functionality to manage Customer records such as manual updates or corrections, merging of duplicate records, reassigning cases/citations, and deletion or creation of records, etc.	Y	
32.	Ability to manually add case attachments, e.g., of driver information from external systems.	Y	Driving records or other documentation can be manually retrieved from an external system by the user, and then manually uploaded to the dockets tab on the appropriate case within Benchmark.
33.	Ability to electronically route documents to supervisors for input and for the supervisors to route the document back to the original sender.	Y	Utilizing Case Tasks within Benchmark
34.	Workflow with queuing functionality to automatically route scanned document images from the scanning stage, through a Quality Assurance process, and manual data entry ('original entry' and a second 'Double Entry' step for quality control). This should include the ability to reject citations back through the process or route to a supervisor for attention.	C	Customization required for rejecting a document or routing a document through the citation batch scan module.
35.	Functionality to allow associating citations to existing customers When entering customer information, the system should automatically identify whether a record for the customer already exists and allow linking to that record or allow re-use of that information, including making updates as necessary. This identification process should consider applicable criteria such as name, date of birth, driver's license number, etc. to ensure a high degree of confidence in matching the correct person.	Y	.
36.	Ability to utilize information from external sources such as DAVID to pre-populate Customer information, in order to avoid manual data entry where possible.	C	Integration
37.	Support for both individual and corporate customers, including the ability to easily identify a customer as being a corporation or a individual.	Y	
38.	Ability to maintain a history of drivers licenses associated to each Customer to account for changing driver license numbers over time.	C	This request will require customization to keep a visual historical reference to historical DL numbers. Current functionality only supports the entry of the current DL #.

39.	Ability to transfer a customer's case from one driver to another driver.	Y	TOL (Transfer of Liability) can be accommodated in multiple ways within Benchmark.
40.	Ability to add/modify the Customer's address, with last address to override previous addresses.	Y	
41.	Ability to maintain address history and display Customer's past addresses. Past / inactive addresses should be clearly identifiable as such.	Y	
42.	Ability to mark an address for the Customer as inactive.	Y	
43.	Ability to add, correct, and maintain citation information including	Y	
44.	• Correct case information	Y	
45.	Ability to validate address entry using the County GIS system and return USPS address compliant format (for both batch and user address entries). Users must have the ability to override validated addresses.	C	This request will require integration development with the County GIS system to return the USPS address format for local, out of county, and out of state addresses. .
46.	Ability to docket all transactions on the case (with date, time, user id, type of transaction description, etc.).	Y	
47.	Ability to create citation entry related management level reporting such as:		
48.	• Hourly/daily/monthly report of documents scanned by each user by doc type.	Y	
49.	• Hourly/daily/monthly report of cases entered/verified and viewed by user.	C	This request requires customization to track the viewing of documents within Benchmark. Currently any action taken by the user is audited, but viewing documents is not audited.

Information Processing

	Functional Requirements	Response	Module/Detailed Explanation
50.	Functionality to receive or generate and process a high volume of parking related documents, such as motions, notices, as well as parking citations. Miami-Dade County currently processes over 10 different types of documents through sources such as email, eCitation, and paper submissions, or generated by County staff, which are then managed in various workflow processes / queues.	Y	
51.	Support for creating and managing complex, multi-step, configurable workflow process specific to each type of document or functional area, including queue like functionality to enable teams within the County to cooperatively process and route several documents each day. This should include the ability to mark tasks as completed, routing them through the	Y	

	workflow until completed, or reject for correction or supervisor attention.		
52.	Functionality to support routing documents and cases where manual processing is required, such as motions where depending on the content of the submitted pleading document, a Clerk staff member will take appropriate action – for example, scheduling the appropriate hearing type, municipality review, and case error review.	Y	
53.	Functionality to enter a customer's plea regarding a case. This should include validation rules specific to case type: • If they are not the owner of the vehicle, an affidavit is required. • For a municipality review, a copy of the paid parking receipt is required.	Y	
54.	Functionality to dynamically manage staff assignments to work in a specific area / workflow / queue.	Y	
55.	Functionality to provide supervisors with oversight over information processing, such as the number of documents pending and processed in each queue, which staff have been assigned to each queue, etc.	Y	
56.	Support for processing Motions received by the Clerk through paper or email, including automatic docketing of motions along with support to add other relevant information, as well as support for calendaring motion hearings based on motion to be heard by the appropriate Hearing Officer or Judge.	Y	
57.	Support for Customers posting a bond, therefore placing a stay on their case, and setting a motion.	Y	
58.	Ability to enter the Customers request for a Judge	Y	
Communications			
59.	Ability to record the date and method in which the communication was received at the Clerk's office.	Y	
60.	Functionality to utilize pre-defined standardized communications templates for specific types of communications.	Y	
61.	Ability to enter a free form notes or remarks on a case to record additional information pertaining to the case.	Y	
62.	Ability to record the originator of received communications. This should include the ability to maintain the originator's: • Originator id • Name • Contact details such as phone and email • Address	C	This request requires customization within Benchmark to accommodate the listed field requirements. • Originator ID • Name • Contact details such as phone and email • Address
63.	Support for bulk printing of large volumes of notices and communications in an automated fashion. Miami-Dade County mails thousands of communications daily.	Y	This can be accomplished through the Benchmark

			Notification Service, similar to what is being done for CCMS.
64.	Ability to enter whether the communication will print immediately, overnight or no printing at all.	C	This request requires customization to manually set when a form should run on a case.
65.	Functionality to allow members of the public to access case information in a read only, controlled manner with security restrictions applied. For example, in person at the courthouse. Currently such access is provided via in-person kiosks.	Y	
66.	Ability to restrict eSubpoena-related dockets from public view.	Y	
67.	Ability to notify parties by email.	Y	

Calendaring / Setting Cases for Court

	Functional Requirements	Response	Module/Detailed Explanation
68.	Support for creating hearing calendars for all judges, hearing officers and magistrates.	Y	
69.	Ability to automatically apply standardized schedules for new calendars to provide users an efficient method of configuring large numbers of sessions for similar cases, such as through the use of templates. This feature should support multiple areas of the Parking courts who may have differing requirements for calendaring.	C	This request requires customization to create Hearing Calendar templates for different Judges, Divisions, Court Types or Case Types.
70.	Ability to define how cases are calendared based on court division, court room or other location (eg virtual), types of cases, sessions, hearings, and trials, as well as other criteria such as the type of Customer's representation. This should include the ability to define hearing sessions for different purposes, and cap the number of cases heard during each session	Y	
71.	Support for various hearing categories including: • Motions • Trials • Show Cause	Y	Note: Hearing officers are assigned by AOC
72.	Support for manual editing of calendars, such as changing, adding, or removing hearing sessions	Y	
73.	Allow for management of judge, hearing officers, magistrates, and other staff availability, including entering when staff are on leave or unavailable, marking them as active or inactive, and including this information when performing calendaring	Y	
74.	Ability to automatically adjust calendaring based on the availability of judges, hearing officers, magistrates, and other staff. For example, if a judge is on leave on specific days no hearings should be scheduled for them on those days	Y	

75.	Ability to amend calendars and case scheduling after calendaring has been completed, with the system identifying necessary downstream actions such as generating notices for rescheduled cases. For example, if a judge must change their availability after hearings have been scheduled, the system should automatically recognize and handle rescheduling impacted cases including automation of downstream activities such as sending out notices.	Y	
76.	Ability to cancel hearing sessions individually and in bulk-based criteria such as on date, session, courtroom location, etc. This feature should include the ability to undo/restore these cancellations.	Y	
77.	Support manual scheduling of cases to a calendar as required	Y	
78.	Functionality to easily access and review calendars, both for staff performing calendaring and others such as judges who need to view their calendars including future dates.	Y	
79.	Functionality to generate reports for hearing calendars, such as a summary calendar report for each judge showing which sessions have been scheduled for each day and how many cases have been set for each session.	Y	
80.	Ability to configure when notices are sent for citations.	Y	
81.	Ability to manage court division and court room locations	Y	
82.	Support for both physical and virtual court rooms, including managing online meeting information.	C	This request requires customization to manage the online meeting information using Benchmark.
83.	Ability to configure which court divisions cases are sent to, based on which police agency or district originated the citation.	Y	
84.	Ability to automatically generate court notices to be sent to Customers including case information, court location, virtual court if applicable, and instructions for options such as Online Dispute Resolution.	Y	
85.	Support for filing Motions regardless of the status of the case, including: • Support for manual scheduling • Enter the method via which the motion was received. • Ability to unset (remove) a motion	Y	
86.	Support for entering a continuance of the case, including: • Ability to enter if a continuance letter was received. • Ability to enter the originator of the continuance request. • Ability to write a continuance message for the case. • Ability to also hear continuance for other associated citations/cases. Ability to grant or deny the continuance request.	Y	This information can be entered on the Motions tab within a case.
87.	Ability to enter and manage which attorneys are involved in a case. The County currently assigns each attorney an ‘attorney code‘ which can be used as a short hand identifier for this purpose, but should display full attorney details.	Y	

88.	Ability to file a pleading at the Clerk's office or through the Web, including		
89.	• Entering a request for court	C	This request requires customization to the Benchmark Web online application feature to allow a filing to be directly imaged and docketed to the case once a pleading has been completed. Currently, the application feature only allows for printing the form once complete.
90.	• Entering Customer's request for a judge	Y	
91.	• Entering affidavit of transfer of liability	Y	
92.	• Ability to enter a message	Y	
93.	Ability to print Court notices to Customers, attorneys, etc. or electronically to police officers/parking enforcement officers (via interface to eSubpoena).	Y	
94.	Ability to send electronic notifications to Customers.	Y	
95.	Ability to organize multiple notices for the same Customer, including Customer's attorney, into a single notice or packet to be mailed together, in order to reduce the number of mailings required.	Y	

Pre-Court Processes

	Functional Requirements	Response	Module/Detailed Explanation
96.	Functionality for the Clerk to adjust and tailor hearing sessions to be conducted efficiently, including:	Y	
97.	• The ability to order / re-order cases within the session	Y	
98.	• Easily group cases by counsel or police officer/parking enforcement officer to enable those cases to be heard together	Y	
99.	• Assist with reviewing and researching case histories for Customers in the session	Y	
100	• Providing the ability to create annotations for cases in the session, and for the session as a whole, to assist the presiding judge.	Y	
101	• Support adding additional cases to the session ad hoc, such as other pending cases for a customer.	Y	
102	Functionality to capture electronic signature images for staff members such as Judges and Hearing Officers. For example, for those cases where their authority must be recorded, the system should allow capture of the Hearing Officer and later use that signature when generating post judgement documentation as a result of case actions.	Y	
103	Ability to consolidate multiple cases for a customer regardless of the Division and issue date into one Court appearance.	Y	

In Court Processing / "Judges Work Bench" and "Return Court Information"

	Functional Requirements	Response	Module/Detailed Explanation
104	Functionality to manage courtroom proceedings to support judges, hearing officers, and magistrates in efficiently processing cases before them.	Y	
105	Functionality to easily access all cases in one or more desired sessions, for example a specific session, all sessions that morning, or that day. This should include the ability to see sessions for future dates also.	Y	
106	Functionality to access various information related to a specific Customer including: • Pending cases • Case history • Driver History / Driver License history from FLHSMV.	C	This request will require integration development with the FL DHSMV system.
107	Ability to quickly and easily access all relevant case information, including document images.	Y	
108	Functionality to quickly and easily enter case actions continuing cases, hearing motions, or dismissing cases.	Y	
109	Functionality to minimize the amount of manual data entry and re-entry that is required during court processing to ensure efficient court operations.	Y	
110	Functionality to record a customer's plea	Y	
111	Functionality to easily enter case dispositions, assisting the judge in:	Y	
112	• Selecting sentence options both from standardized pre-configured templates, as well as making adjustments as necessary. For example, currently Hearing Officers/Judges can remove late fees, collections fees, and issue a payment plan.	Y	
113	• Automatically calculating applicable costs (fines, fees, surcharges, etc.) based on the sentence and case circumstances.	Y	
114	• Ability to waive or suspend all monies, or a specific amount.	Y	
115	• Ability to amend disposition as needed.	Y	
116	Functionality to support hearing motions during court proceedings, as well as entering motions on the spot. The system should quickly and easily identify all motions pending for each specific case.	Y	
117	Functionality for judges to issue court orders during proceedings.	Y	
118	Functionality to automatically record and docket case actions and transactions in the case history, including relevant	Y	

	information such as timestamp, user performing the action, type of action / transaction and description.		
119	Ability to easily undo actions to correct mistakes.	Y	
120	Ability to allow the Clerk to enter the information for the Judge, but require the Judge to review and approve it prior to moving on to the next case	Y	

Post Judgement Processing

	Functional Requirements	Response	Module/Detailed Explanation
121	Functionality to automatically generate a range of post judgement documents based on case actions during court processing, populated with case and Customer data.	Y	
122	Ability to manage, including create, updates, and deletion of new post judgement document templates with auto-populated fields.	Y	
123	Ability to populate saved signature images to generated post judgement documents for judges, Hearing Officers, and other staff as necessary.	Y	
124	Allow capture of Customer's live electronic signature to post judgement documents generated as a result of in court processing.	Y	
125	Automatically file generated post judgement documents to the correct case files.	Y	
126	In the event where Customers do not sign and collect post judgement documents, at the end of each day the system should automatically note as such and file the documents to the appropriate case file without Customer signature.	C	This request would require customization to automatically note/file documents to cases at the end of the day. As documents are generated in Benchmark, they require the defendant signature at that time. If the defendant is unable to sign, the clerk can finalize the document without signature, and it is auto-imaged & docketed to the case at that time.

Front Counter Processing

	Functional Requirements	Response	Module/Detailed Explanation
127	Functionality to support front counter staff to collect in-person payments working in conjunction with the iNovah payment system, including	C	The iNovah integration with Benchmark is in the development pipeline for the CF/MM/UCC Benchmark implementation.
128	• Assist staff to verify citations are eligible for payment. The system should warn or prevent taking payments	Y	Cashiers are notified on the Benchmark payment screen

	in configurable situations such as where the Customer has mandatory court requirements.		when a defendant has a future court date scheduled.
129	• Ensure that correct payment amounts are calculated automatically including the appropriate money options and assessed fees depending on circumstances of the case. E.g. Late fees, fees for multiple occurrences, etc.	Y	
130	• Classifying payments correctly, such as payables, partial payments, etc.	Y	
131	• Support payments for one or more citations simultaneously in the same payment transaction.	Y	
132	• Support for taking and applying payments to a specified subset of a customer's pending citations only.	Y	
133	• Support for taking payments for citations which have not yet been manually entered to the system, but where the Customer provides the paper citation copies. This payment should be automatically applied to the correct citation(s) when they are later entered to the system.	Y	The Benchmark workflow includes the quick creation of the case with the paper citation so the Clerk can take payment. Once the electronic citation comes through the eCitation process, the electronic citation data auto-populates the existing case record to update the case with the information received from the issuing Agency.
134	Functionality to support front counter staff to receive and process in-person Customers' requests similar to processes described under 'Information Processing'. This includes certain documents being received, or the appropriate case documentation generated by the Clerk, and appropriate case dockets, case updates, or case actions being entered. This should support requests where the case does not yet already exist in the system. Examples of such requests include: • Entering Customer's pleas, which results in the generation of a Request for Trial, which includes populating case and Customer information to the appropriate document template, capturing Customers electronic signature, and updating the case to be set for court.	C	Will require customization to auto-create a shell case to be able to file any type of document if the case does not already exist.

Payment Processing and Cashiering Unit

	Functional Requirements	Response	Module/Detailed Explanation

135	Functionality to support the Clerk's Cashiering Unit in reviewing and balancing payments made against parking case data and payment transactions to ensure that payments are being correctly made, received, and applied to parking cases.	Y	
136	Reporting to allow staff to easily see payment related information including at the payment distribution level.	Y	
137	Identifying and fixing unapplied, failed, rejected, incorrect or otherwise unsuccessful payments. For example, where a case was not found, was closed, the Customer overpaid, duplicate payments, where payments were mistakenly applied to the wrong case, or any other cause of payment related discrepancies or issue, including functionality for staff to correct the cause of failure by updating the case data if appropriate.	Y	
138	Support to automatically recycle unapplied payments (i.e., attempt to apply) periodically, to correctly process the payment once the underlying case data is fixed, including the ability to correct pending payments such as updating the case number or citation it should apply to. The feature should include:	C	Benchmark does not support the use of "pending" payments or the process of automatically "recycling" payments to the same case or other cases for the same defendant. Benchmark DOES allow for the saving of a transaction before the money is posted. The clerks then can pull the pending receipt up later to finalize/post the payment to the desired case(s).
139	• Ability to easily view unapplied recycle payments	C	Utilize the pending transactions search to view all incomplete transactions. The money on pending transactions is not counted toward the daily deposit amount until they are finalized/posted to a case or non-case receipt.
140	• Ability to select another of the Customer's cases to which the recycling payment will apply.	C	Until the payment is posted, the clerk can choose a new case or add additional cases to the receipt for posting.
141	• Ability to select how the payment will be applied (e.g., to payable, etc.).	C	
142	Ability to view a customer's total outstanding balance for all cases in the system.	Y	
143	Ability to create reports of all payments made by location and area, for example Front Counter, Mail, IVR, Web.	Y	Available through Benchmark reporting and also with the Contractor Payments integration
144	Ability to process online payments from either the cash registers or from the web.	Y	

145	Ability to allow to view payments by cash report, and location.	Y	
146	Ability to backup transactions for add, update and voiding of payments.	Y	
147	Ability to perform monthly bank transfer purge and refunds and receivables cutoff.	Y	
148	Ability to process cutoff of yearly audits.	Y	
149	Ability to display all the money buckets (payment distributions) associated to a citation. This is to include the money bucket codes, money bucket descriptions, money buckets assessed amounts and money buckets paid amounts.	Y	
150	Ability to display the total amount assessed to a customer on a case.	Y	
151	Ability to display the total penalty amount paid by the Customer on a case.	Y	
152	Ability to display other monies paid by the Customer on a case.	Y	
153	Functionality to handle non-sufficient funds payments and credit card chargebacks, including automatically appropriately updating case status and assessing appropriate fees such as non-sufficient funds fee and late fee. Feature should support:	Y	Available with optional Contractor Payments
154	• Ability to enter Credit Card charge back information	Y	Information related to credit card chargebacks and insufficient cheques can be recorded along with a void reason.
155	• Ability to enter the non-sufficient check number.	Y	
156	• Ability to enter the non-sufficient amount of the check.	Y	
157	• Ability to enter the non-sufficient date of the check.	Y	
158	• Ability to enter the non-sufficient control number.	C	This request requires customization to add a specific field to the receipt for tracking non-sufficient control number.
159	• Ability to track all the non-sufficient case numbers associated with the payment.	Y	
160	• Ability to enter the non-sufficient receipt number.	Y	
161	• Ability to enter free form comment.	Y	
162	Ability to track payment receipts in the system based on the receipt number. The system should display the date of the receipt, the type of receipt, the total penalty monies assessed, and the total penalty monies paid.	Y	
163	Ability to denote whether a case will be reset to court.	Y	
164	Support for identifying and managing payment refunds, including:		
165	• Ability to enter whether to issue a refund check or void a cash management transaction.	Y	
166	• Ability to enter return check credit.	Y	

167	• Ability to enter the check number, date, refund amount and whether or not the refund is forwarded to the Accounting Department.	Y	
168	• Ability to enter the person to which the refund will be issued to. This information will include the name, contact (including phone and email), and address information if it is other than the Customer.	Y	
169	• Ability to enter a refund reason. This field is verified against the Parking database.	Y	
170	• Ability to enter a free form message that is also viewable in the docket when a refund revenue transaction applies to the case monies.	Y	
171	Ability to transfer monies from one of the Customer's cases to another case including:	Y	Benchmark allows for payments to be voided and then reposted to another case through the cashiering module.
172	• Specifying the amount to be transferred.	Y	
173	• Enter a free form transfer message.	C	This request requires customization to provide the ability to enter in a void/transfer reason when modifying/voiding a receipt.
174	Ability to do case credit adjustment (the addition of monies) to a customer's case, including	C	Customization requirement to be determined during project Discovery phase.
175	• Ability to select from what bucket the case credit adjustment will be taken. This field will be verified against the following codes: miscellaneous (m), reinstatement(r) or purge (p).	C	Customization requirement to be determined during project Discovery phase.
176	• Ability to enter a free form message for the adjustment reason.	C	Customization requirement to be determined during project Discovery phase.
177	• Ability to enter a case credit reason.	C	Customization requirement to be determined during project Discovery phase.
178	• Ability to enter case credit amount on the Customer's case.	C	Customization requirement to be determined during project Discovery phase.
179	• Ability to enter a collection date for the Customer's case.	C	Customization requirement to be determined during project Discovery phase.
180	Functionality to support payment plans, including		
181	• Enrolling a customer into one or more payment plans.	Y	
182	• Ability to create a payment plan for all of a customer's outstanding cases.	Y	
183	• Ability to delete a payment plan for a customer.	Y	
184	• Ability to select the cases which will be part of the Customer's payment plan.	Y	

185	• Ability to enter the Customer's work and home telephone numbers, and email address.	Y	
186	• Ability to charge or waive the payment plan application fee associated with creating a payment plan. This fee is currently $25 but is variable and may change over time.	Y	
187	• Ability to specify the duration of the payment plan and have the system calculate the monthly amount due.	Y	
188	• Ability to enter the money amount due each month and have the system calculate the payment plan duration in months.	Y	
189	• Payment plans should not limit duration or monthly payment amount. For example, the system should support payment plans with $1 payments regardless of the plan duration.	Y	
190	• Ability to generate a printable document with the payment plan details for the Customer, including the payment schedule and payment details due each month for the duration of the plan.	Y	
191	• Ability to allow Customer to electronically sign the payment plan and be emailed a copy.	Y	
192	• Ability to notify a customer of pending payment plan payments due via electronic means such as email or text message.	Y	Available with optional Contractor Payments using the Benchmark Notification service to send emails and text messages automatically
193	• Ability to inactivate a payment plan and be able to create another plan.	Y	
194	Functionality to create payment distribution reports based on violation information such as • The offense, • Payment type or source (regular payments or via tax collector) • Circumstances such as whether o Violation was a first or second offense, o Payment was received late, o Ticketed vehicle had a registration stop, or whether owner was identified as a scofflaw. Distribution payments should be reported for a specific time range such as a monthly basis, with the option to report by issuing municipality also. For current payment distribution rules please refer to Exhibit 6 - PVS Violation Payment Distributions	Y	This will be a report. No custom development required.
195	Functionality to update payment distributions based on case factors such as Scofflaw/Tow status, whether a registration stop exists, or the number or type of customer's open and	C	

	active cases. Please refer to Exhibit 6 - PVS Violation Payment Distributions. For example, when a customer is placed into Scofflaw status due to the number of unpaid parking violations, the payment distribution for those cases should be updated to include a Tax Collector distribution.		

Collections

	Functional Requirements	Response	Module/Detailed Explanation
196.	Ability to define and manage collection agencies, including adding new agencies, updating existing agencies, and their status (e.g., Active/Inactive). This should include the ability to store agency specific information such as agency name, address, phone, email, etc.	Y	
197.	Ability to establish an effective date range for the Collection Agencies.	Y	Utilize the custom party fields for tracking Start and End Effective dates for each Collection Agency party record.
198.	Ability to configure the collection fee percent for the collection agencies	Y	
199.	Ability to configure the allocation percent for the collection agencies, i.e., which proportion of collections cases are assigned to each agency.	Y	
200.	Ability to define rules for a case to programmatically be placed into collections.	Y	
201.	Ability to interface with the collection agencies to send and receive payment transactions.	C	Benchmark has standard Collection Agency file formats for sending and receiving data. This request requires customization if the file formats need to be adjusted or modified for the specific Miami-Dade Collection Agencies. To be determined during interface discovery and design phases.
202.	The system needs the ability to keep track of Collection balances when partial payments are made at the collection agencies or at the COC via IVR, Front Counter, or Web Site.	Y	

203.	Ability to submit changes to collection agencies such as addition, modification, or removal of cases in collection.	Y	
204.	Functionality to support the "Operation Green Light" initiative by the COC. Operation Green Light removes the Collection Fee assessed on the moneys due during a range of time for moneys collected in full and paid at the COC. The collection fee is currently 30% but may change over time.	Y	
205.	Ability to hold payments to collection agencies.	Y	
206.	Ability to hold receipts of payments from Collection agencies.	Y	
207.	Functionality to perform extensive reporting on cases in collections, reports such as but not limited to daily, monthly, yearly (current, previous), and for configurable time periods, and configurable parameters: • Cases and amounts sent to collections agencies. • Cases and amounts removed from collections. • Cases and amounts received by collection agency. • Monies received at the collection agency. • Monies received at the COC. • Monies received both at the collection agency and at the COC	Y	

Processing Delinquent Cases

	Functional Requirements	Response	Module/Detailed Explanation
208	Functionality to automatically place cases into delinquent status upon configurable criteria.	Y	
209	Ability to clear the delinquency status of a case (case must be in delinquent status only) and leave all monies associated with the case. The cases will be set to an appropriate case action.	Y	
210	Ability to clear the delinquency status of a case (case must be in delinquent status) and nullifying the delinquency fees only without removing any additional assessment fees. The cases will be set to an appropriate case action.	Y	
211	Ability to clear the delinquency status of a case and clear the delinquent monies only leaving the case in the same case action.	Y	
212	Ability to clear the delinquency status of a case/ and its associated cases/citations in delinquent status and leave all monies associated with the case and its companions. The cases will be set to an appropriate case action.	Y	
213	Ability to clear the delinquency status of a case and all of its companion and nullify the delinquency fees only on all its companions without removing any additional assessment fees. The cases will be set to an appropriate case action.	Y	

214	Ability to clear the delinquency status of the case and of all of its companions and clear the delinquent monies only. The cases will be set to an appropriate case action.	Y	
215	Functionality to automatically identify when a customer has three or more citations that are late, and place a registration hold for that individual. This calculation is done across all vehicles/tags owned by the customer.	C	
216	Functionality to automatically identify and flag when a customer has 5 or more citations and issue an impoundment order (i.e., tow status). This calculation is done across all vehicles/tags owned by the customer.	C	
217	Functionality to identify where a customer has one or more unpaid delinquent citations for Unlawfully Parking Disabled (e.g., Violation 15, 20 from Exhibit 4 – Violations-fine Breakdown), or 5 or more delinquent citations of any type, and automatically issue a tow order for all vehicles registered to that individual.	C	

System Data Management/Data Validation Configuration

	Functional Requirements	Response	Module/Detailed Explanation
218	Ability to manage violation records, including		
219	• Payment distribution information (“Money buckets”), including adding, editing, and removing payment distributions, priorities, and amounts.	Y	
220	• Date range for when each violation is in effect, i.e., effective data and discontinued date.	Y	
221	• Maintain histories of all violations and determine whether the violation was in effect for a given period of time.	Y	
222	• Ability to enter a display code, short description and longer description to display as appropriate.	Y	
223	• Ability to enter bucket for Tax Collector’s if the tag has a registration hold.	Y	
224	• Ability to enter a long description for a violation.	Y	
225	• Ability to enter a short description for a violation.	Y	
226	Ability to manage customer records, including		
227	• If customer is a fleet customer (i.e., Rental, Amazon, FedEx, etc.)	Y	
228	• Type of Fleet (i.e., Rental, Amazon, FedEx, etc.)	Y	
229	Apply rules for citations that are not allowed to be paid online	Y	
230	• If the customer vehicle was towed	Y	Utilize case level setting to exclude BCCS when a vehicle has been towed.
231	Ability to manage Courtroom locations, including adding, removing, and editing. This feature should support:	Y	
232	• Ability to enter a new Courtroom location description.	Y	

233	• Ability to enter a new Courtroom's address.	C	This request requires customization to add address fields for the courtroom configuration.
234	• Ability to enter information for Remote Hearing (URL, code, etc.)	C	This request requires customization to add a Remote Hearing ID for the courtroom configuration.
235	• Ability to enter the floor and room for a new Courtroom associated with the location code.	Y	This request requires customization to enter a location code for the courtroom.
236	• Ability to enter a flag to identify if the courtroom is active or inactive	Y	
237	• Ability to enter the Courtroom assignments (division) of a police agency combined with zones (ex. Miami Dade police Doral Zone) to a courtroom district.	Y	This request requires customization to enter a zone code(s) for the courtroom.
238	Ability to manage payment distribution codes / money buckets for Payment Distributions, including:		
239	• Priority for each money bucket.	Y	
240	Ability to define and manage pre-written Communication notices that may be mailed to the Customer, including:		
241	• Ability to have the system automatically pre-populate case and Customer information. For example, (amount due, any dates that the Customer must comply by)	Y	
242	• Ability to print to the Customer a free form notices as required by the COC.	Y	
243	• Ability to manage a calendar for public holidays and other relevant dates, to be considered when scheduling cases for court, calculating penalty due date or other critical dates related to a case.	Y	
244	Ability to manage, including creation, updates, deletion, and activation/deactivation of Judge and Hearing Officer records.	Y	
245	Ability to manage Municipality Agency records, including identifying codes, descriptions, and phone numbers.	Y	
246	Ability to maintain police/enforcement officer records such as agency, municipality, name, contact details, etc.	Y	
247	Ability to manage standardized dropdown lists for the system, such as but not limited to:		
248	• Case status and descriptions	Y	
249	• Case actions and descriptions	Y	
250	• Fail codes and descriptions	Y	
251	• Case dispositions and descriptions	Y	
252	• Hearing types and descriptions	Y	
253	• Bond actions, description and whether active or not	Y	
254	• Continuance codes and descriptions	Y	
255	• File status and descriptions	Y	
256	• Motion dispositions and descriptions.	Y	

257	• Plea codes and descriptions.	Y	
258	• Method of communication and the description.	C	This request requires customization to add the preferred method of communication for the defendant.
259	• Receipt type / codes and descriptions.	Y	
260	• Bond type/ codes and descriptions.	Y	
261	• Payment reject reason codes and descriptions.	Y	
262	• Collection agency deletion codes and descriptions	Y	
263	• Waive/suspend reason codes and descriptions	C	This request requires customization to add a waive/suspend reason on the Sentencing tab when sentencing guidelines have been waived or suspended.
264	• Vehicle Make codes and descriptions (standardize with NCIC)	Y	
265	• Vehicle Model codes and descriptions (standardize with NCIC)	Y	
266	• Vehicle Style codes and descriptions (standardize with NCIC)	Y	
267	• Vehicle Color codes and descriptions (standardize with NCIC)	Y	
268	Ability to configure rules and criteria for the system to support automatically calculated payable amounts based on various factors. For example: • Late fees based on case date information. • Collection fees based on case date information	Y	

Administrative Functions

	Functional Requirements	Response	Module/Detailed Explanation
269	Ability to set preferred printer destination. These are printers that will be used by the COC clerks when document needs to be printed.	Y	
270	Functionality to allow users to extend the penalty due date of cases, including:	Y	
271	• Ability to select the number of days the penalty due date will be extended	C	This request requires customization to allow a user to enter the desired extension days. Currently, Benchmark allows for standard extension time periods to be used (I.e., 3 days 5 days, 20 days, etc.)
272	• The extension period's start and end dates	Y	When a compliance is extended, Benchmark

			completes the original compliance with an action of “extended” and creates a new compliance with the new date range. Both are visible to the clerk for review from the case summary screen.
273	• Entering a message of why the penalty due date was extended.	Y	This information can be entered in the compliance comments field
274	Ability to void a citation from the system and provide a reason why the citation was voided. i.e., Written request from a municipality.	Y	
275	Ability to transfer citations to another customer or unknown customer. E.g., in case of an affidavit of Transfer of Liability, or if a citation was issued under an incorrect tag.	Y	
276	Ability to correct tag citation was issued to when an officer error is reported.	Y	
277	Authorized users should have the ability to audit system activity by citation number, tag, customer id, user, date, document type, or other configurable criteria.	Y	

Reporting and Data Inquiries

	Functional Requirements	Response	Module/Detailed Explanation
278	Functionality to support creating on-demand and predefined data reports statistical and summary reports.	Y	
279	Ability to display system statistics and pre-set and configurable time periods such as daily, weekly, monthly, and year to date such as total number of citations entered for a particular time period.	Y	
280	Ability to generate statistics showing breakdown of cases entered electronically versus manual entries.	Y	
281	Ability to display the number of parking citations issued by municipality and distinguishing between electronic and paper citations.	Y	
282	Ability to display cases reopened due to chargeback.	Y	
283	Ability to display the number of cases disposed during the month with the Year-to-Date totals	Y	
284	Ability to display partial payments by month with the Year-to-Date totals.	Y	
285	Ability to display for the month with the Year-to-Date totals of how many cases were dismissed in court.	Y	
286	Ability to display how many pleadings were entered for the month with the Year-to-Date totals.	Y	
287	Ability to display unpaid citations with late fee by month with the Year-to-Date totals.	Y	
288	Ability to display unpaid citations in collections, broken down by Collection Agency, by month with the Year-to-Date totals.	Y	

289	Ability to automatically generate and distribute a report to all participating municipalities and their parking agencies, summarizing parking citation issuance and payment information for each agency. Please refer to Exhibit 3 – Sample Parking Violations Statistics Report for an example of this report.	Y	

Processing Bonds

	Functional Requirements	Response	Module/Detailed Explanation
290	Ability to manage end to end lifecycle for bonds including adding, updating, deleting.	Y	
291	Functionality to manage all bond related processes such as vacation and estreature.	C	Requires additional information regarding "vacation" processing in the bonds module. Estreature processing is standard functionality within Benchmark.
292	Cash bonds will have receipts issued by the Clerk of Courts.	Y	
293	Ability to enter an amount for the bond posted for a customer's citations.	Y	
294	Ability to enter the issue date of the bond.	Y	
295	Ability to enter details of the person who provided the cash bond for the Customer, including when this is the Customer themselves.	Y	
296	Ability to correct the bond action including placing bond back to NEW status.	Y	
297	Ability to enter the bond action status.	Y	
298	Ability to enter a refund amount.	Y	
299	Ability to enter the date of the refund check.	Y	
300	Ability to enter the bond check number.	Y	
301	Ability to enter the date the fine was imposed.	Y	
302	Ability to enter the fine amount.	Y	
303	Ability to enter details of the person who will receive the cash bond refund.	Y	
304	Ability to enter the date that the bond estreature was paid.	Y	
305	Ability to enter a receipt number which is a number assigned to the bond estreature by the bond control section.	Y	
306	Ability to enter the remission date.	Y	
307	Ability to enter a remission check number.	Y	
308	Ability to enter a surrender date for the bond.	Y	
309	Ability to enter a discharge date for the bond.	Y	
310	Ability to enter an estreature/forfeiture date for the bond.	Y	
311	Ability to enter a vacate/set aside date for the bond.	Y	
312	Ability to enter a free form message for additional bond information.	Y	
313	Ability to delete a bond.	Y	
314	Ability to enter the date the bond was forfeited.	Y	

E-Citation Integration Server / Portal

	Functional Requirements	Response	Module/Detailed Explanation
315	API for E-Citation Devices to be able to submit citations with the following functions:	C	Integration

316	• Submit New Citation
	• Must Pass validation
	  ○ Validate Citation Not Duplicate
	  ○ Valid Citation Number with check digit
	  ○ Citation Number must be in Inventory.
	  ○ Valid Issue Date
	  ○ Valid Due Date
	  ○ Valid Issue Time
	  ○ Valid State
	  ○ Valid Vehicle Style
	  ○ Valid Vehicle Make
	  ○ Valid Vehicle Color
	  ○ Valid Violation code
	  ○ Valid Void/Edit Flag
	  ○ Valid Initial Fee
	  ○ Valid Late Fee
	  ○ Valid Officer
	  ○ Valid Municipality
	  ○ Citation not previously closed
	  ○ Valid Decal Expiration
	  ○ Valid Mailed Citation Flag
	    ▪ If mailed, include address.
	  ○ Valid Citation Image
	  ○ Lat/Long of location issued.
	  ○ Optional Vehicle Images taken by officer.
		C	Integration

317	• Update Citation • Must Pass New Citation Validation info	C	Integration
318	• Void Citation • Must Include Citation Number and Officer ID	C	Integration
319	API Will allow one citation and a time or bulk	C	Integration
320	API will return Summary with Total Accepted Citations and Total Rejected.	C	Integration
321	If rejected, return list of rejected citations with reasons why it was rejected.	C	Integration
322	Portal with provide Authorized access for the following functions:	C	
323	• Request Citation numbers for devices. System will add issued numbers to Inventory.	C	
324	• Request a Citation to be Voided, with Reason	C	
325	• View Report of Submitted Citations, Approved and Rejected by Date or Date Range	C	
326	Authorized Users may have access to multiple municipalities	Y	Integration

327	API Should allow download of citations by date range and municipality based on authorized user access.	C	Integration

Contact Request System Functionality

	Functional Requirements	Response	Module/Detailed Explanation
328	A customer can go online to contact our department and select from one of the following reasons: • Request Court • Municipality Review • Other	C	
329	Request for Court will require a few fields including: 1. Acknowledging they are the owner of the vehicle. ○ If they are not, they will require an affidavit. ○ If it's a rental vehicle, they need to provide the contract with the rental company.	C	
330	Support for a Municipality Review Process where parking cases are electronically sent to various municipalities to review. Municipality Review is for situations such as where customer paid for parking and still received a parking citation. These cases are sent to the issuing Municipality to review, which can then advise on the appropriate action for the case such as whether it should be dismissed. This process considers: 2. If they are not the owner, they must provide an affidavit. 3. If it is a rental vehicle, they need to provide the contract with the rental company. 4. Copy of the receipt showing they paid parking. 5. Copy of the citation. 6. Copy of their registration 7. An explanation of why they need a Municipality Review	Y	
331	Other – All other inquiries will require the following: 1. Citation Number 2. Tag 3. An explanation of their inquiry.	Y	Utilize case tasks for managing inquiries.
332	These requests should go into their respective Queues for review.	Y	
333	Court Requests once reviewed by a Clerk should send be routed to be calendared.	Y	
334	Other requests should be routed to a queue for review by a Clerk.	Y	
335	Municipality Reviews once reviewed by a Clerk will be sent to the Municipality for Review. These cases will be placed in a Muni Review Status. No additional fees will be added while in this status.	Y	
336	Municipalities will need Web Access to a Portal to be able to view these requests. They will be able to approve or decline the request.	Y	

337	If the request is approved, the case will be updated with a dismissed status and a notification will be generated to the customer.	Y	
338	If the request is denied, the case will be updated with a open status and the due date will have 30 days (configurable) added to it and a notification will be generated to the customer.	Y	
339	For all requests, if more information is required from the customer, the system will allow the clerk to send a message to the customer. The email sent to the customer will generate a link for their request. Once the customer clicks on the link they will see the message sent by the clerk and be able to respond thru a web form. They will also be allowed to attach any documents the Clerk may have requested.	C	This request will require customization.

Scofflaw / Tow Status Functionality

	Functional Requirements	Response	Module/Detailed Explanation
340	Functionality to allow authorized users to retrieve parking tow status based on vehicle tag and state. This feature should display to the user whether a given vehicle should be towed, booted, or no action taken, as well as returning any open citation information associated to that vehicle. The feature should be accessible for authorized County users at specific agencies only, via the application and via web.	C	Search by tag # exists in client and web, new field(s) and/or required business logic to determine if vehicle should be towed, booted, or no action taken, plus UI to display in client and web.

Analytics

	Functional Requirements	Response	Module/Detailed Explanation
341	Reporting Functionality providing business intelligence analytics via configurable dashboards.	N	Contractor has an integrated BI module available, however this is not included in the core Benchmark system. This would require a separate addendum.
342	Self-reporting functionality using Microsoft PowerBI or other analytical tools.	Y	Power BI should be able to connect and report directly from the db or replicated db without dev. No direct integration. .

Attachment 4-1: Interface Development Matrix - Parking and Traffic Projects

Contractor shall develop and provide the interfaces, including associated functionality, outlined in the matrix below.

Acceptance Policy: The County is willing to make reasonable business process changes rather than expecting the System to conform to every aspect of current system/processes in order to provide functionality. Contractor acknowledges and agrees that the County shall not be considered unreasonable for withholding or failing to grant Acceptance of any functionality due to the following items:

- Functionality fails to conform to any legislative mandates, including implementing/administrative orders.
- Manner in which functionality is delivered creates undue impact to operations (i.e., a significant increase in the number of steps required to complete a task)
- Manner in which functionality is delivered results in a loss of functionality currently available in the legacy system which supports a business operation.

Traffic Interface Development Matrix

	Application	Owner / 3rd Party Vendor	Contractor Deliverable	Functionality
1	**TCATS**	FCCC, Civitek Solutions	Nightly scheduled export, bidirectional	Functionality to support an automated interface to TCATS, including sending: • Send traffic citations. • Send traffic citation dispositions. • D6 suspended driver's license requests. Feature shall facilitate error processing for case submission errors and include automatic re-transmission of corrected submissions. Feature shall provide the ability to view, report on, or otherwise identify cases which have been rejected, and information regarding the total number of errors received, errors resent by Traffic after correction and the remaining errors for correction for specific timeframes.
2	**CCIS & Failure to Pay module**	FCCC	CCIS batch export, real-time CCIS push and pull services	Functionality to support an automated batch interface with the Florida Court Clerks and Comptrollers (FCCC)/TCATS Failure to Pay module. Interface should entail the following functions: • Send defendant's eligibility for DL suspension by DHSMV for failing to pay outstanding court costs. (File of Driver License Fail to Pay Defendants for Felonies and Misdemeanors) • Send notifications to DHSMV to clear DL suspension once court costs paid in full or defendant placed on payment plan, extension

				of stay due date, waiver of court costs, etc. or a judgment is set aside (hardship clearance). • Send DL Revocation memos and subsequent email notification to DHSMV for convictions of applicable charges. • Send traffic citations to be reported to (DHSMV). • Re-submit a case via the Failure to Pay interface once a defendant's DL details have been revised/corrected. • Send a daily file-based interface of CMS data to comply with current and future CCIS version reporting requirements. • Send a real time update when a case is filed or updated at the local level including associated document images. • Send on demand real time case/defendant/participant/warrant/dockets information upon request or based on triggering events, including associated document images. • Send a full database refresh or incremental refresh of selected data as requested by FCCC/CCIS. • Feature shall facilitate error processing for case submission errors. Reference link for further details: https://www.flclerks.com/page/CCISIK/CCIS-Integration-Kit-for-Vendors.htm Reference link for further details: https://www.flhsmv.gov/courts-enforcement/utc/forms-and-resources/
3	**Traffic Citation Electronic Submissions**	Various 3rd Party eCitation Vendors	Dependent on project Interface Design activities	Support for accepting electronic Traffic Citations ("eCitations", including both traffic and red-light camera) from Partner Law Enforcement Agencies utilizing multiple third-party programs. • eCitation transmission requirements are specified by the TCATS Interface Control Document (ICD), published by DHSMV / FCCC.

				• The interface should support both ICD 6.1 and ICD 6.0 versions. • This feature shall perform validation on received data and reject non-ICD compliant submissions to the originating agency.
4	**Collections Agencies - Traffic**	Various Parties	Dependent on project Interface Design activities	Functionality to support interactions with collection agencies working to collect certain payments on the County's behalf. This interface includes sending to the agencies: • New cases added to collections, • Modifications to existing collections cases, including both case and fine information, including for example programs such as Operation Green Light • Deletion of cases from collections • Transaction information for collection cases when payments are received by the County directly. The County receives from the agencies: • Transaction information for payments made by drivers to the collection agencies. • Validate cases and payment amounts against traffic and parking cases in real time and post payments through iNovah. • Any errors in the submissions received from the collections agencies, such as incomplete payments or cases no longer in collections, are rejected. The system must support configurable parameters for how cases are assigned to collection agencies and setting of collection fees. At this time there are two contracted collection agencies (AllianceOne, Lineberger), however the system should support adding or removing collection agencies as needed.
5	**COC Bulletin Board Public Access**	COC TSD	Unidirectional export	Functionality to export various case information to the COC Bulletin Board public access system. This export should allow multiple sets of configurable criteria and schedules (e.g. daily, weekly, monthly), such as but not limited to:

				• Extracts of disposed cases, including for mandated Traffic School, which can affect driving privileges, etc. • Extracts of daily citations, including red light camera citations. • Extract of hearings • Extract of notice failure to comply. • Extract of weekly bond cases • Extract of Online Dispute Resolution cases The County requires the ability to manage the data made available to the bulletin board system.
6	**Online Dispute Resolution**	Matterhorn	Webservices	Functionality to support an interface with the Online Dispute Resolution (ODR) system provided by third party vendor Matterhorn (https://getmatterhorn.com/). This includes: • Determining cases eligible for the program and transmitting those cases to ODR. • Receiving notice of outcome, applying case dismissal information from the ODR system to traffic cases.
7	**Driver and Vehicle Information Database (DAVID)**	FLHSMV	Real time Web Services	Functionality to support a real-time (query) interface with the State of Florida DHSMV DAVID system to conduct driver searches. Most common searches are Name, Race, Sex & DOB, DL #. • Send query parameters including Name Race, Sex, & DOB, DL # • Receive driver and vehicle information. • Incorporate driver info into various forms
8	**Mental Health Admin Office Case Management System**	AOC	Real time Web Services	Functionality to support a real time, automated (query) web service-based interface with the AOC's Mental Health Administrative Office Case Management System. Interface should entail the following functions: • Send hearing session calendars on demand to the AOC MH CMS • Send comprehensive case and associated defendant information as requested by the AOC MH CMS. Reference Exhibit 29 for further details.
9	**Traffic Webservices**	ITD	Real time Web Services	Web services to allow other County systems to retrieve traffic and parking case and defendant data.

				Functionality to be determined during project discovery, however, please refer to Exhibit 2 – Current Traffic Webservices for a listing of services the County currently employs.
10	**AOC Wheels**	AOC	Real time Web Services	Functionality to support a real time, automated (query) web service-based interface with the AOC's Wheels System. Interface should entail the following functions: • Respond to requests from the AOC Wheels system for comprehensive case and associated defendant information.
11	**Cost Accounting**	AOC	Real time Web Services	Functionality to support a real time, automated (query) web service-based interface with the AOC's Cost Accounting System. Interface should entail the following functions: • Respond to requests from the AOC Cost Accounting system for comprehensive case and associated defendant information.
12	**eCertify**	COC	Real time Web Services	Functionality to provide document images to the Clerk's eCertify system, which allows the public to purchase electronic and physical mailed copies of case documents from the COC's Traffic Online System. This includes: • Making document images available in real time upon request based on citation number, or driver's license.
13	**Arrest Form**	Kologik	Real time Web Services	Functionality to support an automated, real time, bi-directional (update) interface with the County's Automated Arrest Form application. Interface should entail the following functions: • Sharing of data related to criminal traffic arrest cases, and associated defendants. Reference CCMS Exhibit 4 for further details
14	**Jail Management System**	Future	Dependent on project Interface Design activities	Interface to the County's future Jail Management System (JMS). Miami-Dade Corrections and Rehabilitation Department (MDCRD) is working to acquire and procure a Jail Management System at this time of writing. Current jail management functionality is managed by the County Criminal Justice Information System (CJIS) which is being replaced under the CCMS project. The current interface between the Traffic Information

<table>
<tr><td></td><td></td><td></td><td></td><td>System and the CJIS jail booking module includes receipt of information including:
Unique identifiers including inmate Jail Numbers and Police Case Numbers.
Inmate information
Booking information such as type and time and date
Release information including release code and date.
Bond information such as release bond action.
Note that depending on timelines of these projects, temporary interfaces to the CJIS system may be required.</td></tr>
<tr><td>15</td><td>DefenderData System</td><td>JusticeWorks</td><td>Real time Web Services</td><td>Functionality to support automated, real time, web service XML based and csv file-based interface with the PDO’s Justice Works DefenderData system. Interface should support sending various defendant and case related information to DefenderData such as:
Send selected case, charges, defendant/respondent, trial, prosecutorial, bond/release upon request from JWDS.
Send case settings of future hearings upon request from JWDS
Send systematic notification when a case is scheduled for a future hearing upon request from the JWDS
Systematic pull of all court hearing calendars and associated cases scheduled (including local priors) on demand from JWDS. Cases on calendar should be reflected in the order they were originally set.
Send systematic notification when a defendant/client is re-arrested on open cases upon request from the JWDS using CIN.
Send Case, Booking, Bond, Charges, Court Events, Dependency, Felony Dockets, Judges, Juvenile Dockets, Misdemeanor Dockets, Person, Warrants upon request from JWDS.
Note: Refer to CCMS project Exhibit 35 for further details.</td></tr>
</table>

				Justice Works integration services support a variety of data formats such as xml data exchanged via web service and csv data exchanges via ftp to provide functional interfacing for: ▪ Importing of data to create new cases in the database. ▪ Updating of existing cases in the database including: o Client incarceration o Case closing o Calendaring
16	**Hydra**	Hydra	Real time Web Services	Functionality to support an interface with the SAO Case Management System supported via automated, real time, bi-directional (update) web services and FTP file-based methods. Interface should entail the following functions: ▪ Send/Receive selected case, defendant, trial, prosecutorial, bond/release, victim, witness data as data may be updated in either direction upon case CCMS updates. ▪ Send/Receive subpoena related information. ▪ Send/Receive to maintain synchronization of valid statutes and ordinances and their associated information. ▪ Send/Receive/Update statute information. ▪ Send Officer Schedules, Supplemental Calendars, Preliminary Calendars, Hearing Calendars, Arraignments ▪ Send Case, defendant, parent, release status, witness, charge, daily hearings, future hearings, docket information. ▪ Send Systematic notification to an SAO Case Management System and ASA when a case is scheduled for a future hearing, as well as a systematic push of all court hearing calendars (including local priors). ▪ Send Defendant Local Priors on Open and Closed cases. ▪ Send Case, defendant information queried by police case number. ▪ Send Defendant/inmate booking, and case information based upon defendant/inmate related triggering case events such as closures, dispositions, etc. ▪ Send dependency case information. ▪ Send Victim Notice Verification

				▪ Send Docket Information ▪ Receive an SAO direct filing or re-filing which may facilitate creation of a court case or re-opening of a previously closed case. Information may include relevant defendant and charge information. ▪ Receive updates of the attorney on record. ▪ Receive the state attorney's filing decision on a case. ▪ Receive Additional trial subpoenas. Note: Refer to Exhibit CCMS Project 39 for further details.

Parking Interface Development Matrix

	Application	Owner / 3rd Party Vendor	Contractor Deliverable	Functionality
1	**Florida Highway Safety and Motor Vehicles (FLHSMV)**	FLHSMV	Batch/FTP and Real Time Webservices Interface	Interface to the FL HSMV to send and receive the following: ▪ Send Denial of Registration / "Registration Stops" dependent on specific criteria, such as when a certain number of unpaid citations exist for a specific vehicle or owner. ▪ Receive vehicle owner information.
2	**Out of State Owner Information**	Duncan Solutions	Dependent on project Interface Design activities	Functionality to obtain out of state owner information for cited vehicles from Duncan Solutions: • Send a request for information on a vehicle tag, • Vendor responds with owner information such name and address to facilitate sending notices.
3	**Parking Citation Electronic Submission ("eCitation")**	Various 3rd Party eCitation Vendors	File based bidirectional interface	Functionality to receive parking citations in electronic format from a variety of vendors. This feature should include: • Receive citations from multiple partner Law Enforcement Agencies, including vehicle, driver, and owner information if available. • Process received citations for errors and reject failed citations electronically back to the submitting agencies. • Send information for vehicles on the County tow list.

				• Ability to manage and add partner law enforcement agencies to the program.
4	**Collections Agencies - Parking**	Various Parties	Dependent on project Interface Design activities	Functionality to interact with collection agencies working to collect certain payments on the County's behalf. This interface includes sending to the agencies: • New cases added to collections, • Modifications to existing collections cases, including both case and fine information. • Deletion of cases from collections • Transaction information for collection cases when payments are received by the County directly. o Including the ability to identify Operation Green Light payments. The County receives from the agencies transaction information for payments made to the collection agencies, with confirmation of receipt returned to the agencies. Any errors in the submissions received from the collections agencies, such as missing submissions, incomplete payments, or cases no longer in collections are rejected. These events may also raise email alerts to the County and collections agencies. The system must support configurable parameters for how, and the number of cases are assigned to different collection agencies, and setting of collection fees. At this time there are two contracted collection agencies (Linebarger Law Firm, PAM), however the system should support adding or removing collection agencies as needed.
5	**Rental Agencies and Fleet Operators**	Various	Dependent on project Interface Design activities	Provide functionality to allow rental car companies and other fleet operators to share information related to their vehicles. This includes: • Receiving fleet vehicle information from fleet operators • Receiving and processing Transfer of Liability information from rental agencies • Sending citations incurred by fleet vehicles to fleet operators.

				◦ In some cases, fleet operators may advise the County of alternate person or entity to transfer liability for issued citation. Currently several car rental send/receive files with this information to and from PVS, including Alamo, Hertz, Avis and Fox, and approximately 250 additional car rental agencies receive violation data from the parking system via email.

General Interface Development Matrix

	Application	Owner / 3rd Party Vendor	Contractor Deliverable	Functionality
1	**Geographic Information System (ArcGIS)**	ESRI	Real time Web Services	Functionality providing postal address standardization and validation for case and defendant related addresses via a real time/ web service-based interface with the County's GIS application. Feature shall capture and retain the MDC address grid for any situs address. • Address validation would occur in real time web services, at the time of entry, for addresses that are entered directly by a user. • Address validation for addresses carried over from external systems would occur in a batch mode service. • Receive and store validated address information including X/Y coordinates, county grid, municipality, zip code, etc.at an address level. • Functionality providing a work queue of invalid addresses captured via a batch mode. Refer to EXHIBIT 1 – MIAMI-DADE COUNTY TECHNOLOGY MODEL AND HOSTING REQUIREMENTS, for details on the County GIS infrastructure and interface details.
2	**iNovah Point of Sale Cash Register application**	System Innovators	Real time integration with iNovah API	Functionality to support an automated real time bi-directional (update) interface with iNovah cashiering system. Interface should entail the following functions: • CMS to send to iNovah defendant and case information (including financial and pay plan

				information) for cashier payment validation as queried by case # • Receive from iNovah all recorded case payment information from multiple sources such as collection agencies, walk ins, web and IVR and apply against a case's assessments and outstanding balance. This is to include partial payments from collection agencies. • Receive from iNovah recorded case payment information and systematically create applicable dockets. • CMS to distribute payment allocations to their respective accounts as identified by pay classes and categories in the current Clerk Financial System. • Receive from iNovah and systematically credit/docket restitution payments by case. This interface must be robust and include functionality to synchronize transaction information in the event of any transmission failures. Reference Exhibit 6 for further details.
3	**eSubpoena**	Miami-Dade County ITD	Fixed width file transfer processed daily and Real time Web Services (Acknowledgment)	Functionality to support an automated bi-directional (update) interface to the County's law enforcement Electronic Subpoena system. Interface should entail the following functions: • Send subpoena notifications to enable the automatic creation/submission of subpoenas and notifications for law enforcement officers and related personnel when a case is set for trial. • Receive LEO work schedule information. • Receive new and updated law enforcement officer's information by name or partial name, agency, badge number or partial badge number. • Receive any/all subpoenas and notices generated by the subpoena system regardless of requesting party. • Send daily data extract of court room locations, future hearings, subpoenas, selected case data and status from CMS.

				• Send setting, cancellation or rescheduling of future hearings. • Receive confirmation of LEO receipt of subpoena. • Receive LEO receipt of subpoena and acknowledgment of the acceptance or rejection of the subpoena. Automatic docketing should also be included within this feature. Reference Exhibit 22 for further details.
4	**COC Web and Telephony IVR - An Interactive Voice Response application**		Real time Web Services	Functionality to support an automated, real time query interface with the COC's WEB and IVR applications to support: • Searches for parking cases, by Citation Number and/or License Plate Number • Searches for traffic cases, by Citation Number, State Case Number, Defendant Name and Driver's License • Ability to create payment plans. For Reference: • Parking Internet Application: Parking Violations Main Menu (miamidadeclerk.gov) • Traffic Internet Application: Main Menu (miamidadeclerk.gov) • IVR: https://www.twilio.com/docs/voice/api
5	**Florida Courts e-Filing Portal**	FL Courts	Efile Portal Integration	Functionality to support an automated real time bi-directional (update) interface with the Florida e-Filing portal (ePortal). Interface should entail the following functions: • Provide a strategic mechanism to process data and documents sent to MDC via the ePortal allowing for docket and data updates, case creation, etc. • Workflow and queue management shall be incorporated to assist users process and manage information received via the ePortal. • Send case information when queried, real time. • Feature shall incorporate systematic filing of accepted e-Filed document/images placed within an electronic case file.

				• Send filings directly to the ePortal from Benchmark web and client applications. Reference CCMS Exhibits 24 and 25 for further details.
6	**Searer Business Technology Payables System (SBT)**	Searer Business Technologie s	Fixed width file transfer processed daily.	Functionality to support an automated real time bi-directional (update) interface with the SBT accounting system. Interface should entail the following functions: • Sending/receiving information related to refund payments for traffic cases. • Send case related refunds from the previous month (e.g., Via a file). Reference CCMS Exhibit 10 for further details.
7	**ITD Print Shop**	Miami-Dade County ITD	Flat file	Functionality to transmit information for all printed communications to the ITD print shop. This interface should be based on the current flat file format that information is provided. At time of writing, this interface is being defined under the CCMS project.
8	**Court Case Management System**	Contractor	Dependent on project Interface Design activities	Information shared with the overall Court Case Management System (CCMS) of which Traffic and Parking will be functions, should include: • Traffic related case documents and citations including related document images. • Traffic charge dispositions/case closures. • Criminal traffic citation and related documents. • Felony case transfers (e.g., bind down) and all associated case information for new traffic cases. • New criminal case number and associated citation information when a criminal case with associated traffic citations is transferred between criminal divisions (bound up or bound down). • Traffic case transfers (e.g., bind ups) and all associated case information for new felony/misdemeanor case. • Traffic related bench warrants, cancelled traffic bench warrants, warrant served, and open traffic case information.

				• Traffic to felony case consolidation and systematically process the request, adding the appropriate charge to the criminal case. • Law enforcement officer info and associated scheduling • Judge information. • Attorney information • Court/Motion/Report Codes/Dispositions • Bondsmen codes • Protected Class employee information

Attachment 5-1: Resource Allocation Plan - Parking and Traffic Projects

County Key Personnel Roles & Staffing

This section describes the County roles and responsibilities for the Benchmark Traffic and Parking Project. Roles may be assigned to one or more individuals. Conversely, individuals may play one or more roles. County Personnel described below may also be assigned Personnel on the Benchmark CCMS Project.

Role	Est # Staff	Responsibilities	Project Phase	Notes
Project Steering Working Group	Executive Oversight Manager, Ops & Tech Division & Dept. Directors, Elected Officials	• Provides direction and counsel to PMT. • Serves as an advocate for the project's success and manage resistance. • Approves changes to project scope and timeline. • Sets expectations & targets. • Manages funding. • Reviews and approves milestone deliverables when Project Managers deem necessary. • Reviews issues to ensure the project continues to move forward successfully and on schedule. • Allocates resources. • Participates in and/or approves post implementation review. • Participates in Dispute Resolution process	ALL	These resources are also currently assigned to Benchmark CCMS Project. Does not include any assigned FTEs.
Executive Oversite Manager	1	• Identifies and alerts PMT of new project stakeholders/vested interests. • Addresses barriers to project progress such resourcing and cross functional issues. • Provides feedback on Acceptance of key milestones and deliverables in collaboration with the County Project Manager, as required. • Provides regular feedback to PMT on performance versus expectations (general project health) • Approves Key Personnel changes as outlined in the Appendix A-1 • Participates in Dispute Resolution process	ALL	These resources are also currently assigned to Benchmark CCMS Project. This role is not an assigned FTE.
Project Manager	1	Involved in all Project Workstreams (as detailed in Appendix C-1). This role is to be performed in	ALL	This role is an assigned FTE.

Role	Est # Staff	Responsibilities	Project Phase	Notes

(Operational)		collaboration with the Contractor Project Managers during **All Project Phases**:
		• Provides leadership and manage County staff resources to include:
		  ○ Operational Leads
		  ○ Operational Users
		  ○ Principal Agencies
		  ○ Supporting Agencies
		  ○ Legal Administrators
		  ○ Change Management & Training Lead
		  ○ Business Analysts
		  ○ Data Conversion Lead
		  ○ Interface Lead
		  ○ Test Lead
		  ○ CITeS and TSD project team participants and advisors.
		• Co-develops project Deliverables in accordance with the County responsibilities outlined in Appendix A-1.
		• Manages County aspects of the scope.
		• Works with Contractor Project Managers to develop the components of the Project Plan and other project documents (as outlined in Attachment 6 of Appendix A: Documents Definitions Manages staff resources outlined above and day-to-day project activities, ensuring workstreams and teams are operating effectively.
		• Monitors and tracks progress to ensure completion of County team Deliverables.
		• Monitors progress of Contractor Deliverables
		• Provides oversight and coordination of Operational Leads and Operational Users to ensure the on-time completion of assigned project work.
		• Manages third-party stakeholders, Principle and Supporting Agencies and their related project tasks and timelines to ensure project success.
		• Manages and supports project administration tasks completed by the Project Coordinator
				This resource role will be dedicated to the Traffic and Parking Modernization project.

Role	Est # Staff	Responsibilities	Project Phase	Notes
		• Approves non-technical Contractor Deliverables. • Approves and manages non-technical Milestone Payment Reports for County Acceptance • Attends Steering Working Group meetings to report on progress and answer any questions raised by members. • Supports project coordination activities by facilitating communication throughout the County to ensure project awareness and identify competing priorities. • Participates in Dispute Resolution process. Provide leadership and coordination to ensure the completion of the following: • Interface Design & Build • Data Mapping & Conversion • Customizations • Development of reports & forms • Conversion cycles • Testing • Training • Cutover & support for Go- Live Activities		

Project Manager (Technical)	1	Involved in all Project Workstreams (as detailed in Appendix C-1). This role is to be performed in collaboration with the Contractor Project Managers during **All Project Phases**:
		• Leads and manages County technical teams to include:
		    ○ ITD Infrastructure Resources
		    ○ Production Support
		• Ensures the on-time completion of technical project work.
		• Monitors and tracks progress to ensures quality of technical deliverables.
		• Approves technical Deliverables and milestones.
			ALL	This role is an assigned FTE. This resource role may overlap with the current Benchmark CCMS Project.

Role	Est # Staff	Responsibilities	Project Phase	Notes
		• Approves and manage technical Milestone Payment Reports for County Acceptance • Support project coordination technical activities by facilitating communication for ITD Infrastructure Resources to ensure project awareness and identify competing priorities. • Ensures the proper resources are provided when County technical assistance and/or error correction or troubleshooting is required. • Confirms technical inventories. • Aligns technical strategies to address competing priorities to support the implementation. • Validates networking requirements are met. • Confirms infrastructure and security plans in accordance with Appendix A-1. • Assists in coordination with other leads to facilitate technical feedback to allow Contractor to develop strategies for the technical and testing components of the CCMS implementation. • Submit final configuration of all hardware to Contractor for review and approval prior to purchasing, in accordance with Appendix A-1, Section 25 • Coordinates and schedules the environment installation and maintenance with the County and Contractor Team. • Participates in Dispute Resolution process. Provide leadership, coordination, and support of team to ensure the completion of the following: • Setup and support of environments • Cutover & support for Go- Live Activities		
Project Coordinator /	1	Involved in all Project Workstreams (as detailed in Appendix C-1). This role is to assist the County Project Managers and Leads as needed as noted below during **All Project Phases:**	All	This role is an assigned FTE. This resource role will overlap

Role	Est # Staff	Responsibilities	Project Phase	Notes
Administrator		• Coordinates the schedule of County staff and facility resources to facilitate meetings with Contractor. • Ensures cohesion and accurate reporting on JIRA. • Validates joint meeting minutes. • Captures internal County meeting minutes. • Uploads any County project communication. • Completes other administrative tasks as necessary to maintain project schedule as assigned by the Project Managers • Schedules internal project meetings as needed. • Follows up with outstanding County action items		with the Benchmark CCMS Project

Operational
SME
Lead
	4	This role will participate in Operational/ Functional Workstreams, Change Management & Training Workstreams and Testing Workstreams. This role will work with the PMT to:
		• Identify operational users for each functional area responsible for achieving consensus of their business units on project issues and outputs.
		• Provide oversight and coordination of Operational Users to ensure the on-time completion of assigned project work.
		• Provide subject matter expertise for respective functional areas to the Project Team
		• Develop strong functional knowledge of Benchmark.
		• Participate in change management workshops.
		• Participation and hands on experience with Benchmark throughout the project to develop strong functional knowledge and provide the expertise necessary to become 'super users'.
		Readiness Phase Role:
		• Participate in RTM inventory review and finalization.
		• Participate in project kickoff preparations.
		• Provide input to the change management strategy, training strategy and testing strategy (as it relates to user acceptance
		Planning Phase Role:
		• Participate in Functional Discovery Sessions
		• Provide feedback to assist in validating and documenting business requirements and business processes.
		• Participate in Reports and Forms discovery and validation.
		Design Configure & Build Phase Role:
			1.) Readiness
			2.) Planning
			3.) Design Configure & Build
			4.) Test
			5.) Deploy & Support
				The following roles are assigned FTEs:
				• Operations Parking (2)
				  • AOC
				  • COC
				• Operations Traffic (2)
				  • AOC
				  • COC

Role	Est # Staff	Responsibilities	Project Phase	Notes
		• Participate in fit/gap (gap analysis) • Validate future state design and workflow configuration. • Participate with problem identification and resolution in future state workflow workshops and design configuration. • Data conversion validation • Provide input for the Training Plan • Reviews and confirms work products for the project. • Participate in functional testing (identify test scenarios) • Participate in Cutover Plan **Test Phase Role:** • Assist with coordinating testing effort from the County side. • Identify staff for UAT. • Participate in system testing. **Deploy & Support Role:** • Participate in train the trainer activities • Participate in training as outlined in Attachment 7-1 of Appendix A-1: Training Plan - Parking and Traffic Projects • Participate in cutover and support		
Operational SME Users		This role supports the Operational SME Leads. Includes participation in Operational/ Functional Workstream, Change Management, Training Workstream and Testing Workstream. This role will work with the PMT to: • Assist Operational Leads as needed. • Responsible for specific business processes for respective functional areas within the CCMS. • Advise in appropriate functional areas.	Determined by Operational SME Lead: 2.) Planning 3.) Design Configure & Build 4.) Test 5.) Deploy & Support	The following roles are not assigned FTEs but will serve on an as needed basis for the identified areas of expertise as identified by the Operational SME Leads and may fall in any

Role	Est # Staff	Responsibilities	Project Phase	Notes
		• Assist as required in change management execution. • Participation and hands on experience throughout the project will provide the expertise necessary to become ‘super users’. **Planning Phase Role:** • Participate in Functional Discovery Sessions • Provide feedback to assist in validating and documenting business requirements and business processes. • Participate in Reports and Forms Discovery and validation. **Design Configure & Build Phase Role:** • Participate in fit/gap (gap analysis) • Validate future state design and workflow configuration. • Participate with problem identification and resolution in future state workflow workshops and design configuration. • Data conversion validation • Provide input for the Training Plan • Reviews and confirms work products for the project. • Participate in functional testing (identify test scenarios) **Testing Phase Role:** • Participates as required in Training & User Acceptance Testing Activities • Participate in System Testing **Deploy & Support Phase Role:** • Assist in training the trainer activities. • Assist and deliver End User Training • Participate in Cutover activities		area of operations.

Role	Est # Staff	Responsibilities	Project Phase	Notes
Business Analyst	4	Participates in the same activities as Operational Leads; and is responsible for bridging business processes and system requirements between the Operational and Technical teams as noted below during **All Project Phases**: Translate business requirements into technical artifacts when required. • Review Requirement Traceability Matrix throughout development, report issues. • Ensure streamlined business process flow integrations in Benchmark and non-CCMS County system platforms. • Provide collaborative feedback when issues are identified to assist in resolution and mitigation. • Communicate business issues with the technical teams. • Participate in the development of the Business Re-engineering Plan. • Participate in functional and future state workshops. • Participate in configuration sprints. • Participate in interface specification discovery and documentation development. • Participate in reports and forms discovery sessions. • Participate in data conversion planning and conversion testing. • Review testing scripts and provide feedback. • Review Cutover Plan and provide feedback.	All	Dedicated FTEs will be assigned to the following areas: • Traffic • Parking

Role	Est # Staff	Responsibilities	Project Phase	Notes
Principal Agency Advisor	As Needed	Participating in the same project activities as Operational Lead; level of engagement for each activity determined by the Project Managers	1) Readiness 2.) Planning 3.) Design Configure & Build 4.) Test 5.) Deploy & Support	The specified roles are not assigned FTEs but will serve on an as needed basis for the identified areas of expertise as identified by the Operational SME Leads for the following areas: • SAO • PDO • MDPD
Supporting Agency Advisor	As Needed	Participate in the same project activities as Operational Users; level of engagement for each activity determined by the Project Managers	2.) Planning 3.) Design Configure & Build 4.) Test 5). Deploy & Support	The specified roles are not assigned FTEs but will serve on an as needed basis for the identified areas of expertise as identified by the Operational SME Leads for the following areas. • Private Attorney Representatives
Legal Administrators	2	Participate in project activities as required to address any legal aspects of CMS functionality and operation as deemed necessary by the County Project Manager.	1.) Readiness 2.) Planning 3.) Design Configure & Build 4.) Test	The following roles are not assigned FTEs, but will serve on an as needed basis for the identified areas of expertise as

Role	Est # Staff	Responsibilities	Project Phase	Notes
			5.) Deploy & Support	identified by the Project Manager: • AOC (1) • COC (1)
Change Management & Training Lead	1	Involved in Change Management & Training Workstream. This role will work with the PMT as follows: **Readiness Phase Role:** • Assist Contractor with design and development of Change Management Strategy, Communication Strategy, and Training Strategy. **Planning Phase Role:** • Assist Contractor with Change Management and Communication Plan • Design role, select designated "change agents" and manage team. • Assist Contractor Team with Change Management Activities Kickoff and with Change Management Plan, & Communications **Design Configure & Build Phase Role:** • Co-lead with Contractor the planning and execution of meetings to promote effective change management. • Assist with maintenance and execution of communication plan. • Coordinate and communicate Change Champion meeting schedules with appropriate/identified Change Agents for change management activities. **Test Phase Role:** • Assist with Design & Development of Training Plan & Materials **Deploy & Support Role:**	1.) Readiness 2.) Planning 3.) Design Configure & Build 4.) Test 5.) Deploy & Support	This role is an assigned FTE. This resource role will overlap with the Benchmark CCMS Project.

Role	Est # Staff	Responsibilities	Project Phase	Notes
		• Assist in training the trainer activities. • Assist the County team in delivering end User Training • Participate in Cutover activities.		
Trainers	As Needed	To complete tasks as outlined in Attachment 7-1 of Appendix A-1: Training Plan - Parking and Traffic Projects	5. Deploy & Support	
ITD Infrastructure & Application Resources	As Needed	This role will participate in the Technical & Test Workstreams and will work with the PMT as follows: Assist Contractor, Tech Lead, and Data Conversion Lead with Database, Network, Security, System Administration and Hardware for successful implementation of the CCMS solution including but not limited to: • Solve problems with minimal disruption or impact to the system/network. • Ensure Contractor has the access necessary for successful implementation of the CCMS, contingent upon Contractor' conformance with County security policies and practices. • Confirm initial technical inventories (i.e., the lists of reports, interfaces, customizations, and conversions) • Align technical strategies with Contractor Testing lead. • Confirm network, hardware, database, and security requirements, **Planning Phase Role:** • Begin development of third-party or County components of interfaces including development of specifications and testing • Begin data conversion extract development. • Installation/provisioning of infrastructure • Set up and support Data Conversion + Dev environments.	ALL	Roles outlined in this section are those resources which will be required from a technical standpoint in order to successfully implement the CCMS that do not fall under the other identified areas. These roles are not assigned FTEs. This may include staff with knowledge and expertise in the following areas: • Database • Network • Security • System Administration • Hardware • Application Support/Development

<table>
<tr><th>Role</th><th>Est # Staff</th><th>Responsibilities</th><th>Project Phase</th><th>Notes</th></tr>
<tr><td></td><td></td><td>Begin performing conversion cycles.
Design Configure & Build Phase Role:
Setup and support remaining environments: Production, Test/Training, and Staging
Continue iterative conversion cycles until signoff and approval.
Continue interface and data conversion development efforts leading up to testing phase.
Stage Regression testing
ITD Security scans
Plan and Prep for remaining system and tests in next phase
Test Phase Role:
Setup and support Test environment
Conduct unit, functional, integration testing
Deploy & Support Phase Role:
Setup and support Production environment
Knowledge transfer Train the Trainer
Perform Cutover and Support for Go- Live
Reliability Phase Role:
Provide technical assistance as necessary to address technical issues that occur with the County infrastructure during the Reliability Period</td><td></td><td>These resources may overlap with the current Benchmark CCMS Project</td></tr>
<tr><td>COC TSD Advisors</td><td>2</td><td>Involved in Technical & Test Workstreams. This role will provide assistance to County technical leads and work collaboratively with Contractor as needed.

Readiness Phase Role:
technical requirements definitions
Planning Phase Role:
mapping</td><td>1.) Readiness
2.) Planning
3.) Design Configure & Build
4.) Test
5.) Deploy & Support</td><td>The estimated staffing count is the assigned dedicated FTEs. Additional TSD resources may be engaged on an ongoing basis to provide assistance.</td></tr>
</table>

Role	Est # Staff	Responsibilities	Project Phase	Notes
		Design Configure & Build Phase Role: • system configuration • Data conversion • Interface development **Test Phase Role:** • support unit, performance, regression, and UAT **Deploy & Support Phase Role:** • Admin Train the Trainer and end User • Reports development Train the trainer & End user • Perform Cutover and Support for Go- Live		
AOC CITeS Advisors	1	Involved in Technical & Test Workstreams. This role will provide assistance to County technical leads and work collaboratively with Contractor as needed. **Readiness Phase Role:** • technical requirements definitions **Planning Phase Role:** • mapping **Design Configure & Build Phase Role:** • system configuration • Data conversion • Interface development **Test Phase Role:** • support unit, performance, regression, and security testing • Support/remedy, break/fix defects **Deploy & Support Phase Role:** • Admin Train the Trainer and end User • Reports development Train the trainer & End user	1.) Readiness 2.) Planning 3.) Design Configure & Build 4.) Test 5.) Deploy & Support	The estimated staffing count is the assigned FTEs. Additional resources may be engaged on an ongoing basis to provide assistance.

Role	Est # Staff	Responsibilities	Project Phase	Notes
Production Support	As Needed	This role will be involved in the **Reliability Phase** in the following manner: • Monitoring production servers, scheduled jobs, and incident management • Receiving incidents and requests from end-users and resolving for escalating to IT department. • Front line application support • Installing/applying version upgrades in coordination with Contractor – post Reliability	6. Reliability phase	This includes the following, with staffing to be determined during project implementation: • Database (staffed from the ITD Database group) • Application (dedicated staff) Other areas, such as hardware, network, security, etc. will also provide support as needed as various aspects of the CCMS. This resource may overlap with current Benchmark CCMS Project.
Interface Lead	1	Involved in Technical & Test Workstreams. This role will work with the PMT as noted below: • Report status to project management, escalate issues as necessary. • Ensure timely submission of interface deliverables. • Organize, plan, and monitor activities related to interfaces. • Coordinate and schedule activities with the County's outside vendors integrating with the CCMS solution. **Readiness Phase Role:** • Jointly define interface requirements with Contractor Dev/Interface lead.	1.) Readiness 2.) Planning 3.) Design Configure & Build 4.) Test 5.) Deploy & Support	This role is an assigned FTE. This role will oversee additional County resources that will be responsible for the completion of tasks related to this area. This may include, but is not limited to:

Role	Est # Staff	Responsibilities	Project Phase	Notes
		Planning Phase Role: • Coordinate integration testing **Design Configure & Build Phase Role:** • Organize, plan, and monitor County activities related to Interfaces. **Test Phase Role:** • Coordinate with integration partners **Deploy & Support Phase Role:** • Perform cutover &support for Go- Live Activities		• Developers • Architects • Analysts This is a separate resource from the Benchmark CCMS Project.
Data Conversion Lead	1	Involved in Technical & Test Workstreams. This role will work with the PMT as noted below: • Report status to project management, escalate issues as necessary. • Coordinate timely submission of County conversion deliverables. **Readiness Phase Role:** • Provide technical feedback to allow Contractor to develop strategies for the technical and testing components of the CCMS implementation. • Confirm conversion requirements as developed jointly with Contractor Conversion Lead and outlined in the Data Conversion Plan. • Provide feedback and assistance to Contractor in the development of the Data Conversion Plan **Planning Phase Role:** • Organize, plan, and monitor County activities related to conversion. • Coordinate initial conversion data activities that are assigned to the County, per Appendix A-1 for each environment. **Design Configure & Build Phase Role:** • Develop and support extracts. • Lead Data Mapping Activities that are assigned to the County per Appendix A-1	1.) Readiness 2.) Planning 3.) Design Configure & Build 4.) Test 5.) Deploy & Support	This role is an assigned FTE. This role will oversee additional County resources that will be responsible for the completion of tasks related to this area. This may include, but is not limited to: • Developers • Architects • Analysts This is a separate resource from the Benchmark CCMS Project.

Role	Est # Staff	Responsibilities	Project Phase	Notes
		Test Phase Role: • Participate in Data Conversion test cycles. • Responsible for managing validation acceptance. **Deploy & Support Phase Role:** • Perform cutover & support for Go-Live activities		
Testing Lead	1	Involved in Test Workstream. This role will work with the PMT as noted below: • Report status to project management, escalate issues as necessary. • Coordinate and lead the testing resources. **Readiness Phase Role:** • Provide technical feedback to allow Contractor to develop strategies for the technical and testing components of the CCMS implementation. **Planning Phase Role:** • Schedule the tests for execution • Establish requirements testing. **Design Configure & Build Phase Role:** • Assist with development and approval of test scripts, as described in Appendix A-1, ensure system is acceptable prior to go-live. • Ensure test environment is put into place before test execution and managed during test execution. • Coordinate with Operational leads to identify key test areas. • Lead 'Stage Regression Testing' and testing in other environments • Plan and Prep for remaining tests in next phase **Test Phase Role:** • Organize and monitor activities related to unit testing, performance testing, Regression testing, and UAT. • Monitor, measure, control and report on the test progress, the product quality status and the test results, adapting the test plan and	1.) Readiness 2.) Planning 3.) Design Configure & Build 4.) Test 5.) Deploy & Support	This is a separate resource from the Benchmark CCMS Project.

Role	Est # Staff	Responsibilities	Project Phase	Notes
		compensating as needed to adjust to evolving conditions During test execution, document and report errors and communicate on test status. • Lead execution of UAT and support testers **Deploy And Support Phase Role:** • Cutover Support for Go- Live		

Catalis Key Personnel Roles & Staffing

The table below describes the Catalis Dedicated Key Personnel roles and responsibilities that will be assigned to the Benchmark Traffic and Parking Project. The Personnel described below may also be assigned Personnel on the Benchmark CCMS Project.

Role	Minimum # Staff	Responsibilities	Project Phase	Notes
Project Managers	1	Primary point of contact for the project on behalf of Contractor. Coordinate the activities of all Contractor staff resources and support all aspects of the project during **ALL Phases**, including but not limited to: • Deliver all Payment Milestones (Outlined in Appendix B-1: Price and Payment Schedule - Parking and Traffic Projects) • Generate status reports. • Prepare Trip Reports as delineated in Appendix A-1, Section 6 • Produce meeting minutes. • Create milestone payment packages, ensuring Acceptance from the County that the requirements are met. • Take the lead on managing risk, schedule, tracking work progress, project reporting and managing communication. • Complete all tasks delineated in Appendix A-1, Section 6.	ALL	

Role	Minimum # Staff	Responsibilities	Project Phase	Notes
		• Participate in Dispute Resolution		
Business Analyst Lead	1	Participates in the same activities as Operational Leads; and is responsible for bridging business processes and system requirements between the Operational and Technical teams as noted below during **All Project Phases**: • Provide day to day oversight and direct the Operational SME groups, managing schedule, issues, risks and solving or escalating issues. • Design, develop and deliver practical solutions that support the project requirements. • Lead Discovery and Develop Gap Analysis • Support future state design, conversion data mapping, configuration, and testing. • Support knowledge integration and transfer of the Benchmark solution and the County. • Support testing activities & train-the-trainer activities until Go-Live • Assist the Contractor Project Managers in updating and maintaining the Requirements Traceability Matrix • Assist the Contractor Project Managers in updating and maintaining the Business Process Re-engineering Plan. • Conduct and document functional and future state workshops • Participate in data conversion planning and conversion testing. • Participate in and documenting configuration sprints. • Participate in development of Interface Specification documentation and discovery. • Participate in Reports/Forms discovery sessions. • Participate in formulating test scripts. • Participate in formulating Cutover plan. • Track development and implementation of Customizations	1.) Readiness 2.) Planning 3.) Design Configure & Build 4.) Test 5.) Deploy & Support	
System Engineer Lead	1	• Configure the system for production including workflows, administrative configuration, service installation, environment setup.	1.) Readiness 2.) Planning	

Role	Minimum # Staff	Responsibilities	Project Phase	Notes
		• Confirm technical inventories. • Align technical strategies. • Define infrastructure and security plans. • Install and configure Benchmark services. • Establish connectivity with 3rd party systems and testing integrations. • Perform internal QA testing for conversion, interfaces, customizations. • Communication bridge between developer, Contractor team County technical teams	3.) Design Configure & Build 4.) Test 5.) Deploy & Support	
Training Lead	1	• Work with Change management & Training Lead to develop and execute the Change Strategy and Training Strategy • Work with Change management &Training Lead to develop and execute communication plan. • Ensure the completion of all training materials to be produced by Contractor in accordance with Attachment 7-1 of Appendix A-1: Training Plan - Parking and Traffic Projects • Support during Planning and Design phases to build knowledgebase for Change & Learning/Training • Lead Train the Trainer • Training Design & Development	2.) Planning Phase 3.) Design Configure & Build 5.) Deploy & Support	This resource will overlap with the current Benchmark CCMS Project.
Conversion Lead	1	Involved in Technical & Test Workstreams. This role will work with the PMT as noted below: • Report status to project management, escalate issues as necessary. • Coordinate timely submission of Contractor conversion deliverables. • Organize, plan, and monitor activities related to conversions.	1.) Readiness 2.) Planning Phase 3.) Design Configure & Build 4.) Test	This resource will overlap with the current Benchmark CCMS Project.

Role	Minimum # Staff	Responsibilities	Project Phase	Notes

		• Develop Data Conversion plan in collaboration with the County's Conversion Lead in readiness and planning phases.
		• Define conversion.
		• Confirm conversion requirements as developed jointly with the County's Conversion Lead and outlined in the Data Conversion Plan.
		• Lead conversion data mapping
		• Design, develop and execute data conversions.
		• Future state design & development
		• Prepare and perform all testing requirements.
		• Support testing Activities
		    ○ Create unit test plans.
		    ○ Setup test data
		    ○ Correct testing defects
		    ○ Test code changes		

Developer/ Interface Team Lead	1	Involved in Technical & Test Workstreams. This role will work with the PMT as noted below:
		• Work with the project team to:
		    ○ Report status to project management, escalate issues as necessary.
		    ○ Coordinate timely submission of team with interface deliverables.
		    ○ Organize, plan, and monitor Contractor led activities related to Interfaces.
		    ○ Coordinate with the County & integration partners
		• Define customization and interface requirements.
		• Build system through configuration.
		• Develop and test approved customizations and interfaces.
		• Work with the County's security team to remediate security issues identified.
		• Support testing activities and resolve issues
			2.) Planning Phase
			3.) Design Configure & Build
			4.) Test
				This resource will overlap with the current Benchmark CCMS Project.

Role	Minimum # Staff	Responsibilities	Project Phase	Notes
Testing Lead	1	Involved in Technical & Test Workstreams. This role will work with the PMT as noted below: • Report status to project management, escalate issues as necessary. Coordinate and lead the Contractor testing team. • Assist Tech Lead and Contractor with technical strategies and testing strategies. • Work with County Test lead to schedule the tests for execution • Work with County Test lead in establish requirements testing. • Plan, prepare and perform all testing requirements. ○ Develop test plans and methods (align with the County team/leads) ○ Assist the County with development of test scenarios. Prepare Test Scripts • Perform issue resolution for forms reports, interfaces, conversion components, enhancements, and workflows. • Manage and track activities and resolutions.	2.) Planning Phase 3.) Configure Design & Build 4.) Test	This resource will overlap with the current Benchmark CCMS Project.
Forms & Reporting Lead	1	• Lead the County through reports and forms requirements. • Lead Contractor team in the development of Reports and Forms • Coordinate activities for conversion of forms and reports into the Benchmark solution. • Prepare and execute BI reporting and test scenarios. • Conduct reports/forms discovery (forms and reports gathering to begin at project kickoff).	2.) Planning Phase 3.) Configure Design & Build 4.) Test	This resource will overlap with the current Benchmark CCMS Project.
Supporting Resources	3	Support the Contractor Project Team behind the scenes	3.) Configure Design & Build 4.) Test	• Systems Engineers • Information Technology Specialists

Role	Minimum # Staff	Responsibilities	Project Phase	Notes
				• Software Support Specialists • Conversion Specialists • Quality Assurance Specialists • Forms Developme nt Specialists • Technical Writers

Attachment 7-1: Training Plan - Parking and Traffic Projects

Contractor shall ensure County personnel are trained to an appropriate level of proficiency for the Traffic and Parking Case Management System CMS. This training plan has been established to minimize disruption to the County's business procedures while simultaneously ensuring that the end-users are proficient in Benchmark and able to perform key job functions. Contractor will provide Train the Trainer sessions, as further described in the table below. Train the Trainer sessions will be conducted with representatives from various operational units and designed to make attendees proficient in the CMS to a level that such attendees are capable to conduct end user training independently. Before any training session or workshop, Contractor will provide an implementation synopsis which provides a high-level overview of what is being taught, or discussed, and what the relevant prerequisites and enablement materials are to successfully follow along with the course and have success outside of a classroom setting. The implementation synopsis, including training course content, must be reviewed, and approved by the County Project Manager prior to commencement of that course.

A determination as to whether training will be conducted on-site or via remote technology will be made by the County, in its sole discretion, at least three weeks prior to any scheduled training session, unless specifically designated as a remote training in the table below. Any on-site classes are to be conducted within Miami-Dade County at various sites and may include multiple shifts. The specific training sites will be determined prior to the training being conducted. The schedule for the training shall be agreed by the parties in accordance with the Project Plan. Training for judges and judicial staff may be requested in chambers or other appropriate venue. The County shall provide sufficient space for conducting the training and housing and securing the training equipment.

Additional training materials shall be made available in the form of pre-recorded on-line videos, web seminars, how-to-guides, customizable on-line help, quick reference cards, or other content on an ongoing basis to assist users throughout the term of the Contract.

End User Training

Upon completion of the Train the Trainer sessions, the County will conduct End User Training for staff that will utilize the CMS. Contractor will provide the following resources for End User Training:

- Provide standard user guides and training materials following each Train the Trainer session in an electronic, editable format for County review.
- Lead the creation of the customized training materials and exercises, supported by the County. The County shall have full authority to edit/customize all Contractor provided end user training documentation.
- Provide standard end user readiness assessment documents following each Train the Trainer session in an electronic, editable format to allow the County to customize the assessment documents.
- Lead the creation of end user readiness assessment documents, with the assistance of the County. The County shall have full authority to edit/customize all Contractor provided end user assessment documentation.
- Provide examples and lessons learned from training associated with previous successful implementations.
- Have at least one qualified Contractor staff member present at the first End User Training session for each Train the Trainer group identified in the table. Such Contractor staff member must be capable of answering in depth questions and providing support to the County trainer.
- Assist with additional training for select end users that are identified by the County as necessitating additional training/resources. If no additional training days are remaining, a change request may be submitted to purchase additional onsite training days.

The County will complete the following End User Training activities:

- Following the Train the Trainer sessions, create an End User Training Plan that defines who will be trained and the topics they will be trained on.
- Conduct the classroom style end user training sessions.
- Test end users using the end user readiness assessments to assess their knowledge of Benchmark and Go-Live readiness.
- Identify end users that require additional training to facilitate go-live readiness and coordinate with Contractor to provide such additional training/resources.

Train the Trainer Courses:

- The following table outlines the Train the Trainer course types, format, number of trainers trained, and number of training days included.
- Trainers will be required to attend workflow workshops. This will ensure trainers are familiar with Benchmark prior to Train the Trainer Sessions.
- The Train the Trainer session lengths and number of sessions will be determined by the parties following workflow workshops.

Course	**Format**	**# Trained in each session**	**# of Training Days**
Train the Trainer: Judges	This course will be an interactive classroom style training designed to make attendees proficient in the training of judges in the use of the CMS. Appropriate attendees are SME Leads and SME Users that are the 'Super Users' and capable of transferring experiential system knowledge to any additional trainers and end users. It will provide content to address development of the following: • Participant Presentations • Audience Engagement and Evaluation • Goals and Objectives • Training Exercises • Documents: Process and Workflows • Readiness Assessment	Up to 12	5 days
Train the Trainer: Finance	This course will be an interactive classroom style training designed to make attendees proficient in the training of finance users in the use of the CMS. Appropriate attendees are SME Leads and SME Users that are the 'Super Users' and capable of transfer experiential system knowledge	Up to 12	5 days

Course	Format	# Trained in each session	# of Training Days
	to any additional trainers and end users. It will provide content to address development of the following: • Participants Presentations • Audience engagement and evaluation • Goals and Objectives • Training Exercises • Documents: process and workflows • Readiness Assessment		
Train the Trainer: Traffic	This course will be an interactive classroom style training designed to make attendees proficient in the training of users in the Traffic division in the use of the CMS. Appropriate attendees are SME Leads and SME Users that are the 'Super Users' and capable of transferring experiential system knowledge to any additional trainers and end users. It will provide content to address development of the following: • Participants Presentations • Audience engagement and evaluation • Goals and Objectives • Training Exercises • Documents: process and workflows • Readiness Assessment	Up to 24	10 days
Train the Trainer: Parking	This course will be an interactive classroom style training designed to make attendees proficient in the training of users in the Parking division in the use of the CMS. Appropriate attendees are SME Leads and SME Users that are the 'Super Users' and capable of transferring experiential system knowledge to any additional trainers and end users. It will provide content to address development of the following: • Participants Presentations	Up to 24	10 days

Course	Format	# Trained in each session	# of Training Days
	• Audience engagement and evaluation • Goals and Objectives • Training Exercises • Documents: process and workflows • Readiness Assessment		
Technical User Training: Administrator Training	This course will be an interactive classroom style training designed to make attendees proficient in acting as administrators for the CMS and will include all aspects of how to set up and use the Administrative features of Benchmark. Following the course, County staff will be capable of completing the overall administrative setup and configuration after training, including user management (deactivating users, creating new users, and resetting passwords. Appropriate attendees are SME Leads and SME Users that are the 'Super Users' and capable of transferring experiential system knowledge to any additional end users. It will include the following: • Instructor Presentations • Audience engagement and evaluation • Goals and Objectives • Training Exercises • Documents: process and workflows • Readiness Assessment	Up to 12	5 days
Technical User and Train the Trainer: Forms & Report Training	Remote Training: This course will be an interactive remote training designed to make attendees proficient in all aspects of creating forms and reports within Benchmark. Appropriate attendees are SME Leads and SME Users that are the 'Super Users' and capable of transferring experiential system knowledge to any additional trainers and end users. It will include the following:	Up to 12	5 days

Course	Format	# Trained in each session	# of Training Days
	• Instructor Presentations • Audience engagement and evaluation • Goals and Objectives • Training Exercises • Documents: process and workflows • Readiness Assessment		
Technical User Training: Data Validation Training	Remote Training: This course will be an interactive remote training designed to make attendees proficient in conducting data validation for the CMS and will include a high-level overview of Benchmark and how to retrieve data elements to facilitate the data conversion process. Appropriate attendees are SME Leads and SME Users that are the 'Super Users' and capable of transferring experiential system knowledge to any additional end users. It will include the following: • Instructor Presentations • Audience engagement and evaluation • Goals and Objectives • Training Exercises • Documents: process and workflows • Readiness Assessment	Up to 12	10 Day
Onsite End User Training Support	Contractor staff will be onsite to support trainers in first end user training sessions.	N/A	Up to 20 days

Attachment 8-1: Maintenance and Support Plan - Parking and Traffic Projects

Contents

Summary

The purpose of this document is to explain how the Contractor Client Services Support Team will manage support incidences as they are reported by the County following the Reliability Period. This document will outline the proper way to report an issue, the definition of each priority, and the complete life cycle of an Incident ticket.

Support Hours and Contact Information

Standard Support Hours

Standard Contractor business hours are 8:00am to 7:00pm EST, Monday thru Friday, excluding Contractor Holidays. Non-Critical Support Incidences will be responded to during standard Contractor business hours.

Early Support Hours

Early Contractor support hours are from 6:30am to 8:00am EST, Monday thru Friday, excluding Contractor Holidays. Early Support Hours are provided for Level 1 and Level 2 Incidents only. Level 3 and Level 4 incidents will be handled during Standard Support Hours.

Contractor Holidays

New Year's Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

24/7 Critical Support

Critical Support Incidents will be responded to 24 hours a day, 7 days a week, 365 days a year. See Incident Classifications and Response Times for additional information.

Office Headquarters

3025 Windward Plaza, Suite 200

Alpharetta, Georgia 30005Phone Numbers

Office: (407) 321-7434
Toll Free: (800) 280-5281**24/7 Critical Support:** Following the Reliability Period, a 24/7 Support phone number will be provided to the County for Early Support Hours and Critical Incidents that require support outside of Standard Support Hours.

Sr.Director, Customer Support

Tyler Bowden
Office: 480-588-4279
Email: tbowden@catalisgov.com

Benchmark Client Services Email

Benchmark: benchmark@catalisgov.com

Support Roles

The purpose of this section is to lay out each of the Client Services support roles and define what these individuals handle on the support team.

County – First Point of Contact

When an incident is identified, contact will first be placed to the County's internal technical support resources who serve as the first point of contact with users. The County's internal technical support resources will:

1. Reviews incoming user incidents and rules out environmental and network issues.

2. Resolves incidents related to the County environment or network and/or provides basic troubleshooting for the CCMS.
3. Upon determination that support is needed, communicates with Contractor, per the process outlined herein, providing details on the incident including replication steps and documentation when possible, and provide a requested Incident Classification.
4. Acts as liaison between Contractor and end users.

Contractor Account Managers – Tier 1

1. Reviews tickets for incoming incidents received and resolves incidents whenever possible.
2. Communicates with customers, answering questions and providing documentation or instruction on the applications and follow up review of each issue weekly.
3. Schedules, coordinates, and runs status calls with customers on an as-needed basis.
4. Conveys customer requests, priorities, and requirements to Client Services support team.
5. Coordinates with customers on legislative changes, new mandates, and related requirements.
6. Completes change order requests and submits for management and customer approval.

Contractor Software Support Specialists – Tier 2

1. Works tickets assigned to them and resolves incidents.
2. Identifies and documents defects, features, and tasks to be reviewed by other Contractor departments (Development, Forms and Reports, QA).
3. Escalates to Tier 3 support when appropriate.
4. Follows up with customer to ensure ticket has been addressed and can be closed.

Contractor Application Support Engineer – Tier 3

1. Reviews escalated incidents and defects requiring complex analysis and resolutions.
2. Collaborates with Development, QA, and other Contractor departments to resolve outstanding issues.
3. Works with customers on in-depth analysis and troubleshooting.
4. Defect/Feature/Incident Remediation
5. Regression testing and data validation, when needed.

Contractor Director of Client Services

1. Serves as a point of escalation, if needed.
2. Determines Support Specialists ticket sprints and prioritizes support team objectives.

Reporting an Incident

The purpose of this section is to walk an individual through the proper process of reporting an incident to the Client Services support team as well as the meaning behind the priority levels of each ticket.

Incident Reporting

To report Level 1, the County shall initiate a phone call to Contractor. To report other incidents, send an email to the specified product email benchmark@catalisgov.com or to CourtSupport@Catalisgov.com. This initiates ticket creation and notification to the Account Manager and Software Support team.

Please include the following details when submitting in a Support Ticket:

- The environment the incident occurred along with the version number (i.e., LIVE, TEST, WEB; v2.8.X.X)
- Description of the issue (please include or attach the text of the error message if an error is thrown)
- Expected result.
- Step by step replication (please include screen shots whenever possible)

Incident Classifications and Response times

Below are the Incident classifications and their associated timeframes for Response and frequency of updates. An incident shall have been deemed to receive a Response upon actual acknowledgement from Contractor that the incident has been logged and corrective action has begun. Except in the event of a Level 4 incident, an automated acknowledgement of an incident ticket being entered shall not be considered a Response. Timing for the final resolution of an incident will vary contingent on the severity, complexity, steps necessary to determine the root cause and steps necessary to remedy the incident. Incident classifications will be determined by Contractor in collaboration with the County based on the business impact. Contractor will make its best effort to adhere to the timeframes outlined below and will be subject to the Performance Credits outlined in herein for failure to achieve such timeframes. Actual timelines for Resolution (i.e., successful correction of an Incident) may vary depending on the issue and the fix needed.

- ***Critical (Level 1) – Response within 15 minutes during standard business hours and 30 minutes outside of standard business hours, updates to be provided once per hour (unless an alternate update schedule is mutually agreed to) until resolution or workaround plan has been identified. Response and update times to be provided during and after Contractor business hours (see 24/7 Critical Support)***
    - Critical business unit/service down and a workaround is not available.
    - May require system or administration changes, custom script, form/report adjustment or a software "Hot Fix."
- ***High (Level 2) – Response within 1 hour, updates to be provided once per hour (unless an alternate update schedule is mutually agreed to) until resolution or workaround plan has been identified. Response and update times to be provided during and after Contractor business hours (see 24/7 Critical Support)***
    - Significant interruption of service to a business unit or service and a workaround is not available.
    - May require system or administration changes, custom script, form/report adjustment.
- ***Medium (Level 3) – Response within 4 hours, updates to be provided once every 4 hours (unless an alternate update schedule is mutually agreed to) until resolution or workaround plan has been identified.***
    - Intermittent issue disrupting business practices.
- ***Low (Level 4) – Response time within 8 hours, updates to be provided weekly (unless an alternate update schedule is mutually agreed to), with resolution time determined on a case-by-case basis***
    - "How to" requests
    - Feature requests that are outside of the scope of those forms and reports that have been deployed as part of Go-Live (billable)
    - New integration requests that are outside of the scope of those integrations that have been deployed as part of Go-Live (billable)
    - Form or report request change that are outside of the scope of those forms and reports that have been deployed as part of Go-Live (billable)
    - Minor defects with little to no business impact
    - May not require immediate resolution but customer would like Contractor to be aware of a situation of interest.

- General notifications (e.g., schedule maintenance, pending legislation, etc.)
- General extended customer feedback

The Life Cycle of a Ticket

When the County communicates with the Client Services support team, it can be for any reason they deem fit. The email communications are monitored by multiple individuals in the company, including the Director of Client Services. A ticket is created and emailed to the County.in accordance with the Resolution times outlined above. If the ticket is critical and impacts core business practices as described above, it is recommended that the County call Contractor for immediate assistance.

Reporting an Incident – Tier 1 Support

The County will email or call in to the support team and the Account Manager or a Support Specialist will ascertain the details of the issue and resolve the problem, if possible, during the initial contact. The nature of the incident will determine which support team member will provide the initial response. An incident ticket is created in JIRA for tracking purposes, even if the issue is resolved immediately.

Investigating an Incident – Tier 2 Support

If the incident is not resolved during the initial contact, the ticket will be assigned to a Support Specialist for further investigation. The Support Specialist will test the replication steps provided by the County in multiple environments or review the details of the issue in its current state on the live database, with customer approval, and attempt replication in another environment, typically the County's test database. If necessary, the Support Specialist will reach out to the County for more information, questions on the replication steps or to provide status updates on the progress made.

NOTE: *If the Support Team has reached out for more information and the County has not responded within 30 days, the ticket will be closed. This is done to ensure that the support team is focused on the current issues at hand and there is not an overflow of tickets that we are unable to address.*

The ticket will be documented throughout the process and can be accessed by the County via the JIRA web portal online.

If the Support Specialist is not able to resolve the issue and determines the incident requires additional resources, then a unique Task, Defect or Feature ticket will be created to track the progress and outcome of the problem. Feature tickets encompass all incidents that require new functionality not currently available in the application and do not hinder the current functionality. Defect tickets track all issues that require changes or updates to current application functionality where application does not function as intended. Tasks are used for organizing and tracking the setup of tables, reports, and forms. All Tasks, Defects and Features will be related back to the original incident reported by the County so the Account Manager can easily track the progress of the associated ticket.

Complex incidents and defects can also be escalated internally to the Tier 3 Support Specialist.

Escalating an Incident – Tier 3 Support

The Tier 3 Support Specialist is capable of troubleshooting and resolving the most difficult and complicated issues. This position works closely with the Software Engineering department. Tier 3 Support Specialists can address application defects and de-bugging within the application code base.

Closing an Incident

Once an incident is resolved, the Support Specialist will reach out to the County to obtain sign off on the ticket closure. The Support Specialist will communicate the action needed or taken to resolve the incident. The standard protocol for the Client Services support team is that if the County does not respond to communications regarding the resolution after two weeks, the ticket will be closed.

Performance Credits

In the event that Contractor is unable to meet the target times for Response or frequency of updates for support incidents, the County may assess Performance Credits. Performance Credits will be applied to the next available invoice to be issued by Contractor to the County, or in the event that no invoice is available, payable in the form of a check payable to Miami-Dade County. The parties acknowledge and agree that the amount of the Performance Credit does not account for the full business damages experienced by the County as a result of an unresolved support Incident and shall not be construed to be an assessment of the value of damages.

Level 1 Performance Credit. Contractor' failure to meet Response time and/or status frequency of updates may, in the County's sole discretion, result in a Performance Credit of five hundred dollars ($500.00) per Day for each Day, or portion thereof, the Level 1 deficiency(ies) continue beyond the timeframes prescribed in this Attachment 8-1 of Appendix A-1.

Level 2 Performance Credit. Contractor' failure to meet Response time and/or status frequency of updates may, in the County's sole discretion, result in a Performance Credit of three hundred dollars ($300.00) per Day for each Day, or portion thereof, the Level 2 deficiency(ies) continue beyond the timeframes prescribed in this Attachment 8-1 of Appendix A-1.

If, during any calendar month, three (3) or more Level 1 and/or Level 2 deficiencies occur, the County may, in its sole discretion, assess a Performance Credit in an amount equal to one third (1/3) of the prorated Maintenance and Support Fees outlined in Appendix B-1, "Price and Payment Schedule" for that calendar month.

Maintenance

Contractor shall provide Maintenance to the County throughout the term of the Contract including any optional renewal periods for so long as the County remains current on payment of Maintenance and Support Fees as outlined in Appendix B-1, Price and Payment Schedule. At a minimum, Maintenance shall include updates and upgrades to the CCMS. Such updates and upgrades shall include correction of substantial defects, fixes of minor bugs, fixes due to conflicts with mandatory operating system security patches, enhancements to CCMS functionality, and upgrades to new version releases. Updates and upgrades must maintain compatibility with all Customizations and Interfaces delivered under the Scope of Services. Additionally, updates to the CCMS must be provided to meet any and all legally mandated requirements, such as amendments to local, state, or federal laws, including administrative orders as well as functionality to meet all local, state, or federal mandated reporting requirements, at no additional cost to the County. Maintenance to the CCMS may be provided via remote server access to any County server providing the application services either by Citrix SSL VPN, Encrypted Connection, or dedicated IP address; and access will require prior approval from the County. Maintenance of other non-production County environments outlined in Appendix A shall be included as part of the maintenance provided. All maintenance services as outlined above shall be provided for the CCMS in its entirety, including any Customizations or Interface Development.

Support of Outdated Software.

Support by Contractor of previous versions of Licensed Software will cease at a mutually agreed upon time period following the availability of a new release. Failure of County to install new Licensed Software releases or any other correction or improvement provided by Contractor shall relieve Contractor of responsibility for the improper operation or any malfunction of the Licensed Software as modified by any subsequent correction or improvement. After failure to install in excess of the mutually agreed period, in order for County to return to current Licensed Software release level, County must obtain a Licensed Software audit at a mutually agreed upon rate. Following any such reinstatement to current release level, Contractor will reinstate comprehensive Maintenance and Support Services hereunder. Notwithstanding the foregoing, in the event that the County remains on or reverts to a previous version or release of the Licensed Software at the request or direction of Contractor or in the event of an identified security issue which caused the County to remain on or revert to a previous version or release of the Licensed Software, these provisions will not be applicable.

Warranty

For the period beginning upon Go-Live of the Traffic and Parking Case Management and continuing for one calendar year, Maintenance and Support Services shall be provided at no cost (the "Warranty Period"). The Warranty shall mean those Maintenance and Support Services provided by Contractor during the Warranty Period in order to ensure that the CCMS continues to conform to and function in accordance with the Scope of Services, and which are subject to those remedies outlined in the resultant contract.

Appendix B-1: Price and Payment Schedule - Parking and Traffic Projects

1. PRICING

PRICE BREAKDOWN FOR PARKING VIOLATIONS CASE MANAGEMENT LICENSED SOFTWARE AND SERVICES	
Description	**Price**
Licensed Software	375,000
Implementation Services, inclusive of all Services as outlined in Appendix A-1	$982,000
Customizations	$771,637.50
TOTAL COST FOR LICENSED SOFTWARE AND SERVICES	**$2,128,637.50**

PRICE BREAKDOWN FOR TRAFFIC CASE MANAGEMENT LICENSED SOFTWARE AND SERVICES	
Description	**Price**
Licensed Software	$700,000
Implementation Services, inclusive of all Services as outlined in Appendix A-1	$1,779,500
Customizations	$771,637.50
TOTAL COST FOR LICENSED SOFTWARE AND SERVICES	**$3,251,137.50**

***Note: The Contract estimates a 30-month timeline to achieve Go-Live Cutover. Accordingly, Maintenance and Support fees shall begin in Year 7 of the CCMS Contract, RFP-01622, following the completion of the initial 12 Month Warranty Period. Should the timeline be amended, the payment date for Maintenance and Support fees shall be adjusted accordingly.**

2. PAYMENT SCHEDULE

Parking Violations Case Management Project Payment Schedule			
Milestone Number	**Description**	**Milestone Amount**	**Deliverable Amounts**
1	**Project Initiation and Planning**	**$19,640.00**	
	Hold Project Kickoff Meeting		$19,640.00
2	**Conversion – Prep**	**$49,100.00**	
	Complete Data Mapping Documentation		$49,100.00
3	**Functional Discovery**	**$49,100.00**	
	Complete Functional Discovery Sessions for Parking		$49,100.00
5	**Gap Analysis**	**$49,100.00**	
	Complete Gap Analysis for Parking		$19,640.00
	Finalized list of Customizations Required		$19,640.00
	Initial Project Schedule		$9,820.00

6	**Conversion – Initial Pass**	**$78,560.00**	
	Data Validation Training Complete		$31,424.00
	Deliver and Acceptance of initial conversion pass		$31,424.00
	Acceptance of conversion exceptions report		$15,712.00
8	**Initial Configuration Sprint and Process Functionality Workshops**	**$98,200.00**	
	Acceptance of initial configuration sprint and completion of Process Functionality (Workflow) Workshop sessions for Parking		$98,200.00
9	**Conversion – Subsequent Pass**	**$49,100.00**	
	Deliver and Acceptance of 2nd conversion pass		$24,550.00
	Acceptance of updated conversion exceptions report		$24,550.00
10	**Reports/Forms Discovery & Design**	**$49,100.00**	
	Complete Forms/Reports Discovery Sessions		$24,550.00
	Acceptance of Forms/Reports Specification Documents		$24,550.00
12	**Reports/Forms Delivery & Acceptance**	**$49,100.00**	
	Delivery of Forms/Reports to county		$19,640.00
	Acceptance of Reports/Forms for Testing		$19,640.00
	Final Signoff on Forms/Reports		$9,820.00
11	**Interface Discovery & Design**	**$49,100.00**	
	Complete Interface Discovery Sessions		$19,640.00
	Delivery of Interface Specification Documents		$19,640.00
	Acceptance of Interface Specification Documents		$9,820.00
13	**Subsequent Configuration Sprints and Process Functionality Workshops**	**$98,200.00**	
	Acceptance of 2nd configuration sprint and completion of additional Process Functionality (Workflow) Workshop sessions for Parking		$49,100.00
	Updated Business Process Re-engineering plan		$49,100.00
14	**Interface Delivery & Acceptance**	**$49,100.00**	
	Delivery of Interfaces to county for Testing		$19,640.00
	Completed Interface Testing by County		$19,640.00
	county Acceptance of Interfaces		$9,820.00
16	**Functional Testing**	**$49,100.00**	
	Acceptance of Iterative Functional Testing process outlined in Section 17 of Appendix A-1.		$24,550.00
	Miami-Dade Acceptance of Functional Testing Complete		$24,550.00
20	**Customizations - Discovery & Design**	**$385,818.75**	
	Discovery of Parking Customizations		$154,327.50
	Delivery of Customization Specification Documents		$154,327.50
	Final Review and Approval of Customization Specifications		$77,163.75
21	**Customizations - Delivery & Acceptance**	**$385,818.75**	

	Delivery of Parking Customizations to County for Testing		$154,327.50
	Completed Customization Testing by County		$154,327.50
	County Acceptance of Customizations		$77,163.75
22	**Conversion - Final**	**$49,100.00**	
	Acceptance of Go-Live Ready Conversion Pass, as defined in Data and Image Conversion Plan. (Note: if additional conversion passes are required, Acceptance for this Deliverable will not be granted until such time as all Conversion has been successfully completed)		$49,100.00
23	**User Acceptance Testing**	**$49,100.00**	
	Acceptance of User Acceptance Test Scripts and Test tracking and reporting tool		$24,550.00
	Acceptance of UAT completion as outlined in Section 17 of Appendix A-1.		$24,550.00
24	**Training - Reports/Forms**	**$19,640.00**	
	Acceptance of Reports/Forms Training Plan		$9,820.00
	Reports/Forms Training Complete		$9,820.00
25	**Training - Administrator**	**$19,640.00**	
	Acceptance of Administrator Training Plan		$9,820.00
	Administrator Training Complete		$9,820.00
26	**Training - Train the Trainer**	**$19,640.00**	
	Acceptance of Train-The-Trainer Training Plan		$9,820.00
	Train-the-Trainer Complete		$9,820.00
27	**Training - End User**	**$19,640.00**	
	Acceptance of User Guides		$9,820.00
	Acceptance of Customized Training Scripts		$9,820.00
28	**Performance Testing**	**$19,640.00**	
	Acceptance of successful Performance Testing		$19,640.00
29	**Project Closeout***	**$142,850.00**	
	Acceptance of Go Live Checklist and Cutover Plan		$19,640.00
	Complete Mock Go-Live		$19,640.00
	Benchmark Go Live		$9,820.00
	Go Live / Beginning of Reliability Period – Initial License Payment		$93,750.00
30	**Reliability Period Partial Payment***	**$93,750.00**	
	Six months into Reliability Period – Partial License Payment		$93,750.00
31	**Final License Payment Milestone -Final***	**$187,500.00**	
	Final System Acceptance - Remaining License Payment		$187,500.00
		Total Cost of Parking Implementation and License	**$2,128,673.50**

Traffic Case Management Project Payment Schedule			
Milestone Number	Description	Milestone Amount	Deliverable Amounts
1	**Project Initiation and Planning**	**$35,590.00**	
	Hold Project Kickoff Meeting		$35,590.00
2	**Conversion - Prep**	**$88,975.00**	
	Complete Data Mapping Documentation		$88,975.00
3	**Functional Discovery**	**$88,975.00**	
	Complete Functional Discovery Sessions for Traffic		$88,975.00
5	**Gap Analysis**	**$88,975.00**	
	Complete Gap Analysis for Traffic		$35,590.00
	Finalized list of Customizations Required		$35,590.00
	Initial Project Schedule		$17,795.00
6	**Conversion - Initial Pass**	**$142,360.00**	
	Data Validation Training Complete		$56,944.00
	Deliver and Acceptance of initial conversion pass		$56,944.00
	Acceptance of conversion exceptions report		$28,472.00
8	**Initial Configuration Sprint and Process Functionality Workshops**	**$177,950.00**	
	Acceptance of initial configuration sprint and completion of Process Functionality (Workflow) Workshop sessions for Traffic		$177,950.00
9	**Conversion - Subsequent Pass**	**$88,975.00**	
	Deliver and Acceptance of 2nd conversion pass		$44,487.50
	Acceptance of updated conversion exceptions report		$44,487.50
10	**Reports/Forms Discovery & Design**	**$88,975.00**	
	Complete Forms/Reports Discovery Sessions		$44,487.50
	Acceptance of Forms/Reports Specification Documents		$44,487.50
12	**Reports/Forms Delivery & Acceptance**	**$88,975.00**	
	Delivery of Forms/Reports to County		$35,590.00
	Acceptance of Reports/Forms for Testing		$35,590.00
	Final Signoff on Forms/Reports		$17,795.00
11	**Interface Discovery & Design**	**$88,975.00**	
	Complete Interface Discovery Sessions		$35,590.00
	Delivery of Interface Specification Documents		$35,590.00
	Acceptance of Interface Specification Documents		$17,795.00
13	**Subsequent Configuration Sprints and Process Functionality Workshops**	**$177,950.00**	
	Acceptance of 2nd configuration sprint and completion of additional Process Functionality (Workflow) Workshop sessions for Traffic.		$88,975.00

	Updated Business Process Re-engineering plan		$88,975.00
14	**<u>Interface Delivery & Acceptance</u>**	**$88,975.00**	
	Delivery of Interfaces to County for Testing		$35,590.00
	Completed Interface Testing by County		$35,590.00
	County Acceptance of Interfaces		$17,795.00
16	**<u>Functional Testing</u>**	**$88,975.00**	
	Acceptance of Iterative Functional Testing process outlined in Section 17 of Appendix A-1.		$44,487.50
	Miami-Dade Acceptance of Functional Testing Complete		$44,487.50
20	**<u>Customizations - Discovery & Design</u>**	**$385,818.75**	
	Discovery on Customizations		$154,327.50
	Delivery of Customization Specification Documents		$154,327.50
	Final Review and Approval of Customization Specifications		$77,163.75
21	**<u>Customizations - Delivery & Acceptance</u>**	**$385,818.75**	
	Delivery of Customizations to County for Testing		$154,327.50
	Completed Customization Testing by County		$154,327.50
	County Acceptance of Customizations		$77,163.75
22	**<u>Conversion - Final</u>**	**$88,975.00**	
	Acceptance of Go-Live Ready Conversion Pass, as defined in Data and Image Conversion Plan. (Note: if additional conversion passes are required, Acceptance for this Deliverable will not be granted until such time as all Conversion has been successfully completed)		$88,975.00
23	**<u>User Acceptance Testing</u>**	**$88,975.00**	
	Acceptance of User Acceptance Test Scripts and Test tracking and reporting tool		$44,487.50
	Acceptance of UAT completion as outlined in Section 17 of Appendix A-1.		$44,487.50
24	**<u>Training - Reports/Forms</u>**	**$35,590.00**	
	Acceptance of Reports/Forms Training Plan		$17,795.00
	Reports/Forms Training Complete		$17,795.00
25	**<u>Training - Administrator</u>**	**$35,590.00**	
	Acceptance of Administrator Training Plan		$17,795.00
	Administrator Training Complete		$17,795.00
26	**<u>Training - Train the Trainer</u>**	**$35,590.00**	
	Acceptance of Train-The-Trainer Training Plan		$17,795.00
	Train-the-Trainer Complete		$17,795.00
27	**<u>Training - End User</u>**	**$35,590.00**	
	Acceptance of User Guides		$17,795.00
	Acceptance of Customized Training Scripts		$17,795.00
28	**<u>Performance Testing</u>**	**$35,590.00**	

	Acceptance of successful Performance Testing		$35,590.00
29	**Project Closeout***	**$263,975.00**	
	Acceptance of Go Live Checklist and Cutover Plan		$35,590.00
	Complete Mock Go-Live		$35,590.00
	Benchmark Go Live		$17,795.00
	Go Live / Beginning of Reliability Period – Initial License Payment		$175,000.00
30	**Reliability Period Partial Payment***	**$175,000.00**	
	Six months into Reliability Period – Partial License Payment		$175,000.00
31	**Final License Payment Milestone -Final***	**$350,000.00**	
	Final System Acceptance - Remaining License Payment		$350,000.00
		Total Cost of Traffic Implementation and License	**$3,251,137.50**

3. **Option to Renew Pricing**

PARKING VIOLATIONS CASE MANAGEMENT MAINTENANCE AND SUPPORT SERVICES

PRICE BREAKDOWN FOR PARKING VIOLATIONS CASE MANAGEMENT MAINTENANCE AND SUPPORT SERVICES	ANNUAL FEE
OTR 1 - MAINTENANCE AND SUPPORT SERVICES (Years 6-10)	
Parking Maintenance and Support Fees *Contract Year 6*	Warranty Period – No Cost
Maintenance and Support of Parking Customizations Contract Year 6	Warranty Period – No Cost
Parking Maintenance and Support Fees *Contract Year 7*	$162,900
Maintenance and Support of Parking Customizations Contract Year 7	$92,596.50
Parking Maintenance and Support Fees *Contract Year 8*	$162,900
Maintenance and Support of Parking Customizations Contract Year 8	$92,596.50
Parking Maintenance and Support Fees *Contract Year 9*	$162,900
Maintenance and Support of Parking Customizations Contract Year 9	$92,596.50
Parking Maintenance and Support Fees *Contract Year 10*	$162,900
Maintenance and Support of Parking Customizations Contract Year 10	$92,596.50
TOTAL FOR MAINTENANCE AND SUPPORT FEES OTR 1	**$1,021,986.00**
OTR 2 - MAINTENANCE AND SUPPORT SERVICES (Years 11-15)	

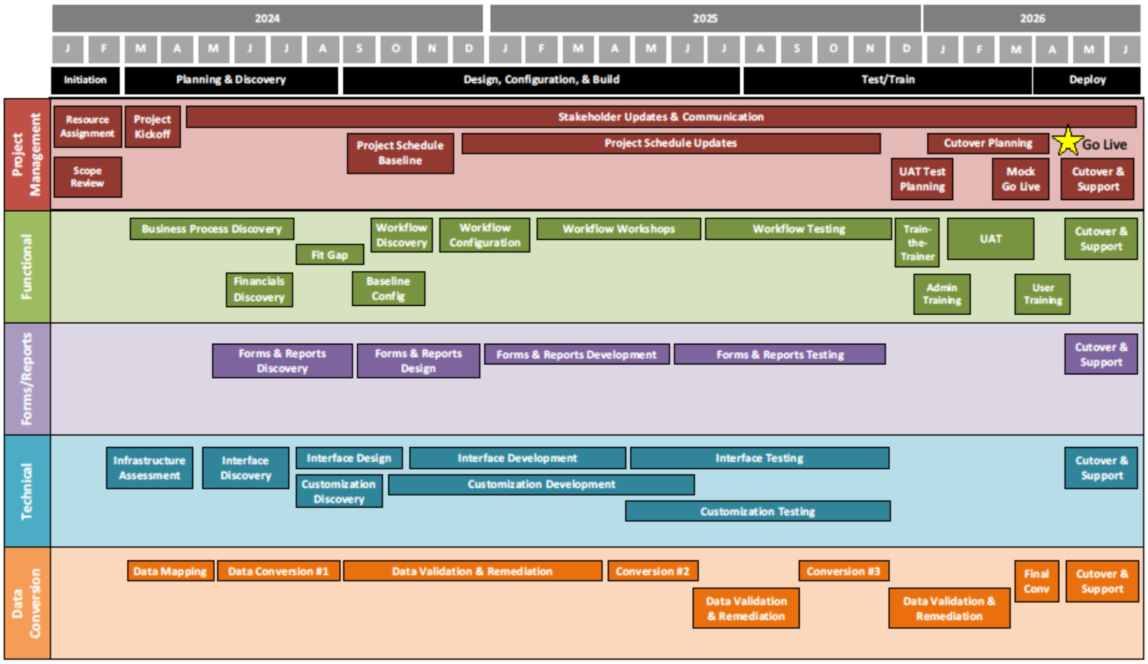
PRICE BREAKDOWN FOR PARKING VIOLATIONS CASE MANAGEMENT MAINTENANCE AND SUPPORT SERVICES	ANNUAL FEE
Parking Maintenance and Support Fees Contract Year 11	$167,787.00
Maintenance and Support of Parking Customizations Contract Year 11	$95,374.40
Parking Maintenance and Support Fees Contract Year 12	$167,787.00
Maintenance and Support of Parking Customizations Contract Year 12	$95,374.40
Parking Maintenance and Support Fees Contract Year 13	$167,787.00
Maintenance and Support of Parking Customizations Contract Year 13	$95,374.40
Parking Maintenance and Support Fees Contract Year 14	$172,820.62
Maintenance and Support of Parking Customizations Contract Year 14	$98,235.62
Parking Maintenance and Support Fees Contract Year 15	$172,820.62
Maintenance and Support of Parking Customizations Contract Year 15	$98,235.62
TOTAL FOR MAINTENANCE AND SUPPORT FEES OTR 2	**$1,331,596.68**

TRAFFIC CASE MANAGEMENT MAINTENANCE AND SUPPORT SERVICES

PRICE BREAKDOWN FOR TRAFFIC CASE MANAGEMENT MAINTENANCE AND SUPPORT SERVICES	ANNUAL FEE
OTR 1 - MAINTENANCE AND SUPPORT SERVICES (Years 6-10)	
Traffic Maintenance and Support Fees *Contract Year 6*	Warranty Period – No Cost
Maintenance and Support of Traffic Customizations Contract Year 6	Warranty Period – No Cost
Traffic Maintenance and Support Fees *Contract Year 7*	$ 297,540.00
Maintenance and Support of Traffic Customizations Contract Year 7	$92,596.50.00
Traffic Maintenance and Support Fees *Contract Year 8*	$297,540.00
Maintenance and Support of Traffic Customizations Contract Year 8	$92,596.50
Traffic Maintenance and Support Fees *Contract Year 9*	$297,540.00
Maintenance and Support of Traffic Customizations Contract Year 9	$92,596.50
Traffic Maintenance and Support Fees *Contract Year 10*	$297,540.00
Maintenance and Support of Traffic Customizations Contract Year 10	$92,596.50

PRICE BREAKDOWN FOR TRAFFIC CASE MANAGEMENT MAINTENANCE AND SUPPORT SERVICES	ANNUAL FEE
TOTAL FOR MAINTENANCE AND SUPPORT FEES OTR 1	**$1,467,949.50**
OTR 2 - MAINTENANCE AND SUPPORT SERVICES (Years 11-15)	
Traffic Maintenance and Support Fees Contract Year 11	$306,466.20
Maintenance and Support of Traffic Customizations Contract Year 11	$95,374.40
Traffic Maintenance and Support Fees Contract Year 12	$306,466.20
Maintenance and Support of Traffic Customizations Contract Year 12	$95,374.40
Traffic Maintenance and Support Fees Contract Year 13	$306,466.20
Maintenance and Support of Traffic Customizations Contract Year 13	$95,374.40
Traffic Maintenance and Support Fees Contract Year 14	$315,660.19
Maintenance and Support of Traffic Customizations Contract Year 14	$98,235.62
Traffic Maintenance and Support Fees Contract Year 15	$315,660.19
Maintenance and Support of Traffic Customizations Contract Year 15	$98,235.62
TOTAL FOR MAINTENANCE AND SUPPORT FEES OTR 2	**$2,033,313.42**

Appendix C-1: Initial Project Plan - Parking and Traffic Projects


2024
2025
2026
J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J
Initiation
Planning & Discovery
Design, Configuration, & Build
Test/Train
Deploy
Project Management
Resource Assignment
Project Kickoff
Stakeholder Updates & Communication
Project Schedule Baseline
Project Schedule Updates
Cutover Planning
Go Live
Scope Review
UAT Test Planning
Mock Go Live
Cutover & Support
Functional
Business Process Discovery
Workflow Discovery
Workflow Configuration
Workflow Workshops
Workflow Testing
Train-the-Trainer
UAT
Cutover & Support
Fit Gap
Financials Discovery
Baseline Config
Admin Training
User Training
Forms/Reports
Forms & Reports Discovery
Forms & Reports Design
Forms & Reports Development
Forms & Reports Testing
Cutover & Support
Technical
Infrastructure Assessment
Interface Discovery
Interface Design
Interface Development
Interface Testing
Cutover & Support
Customization Discovery
Customization Development
Customization Testing
Data Conversion
Data Mapping
Data Conversion #1
Data Validation & Remediation
Conversion #2
Conversion #3
Final Conv
Cutover & Support
Data Validation & Remediation
Data Validation & Remediation

All other terms, covenants and conditions of the original Contract shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have executed this Supplemental Agreement No. 1 to County Contract No. RFP-01622, Court Case Management System.

Contractor	Miami-Dade County
By: ______________	By: ______________ for
Name: Darin Rasmussen	Name: Daniella Levine Cava
Title: Executive Vice President	Title: Mayor
Date: 04/04/2024	Date: ______________
Attest: ______________ Corporate Secretary/Notary	Attest: ______________ Juan Fernandez-Barquin Clerk of the Court and Comptroller
Corporate Seal/Notary	Approved as to form and legal sufficiency
	______________ Assistant County Attorney

Brian John Laplume Jr.

BRIAN JOHN LAPLUME JR.
Notary Public - State of Florida
Commission # HH 282863
Expires on June 29, 2026

NOTARY PUBLIC • STATE OF FLORIDA

Florida
Escambia

Notarized remotely online using communication technology via Proof.

DRIVER LICENSE

Notarized remotely online using communication technology via Proof.