



ADMINISTRATIVE OFFICE OF THE COURTS
MARYLAND JUDICIAL CENTER
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Addendum No. 4
Request for Proposal (RFP) K14-0005-29
IT Support Services II

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This Addendum is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been **bolded and underlined** and language deleted has been marked with a ~~strikeout~~ (ex. ~~language deleted~~).

1. Add the following Resource as Section 2.6 and renumber remaining Sections accordingly.

2.6 Report Developer (One Resource)

The Maryland Judiciary is implementing a comprehensive case management system to replace a number of extant systems currently in use. The new technology solution being implemented is .Net based. Judicial Information Systems (JIS) is soliciting sealed competitive proposals to procure two or more senior level technical resources to assist existing staff with the creation of extract files, reports, queries, and associated methodologies / standards as required by the business users. The effort will be performed under the guidance of the JIS Project Management Office.

The Judiciary has chosen the Odyssey suite for courts, from Tyler Technologies, as its case management solution. Odyssey has a robust Enterprise Custom Reporting framework and tool that provides capabilities to generate forms, letters and a variety of files and reports using advanced tools as well as to search data fast using many different criteria. To date, the Maryland Judiciary has identified potentially hundreds of reports to be developed as well as potential support for online query activity. Additionally, the chosen contractor(s) may be responsible for developing and administering processes and procedures associated with the receipt of reporting requests, review and approvals, and request fulfillment.

All work shall be performed at The Maryland Judiciary's Judicial Information System's ("JIS") located at 2661 Riva Road, Annapolis, MD 21401 with occasional travel to judiciary locations in the Annapolis area.

Project Duties

- **Rapidly become familiar and proficient with Tyler's ECR tool through orientation and instruction from Tyler team;**
- **Work in conjunction with existing Judiciary and Tyler team members to create reports and queries as assigned;**
- **Develop or assist in the development of processes and procedures associated with the receipt, review, approval, and fulfillment of report / query requests;**
- **Perform complex analyses of data interdependencies and relationships;**
- **Work effectively as a member of a large team and assist other team members as needed;**
- **Work effectively with business users and external interface entities to define, document, and fulfill data and reporting needs;**

Required Skills And Experience

- Minimum of 3 years' experience in MS SQL Server query writing and performance tuning
- Strong demonstrated experience with creating reports in MS SQL Server Report Builder 2008
- Strong, demonstrated Database analytical skills
- Testing and verification experience
- Experience developing and implementing processes and procedures
- Strong interpersonal skills
- Ability to work effectively with business users and technical staff
- Excellent problem solving and collaboration skills
- Excellent communication and documentation skills
- Mentoring skills highly desired
- XML knowledge a plus
- Court domain knowledge a plus

Reporting Requirements

Contractors will report activity on a bi-weekly basis to communicate progress made on the programs/projects on which they are working to the Enterprise Project Manager or as requested.

Date Issued: May 29, 2013
Colleen Cantler, Procurement Officer

TTY Users: 1-800-735-2258

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