

# COUNTY COUNCIL OF BEAUFORT COUNTY

ADMINISTRATION BUILDING  
100 RIBAUT ROAD  
POST OFFICE DRAWER 1228  
BEAUFORT, SOUTH CAROLINA 29901-1228  
TELEPHONE: (843) 255-1000  
FAX: (843) 255-9401  
www.bcgov.net

D. PAUL SOMMERVILLE  
CHAIRMAN

STEWART H. RODMAN  
VICE CHAIRMAN

## COUNCIL MEMBERS

CYNTHIA M. BENSCH  
RICK CAPORALE  
GERALD DAWSON  
BRIAN E. FLEWELLING  
STEVEN G. FOBES  
WILLIAM L. MCBRIDE  
GERALD W. STEWART  
ROBERTS "TABOR" VAUX, JR  
LAURA L. VON HARTEN

GARY KUBIC  
COUNTY ADMINISTRATOR

BRYAN J. HILL  
DEPUTY COUNTY ADMINISTRATOR

JOSHUA A. GRUBER  
COUNTY ATTORNEY

SUZANNE M. RAINEY  
CLERK TO COUNCIL

## AGENDA

### FINANCE COMMITTEE

Monday, December 2, 2013

2:00 p.m.

Executive Conference Room  
Administration Building, Government Center

#### Committee Members:

Stu Rodman, Chairman  
Rick Caporale, Vice Chairman  
Brian Flewelling  
Steve Fobes  
William McBride  
Jerry Stewart

#### Staff Support

Alicia Holland, Chief Financial Officer

1. CALL TO ORDER – 2:00 P.M.
2. DISCUSSION / TOURISM AND ACCOMMODATIONS TAX - 2:00 P.M.
3. CONSIDERATION OF CONTRACT AWARDS – 3:15 P.M.
  - A. \$272,799 Courthouse and Hilton Head Island Branch Library Audio Visual Renovation ([backup](#))
  - B. \$449,180 Time and Attendance Software and Equipment Services for Beaufort County ([backup](#))
  - C. \$ 60,000 SC Judicial Department Court Case Management System Support Contract Renewal ([backup](#))
4. DISCUSSION / FUND BALANCE ORDINANCE / RESERVE POLICY ORDINANCE
5. DISCUSSION / TEXT AMENDMENTS TO PROCUREMENT ORDINANCE (DOLLAR LIMITATIONS PROVIDED THAT FUNDS HAVE BEEN PREAPPROVED BY COUNTY COUNCIL AS PART OF THE BUDGET)
6. DISCUSSION / HANGAR LEASE RATE AT HILTON HEAD ISLAND AIRPORTS/HXD
7. ADJOURNMENT

2014 Budget Cycle

2014 Millage Policy





COUNTY COUNCIL OF BEAUFORT COUNTY  
**PURCHASING DEPARTMENT**  
102 Industrial Village Road, Bldg 3 Post Office Drawer 1228  
Beaufort, South Carolina 29901-1228

TO: Councilman Stewart H. Rodman, Chairman, Finance Committee

FROM: Dave Thomas, CPPO, Purchasing Director

SUBJ: **RFP# 093013 Beaufort County Court House and the Hilton Head Island Library Audio Visual Renovation Project**

DATE: December 2, 2013

**BACKGROUND:** Beaufort County issued an Invitation for Bid (IFB) from firms capable of providing audio visual renovation services and equipment for Beaufort County in September 2013. The requested renovation services consist of two project locations, the Beaufort County Court House and the Hilton Head Island Library. In the Court House the work consists of installing upgraded audio visual equipment in the five court rooms and lobby areas. In the Hilton Head Island Library the work consists of installing upgraded audio visual equipment in the large meeting room, small meeting room, and children's room. The bid proposals included a requirement to provide a warranty for both locations covering installation and equipment for five years.

<b><u>BIDDERS:</u></b>	<b><u>Equipment/Installation Cost</u></b>	<b><u>Warranty</u></b>	<b><u>Total Cost</u></b>
1. AVI-SPL, Greensboro, NC	\$227,698	\$45,101	\$272,799
2. Stage Front, Savannah, GA	\$318,981	\$31,600	\$350,581

**PRIOR YEAR COST:** NA

**FUNDING:** 10001030-54200, General Fund, Clerk of Court, Specialized Capital Equipment  
26000011-54200, Hilton Head Library Impact Fees, Specialized Capital Equipment  
10001620-54200, General Fund, Library Administration, Specialized Capital Equipment

**FOR ACTION:** Finance Committee meeting occurring December 2, 2013.

**RECOMMENDATION:** The Purchasing Department recommends that Finance Committee approves and recommends to County Council the contract award to the aforementioned vendor for a total amount of \$272,799.

CC: Gary Kubic, County Administrator  
Bryan Hill, Deputy Administrator  
Alicia Holland, Chief Financial Officer  
Jerri Roseneau, Clerk of Court  
Scott Grooms, Broadcast Services Director  
Morris Campbell, Community Services Director  
Wlodek Zaryczny, Library Director

**PRELIMINARY BID TABULATION**  
PURCHASING DEPARTMENT



Project Name:	Courthouse and HHI Library Audio Visual Renovation
Project Number:	IFB # 093013
Project Budget:	
Bid Opening Date:	16-Oct-13
Time:	3:00 p.m.
Location:	BIV #3 Conference Room, 102 Industrial Village Road, Beaufort, SC 29906
Bid Administrator:	Dave Thomas, CPPO
Bid Recorder:	Richard Dimont

The following bids were received for the above referenced project:

BIDDER	BID FORM	BID BOND	ALL ADDENDA	Total Price for Court House Option 1	Total Price Court House	Number of work days to complete the job	Total Cost HHI Library	Number of work days to complete the job	Grand Total both locations without Option 1	Grand Total for both locations with option 1
Clark Powell Did not Bid										
AVI-SPL	Yes	Yes	Yes	\$4,917.46	\$87,474.89	20	\$135,305.94	25	\$222,780.83	\$227,698.29
StageFront	Yes	Yes	Yes	\$7,598.00	\$ 134,413.00	21	\$176,970.00	30	\$311,383.00	\$318,981.00
Advanced Fiber Optic Tech, LLC Did not Bid										

Beaufort County posts PRELIMINARY bid tabulation information within 2 business days of the advertised bid opening. Information on the PRELIMINARY bid tabulation is posted as it was read during the bid opening. Beaufort County makes no guarantees as to the accuracy of any information on the PRELIMINARY tabulation. The bid results indicated here do not necessarily represent the final compliance review by Beaufort County and are subject to change. After the review, the final award will be made by Beaufort County Council and a certified bid tab will be posted online.

Dave Thomas, CPPO  
Bid Administrator Signature

  
Bid Recorder Signature



COUNTY COUNCIL OF BEAUFORT COUNTY  
**PURCHASING DEPARTMENT**  
102 Industrial Village Road, Bldg 3 Post Office Drawer 1228  
Beaufort, South Carolina 29901-1228

TO: Councilman Stewart H. Rodman, Chairman, Finance Committee  
FROM: Dave Thomas, CPPO, Purchasing Director *det*  
SUBJ: **RFP# 1310001160130627 Time and Attendance Software and Equipment Services for Beaufort County**  
DATE: December 2, 2013

**BACKGROUND:** Beaufort County issued a Request for Proposals (RFP) from firms capable of providing time and attendance software and equipment for Beaufort County in May 2013. The intent of the RFP was to select the most qualified responsive/responsible contractor whose time and attendance software, equipment, services, and cost provided the best automated timekeeping solution to the County. The scope of services will require the contractor to provide a turn-key solution that provides new time and attendance software, hardware, training, maintenance, and support. The new automated timekeeping solution will provide a uniform, county-wide system and replace the various manual, burdensome timekeeping methods used previously by county departments. The RFP requested pricing for the first year to include purchased time clocks, vendor hosted software, implementation, training, maintenance, and support, and years 2-5 pricing to include vendor hosting and maintenance.

**VENDOR INFORMATION:**

Andrews Technology  
1213 Culbreth Drive  
Wilmington, NC 28405

**Cost**

\$241,056	Yr. 1
<u>\$ 52,031</u>	Yrs. 2 – 5 (each)
\$449,180	Total 5 Year Cost

**VENDOR RANK ORDER:**

1. Andrews Technology
2. Infinisource
3. ADP
4. Kronos
5. American Time Data
6. Intellitime
7. Davisco

**PRIOR YEAR COST:** NA

**FUNDING:** 40040011-54114, 2005 GO Bonds, Munis Upgrades (Year 1 Equipment Cost)  
10001160-54110, General Fund, Employee Services, Data Processing Equipment

**FOR ACTION:** Finance Committee meeting occurring December 2, 2013.

**RECOMMENDATION:** The Purchasing Department recommends that Finance Committee approves and recommends to County Council the contract award to the aforementioned vendor for a total 5 year cost of \$449,180.

CC: Gary Kubic, County Administrator *GK*  
Bryan Hill, Deputy Administrator *BHill*  
Alicia Holland, Chief Financial Officer *AH*  
Dan Morgan, MIS Director *D/M*  
Suzanne Gregory, Employee Services Director *SG/OT*

#### **HIGHLIGHTS OF ANDREWS TECHNOLOGY PROPOSAL:**

- ❖ Inlusiveness of offered package
- ❖ Style of biometric time clock offered
- ❖ Price
- ❖ 1 Year Unconditional Money-Back Guarantee
- ❖ Unlimited Training
- ❖ 24/7 Support

#### **BENEFITS OF AN AUTOMATED TIMEKEEPING SYSTEM:**

- ❖ Greater efficiency within individual departments (eliminating time-consuming redundant recordkeeping and manual time calculations).
- ❖ Reduction of errors within individual departments (due to information transfer from individual timesheets to departmental timesheets, etc.).
- ❖ Reduction or elimination of fraudulent time records.
- ❖ Reduction of errors due to necessity of early submittal. Some larger departments start collecting timesheets from outlying areas as early as Wednesday to submit to Employee Services by Friday at noon. Time for Thursday and Friday is therefore estimated, with necessary corrections made manually on the next pay run.
- ❖ Decreased overtime costs through real-time reports and scheduling assistance.
- ❖ Reduced paper usage and storage costs through elimination of paper departmental timesheets.

Industry studies indicate a savings of 1% - 5% of gross payroll through automation of the payroll process. At 1% this would be a savings of almost \$500,000 per year.

**RECOMMENDED VENDOR**

**Andrews Technology**

Year 1	\$241,056	Includes:	Timeclock purchase 60 @ \$1,495 ea. = \$89,700 Software = \$57,375 Misc. Hardware = \$29,400 1 time hrdwr disc-\$5,955  Implementation = \$44,980 Vendor Hosting = \$25,556
Year 2	\$25,556 <u>\$26,475</u> \$52,031		Vendor Hosting Fee Hardware/Software Maint. Fee
Year 3	\$25,556 <u>\$26,475</u> \$52,031		Vendor Hosting Fee Hardware/Software Maint. Fee
Year 4	\$25,556 <u>\$26,475</u> \$52,031		Vendor Hosting Fee Hardware/Software Maint. Fee
Year 5	\$25,556 <u>\$26,475</u> \$52,031		Vendor Hosting Fee Hardware/Software Maint. Fee

**Andrews Technology has offered a 12 month unconditional money-back guarantee from the date of contract execution.**



Andrews Technology HMS, Inc.

1213 Culbreth Drive

Wilmington, NC 28405

[sales@andrewstechnology.net](mailto:sales@andrewstechnology.net)

(800) 319-8096 Fax: (516) 674-8119



**PURCHASE ORDER FORM (Vendor Hosted)**

<b>Invoice To:</b> Beaufort County		<b>Hosted By:</b> Vendor	
<b>Ship To:</b> TBD		<b>Terms:</b> To Be Discussed	
<b>Account Executive:</b> Jamie Blundell			

Qty	Description	Item	Total
<b>Novatime Web-Based Time &amp; Attendance System</b>			
60	NT450 Biometric Finger Terminal	\$1,495	\$89,700
60	Ethernet Module	\$195	\$11,700
60	Power Over Ethernet Module	\$295	\$17,700
	One Time Hardware Discount	5%	-\$5,955
1500	Employee Web Services (PC Entry)	\$8	\$12,000
1500	Novatime Web-Based Time & Attendance Software	\$24	\$36,000
125	Supervisor Module: Approval/Reporting/Review/Modification	\$75	\$9,375
1	<b>MUNIS Bidirectional Interface (Guaranteed Interface)</b>	Existing	Existing
1	Electronic In-Out Board	N/C	N/C
1	Labor Tracking (Activity Based Reporting - 8 Levels)	N/C	N/C
1	Advanced Supply & Demand Scheduling Module	N/C	N/C
1	Accrual Module (Includes Sick, Vacation, Personal, etc.)	N/C	N/C
1	Employee Profile/Evaluation/Probation/Attendance Review Modules	N/C	N/C
	Implementation		\$44,980
	Annual Software Maintenance	\$11,475/yr	1st yr free
	Annual Hardware Maintenance	\$15,000/yr	1st yr free
1374	12 Months Vendor Hosting Fee	\$1.55/ee/mo	25,556
	<b>System Total</b>		<b>\$241,056</b>
<b>One Time Implementation Fees</b>			
	Initial Planning Session	Included	
	Rules Questionnaire Assistance	\$4,995	
	Install Novatime Web-Based Software	\$995	
	Install Payroll Rules and Employee File	\$995	
	<b>Unlimited Administrative/Supervisor Training</b>	\$4,995	
	Cabling (up to 100 ft run for each clock)	\$18,000	
	Install & Program Hardware	\$15,000	
	System Test/Go Live	Included	
	<b>Total One Time Fees</b>		<b>\$44,980</b>
<b>Note:</b> All travel and expenses associated with installation and training will be at the cost of Andrews Technology. Absolutely no travel or expenses will be billed to Beaufort County.			

Customer Authorization \_\_\_\_\_ Title \_\_\_\_\_

Andrews Technology HMS, Inc. \_\_\_\_\_ Title \_\_\_\_\_

\_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_ Date \_\_\_\_\_



Andrews Technology HMS, Inc.

1213 Culbreth Drive

Wilmington, NC 28405

[sales@andrewstechnology.net](mailto:sales@andrewstechnology.net)

(800) 319-8096 Fax: (516) 674-8119



**5 YEAR TOTAL COST (Vendor Hosted Purchase)**

Invoice To: Beaufort County		Hosted By: VENDOR	
Ship To: TBD		Terms: To Be Discussed	
Account Executive:	Jamie Blundell		
Qty	Description	Item	Total
	Novatime Web-Based Time & Attendance System		
	Year 1 Cost (Includes 12 months Vendor Hosting & 1st year maintenance)	\$241,056	\$241,056
	<b>Additional 4 Year Maintenance &amp; Vendor Hosting Cost</b>		
	Year 2 Cost (Annual Software & Hardware Maintenance)	\$26,475	\$26,475
	Year 2 Vendor Hosting Fee (12 months)	\$25,556	\$25,556
	Year 3 Cost (Annual Software & Hardware Maintenance)	\$26,475	\$26,475
	Year 3 Vendor Hosting Fee (12 months)	\$25,556	\$25,556
	Year 4 Cost (Annual Software & Hardware Maintenance)	\$26,475	\$26,475
	Year 4 Vendor Hosting Fee (12 months)	\$25,556	\$25,556
	Year 5 Cost (Annual Software & Hardware Maintenance)	\$26,475	\$26,475
	Year 5 Vendor Hosting Fee (12 months)	\$25,556	\$25,556
	<b>5 Year Total Cost</b>		<b>\$449,180</b>

Customer Authorization	Title
Andrews Technology HMS, Inc.	Title

Date
Date





#### Product Overview

Utilizing the latest technology, the NT450 provides a reliable and easy-to-use platform for all types of workforce and workplace environments. The vibrant TFT color display and large keypad deliver a simple interface to facilitate many Time and Attendance features, as well as many self-service options for your workforce. Proximity, HID, and biometric options ensure an input method that will best suit your environment, and included within the NT450 clock are access control relays that can be used with existing 3rd party controls (i.e. bells, door locks, etc.).

The standard NT450PX model features a proximity card reader, while the optional NT450H model includes an alternative HID badge reader. Additionally, the NT450FP biometric option features an innovative Lumidigm's fingerprint reader that will verify each employee in order to reduce time theft and 'buddy' punching. This device offers unparalleled performance through the use of the fastest commercial-based fingerprint matching algorithm. The patented, high-performance, high-image quality optical fingerprint sensor ensures reliability, precision, and excellent matching speed, while also being resistant to scratches, impact, vibration, and electrostatic shock.

#### Push Technology – Built for the Cloud

Designed for today's cloud computing environment, NT450 uses the innovative Push Technology and automatically "pushes" employee punch data from your time clocks to the server in real-time or periodically.

#### Easy-to-use Time and Attendance features, allowing you to:

- Punch In and Out using your fingers, proximity badges, HID badges, or key-in using badge numbers
- Transfer multi-level groups to support labor tracking needs
- Input sick leave hours, vacation hours, personal leave time, etc.
- Support input of tips, bonus dollars, etc.
- Support employee schedule lockouts
- Support employee meal lockouts

#### An extension of your HR department that will support afterhours inquiries, allowing you to have:

- 24/7 operations without 24/7 Human Resource personnel
- Real-time access to your employees' accrual information (Vacation Hours, Sick Leave, Personal Leave Time, etc.)

#### Amazing kiosk features and functions including:

- Real-time access to employee timesheets
- Real-time access to employee work schedules
- Real-time access to employee performance tracking data (point system)
- Private messages distribution to employees
- Greater employee satisfaction—with information at their fingertips!



**Gregory, Suzanne**

---

**From:** Jamie Blundell [jamie@andrewstechnology.net]  
**Sent:** Friday, August 16, 2013 3:05 PM  
**To:** Thomas, Dave  
**Cc:** Gregory, Suzanne; Foot, Phillip; Morgan, Daniel  
**Subject:** RE: Andrews Technology Best and Final

Dave,

I forgot to mention the most important item.. With our Best and Final we are pleased to offer Beaufort County with a 12 month unconditional money back guarantee from the date of contract execution. Meaning if for any reason the County is not fully satisfied with the Novatime system any time in the first 12 months from the date the contract is executed, the County has the right to request a full refund.

I apologize that I left off such an important item in the prior email.

If you have any additional questions please feel free to contact me directly. I look forward to the County's final decision.

1



COUNTY COUNCIL OF BEAUFORT COUNTY  
PURCHASING DEPARTMENT  
102 Industrial Village Road, Bldg 3—Post Office Drawer 1228  
Beaufort, South Carolina 29901-1228

TO: Councilman Stewart H. Rodman, Chairman, Finance Committee  
FROM: Dave Thomas, CPPO, Purchasing Director *DT*  
SUBJ: Statewide Court Case Management System (CMS) Software Support and Hosting Services  
DATE: December 2, 2013

**BACKGROUND:** The Purchasing Department received a request from Beaufort County's Clerk of Court and Magistrate Court to renew the annual contract for the CMS software used by these courts. CMS is an application that is developed, maintained, trained and supported by the South Carolina Judicial Department (SCJD) to serve the operational needs of the Summary and Circuit Courts of South Carolina. The current term of this contract began July 1, 2013 and ends June 30, 2014 for a total cost of \$60,000.

**VENDOR INFORMATION:**

South Carolina Judicial Department

**COST**

\$60,000

**FUNDING:** 10001030-51110, Clerk of Court, Maintenance Contracts  
10001081-51110, Magistrate – Beaufort, Maintenance Contracts  
10001082-51110, Magistrate – Bluffton, Maintenance Contracts  
10001085-51110, Magistrate – Bond Court, Maintenance Contracts

**FY 2013 COST:** \$30,000

**FOR ACTION:** Finance Committee meeting occurring December 2, 2013

**RECOMMENDATION:** The Purchasing Department recommends that the Finance Committee approve and recommend to County Council the renewal of the CMS contract with the above referenced vendor for a total cost of \$60,000.

CC: Gary Kubic, County Administrator *GK*  
Bryan Hill, Deputy Administrator *BH*  
Alicia Holland, Chief Financial Officer *AH*  
Jerri Roseaneau, Clerk of Court *JR*  
Lawrence P. McElynn, Chief Magistrate *LM*  
Dan Morgan, MIS Director *DM*

Att: South Carolina Judicial Department Invoice  
Software Support and Hosting Services MOU



**COUNTY COUNCIL OF BEAUFORT COUNTY  
PURCHASING DEPARTMENT**

102 Industrial Village Road, Bldg 3—Post Office Drawer 1228  
Beaufort, South Carolina 29901-1228

**TO:** Councilman Stewart H. Rodman, Chairman, Finance Committee  
**FROM:** Dave Thomas, CPPO, Purchasing Director  
**SUBJ:** **Statewide Court Case Management System (CMS) Software Support and Hosting Services**  
**DATE:** December 2, 2013

**BACKGROUND:** The Purchasing Department received a request from Beaufort County's Clerk of Court and Magistrate Court to renew the annual contract for the CMS software used by these courts. CMS is an application that is developed, maintained, trained and supported by the South Carolina Judicial Department (SCJD) to serve the operational needs of the Summary and Circuit Courts of South Carolina. The current term of this contract began July 1, 2013 and ends June 30, 2014 for a total cost of \$60,000.

**VENDOR INFORMATION:**

South Carolina Judicial Department

**COST**

\$60,000

**FUNDING:**

10001030-51110, Clerk of Court, Maintenance Contracts  
10001081-51110, Magistrate – Beaufort, Maintenance Contracts  
10001082-51110, Magistrate – Bluffton, Maintenance Contracts  
10001085-51110, Magistrate – Bond Court, Maintenance Contracts

**FY 2013 COST:** \$30,000

**FOR ACTION:** Finance Committee meeting occurring December 2, 2013

**RECOMMENDATION:** The Purchasing Department recommends that the Finance Committee approve and recommend to County Council the renewal of the CMS contract with the above referenced vendor for a total cost of \$60,000.

**CC:** Gary Kubic, County Administrator  
Bryan Hill, Deputy Administrator  
Alicia Holland, Chief Financial Officer  
Jerri Roseneau, Clerk of Court  
Lawrence P. McElynn, Chief Magistrate  
Dan Morgan, MIS Director  
  
**Att:** South Carolina Judicial Department Invoice  
Software Support and Hosting Services MOU



1015 Sumter Street, Suite 101  
Columbia, South Carolina 29201  
Phone 803.734.1970 Fax 803.734.1963

**TO:**  
Dan Morgan  
Beaufort County MIS Director  
PO Drawer 1228  
Beaufort, South Carolina 29901

**FOR:**  
Court Case Management System (CMS) Support  
July 2013 – June 2014

DESCRIPTION	AMOUNT
Court CMS Support for Beaufort County for the period of July 1, 2013 – June 30, 2014	\$60,000
TOTAL	\$60,000

Make all checks payable to **South Carolina Judicial Department**  
Payment is due within 30 days.  
If you have any questions concerning this invoice, contact **Deborah Tilley, 803.734.1970, [dtalley@sccourts.org](mailto:dtalley@sccourts.org)**

## County Invoice

**SOUTH CAROLINA JUDICIAL DEPARTMENT (SCJD)**

**Statewide  
Court Case Management System  
(CMS)**

**Software Support and Hosting Services  
Memorandum of Understanding  
for Counties Hosted by SCJD**

**BEAUFORT COUNTY**

**June 30, 2011**

This document identifies the responsibilities of Beaufort County and the South Carolina Judicial Department for ongoing support and hosting services for the Statewide Court Case Management System (CMS).



## **SOUTH CAROLINA JUDICIAL DEPARTMENT (SCJD)**

### **INTRODUCTION**

The South Carolina Judicial Department (SCJD) is hosting the statewide Court Case Management System for the counties of South Carolina in accordance with this document. Each county decides whether or not to have SCJD host, operate, and support this application for them on an individual basis. If a county decides to have SCJD host them, then this document serves as the description of the responsibilities of both the county and SCJD.

The statewide Court Case Management System is an application that is developed, maintained, trained and supported by the South Carolina Judicial Department (SCJD) to serve the operational needs of the Summary and Circuit Courts of South Carolina. SCJD has an in-house Court CMS application and support staff that work full-time on the Court CMS.

This document identifies the responsibilities for ongoing support and hosting services for the Court CMS by SCJD for the counties. Specifically, this document identifies the following:

- I. Period of Memorandum of Understanding (MOU)
- II. County Responsibilities
- III. SCJD Responsibilities
- IV. Ownership of Data
- V. Support Procedures
- VI. Performance Measures
- VII. Costs to the County
- VIII. Signatures

## **SOUTH CAROLINA JUDICIAL DEPARTMENT (SCJD)**

### **Memorandum of Understanding (MOU)**

This Memorandum of Understanding, is entered into this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, by and between **BEAUFORT COUNTY**, hereinafter referred to as the **COUNTY**,

**AND**

**SOUTH CAROLINA JUDICIAL DEPARTMENT** hereinafter referred to as the **SCJD**.

SCJD is providing the County with the statewide Court Case Management System, hereinafter referred to as *Court CMS*.

#### **I. PERIOD OF MEMORANDUM OF UNDERSTANDING (MOU)**

This MOU shall be in effect during the time the County utilizes the Court CMS hosting by SCJD.

#### **II. COUNTY RESPONSIBILITIES**

- A. The County must keep all court computers, scanners, and printers in good working condition.
- B. The County must keep all computers up-to-date with critical security (including virus and spyware) and operating system patches and updates.
- C. The County must keep all court computers up-to-date with the minimum hardware, operating system, and Microsoft Office versions as identified as minimum system requirements for the court as documented in the SCJD Hardware, Software, and Networking Guidelines.
- D. The County must maintain reliable county email such that all court users in the County have a valid and working email address.
- E. The County must maintain a reliable, high-speed internet connection of adequate bandwidth as mutually agreed to by the County and SCJD.
- F. The County must maintain local area network wiring and/or wireless connections within the judicial facilities in good working condition for use and access by the court users.
- G. The County must provide written notice of staff changes to SCJD within five (5) working days so credentials can be created, updated, or scheduled for deletion as appropriate. In cases of emergency departure of staff, the county should provide written notice to SCJD within 24 hours of the change.
- H. The County must follow the procedures identified in the Support Procedures section of this document when requesting support from SCJD.



## **SOUTH CAROLINA JUDICIAL DEPARTMENT (SCJD)**

- I. The County is responsible for enforcing an Acceptable Use Policy (AUP) for all county CMS users.
- J. The County shall support and assist SCJD in identifying and clarifying problems encountered by the County and shall make available source documents or data files as may be necessary to isolate or replicate a problem condition.

### **III. SCJD RESPONSIBILITIES**

- A. For the hosting of the Court CMS, SCJD will follow industry best practices and standards for the operation and support of this system. SCJD will employ the same rigor and standards to the hosting of the Court CMS for the counties as it does for its own internal systems for the Supreme Court, Court of Appeals, Office of the Chief Justice, and Court Administration. For the hosting of the Court CMS, SCJD has the following responsibilities pertaining to the production environment:
  - 1. SCJD will maintain the Court CMS operational on dedicated servers within the SCJD data center.
  - 2. SCJD will utilize a Citrix hosting platform that enables the users to access the Court CMS through an Internet Explorer browser.
  - 3. SCJD will keep the Court CMS production servers current with all security and operating system patches.
  - 4. SCJD will keep the licensing of the required commercial-off-the-shelf (COTS) software current (i.e., SQL Server, Citrix, Microsoft operating systems, etc.) on the Court CMS production servers.
  - 5. SCJD will keep the hardware components of the Court CMS production servers operational and in good working condition.
  - 6. SCJD will configure the Court CMS production environment such that each hosted county has its data maintained separately from other hosted county's data. Note that the County maintains ownership of its own data. If the County chooses to use the imaging functionality of the Court CMS, the County will be allocated a minimum of 10 GB of online disk space for the storage of court images. The use of disk storage will be actively monitored and managed to maintain acceptable response and performance times. If the County uses significantly more than 10 GB for the storage of images, SCJD reserves the right to review with the County additional and/or supplementary options with performance and costs being the primary factors of consideration.
  - 7. SCJD will operate the current release of the Court CMS in the hosted production environment. Note that upon distribution of a new release of the Court CMS, the hosted production environment will be operating one (1) release back until production testing is successfully completed on the new release of the Court CMS.

## **SOUTH CAROLINA JUDICIAL DEPARTMENT (SCJD)**

8. SCJD will perform data and system backups in accordance with the SCJD System and Data Backup Schedule:
  - a) Incremental system and data backups are conducted nightly.
  - b) Complete system and data backups are conducted weekly.
  - c) Backup media are stored and maintained in accordance with the SCJD System and Data Backup Schedule.
9. SCJD will follow the procedures as defined in the SCJD Disaster Recovery Plan (in process) in the event that data needs to be restored.
10. SCJD will provide Court CMS production environment security in accordance with the SCJD Technology Security Policy (in process).
11. SCJD will provide system administration to the Court CMS production environment by SCJD authorized system administrators only.
12. SCJD will perform general system maintenance after normal business hours. Counties will be provided with at least one (1) week of notice of general system maintenance.
13. SCJD will perform emergency system maintenance when issues are severely impacting system integrity and/or performance. In these situations, SCJD will address the issues in the production environment utilizing every available means to rectify the problem. In some severe cases, the production environment servers may be shut down immediately. When emergency system maintenance is needed and/or taking place, notification will be sent to the county Court CMS users with an estimated time when service will resume. Note that SCJD reserves the right to restrict or stop all system operations in the event of any major system issues that may cause loss of operational integrity, unauthorized data movement or loss and/or potential corruption across the system.
14. SCJD will install, configure, and put into the production environment, new releases, patches, upgrades, and versions to the Court CMS after it has been issued to the counties for production and it has been tested and validated for production by the CMS support team on behalf of the hosted counties.

## **SOUTH CAROLINA JUDICIAL DEPARTMENT (SCJD)**

- B. SCJD has the following responsibilities for the software support, maintenance, and enhancements of the Court CMS.
1. Application software support services for the current version of the Court CMS and one (1) version back from the current version of the Court CMS.
  2. Application software support services through the SCJD Call Center for the Court CMS during normal working hours of Monday through Friday, 8:30 am – 5:00 pm. Services include technical assistance in troubleshooting and resolving problems/questions associated with the Court CMS.
  3. Application software support services are available through the SCJD paging notification system after hours, during holidays, and weekends.
  4. Court CMS enhancements developed by the SCJD shall be made available to the County as an update to the current version.
  5. New releases of the Court CMS are made available periodically for the County, which include major and significant technical updates and functional improvements.
  6. Testing of new releases, patches, upgrades, and versions of the Court CMS on behalf of the County to validate its readiness for the production environment.
  7. Table configuration changes, e.g., the addition of officers or new users, will be performed by the authorized SCJD system administrator support person.
  8. Updates to the Court CMS which are required as a result of changes to the laws, regulations, legislation, administrative directives, or rules of the State of South Carolina or the uniform rules of South Carolina Courts.
  9. If system issues arise that require modifications of the application or non-development data that are not a result or caused by the operations of the SCJD production environment, the procedures defined for modifications to the Court CMS as documented in the *SCJD Court CMS Application Modification Procedures* will be followed.

### **IV. OWNERSHIP OF DATA**

Data collected is the property of the County and no use shall be made thereof without the written permission of the County.



## **SOUTH CAROLINA JUDICIAL DEPARTMENT (SCJD)**

### **V. SUPPORT PROCEDURES**

The SCJD Call Center is the means of communication between the County and the SCJD regarding Court CMS issues.

- A. During normal working hours of Monday through Friday, 8:30 am through 5:00 pm, SCJD will provide support through the SCJD Call Center utilizing the standard Court CMS support procedures:
  - 1. The County will designate a person in each court agency, i.e., Clerk of Court's office and Magistrate Court's office, as the first level of support (Tier I support).
  - 2. End users will contact the designated Tier I person in their court agency when Court CMS questions or issues arise.
  - 3. If the problem cannot be resolved by the Tier I support person, that person will log a support ticket in the SCJD call tracking system. The call tracking system is monitored by the SCJD support team at the SCJD Call Center. The SCJD support team will communicate with the Tier I support person to answer the question or resolve the issue.
  - 4. Requests for table configuration changes, e.g., the addition of officers or new users, will be submitted through the SCJD call tracking system.
- B. After hours, during holidays, and weekends, end users may access the SCJD paging notification system by calling 803-734-1200 to request technical assistance for emergency issues.

### **VI. PERFORMANCE MEASURES**

Three primary performance measures will be monitored, reported, and reviewed by SCJD with each hosted county on a periodic basis.

- A. Court CMS system uptime of the hosting operations production servers will average 99% on an annual basis.
- B. SCJD will acknowledge support calls during normal business hours within 20 minutes. Note that SCJD will make best effort to readily resolve the issue; however, depending upon the magnitude, scope, difficulty of troubleshooting, and criticality of the issue, resolution may take longer than 20 minutes.
- C. SCJD will acknowledge support calls during holidays, weekends, and after hours within 30 minutes. Note that SCJD will make best effort to readily resolve the issue; however, depending upon the magnitude, scope, difficulty of troubleshooting, and criticality of the issue, resolution may take longer than 30 minutes.

## **SOUTH CAROLINA JUDICIAL DEPARTMENT (SCJD)**

### **VII. COSTS TO THE COUNTY**

#### **A. Hosting Operations**

The County will pay a hosting cost of **\$30,000.00** to SCJD on an annual basis beginning on **July 1, 2013**.

#### **B. Application Support**

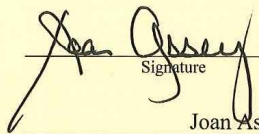
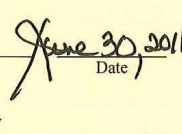
The County will continue to pay an application support cost of **\$25,000.00** to SCJD until **July 1, 2012**. This amount was calculated based on 2000 Census population data. The application support cost will increase to **\$30,000.00** on an annual basis beginning on **July 1, 2012**, due to the increase in County population in the 2010 census data.

<b>Effective Date</b>	<b>County Costs</b>	<b>Description of Costs</b>
July 1, 2011	\$25,000.00	Application Support (2000 Census)
July 1, 2012	\$30,000.00	Application Support (2010 Census)
July 1, 2013	\$60,000.00	Application Support and Hosting Costs

## SOUTH CAROLINA JUDICIAL DEPARTMENT (SCJD)

### VIII. SIGNATURES

#### SOUTH CAROLINA JUDICIAL DEPARTMENT

Signature

Date

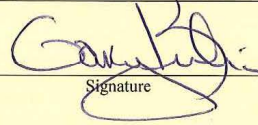
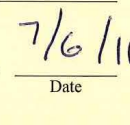
Joan Assey

Name (Please Print.)

Director of Information Technology

Title

#### BEAUFORT COUNTY

Signature


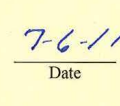
Date

Gary Kubic

Name (Please Print.)

County Administrator

Title

Signature

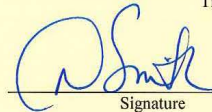
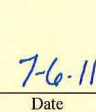
Date

Jerri Ann Roseneau

Name (Please Print.)

Clerk of Court

Title

Signature


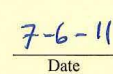
Date

Darlene Rogers Smith

Name (Please Print.)

Chief Magistrate

Title

Signature

Date

Dan Morgan

Name (Please Print.)

Information Technology Director

Title