DuPage County, IL
RFP # 23-138-CCT
Jury Management System

December 15th, 2023

Judicial Systems, Inc.
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GENESIS
Powered by Judicial Systems, Inc

Judicial Systems
Incorporated
Your Court Technology Partner Since 1982

December 15th, 2023

Aaron Green
Micro Systems Supervisor

Having received the RFP 23-138-CCT Upgrade Jury Management System, along with Addendum 1, Judicial Systems, Inc., the preeminent provider of Jury Management Software Solutions, is pleased to submit this response to your Request for Proposal for a Jury Management System.

We have carefully reviewed the requirement and are extremely confident **Genesis** will exceed your needs. **Genesis** is a dynamic, robust, and uniquely flexible web-based Juror Administration Software System. Not only does this system provide the services one customarily associates with computerized systems but written into **Genesis** is the keystone of flexibility. **Genesis'** capability to customize features to meet the demands of any Federal, State, County, or Municipal government entity consisting of varying dimensions from its geographical dispersion of a diverse population to the judiciary itself.

Thanks to our active User's Group for expressing the many innovative ideas for functionality and reports in the past and through their continued support we will continue to keep **Genesis** the premier jury management system available. **Genesis** will provide updates and enhancements so that your jurisdiction should not have to purchase or develop new software every few years as technology progresses.

Judicial Systems is proposing a Jury Management Software package that will allow DuPage County, IL to automate the entire process from the time the initial qualification or summons until the Juror is paid in full. This system will allow the courts the ability to track, update and maintain all the information in the Jury Wheel.

Judicial Systems, Inc. has been working with Federal, State, County and Local courts for the past 40+ years. We are confident that as you review this response, you will agree that Judicial Systems, Inc. offers a wonderful opportunity to not only meet and exceed current requirements for a Jury Management System, but also establish a solid foundation for future savings in costs by means of efficiencies enabled by future technological advancements.

Thank you for the chance to provide this proposal.

Sincerely,

Gary Dower
President
Judicial Systems, Inc.
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Company Information and Qualifications

Judicial Systems, Inc. is the premier provider of jury management software systems and court technology services to courts and municipalities nationwide since its incorporation in the State of Texas in 1982. Judicial Systems, Inc. corporate headquarters are located at:

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Judicial Systems, Inc. serves our customers by delivering services and solutions focused on each customer's specific needs, with emphasis on developing and integrating information systems and improving technology in court processing. Judicial Systems clients are our best marketing tools.

- We conduct ongoing research and development to keep our customers on the leading edge of technology. This philosophy ensures that we provide solutions that exceed todays and tomorrow's court requirements.
- We serve our customers by delivering services and solutions focused on each customer's specific needs. The customer is always involved and receives total support from Judicial Systems, Inc. throughout the installation process and for the system's life.
- Judicial Systems, Inc.'s commitment to service, concern for our customers, and continual enhancement to **Genesis,** is the foundation of each customer's success.
- Judicial Systems, Inc. is built around our core values which are at the heart of who we are and what we do, and a climate that is fostered to support every customer with every aspect of our organization.
- By working closely with each jurisdiction since 1982, we have a unique and thorough understanding of the many unique court processes. **Genesis** has over 1,100 customization points and template-based documents to ensure each jurisdiction can have a specialized installation, using the same code base for reliable processing.
- Judicial Systems is part of your team. We are a resource, a partner in every sense of the word.
- Our team of 11 with 8 full-time members ensures a consistent level of quality and consistency. We do utilize Contract-To-Hire flex personnel on an as needed basis, allowing us to build our organization with known quality and with personnel that fit our company and team. Our Staffing Plan for 2024 should bring our team to 16 full-time members.
- Our team currently supports over 165 counties across the nation that are running various versions of our software.

YOUR TEAM

Judicial Systems, Inc. is built on the foundation of serving our clients' unique needs with 24/7/365 personal support. We take pride in our approach to personal and responsive service. The key to that time-honored method of support is ensuring our staff all share the commitment to our client's success. We don't use call services, web-forms or client-faced ticketing systems. We focus on security and compliance at every level of support and development. Every client has an assigned dedicated client support representative that ensures each unique client experience meets our service level agreements and standards.

Key Staff Members

Gary Dower
President, Software Architect, Senior Programmer

Since 1984, Gary has focused on analysis, design, development and implementation of software and hardware systems specializing in integrated governmental solutions. Gary has a proven track record in delivering governmental-critical solutions in a variety of environments ranging from mainframe, client/server, to Web-based delivery systems. Design, development, and support software applications for Federal, state and local governments is his specialty. By working closely with users of applications to understand their unique needs Gary has supplied quality solutions and industry leading software. Gary has spent his entire career with Judicial Systems.

Patrick Dalton MCSD, MCT
Software Architect, Compliance Officer, Project Manager, Senior Programmer, Author

Patrick's background in the industry dates to 1982 and covers an incredible depth and breadth of experience across virtually every discipline from networking, hardware and software to managing global projects. With decades of enterprise system development experience, data warehouse, application development, training, security, and design best practices experience, Patrick brings a unique vision and perspective to thoughtful and process driven development.

Patrick is the author of the Microsoft SQL Server Black Book series and has travelled internationally teaching and providing project augmentation in database and development best practices to companies like NASA, Honeywell, Atlas Van Lines, MMREM, HUD, DHS, Cray Computer Corporation and has been a full-time employee of the Judicial Systems Team since 2019.

Lance Johnson
Software Architect, Senior Programmer, Systems Administrator

Lance has an extensive development portfolio covering web-application development, data warehouse processing, security implementation and hardware infrastructure. With decades of experience in the industry, Lance provides the "hands-on" level of experience few engineers and developers can come close to. As an integral developer in the security and development of Genesis, Lance is an incredible lead for client support and application development. Lance has been a full-time employee since 2020.

Primary Project Contact Qualifications

Patrick Dalton has an extensive background in project management and software implementation. He will be assigned as the primary contact for this project and assigned as the Project Manager for the delivery of Genesis. Patrick is currently assigned as the lead client representative and primary contact for 2 clients.

Patrick will be executing the onboarding checklist, data migration, and staff training for Genesis. Patrick will be responsible for scheduling, meetings and eventual go-live operations.

Lance Johnson will also be performing onboarding tasks, converting documents, and ensuring configuration and network settings are correct prior to launch. Being assigned as the primary support contact for the county, Lance currently supports 7 other clients as the lead support contact on an ongoing basis.

JUDICIAL SYSTEMS SERVICE LEVEL AND COMPLIANCE PROCESSES

Judicial Systems utilizes a Service Level Agreement to provide security and compliance activities regarding client interactions and issue resolution. Judicial Systems uses an internal ticketing system to provide documentation, status and resolution metrics for our entire support department.

All reported support requests will be logged and documented in JSI's internal ticketing system. Reports must be submitted by a designated user and/or approved by the designated POC for the county. The initial report should include enough information to properly recreate, research, and classify the reported incident or defect.

See **Attachment 3** for our Service Level Abstract that describes our policies and procedures in more detail and illustrates our commitment to Compliance, Communication and Services.

GENESIS PRODUCT DESCRIPTIONS

While **Genesis** is made up of a series of modules, each jurisdictional need is different. We therefore price and install according to each county, their needs, customization, and processes. Here is an overview of the modules and their highlights.

Genesis Jury System

The Genesis Jury Management System is the most advanced, integrated jury management system available. Because no two courts are alike, Genesis, the most comprehensive Jury Management System on the market today, is designed to match each court's unique requirements. By working closely with each jurisdiction since 1982, we have a unique and thorough understanding of the many different court processes. Genesis makes extensive use of user-defined tables and templates, which allow courts to customize the application to their own environments and business practices.

Genesis Jury Module is completely web-based! Genesis has been built from the ground up with security, performance, and customizability as its primary focus. This web-based solution is the evolution of decades of experience and leveraging current technology to deliver state-of-the-art, best-in-class software to the courts.

Genesis uses a modular approach to allow courts to choose those services that matter most to them, but in a highly secure, seamlessly interconnected platform. Taking all the lessons learned from our award-winning windows-based application, combined with best practices web development – Judicial Systems, Inc. has delivered the NEW industry standard for Jury Management.

Because Genesis modules are designed and developed by Judicial Systems, Inc., each one is 100% integrated with Genesis. Each module reduces the amount of staff time required to process much of the information received and disseminated, resulting in the jury operations of the court to function more efficiently.

GENESIS JURY HIGHLIGHTS:

- **Completely Integrated Interfaces:**
  - Document Imaging System: Scanning
  - Interactive Voice Response System: IVR
  - Juror Self-Service Web Response System: Portal
  - Interactive Juror Messaging System: Messaging
  - Interactive Chat Bot and Chat Rooms: Chat
  - Built-in Attorney Portal and Voir Dire Support
- **Save Time –** This fully automated Genesis software can process jurors more efficiently allowing your courts to complete the jury selection process faster.
- **Save Money –** Processing jurors more efficiently through the jury process saves you money.
- **Simple to Operate –** Processing jurors through qualification, summoning check-in, courtroom assignments and payment functions can be accomplished with minimal effort.
- **Superior Technical Support –** Our trained technical support specialists are available to assist your staff with any questions that might occur.
- **Context Sensitive Help –** On-line help is available with many data screens within the system, allowing quick retrieval of an explanation of system functionality.
- **Customizable Reporting –** There are over 95 Standard reports that are customizable provided by Genesis.
- **Data Accuracy and Integrity –** Field edits and system processes are completely logged to ensure data is entered and updated correctly within the system.
- **Secure and Reliable –** Genesis uses enterprise level security best practices and encrypted juror documents to ensure the highest levels of security. The multi-tier design provides a fast and reliable user experience that is highly tunable to any court's needs.
- **Microsoft SQL Server –** The database foundation of any system is the key to a high-performance application. Genesis leverages SQL Server and its enterprise performance capabilities to deliver the best possible foundation to its design.
- **Court Customization –** Genesis makes use of over 1,100 user-definable parameters and configuration settings, allowing courts to customize Genesis to their own unique operating requirements. All Documents are template based for re-use by different jurisdictions leveraging one template and macros.
- **Security Profiles –** Individual user security profiles and passwords restrict user access at key levels within the system.
- **Custom User Interfaces –** Menus, processes and locations are all secured on a user-by-user basis to provide the maximum control over who can access what parts of Genesis. Ensuring you can tune Genesis for the workflow that best matches your staffing and processes.
- **Real-Time Content Editing -** Users can easily create an unlimited number of templates, letters, and forms for mail merging to send customized correspondence and court orders to potential jurors. Additionally, Content of documents, web pages and text used throughout the system can be managed without programming changes in real time as needed.

Genesis Self-Service Web Portal (Portal)

An optional component of the Genesis Jury Management System, Genesis Self-Service Web Portal (Portal) allows citizens to communicate with the court via the Internet. Upon receiving a qualification postcard, questionnaire or summons, jurors can access court information, enter biographical information, request service postponements and deferrals, and more.

Jurors can visit your Web site to find answers to commonly asked questions, accept service, view instructions for the next day's service, or request an exemption or deferment according to court specific rules. By incorporating Portal into your court's Web strategy, you can provide jurors with essential information about your court and jury processes. E-mail links allow jurors to contact the court electronically, so your employees can respond during times when they are not busy. With Portal, you can provide the superior service your constituents expect, both in person and online.

PORTAL HIGHLIGHTS:

- Fully integrated with Genesis
- Allows immediate access for jurors to jury service information, 24 hours a day.
- Provides individual reporting instructions for each juror including an interactive map from the juror's residence to the courthouse including turn by turn directions.
- Provides juror with detailed county policy regarding: Length of Service, Rate of Pay, Dress code, Parking and Security requirements.
- Jurors can complete Qualification Questionnaires and or Summons Profile Questionnaires on-line.
- Jurors may request to defer themselves to a future date, as specified by the court's own rules.
- Updates individual juror history with all Portal activity.
- Eliminates the need for jury staff recording reporting instructions on voice mail or an automated attendant system.
- Frees court staff for more productive work.
- Improved service & citizen/juror satisfaction.
- Ability to pre-qualify via the internet.

Genesis Imaging System (Imaging)

Judicial Systems, Inc. provides courts with a seamless data and image capturing solution. Using Intelligent Character Recognition (ICR), Optical Character Recognition (OCR), Optical Mark Recognition (OMR) and barcode reading, juror qualification questionnaires and summons profiles can be digitally scanned to make processing more efficient. The digital images can be stored, displayed, and printed keeping actual paperwork to a minimum. In addition to taking a digital picture of the front and back of these forms, the data is read from the forms and updated within Genesis. The quality and integrity of the captured data is dramatically improved by reducing errors inherent with manual data entry procedures.

One of the critical operational problems faced by most courts today is how to provide adequate storage for an ever-increasing volume of court documents. There are several issues that make up this problem. First, the courts are mandated by law to store records for extended periods of time. This can require a significant amount of physical storage space. Digital scanning of qualification questionnaires and summons profiles and template-based documents can provide immediate access to a prospective juror's documents within seconds, without having to sort through thousands of stored paper documents. Imaging is an important part of a reduced storage and paperless strategy.

IMAGING HIGHLIGHTS:

- Fully integrated with Genesis
- Uses barcode and OCR/OMR to update juror information automatically.
- Windows based application for better interaction with your scanning hardware
- Eliminates the need for paper storage.
- Utilizes industry standard hardware and is scalable to handle your court's requirements.
- Provides accurate, reliable, and up to date information.
- Frees court staff for more productive work.
- Improved service & citizen/juror satisfaction.
- Ability to pre-qualify via the internet.

Genesis Interactive Voice Recognition (IVR)

Handling juror telephone inquiries can be time-consuming and labor intensive. With the Genesis Interactive Voice System (IVR), a significant reduction in the amount of time your staff spends responding to routine juror telephone calls can be realized by allowing prospective jurors to obtain their qualification status and retrieve reporting information over the telephone 24-hours-per-day, 7 days-a-week.

Jurors may respond to qualification questionnaires, reschedule their service date, and be informed of up to the minute reporting instructions. With user defined parameters within IVR, you take control of just how much latitude each prospective juror is allowed when requesting an excuse or reschedule of their service date. Using real-time voice processing, the IVR system can speak information to your potential jurors and prompt them to provide data needed to complete many of the routine telephone inquiries.

IVR HIGHLIGHTS:

- Fully integrated with Genesis
- Eliminates the need for jury staff recording reporting instructions on voice mail or an automated attendant system.
- Automatically handle every call Professionally & Consistently.
- Speak to callers in a clear human tone of voice customizable by each jurisdiction.
- Efficient, accurate and detailed information dissemination.
- Frees court staff for more productive work.
- Improved service & citizen/juror satisfaction.
- Ability to pre-qualify via telephone.
- Provide detailed reporting instructions on an individual juror basis.
- Provides juror with detailed county policy regarding: Length of Service, Rate of Pay, Dress Code, Parking and Security requirements.
- Automate Repetitive Information Requests
- Allows immediate access for jurors to jury service information, 24 hours a day.
- Jurors can verify appearance status, reschedule service dates, obtain courthouse directions, and determine court assignments via telephone.
- Traffic performance monitoring - call information is collected, and reports generated to gauge performance and usage of each telephone port.
- Updates individual juror history with all telephone activity.
- Full logging of callers' details and the selections made during the call.

Genesis Chat (Chat)

Judicial Systems, Inc. Chat and Chat-Bot System (Chat) allows jurors to interact with our machine learning based chat bot for conversational interactions. Chat leverages our NLP Processing, so responses are consistent across any communication channels.

You can create and customize your Chat Bot to have your own personality, avatar and sense of context using our machine learning prompt-response interface. We install Chat with over 100,000,000 different permutations of words and phrases to provide a wide range of question and response options for the prospective Juror.

Genesis NLP can recognize local slang, regional terms and respond with your own customized responses to suit your jurisdiction. Best of all, the NLP can be taught and updated to learn more about how your Jurors interact with it to continuously improve the Juror experience.

CHAT HIGHLIGHTS:

- Support for recognizing and responding to emojis.
- Many standard acronyms are easily translated by the NLP.
- Contractions are expanded for clarity and allow for targeted responses regardless of word usage.
- Word filtering can improve the recognition and comprehension of Juror inquiries.
- Phrase Lists are used to ensure common phrases are translated in a standardized prompt to ensure higher response rates.
- String stripping ensures that someone who uses or misuses punctuation in the text is not penalized or forced to re-type questions.
- Synonyms are a powerful feature that allows you to respond to different words in a string in a powerful and efficient way. ("Talk"," Chat"," Speak"," Person"," Someone" can be used in any combination and the NLP will still find a matching prompt with which to respond.)

MACHINE LEARNING

The ability to log, analyze and improve the NLP over time is where the true power and flexibility of this module comes into play. The NLP can show you what it was asked over time that it did not know how to answer, along with how many times that has occurred.

You can then "teach" the NLP how to answer that question, test it to ensure the response is just what it should be and then see those results in real time.

RFP REQUIREMENTS SUMMARY

The following list of requirements outlined in RFP 23-138-CCT has been summarized by item, with a Response for each requirement and which modules address the requested functionality.

Section	Requirement	Response	Genesis Module(s)
6 Scope of Work	Ordering an average of about 700 hundred summonses a week. Addendum 1 Re: 850 weekly averages	Genesis can generate thousands of documents at a time using the print queue service to off-load that overhead and allow the staff to continue to work while document generation is being performed.	Juror
6 Scope of Work	Statistical Analysis	Qualification, Summons, Access Statistics to modules by Jurors are all automatically tracked and presented to the staff via dashboards and reports.	Juror, Portal, Messaging, Chat, IVR
6 Scope of Work	Checking/updating juror demographics	Staff has complete access to demographic information that is either loaded during wheel processing, updated by the Juror when answering questions or via the self-service portal.	Juror, Portal
6 Scope of Work	Ability to maintain notes on all interactions with jurors	Internal staff only notes for each juror, along with alert notes that are displayed any time that juror is accessed to ensure nothing is missed by staff. Additionally, all juror interactions with the system are time stamped and logged to a complete history record for that juror	Juror, Portal, Messaging, Chat, IVR
6 Scope of Work	Excuse jurors if they do not qualify to serve as a juror	There are several methods excuses can be done manually by staff, or automatically based on rules defined by the court based on answers to qualification questions or specific juror requests submitted via the self-service portal.	Juror, Portal, Chat, IVR

Section	Requirement	Response	Genesis Module(s)
6 Scope of Work	Provide postponements to jurors that need a different date than originally assigned	There are several methods deferrals can be done manually by staff, or automatically based on rules defined by the court based on answers to qualification questions or specific juror requests submitted via the self-service portal.	Juror, Portal, Chat, IVR
6 Scope of Work	Scan juror mail in black and white that includes request for excusal/postponements	External content can be added to any juror record via a document attachment. Color or Black and White images are handled as needed.	Juror, Imaging, Chat
6 Scope of Work	Scan juror profiles day of service	External content can be added to any juror record via a document attachment.	Juror, Imaging
6 Scope of Work	Assign jurors to panel to go to courtroom	Once check in has been performed, randomly selecting jurors for the Voir Dire process is a simple form that asks what case and how many jurors are needed.	Juror
6 Scope of Work	Create payroll and run checks for jurors' day of service	Any check-in or attendance activity will create a payment record for a juror and can be traced through to payment via the Unpaid Jurors Report. Payment Batches can be created for Check-in, Summons, Case, and Date Range to allow maximum flexibility.	Juror
6 Scope of Work	Enter case information for each trial.	Cases can be tracked within Genesis with as little as a case number or placeholder through complete case information including judge, room, seating chart, jurors included in Voir Dire, case expenses, and service during a case. Case History, Status and Outcome are also available in Genesis.	Juror
6 Scope of Work	Create/update letters for hearings, Failure to Appear, phone letters	Document templates combined with over 200 macros are used to create any document required in the system. All documents can be edited or created in our Template Editor and used via a drop-down list for juror correspondence.	Juror

Section	Requirement	Response	Genesis Module(s)
6 Scope of Work	Set phones to request jurors to report	Reporting Instructions as well as Phone Prompts are customizable to suit the jurisdiction requirements in real time. Additionally, Judges instructions can be overridden on a case-by-case basis if needed.	Juror
6 Scope of Work	I-Juror system (online access for jurors) allows jurors to request postponement, excusal, and check to see if they are required to report for service.	The self-service portal allows for excuse requests, postponement is enabled by the jurisdiction. All system access by the Juror via ANY module always displays their current instructions and if instructions are updated from the default, Genesis automatically tracks the presentation to the juror via which module for reference. If a request is made, Genesis provides a business rule-based review process for staff to approve or deny the request quickly and efficiently.	Juror, Portal, IVR, Messaging, Chat
6 Additional Requirements	Allow potential jurors to upload pertinent documentation online	Staff can request documents from the Juror remotely via the chat module, review and approve or reject them via the Chatroom interface in real time.	Juror, Portal, Chat
6 Additional Requirements	Documentation uploads can be done in color	All documents are converted to PDF and store encrypted regardless of color or black and white.	Juror
6 Additional Requirements	Ability to modify Application phone greeting.	IVR prompts can be edited and reviewed real time via the management interface.	Juror, IVR
6 Additional Requirements	Use of automated chat attendant to answer basic questions related to jury service	Genesis' Chat Bot is a machine learning algorithm that can be trained to respond automatically with a response, documents, custom workflows and perform deferrals is needed. The Chat Bot is installed with over 107,000,000 word and phrase combinations as a starting point and is then modified based on the jurisdiction needs during the training process.	Juror, Chat, Messaging

Section	Requirement	Response	Genesis Module(s)
6 Additional Requirements	Ability for juror to communicate directly with a Jury Commission employee via a chat box	Genesis provides robust chatroom features that allow staff to engage directly via chat with a juror. Features like quick text responses, requesting files, reviewing juror information are all done through the chatroom interface. Chatroom hours of operation and availability business rules are applied to enable staff to operate and engage via chat when time permits. Chatroom Statistics are monitored and reported to administrators to ensure response times and interactions are timely.	Juror, Chat
6 Additional Requirements	Importation/conversion of current juror database to new system	Imports of Judicial Systems JuryPlus2000 to JuryPlus2023 are built into Genesis and included in our pricing. Import of existing data is used to train staff and part of the approval to go live process.	Juror
6 Implementation	The system shall be fully implemented no later than June 30, 2024	Judicial Systems utilizes a Client Installation Process template, Project Manager, and 6 milestones during the process that keep the project on track and provide visibility to the jurisdiction. The usual process averages 43 days from start to finish but will be adjusted as needed to provide each deliverable requested before Go Live. A sample project plan is attached (**Attachment 2**) to our response for review. With a stated anticipated start date of March 1st, 2024, the 90 days is over twice the time anticipated.	Project Manager

Section	Requirement	Response	Genesis Module(s)
7 License Options	On premise	Genesis can be installed on-premises providing the jurisdiction has adequate hardware and SQL Server license or SQL Server space for the installation. The Jurisdiction will be responsible for all hardware, OS and SQL licensing and all networking support for the configuration. Hosting with JSI on Azure Cloud is available as an alternative if infrastructure is not available. Our quote is for an on-premises installation.	Infrastructure
7 License Options	After hours support	Judicia Systems provide 24/7/365 support for our products per our service level agreement. We do NOT use a ticketing system for client access and provide a company resource on call for after-hours support.	Support Services
7 License Options	IT Infrastructure set up and maintenance	Judicial Systems provides installation instructions and step-by-step configuration guidance for our systems. Once the hardware and network are configured and tested, our staff can complete installation and setup maintenance plans and tasks via VPN and remote desktop access.	Infrastructure
7 License Options	Security	Judicial systems will import any existing active users into Genesis and configure those user account within Genesis as part of our installation process.	Juror
7 Security	Supports Individual Logins for Users	All Genesis Users should have individual logins to support security and compliance requirements. Complete system access and audit trails are tied to individual user accounts. Genesis should NOT use shared logins. Judicial Systems creates individual administration accounts for audit trails as well.	Juror

Section	Requirement	Response	Genesis Module(s)
7 Security	Individual User's Logins tied to Locations and Menus	Genesis provides menu and location-based settings to restrict users from menu and locations they are not supposed to access. Genesis does NOT license by user seats, so there are an unlimited number of user accounts provided to Genesis.	Juror
7 Security	Document Encryption	All documents generated by Genesis or added as attachments are encrypted PDF files at rest via up to 2 levels of encryption. Users must be successfully logged into Genesis to access any files associated with a juror or PII.	Juror, Chat, Portal
7 Security	Oauth Security	All modules utilize oAuth security at each endpoint to ensure that API access is secured and being performed by an authorized system account.	Juror, Portal, IVR, Messaging, Chat, Imaging, Core, Print Queue
7 Security	VPN Protected Access	Regardless of installation location (on-premises or hosted) VPN access to the system for non-DMZ endpoints is supported and recommended. All URLS are designed to work over HTTPS and support industry standard network restrictions.	Juror
7 Application	Runs on Windows Runs on MAC Runs in any web browser	Genesis runs via a web browser. (Current version of all major web browsers have been tested) Imaging is a Windows install product, but still connects to CORE API. Some printing features may be limited on iOS. Genesis has been tested on Windows, iOS, Android devices from PC to tablet and phones, including specialized kiosk hardware from AML.	Juror, Portal, Chat, Kiosk

Section	Requirement	Response	Genesis Module(s)
7 Application	3-Tier Application (Data – Business Rules – Presentation)	See Technical Abstract attached to RFP Response for diagram of the Genesis Architecture. Genesis leverages a 3-tier design and also scalability of any tier for performance needs for performance.	Juror, Portal, IVR, Messaging, Chat, Imaging, Core, Print Queue
7 Application	Print Queue / Reprint / Print Preview	Genesis Utilizes a separate print queue service to print submissions and stores documents in a historical queue for each user that can be configured to keep days, weeks or even months of documents around for viewing or printing as needed. Genesis also supports multiple print queue services so that users can share or have individual queues based on their needs.	Juror, Portal, Print Queue
7 Application	IVR Phone Response Real-Time	Genesis IVR uses a real-time text to speech conversion engine to provide not only customizable voice options, but instant edits and updates to the phone prompts based on administrative edits.	Juror, IVR
7 Application	Real Time Performance Updates	Genesis provides for flexible, tunable application performance based on settings, configuration options and the ability to distribute functions across multiple servers and services.	Juror
7 Application	Daily Reminders / Outbound Communication Dashboard	Jurors can be sent reminders and real time communication from staff and Genesis automatically based on actions and service status. Genesis provides a week-at-a-time view of all communications along with delivery status and confirmation sources.	Juror, Messaging
7 Application	Built-In Document Customization	Genesis uses native HTML and hundreds of macros to generate all documents in the system. Our template editor allows change to be made instantly to any form or document in the system.	Juror

Section	Requirement	Response	Genesis Module(s)
7 Application	Real Time UI Customization	Genesis stores presentation text and text areas in its database so they can be adjusted or updated real-time via our template editor technology.	Juror, Portal
7 Application	Fill out Jury questionnaire online and attach to juror record	Jurors can answer qualification and demographic questions via IVR or Portal interfaces. Answers are recorded as they are provided, so jurors can step away and come back to finish later and submit them for review. Questions/Answers are displayed on the Juror Detail page for quick access. Juror answers can be mapped to automatically update the juror record for accuracy.	Juror, Portal, IVR
7 Database	Enterprise Database Services	Genesis leverages Microsoft SQL Server as it's storage engine. This high-performance database engine is capable of handling millions of records and large databases with ease.	Core
7 Database	Scalability Built In	Genesis is designed with a modular approach that allows portions of Genesis to be placed on dedicated and distributed resources to provide the most flexibility and performance tuned specifically to the needs of the jurisdiction. (See **Attachment 4**)	Juror, Portal, IVR, Messaging, Chat, Imaging, Core, Print Queue
7 Database	Automated Index / Table Maintenance	All index optimization and server maintenance tasks are completely automated by Genesis using SQL Server Agent technology and scheduled tasks.	SQL Server
7 Database	Support for 7 years or more history	Compliance and data retention rules along with historical data storage in Microsoft SQL Server is only limited by available disk space. Decades of history can be kept and accessible in Genesis if needed.	Core, SQL Server

Section	Requirement	Response	Genesis Module(s)
7 Support	Jury Commission Business Hours Phone Support	Judicial Systems provides live phone and email support during business hours. Judicial Systems does NOT use a client ticketing system for support. A real person will answer your call or email based on our Service Level Agreement and Compliance standards.	Judicial Systems
7 Support	After Hours Phone Support	Judicial Systems uses an after-hours on-call number staffed by Judicial Systems engineers and support staff to ensure your needs are addressed regardless of time of day or day of week.	Judicial Systems
7 Support	Annual Support	Judicial Systems charges annual support based on jurisdiction size combined with modules purchased. Support includes phone and remote support, modifications, troubleshooting, and version enhancements and upgrades.	Judicial Systems
7 Support	Version Upgrades	Genesis Annual support includes patches, improvements and version updates at no cost to our clients. Genesis is built around using a single code base with over 1,100 customizable configuration settings. Genesis is updated with client requested improvements periodically during the year, scheduled around your jurisdiction schedule.	Judicial Systems

Genesis Module Summary

Based on the requirements listed above, the following modules would be used to meet or exceed the requested functionality and services:

- Genesis Juror
- Genesis Portal
- Genesis Imaging
- Genesis IVR
- Genesis Chat
- Genesis Messaging

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610-278-3879
marge.cesare@montgomerycountypa.gov

ATTACHMENTS

The following list of supporting documentation for this RFP are attached in sequence as described here:

- Attachment 1 – Business License, Tax ID
- Attachment 2 – Genesis Implementation Plan
- Attachment 3 – Service Level Agreement Abstract
- Attachment 4 – Technical Abstract
- Attachment 5 – W-9

Hard copy documents can be provided as needed according to RFP schedule or upon request.

Additional details can be provided during the presentation / demonstration phase of this RFP as identified by DuPage County IL.

ATTACHMENT 1 – BUSINESS LICENSE WITH TAX ID

—

Franchise Tax Account Status
As of : 12/14/2023 13:43:27

This page is valid for most business transactions but is not sufficient for filings with the Secretary of State

JUDICIAL SYSTEMS, INC.	
Texas Taxpayer Number	17524981853
Mailing Address	211 ROBERT E LEE DR TYLER, TX 75703-4614
❷ Right to Transact Business in Texas	ACTIVE
State of Formation	TX
Effective SOS Registration Date	07/12/1993
Texas SOS File Number	0127717000
Registered Agent Name	GARY DOWER
Registered Office Street Address	211 ROBERT E. LEE DR. TYLER, TX 75703

*** End of Attachment

ATTACHMENT 2 – GENESIS IMPLEMENTATION PLAN

This is a sample project plan that outlines the delivery of Genesis to the county. The top section lists key milestones along with each stage of delivery and the estimated amount of time to deliver each task specifically to transitioning from the current Windows application to Genesis. Using the stated March 1st launch, the tasks and sequences are listed below:

Task Name	Duration	Start	Finish
Client Installation Plan	**43 days**	**Fri 3/1/24**	**Tue 4/30/24**
Request Client Data	0 days	Fri 3/8/24	Fri 3/8/24
Kick Off Meeting	0 days	Mon 3/18/24	Mon 3/18/24
Start Date	0 days	Tue 3/19/24	Tue 3/19/24
Client Training Begins	0 days	Wed 4/10/24	Wed 4/10/24
Go-Live Meeting	0 days	Wed 4/24/24	Wed 4/24/24
Genesis Live	0 days	Thu 4/25/24	Thu 4/25/24
Pre-Execution	**12 days**	**Fri 3/1/24**	**Mon 3/18/24**
Internal Planning Kick-off Meeting	0.5 days	Fri 3/1/24	Fri 3/1/24
Document Needs and Requirements	5 days	Fri 3/1/24	Fri 3/8/24
Compare Requirements Against Compliance Controls	1 day	Fri 3/8/24	Mon 3/11/24
Document any Scheduling needs	1 day	Mon 3/11/24	Tue 3/12/24
Verify Schedule Against Master Plan	2 days	Tue 3/12/24	Thu 3/14/24
Document Install Checklist	1 day	Thu 3/14/24	Fri 3/15/24
Client Requirements Review	1 day	Fri 3/15/24	Mon 3/18/24
Schedule Kick-Off Meeting	0.5 days	Mon 3/18/24	Mon 3/18/24
Schedule Start Date Based On Schedules	0.5 days	Tue 3/19/24	Tue 3/19/24
Execution Phase	**26 days**	**Tue 3/19/24**	**Wed 4/24/24**
Load Staging Site with Client data and Defaults	3 days	Tue 3/19/24	Fri 3/22/24
Perform and Data cleansing or imports	3 days	Fri 3/22/24	Wed 3/27/24
Verify Installation Checklist	5 days	Tue 3/19/24	Tue 3/26/24
Perform Data Integrity Checks	2 days	Wed 3/27/24	Fri 3/29/24
Perform Document Template Edits	10 days	Tue 3/26/24	Tue 4/9/24
Client Approval of Document Templates	1 day	Tue 4/9/24	Wed 4/10/24
Client Access to Staging Site for Testing	5 days	Wed 4/10/24	Wed 4/17/24
Final Review Edits Made	3 days	Wed 4/17/24	Mon 4/22/24
Final Review of New Site	1 day	Mon 4/22/24	Tue 4/23/24
Document Go-Live Process and Timing	1 day	Tue 4/23/24	Wed 4/24/24
Go-Live Phase	**1.5 days**	**Wed 4/24/24**	**Thu 4/25/24**

GENESIS
Powered by Judicial Systems, Inc

Judicial Systems Incorporated
Your Court Technology Partner Since 1982

Task Name	Duration	Start	Finish
Stop Any Services That May Change Data	1 hr	Wed 4/24/24	Wed 4/24/24
Acquire Current Back-Up and Re-Import If Needed	6 hrs	Wed 4/24/24	Thu 4/25/24
Internal Verify of Services and Functionality	4 hrs	Thu 4/25/24	Thu 4/25/24
Client Verification of Service and Functionality	2 hrs	Thu 4/25/24	Thu 4/25/24
Post-Launch	**3 days**	**Fri 4/26/24**	**Tue 4/30/24**
Transition to Support Services	**1 day**	**Fri 4/26/24**	**Fri 4/26/24**
Review Support Processes and Review Call-Tree	0.5 days	Fri 4/26/24	Fri 4/26/24
Update Internal Controls	0.5 days	Fri 4/26/24	Fri 4/26/24
After Actions Review with Client	1 day	Mon 4/29/24	Mon 4/29/24
Update Master Plan with Completion	1 day	Tue 4/30/24	Tue 4/30/24

*** This plan is further refined based on county needs, schedules and various planning meetings performed during the delivery process.

Note: This 43-day process would be completed 2 months prior to the stated June 30th date in the RFP. (Client approval required before go-live transition)

*** End of Attachment

ATTACHMENT 3 – SERVICE LEVEL AGREEMENT ABSTRACT

Incidents will be evaluated based upon reported information via JSI authorized contact channels and/or direct JSI monitoring of a system. The level of response and severity will be communicated to the reporting individual during the actual incident report process. Additional information discovered during troubleshooting may require adjustments to severity or level of response.

JSI will measure all data reasonably required by client to determine JSI's performance of the measured Services against the applicable SLRs. JSI will keep complete and accurate logs of all such interactions for no less than the duration of the Agreement or 3 years. Reporting data over 3 years old can be summary reporting data kept for the duration of the Agreement.

JSI will measure all data reasonably required by client to determine JSI's performance of the measured Services against the applicable SLRs.

Upon client's request, JSI will provide client data and details for measured SLRs in an industry standard form and format containing:

- All data relating to the provision of the measured SLR during the applicable day or event.
- Details of JSI's performance as measured against the SLRs during the applicable day or event.
- Details of any measured SLRs that were supposed to be performed during the applicable day or event that were not fully performed as required.

In generating data for reports provided by JSI, JSI will use, for each SLR, the measurement tools and methodologies needed to adequately measure each Service Level, or such other means as reasonably expected by the client to confirm JSI's compliance with the SLRs.

Each Service Level Requirement (SLR) identifies key performance measures that will be used to evaluate the delivery of the Services. The overriding goal in developing SLRs is to support the desire to manage JSI compliance controls and policies.

Part of the onboarding process includes determining what SLRs are required for each client. Our onboarding process provides the county with the ability to define what incident report format, items and SLR items are most important to them. We then integrate those requirements into our compliance and process protocols. Judicial System has a dedicated Compliance Officer whose responsibilities include ensuring all Compliance tasks are performed across all clients, and all levels of our organization.

SLR COMPONENT DEFINITIONS

SLR Component	Definition
Level	Identification if the SLR is either Critical or Monitored. (C or M)
Formula	Description of the mathematical formula used to measure the delivery of a Service against the service-level metric.
Performance Metric (Metric)	Service-level performance metric for the work that the Agreement requires JSI to perform.
Performance Target (Target)	Measurement of the work that the Agreement requires JSI to perform, generally expressed as a percentage.
Reporting Period (Period)	Period of reporting that JSI measures the target SLR. (D – Daily, W – Weekly, M – Monthly, Q – Quarterly, A – Annual, P – Periodically as Needed)
Service Measure (Measure)	The specific type of service that is measured (e.g., schedule adherence, time to resolve, time to report, availability of system).
SLR Name (Name)	The specific service level requirement that is measured.
SLR Type (Type)	The specific service type that is measured (e.g., reporting, incident resolution time, Root Cause Analysis, response time, availability, recovery time objective, recovery point objective, disaster recovery, downtime, documentation).

DEFINED TERMS

Term	Definition
Authorized User	Means, unless otherwise indicated, all Clerks, Clerk's staff, Judicial Officers, and any individual, system or entity authorized to access or use the Services provided by JSI under the Agreement.
Incident	Any inquiry that generates a call ticket may or may not be considered a defect. User questions, process questions, status updates, and general questions about the system are not considered a defect. There are 4 levels of incident:
	Critical – Complete failure to deliver key services to jurors, that will result in a failure by the county to perform jury operations.
	High – Loss of a high value service with time sensitive resolution.
	Medium – Incident where no available work-around or solution exists and/or data will need to be modified as part of the corrective action.
	Low – A user error, training, or process change is required. A work-around is available as a short-term solution. Typically, does not require code/data changes.
	Only Critical priority level incidents will be candidates for work during non-business hours.
Defect	Any bug, error, malfunction, adverse data condition, or other performance interruption that causes the system to fail to operate in conformance with JSI's then current publicized specifications, but that does not cause a complete application outage. User Error or not following processes or procedures shall not be considered a defect.
Defect Level 1	A Documented Defect that causes: a) Complete application failure or application unavailability b) Application failure or unavailability in one or more of Authorized Users' locations or c) Systemic loss of multiple essential system functions.
Defect Level 2	A Documented Defect that causes: a) Repeated, consistent failure of Essential Functionality affecting more than one user or b) Loss or corruption of data.

Defect Level 3	A Level 1 Defect with an existing Circumvention Procedure, or a Level 2 Defect that affects only one user or for which there is an existing Circumvention Procedure.
Defect Level 4	A documented Defect that causes failure of non-essential functionality or a cosmetic or other documented Defect that does not qualify as any other service level defect.
Documented Defect	A Defect submitted with sufficient information to recreate the Defect or otherwise clearly and convincingly document or evidence its occurrence, including, but not limited to, the operating environment, data set, user, or any other such information that JSI may reasonably request. Authorized User shall deliver such information to JSI concurrently with notification to JSI of a Defect. All reasonable efforts must be used to eliminate any nonapplication related issues prior to notification to JSI of such Defect, including, but not limited to, issues related to the network, user training, extensions produced by Authorized Users, and data problems not caused by the system.
Failure, SLA Failure, Critical SLR Failure	Means the failure to meet, achieve, or attain the designated performance target for a specified SLR or a Critical SLR for the applicable Measurement Period.
Problem / Issue / Incident	Means any material problem, including any (i) Security Incident, (ii) failure to deliver any Services, (iii) failure to deliver any Service Levels, (iv) situation that has negatively impacted or reasonably could negatively impact the maintenance of Clerk's Office internal controls or compliance with Clerk's Office physical or information security, operations, and any policies, procedures, or services described in the Agreement, the Statement of Work or work authorization, or Applicable Laws; or (v) situation that has had or reasonably could have any adverse impact on the Services.
Scheduled Downtime	Planned outage of Services (in whole or in part) that is scheduled by JSI with the Clerk's Office or client more than 48 hours in advance of the commencement of such outage.

Service Problem Analysis

NOTIFICATION OF PROBLEMS

If JSI becomes aware of any issue, JSI will: (i) provide client with prompt notice of such issue (no later than two (2) days after discovery); (ii) provide client with a complete description of the issue, including its expected impact; and (iii) meet with client (no later than four (4) days after discovery) to formulate and implement an action plan to minimize or eliminate the impact of such issue.

CORRECTIVE ACTION PLAN (CAP)

If either Party reasonably determines that a Problem has or is likely to occur, such Party shall promptly (no later than two (2) days) notify the other Party of such Problem (a "CAP Notice"). Concurrent with delivery or receipt of such CAP Notice, as applicable, JSI shall: (A)(i) immediately take steps to mitigate any harmful effects of such failure within its control, (ii) upon client's approval, correct the Problem as soon as practicable, (iii) continuously, and when requested by client, advise client of the progress and status of remedial efforts being undertaken with respect to such Problem, and (iv) demonstrate to client that all reasonable action has been taken to prevent a recurrence of the immediate failure; (B) promptly upon resolution of the Problem (and in any event, within five (5) days after resolution of the Problem) perform a Root Cause Analysis; (C) report to the client on the nature and scope of the Problems identified; and (D) prepare a Corrective Action Plan to correct the source of the Problems and take all actions necessary to prevent recurrence. JSI shall commit all additional resources necessary to resolve and prevent Problems under the Corrective Action Plan. Following delivery of a Corrective Action Plan and Acceptance of such Corrective Action Plan by the client, JSI shall, within the timeline set forth in the Corrective Action Plan, promptly correct the source of the Problems in accordance with the Corrective Action Plan, advise client of the progress of correction efforts at stages determined by the Corrective Action Plan, and demonstrate to client that all reasonable action has been taken to prevent a recurrence of the failure.

*** End of Attachment

ATTACHMENT 4 – TECHNOLOGY SUMMARY ABSTRACT

What is Genesis Jury Management System and what does it take to understand, install, and maintain Genesis. Genesis Jury Management System is designed to utilize a modular approach to delivery of your jury management needs. At the heart of the system is our highly secure and scalable database engine that utilizes Microsoft SQL Server. A core business layer that controls access and integrates module functionality without the silo approach to software many vendors use. All Genesis Jury modules communicate with each other via this Core service so that data integrity and security is maintained at the highest levels, while providing incredible performance and flexibility. Our presentation layer is designed to streamline jury operations and save time and money.

"The Next Generation of Jury Management software"

DESIGN GOALS

Genesis was designed from the ground up with new frameworks, current technology standards and decades of experience in the industry. We started with a clean slate and built this suite of applications based on lessons learned and customer feedback.

Some of our guiding principles:

- Use any web browser to login and access your system.

- Any device should be able to run **Genesis Jury Management** (Computer, Tablet, Smart Phone) if it supports a current web browser.

- No more local installations of a program to keep synchronized or updated. **Genesis Jury Management uses a centralized web server and database to allow for more users from more locations.**

- Operating System should no longer become a limiting issue. If it can run a web browser, it can run Genesis Jury.

- Easy portability for access on the move. If you get a new computer, just open the web link and login!

- Access from multiple locations if you have access to the web application.

- Maintenance and Updates must be easier and centralized across the client base.

- Each location can control user access via completely custom user by user permissions.

- Customized menus displayed on a per client and per user basis.

- Streamlined processes to reduce pop-up dialogs, windows, and clicks.

- Ability to view multiple forms at once and easily switch between tasks.

- Provide extensive tuning and configuration options to tailor the user experience and processes to suit your needs.

- Superior security enhancements to protect not only your system, but juror data and documents you receive and generate.

- Flexible installation options and support to meet or exceed the needs of even the most restrictive environments.

- Provide for easy to manage template-based document generation.

- Provide content customization on a per client basis.

- Ability to generate more than 5,000 documents in a batch.

- Provide for focused area of operation security.

- Support for multi-factor login security models.

- Provide flexible password enforcement and rules to meet various client's needs.

- Utilize design practices that allow for micro-customization of content, workflows, and process within the court.

- Provide a sustainable upgrade and enhancement path.

Many of these goals are a blend of industry requirements, development best-practices and decades of experience in jury management. Every module, component or process in Genesis is weighed against these goals before, during, and after development.

OUR MODULES

Judicial Systems (JSI) believes one size does not fit every court and that some features and functions may not make sense. Genesis solves that by utilizing a modular approach to meeting your needs. The core and database storage needs are separated from the User Presentation layer so that modules can be used to organize functions and reduce costs.

Genesis Juror
Genesis Juror Module is the base jury management module that delivers state of the art jury management features in a highly secure and flexible framework. Juror is the hub for all other modules and is required for all other modules to operate.

Supporting 1-Step, 2-Step, and 1.5-Step processes for qualifying jurors. The Juror Module allows for qualification and summons, check-in, payments, case management and assignment and so much more. Dozens of customizable reports, seating charts, letters, attendance, payments, and expense reports bundled into a highly flexible web interface sets the bar for performance and flexibility.

Included in the Juror Module is a Voir Dire Manager, which provides real time processing of Jurors in the courtroom. Judges, attorneys, and court personnel can view real time updates via a courtroom approved electronic device. No more legal pads nor handwriting Juror names or drawing seating charts by hand. Unparalleled Security, coupled with user-based UI customization can create an easy to use, powerful experience for any court.

Genesis Imaging
Imaging is a module that provides a Windows based control application for bulk scanning and OCR/ORM document import abilities. This powerful application interacts with your scanner and gets those stacks of papers quickly and efficiently added to each juror in the system.
Using Intelligent Character Recognition (ICR), Optical Character Recognition (OCR), Optical Mark Recognition (OMR) and barcode reading, juror qualification questionnaires and summons profiles can be digitally scanned to make paper processing and storage more efficient.
Genesis Portal

Genesis Portal provides potential juror self-service via a secure web site that allows for several features like gathering questionnaire answers, verify addresses, payment, and communication preferences, requesting excuses or deferrals, printing maps to the courthouse from the juror's own browser.

Providing 24-hour-a-day web access. Jurors can visit the portal to find answers to commonly asked questions, accept service, view instructions for the next day's service, obtain work certification documentation and request exemptions or deferrals according to your court specific policies.

Interactive Voice Response (IVR)

Genesis IVR is the Interactive Voice Response module that allows jurors to dial into the system with their phone, follow a phone prompted series of questions and answers to complete their questionnaires over the telephone. They can also check reporting instructions and get basic help from this automated, machine learning interface.

IVR allows prospective jurors to obtain their qualification status and retrieve reporting information over the telephone 24-hours-per-day, 7 days-a-week.

Genesis Messaging

The Genesis Messaging module allows jurors and court staff to text/email via Genesis throughout the jury process. Messaging provides text responses, reminders, and instructions to jurors.

JSI has developed and imbedded natural language processing (NLP) algorithms into the Messaging module. Messaging receives text or email input from a potential juror, in "everyday language", and evaluates the meaning of the request. Messaging then provides an accurate response to the potential juror's inquiry. This enables jurors to hold two-way meaningful conversations with Messaging in a humanlike, intelligent manner.

Genesis Chat

The Genesis Chat module allows jurors, our chat bot, and court staff to chat back and forth throughout the jury process. Chat provides text responses, reminders, documents, and instructions to jurors.

It is like having a 24/7 full time staff member that can service Juror's inquiries and keep Jurors informed! Genesis Chat is a whole module dedicated to providing chat support to your jurors and is fully integrated with Genesis Jury Management.

Chat programs in general are not interconnected with their host system very thoroughly and rarely provide insight you can see quickly into a person's chat experience. Genesis Chat was designed to create a flexible and fluid experience for the juror. Reducing frustration, guiding the juror and being a force multiplier for your staff and not just a "Chat Plug-In".

JSI has also embedded NLP algorithms into the Chat module.

Chat Rooms allow court staff to interact with the Jurors in real time. Staff can request documents, interact with the potential juror, and create a more service-based experience. Complete Chat history is stored for review by staff.

Genesis Kiosk

Checking jurors in can be a time-consuming process and require additional personnel to support a seamless transition from walking in the door to becoming an active juror. The Kiosk Check-In module is a small footprint check-in station that has limited features, but focuses on tasks to speed up check-in.

Kiosk can make jurors are provided automated instructions on what to do next. This self-service kiosk can help save time and speed the check-in process incredibly. Jurors can scan their Driver License or their Summon barcode to check-in, for Jury pool or active case attendance.

Attorney Portal

Many courts provide information to counsel to support the Voir Dire process, Genesis Jury Management allows for a separate, secure area for counsel to interact with the information they need to perform Voir Dire and access information about the cases they have been granted permission to access.

Basic Case information, reports, and the ability to save, reuse and create custom question sets for each case as well as a Voir Dire interface to score and evaluate prospective jurors during the Voir Dire process.

Attorneys are given a separate secure portal with limited access that is controlled completely by the court.

JSI Monitoring

JSI Monitoring Service is a free client service we provide our customers to ensure your forward facing (Juror) services are up, running, and available. Our software monitoring system is designed to provide real-time monitoring of web sites, phone lines and Chat Services to ensure that they are running smoothly and efficiently.

We cannot control the weather, utility, or service availability, but knowing something is potentially wrong BEFORE the Juror is exposed to an issue can be priceless.

TECHNOLOGY

Genesis technology stack was evaluated using decades of experience in the industry. Ensuring performance, scalability, and security. Our choices in each tier were guided by the principles of "one size does **not** fit all" and flexible choices for our clients.

To service a broad range of needs, pre-existing hardware, and growth we developed a 3-tier design that is flexible and provides the best performance possible. See figure 1 for a basic diagram of Genesis.

Figure 1: Genesis Design Overview
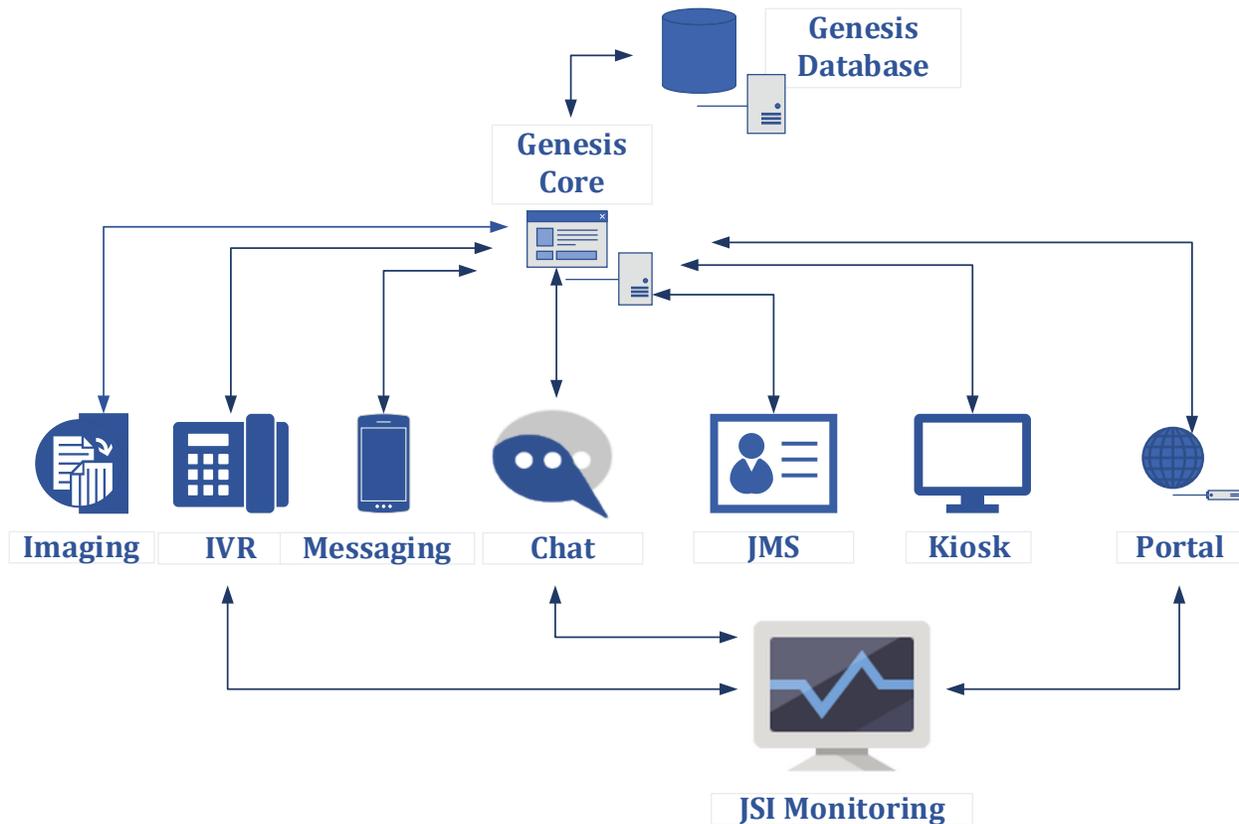
Our technical choices to deliver on this design were as follows:

- Web servers – We chose Microsoft IIS for web services given its stability, availability, and flexibility.
- Application servers – We developed Genesis Core as the main hub for business logic and database isolation. Core is written in C# utilizing .NET framework.
- Database servers – Microsoft SQL Server was chosen due to our extensive experience and the industry performance benchmarks.
- Programming languages – ASP.NET, Java, C#, and ANSI compliant SQL are used as appropriate.
- Frameworks – C# leveraging .NET framework were used to design the underlying frameworks for presentation layer and Core, while SQL Server Stored Procedures and Functions are used to isolate and access data.

ARCHITECTURE

Genesis started with a clean white-board and decades of real-world experience being brought to bear of delivering a highly flexible application architecture and a secure application. Security was paramount and the ability to run in many separate locations using the same code base.
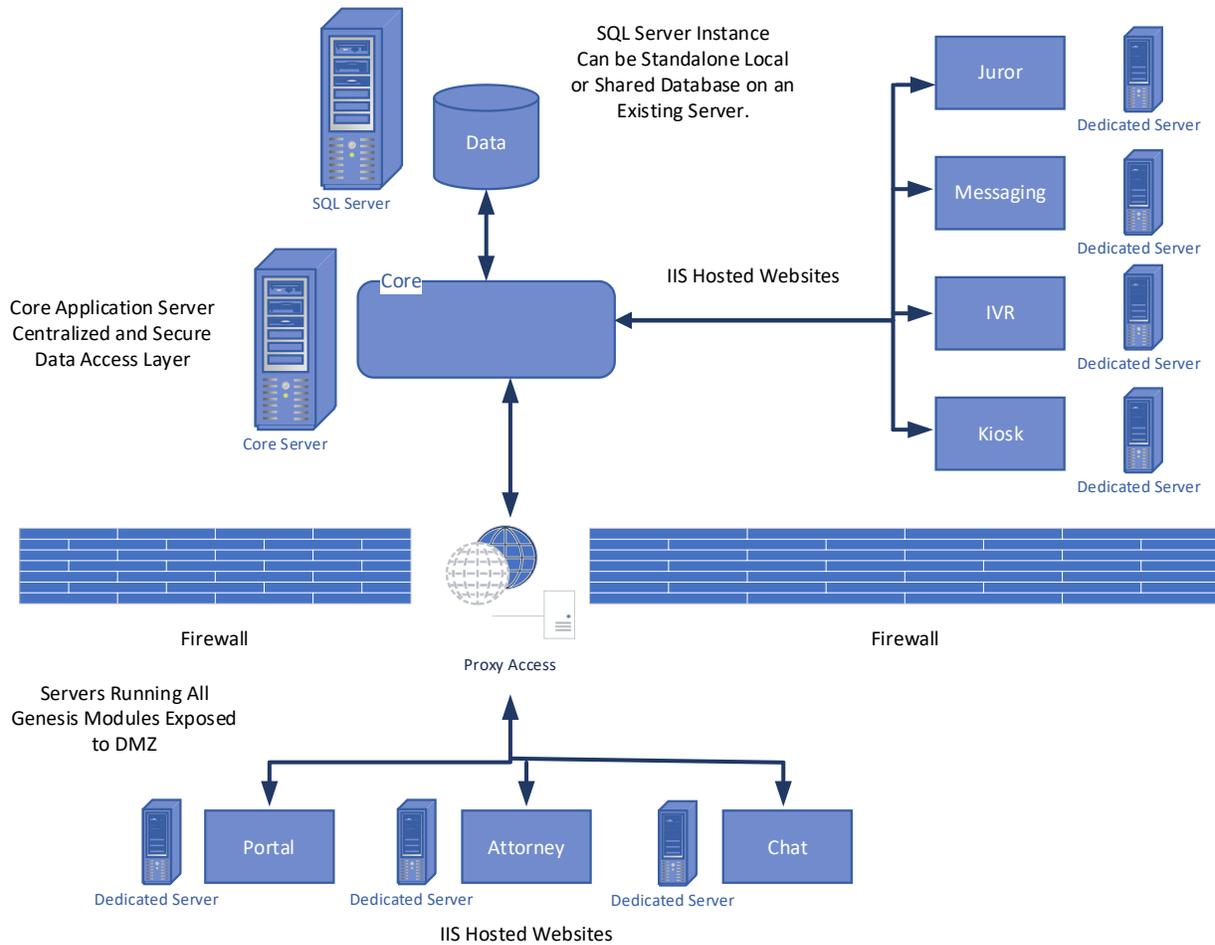
Tiers

Genesis was designed as a tiered model with implementation of the tiers to be determined by the environment in which it is installed. This tiered model allows for scalability and high performance. The tiers are hosted on Microsoft Server installations. See figure 2 for an example of a smaller Genesis installation.

Figure 2: Single Machine Installation (Small installations)
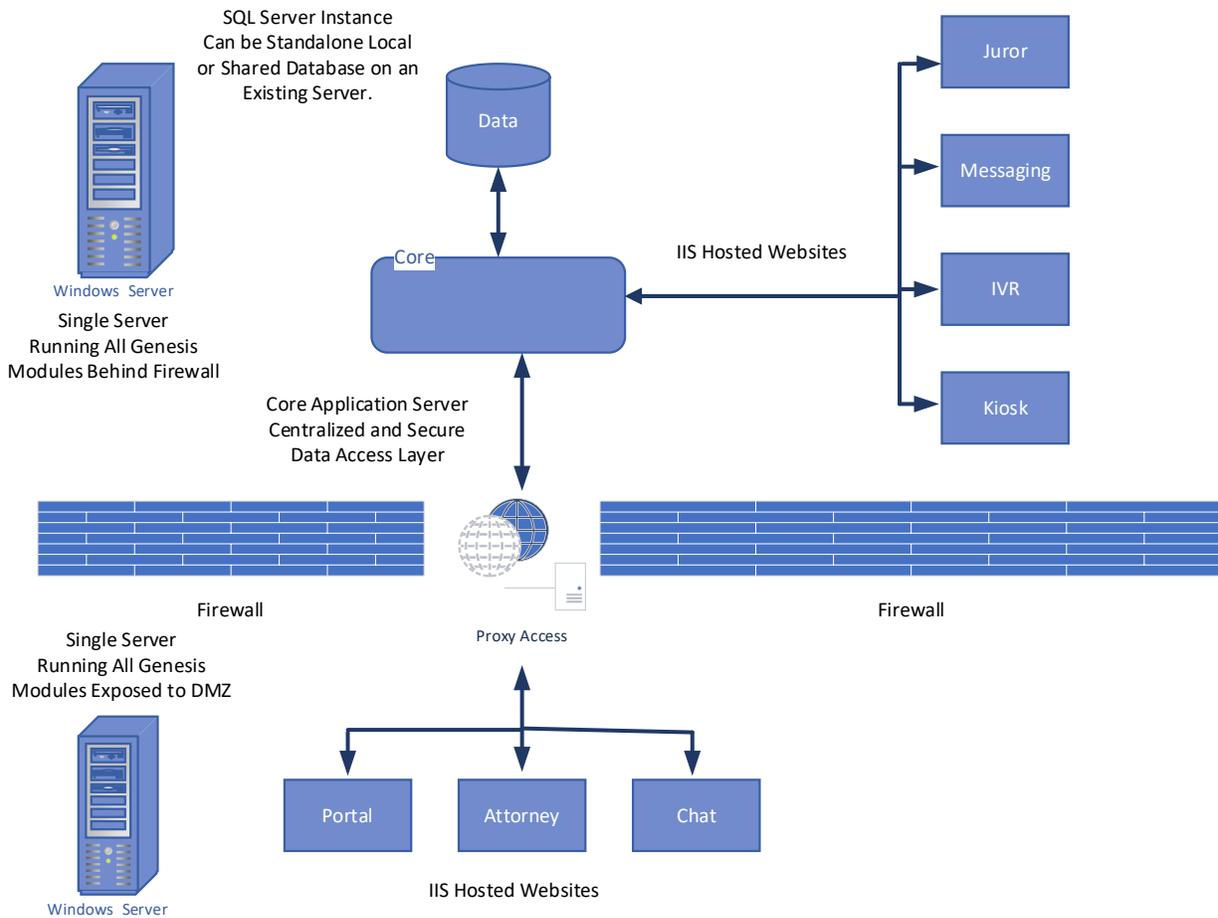
The Tier configuration allows the flexibility to put high-performance servers in key roles, and less utilized servers in other roles. This allows processing to be off-loaded and handled by servers that are not competing for memory, CPU, or disk. See Figure 3 for a more complex, high performance and tunable configuration.

Figure 3: Multiple Machine Installation (High Performance)

SQL Server Instance
Can be Standalone Local
or Shared Database on an
Existing Server.

Data

SQL Server

Core

IIS Hosted Websites

Juror

Dedicated Server

Messaging

Dedicated Server

Core Application Server
Centralized and Secure
Data Access Layer

IVR

Dedicated Server

Core Server

Kiosk

Dedicated Server

Firewall

Proxy Access

Firewall

Servers Running All
Genesis Modules Exposed
to DMZ

Portal

Dedicated Server

Attorney

Dedicated Server

Chat

Dedicated Server

IIS Hosted Websites

As shown above, this design allows for growth on an as needed basis with limited down-time for upgrades or tuning. This support for growth provides industry leading flexibility and performance.

Layers

By isolating layers into business specific functions, Genesis can reuse logic and processes across the entire suite of modules, reducing complexity, while adding stable, reusable, and consistent components in all modules. Focusing on each layer independently allows for better development, standardized testing, and reduced complexity of the code at each layer.

Protocols

All communication to and from Genesis Core is via HTTP/HTTPS to ensure secure point to point communication. Even the windows scanning application utilizes Genesis Core via its extensive and secure Rest-API.

SECURITY

Security of user access, module communication and data access are a central base requirement of Genesis. Each layer, all frameworks and all modules utilize as secure communication and authentication models as much as possible.
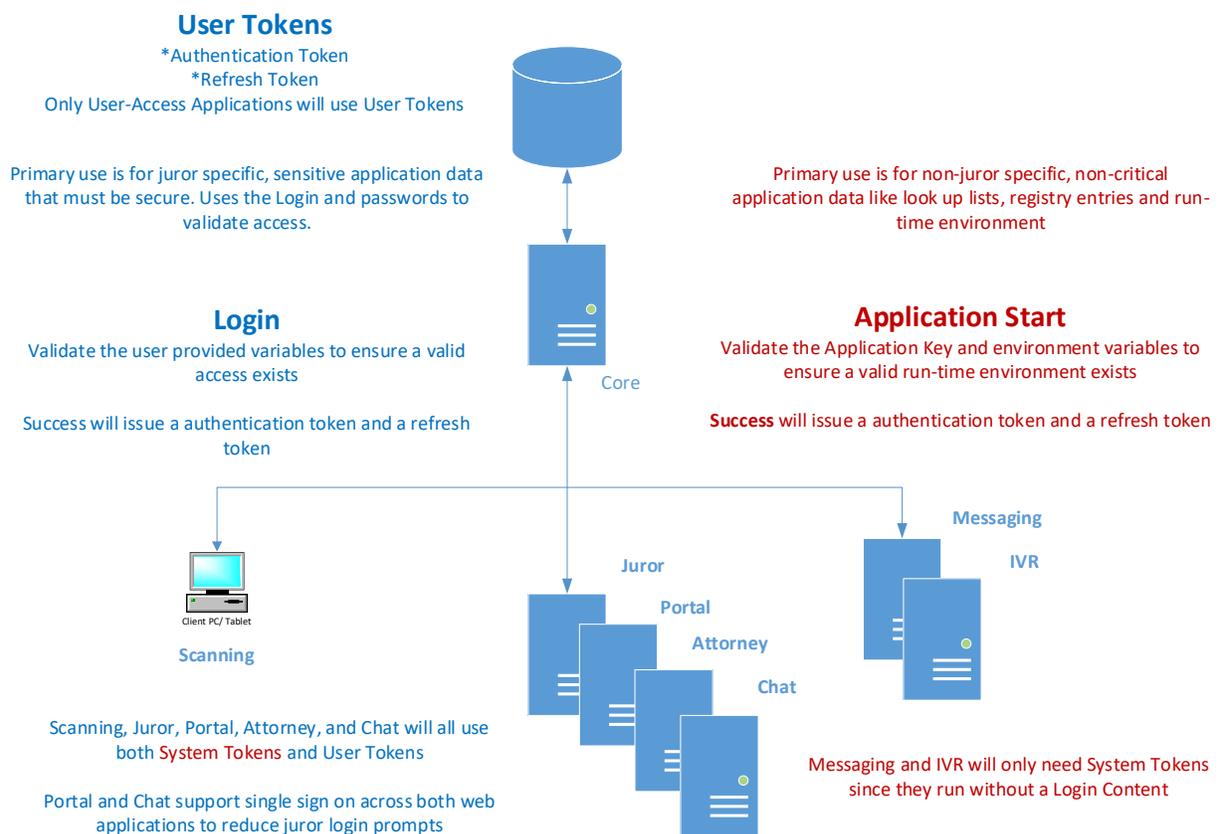
Authentication

Internal Staff Users are managed via a role based and functional requirement driven framework. Staff users must provide a separate login and password to access the system. This allows for extensive audit trails and activity tracking within Genesis. Genesis provides support for a broad range of security requirements, from 2 factor authentication, password retrieval, and functional area access controls.

Authorization

All communication between modules and core are protected by a 2-part oAuth2 implementation. System Level Tokens are used for application and environmental access control, while individual User Tokens are used for access to the application via secured Authentication. External access also uses the oAuth2 model for access to forward-facing web applications to ensure rogue access is denied and data and/or communications are secure. Our oAuth2 model comes directly from the Microsoft oAuth guides and adheres to the requirements listed there. See Figure 4 for a Genesis oAuth explanation.

Figure 4: Genesis oAuth Model

User Tokens
*Authentication Token
*Refresh Token
Only User-Access Applications will use User Tokens

Primary use is for juror specific, sensitive application data that must be secure. Uses the Login and passwords to validate access.

Primary use is for non-juror specific, non-critical application data like look up lists, registry entries and run-time environment

Login
Validate the user provided variables to ensure a valid access exists

Success will issue a authentication token and a refresh token

Application Start
Validate the Application Key and environment variables to ensure a valid run-time environment exists

Success will issue a authentication token and a refresh token

Core

Client PC/ Tablet

Messaging

IVR

Juror

Portal

Attorney

Chat

Scanning

Scanning, Juror, Portal, Attorney, and Chat will all use both System Tokens and User Tokens

Portal and Chat support single sign on across both web applications to reduce juror login prompts

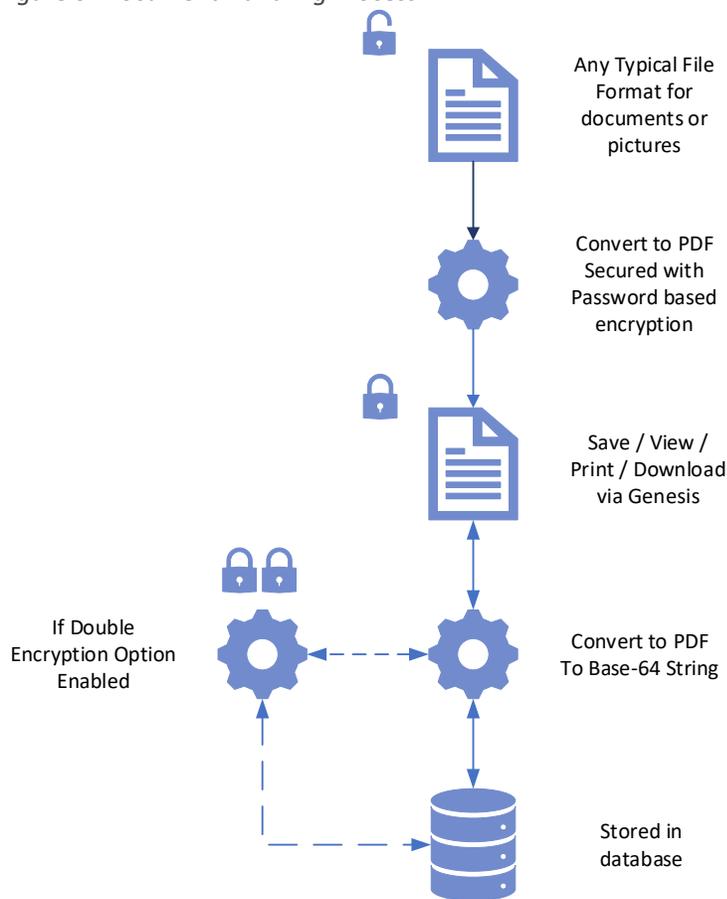Messaging and IVR will only need System Tokens since they run without a Login Content

Data encryption

Encryption takes on different forms in Genesis. All communications via the web are supported via HTTPS which requires a valid and known certificate identifying a site and server as a true and accurate location. The HTTPS protocol is commonly used in Banking, e-Commerce, and Government systems.

Genesis stores all documents as encrypted PDF files at rest. Following the PDF standards for encrypting a file provides a level of security for opening a document. You can only access documents in Genesis via Genesis. Genesis decrypts the file before presentation to the user based on the existing 256-bit encryption process and Base-64 encoding, no end-user juror documents are available for use in Genesis. Documents are stored within the Genesis database as a Base-64 encoded string and not on the operating system file system. This allows for a level of security for server access to the file system by IT personnel.

Files encrypted within Genesis are protected by a Genesis specific user and password to control access to juror documents ONLY through Genesis. You must be properly logged in and request the document via Genesis to view/print it. See figure 5 for our document process.
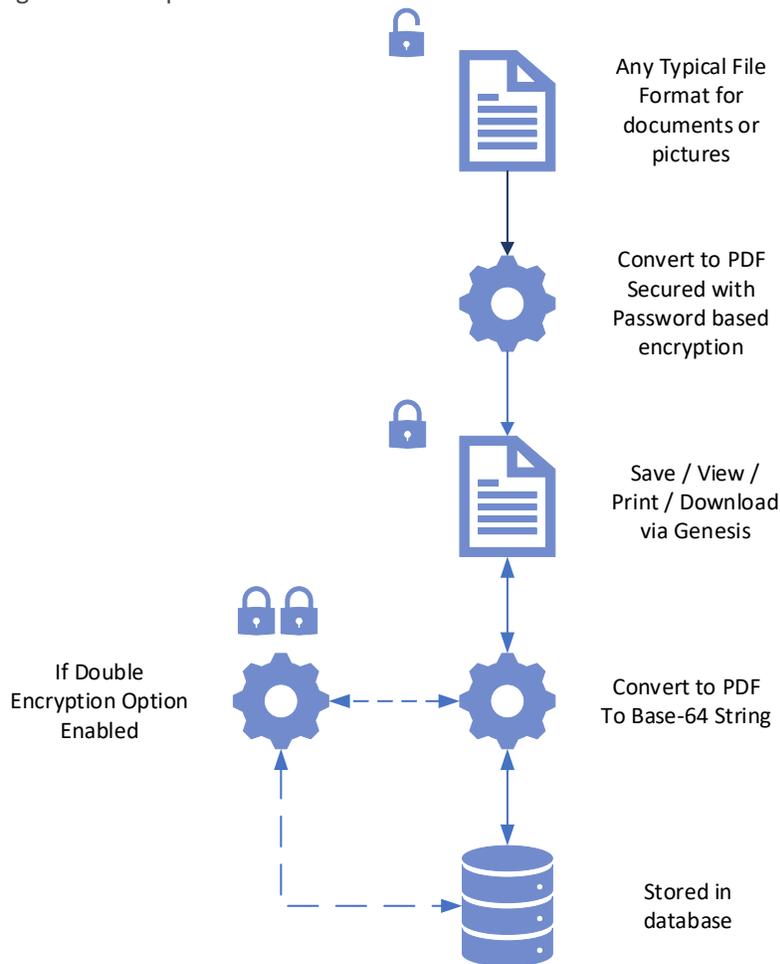
Figure 5: Document Handling Process

Any Typical File Format for documents or pictures

Convert to PDF Secured with Password based encryption

Save / View / Print / Download via Genesis

If Double Encryption Option Enabled

Convert to PDF To Base-64 String

Stored in database

Genesis also provides an additional layer of encryption that can be enabled; extended 256-bit AES encryption of the documents at rest. Even with access to the server, database and file system, documents are protected from theft or un-authorized use.

Genesis Chat allows staff to request a file from a prospective juror to verify some statement or condition. These files are handled in a secure and encrypted process to isolate these files until they are approved by a staff member. Then and only then will Genesis add that document to the list of documents for a juror in Genesis. See Figure 6 for the File Upload Process.

Figure 6: File Upload Process

Any Typical File Format for documents or pictures

Convert to PDF Secured with Password based encryption

Save / View / Print / Download via Genesis

If Double Encryption Option Enabled

Convert to PDF To Base-64 String

Stored in database

No other Jury management system on the market provides for 2-layered, double encrypted with 256-bit AES encrypted documents at rest.

Web Proxy

Genesis provides access to prospective jurors via web portals and Chat to answer questions and get information about their service. Genesis Modules that live outside the DMZ utilize an oAuth2 based Token access via a web proxy. This proxy isolates access between Core and the Web site so secure access is only allowed based on firewall and routing rules.

DEPLOYMENT

Genesis uses a standard process for deployment that ensures maximum success and reduces system down time. JSI stores copies of Client Databases on their local network and all deployments are first tested on a simulated client installation.

All development activities are managed via a comprehensive workflow management system to control and document the required items to be deployed for any version or upgrade of Genesis. JSI uses a build and version number system that ties to proper code bases and ensures deployments are accurate.

Each build has a "Build Items Checklist" that clearly calls out each item needed for that deployment. A fresh installation has an over 400-point installation checklist used to ensure proper configuration and operation of Genesis. Patches and upgrades also have Checklists to guide the thorough deployment of Genesis.

A build is not deployed until all requirements testing, developer testing, QA instance testing and All Client testing have been accomplished. Builds can then be coordinated with each client based on their schedule and needs.

Basic builds usually follow this process before deployment:

1. Developer Tested Local Build
2. Integrated QA Testing
3. All Clients QA Testing
4. Build Packaging and Checklist Review

Hardware and software requirements

Genesis is designed to run on many different classes of Microsoft servers. Here are a few configurations we recommend: (These vary based on usage and usually determined after several interviews with client)

Small to Medium counties wanting a Single Server solution.

- 4 CPU 16/32 GB RAM
- 512 MB Disk Storage
- Microsoft SQL Server Web Edition (2017 or greater) *

*Limited 2016 Support is available. Do not use SQL Express.

- IIS Enabled
- .NET installations as needed.

Medium to Large County wanting Distributed Processing solution.

Database Server

- 8 CPU 32/64 GB RAM
- 1.5 TB Disk (SSD if possible)
- Microsoft SQL Server Web Edition (2017 or greater) *

*Limited 2016 Support is available. Do not use SQL Express.

Core Server

- 4 CPU 32 GB RAM
- 512 GB Disk (SSD if possible)
- .NET installations as needed.

Web Server(s)

- 4 CPU 16/32 GB RAM
- 512 GB Disk
- IIS Enabled
- .NET installations as needed.

Installation and configuration

JSI has an extensive pre-installation questionnaire that drives most of the initial system configuration for Genesis. Typically, we are granted Remote Access to the server so we can document the installation, install necessary patches, and configure the various software packages. We will pre-install it at our office to simulate the process, document any steps needed. This pre-installation heads off any unknown installation issues typically uncovered once a client is ready to be installed. We do reuse existing hardware for this step. Some clients take advantage of our Testing/QA instance support. We can install a complete copy of the Production System in Training Mode with real client data. This instance can be used to train staff, test initial and future configuration changes, and an additional QA step for the client where we install a build on their Testing/QA instance before we schedule a production installation or upgrade.

Testing and QA

Each Genesis build has a "Build Items Check List", a "Build QA Testing List" along with documented build items that describe functionality and requirements for each feature or change.
Once a build has been tested locally by a developer, the build is then integrated into a QA instance of each client to ensure there are no configuration impacts on the build.

A build is typically tested at least 4 distinct levels before being applied to a client instance.
Release Notes for major Builds are made available via our online help system. These notes outline major changes and fixes that are included in this release.

MAINTENANCE AND SUPPORT

We offer standard telephone support during business hours for all our customers. Customers can contract additional levels of support on an as needed basis.

Some modules require periodic maintenance and support. Our process always starts with our ticketing system where we document the item with as much detail as possible. That ticket then moves through a process of design review, impact analysis on existing code, level of effort and our design goals listed above.

The Genesis Chat module should be monitored as the NLP is used in a specific environment. People spell, talk, chat and use slang differently in each locale, the NLP should be periodically tuned for best results. Early installations are checked daily, then weekly and usually only require a monthly review once established language patterns are accounted for.

JSI Supports on-premises and cloud-based installations of Genesis. JSI even offers a hosted option for those counties that wish to contract the care and maintenance of their Genesis system to a third party due to staffing or infrastructure needs.

JSI also provides ongoing training and phone support of Genesis based on annual support contracts.

Development

JSI utilizes an Agile development model with iterative sprints to deliver enhancements or new features for Genesis. Our Software Development Life Cycle (SDLC) recognizes that software is a continuous cycle of activity and must be managed and documented so that stability is maintained. JSSI recognizes the cost of development or time to fix and test any feature increases the farther along you get in the cycle. We always start with defining the need, determining the use-case before we design a solution or a fix.
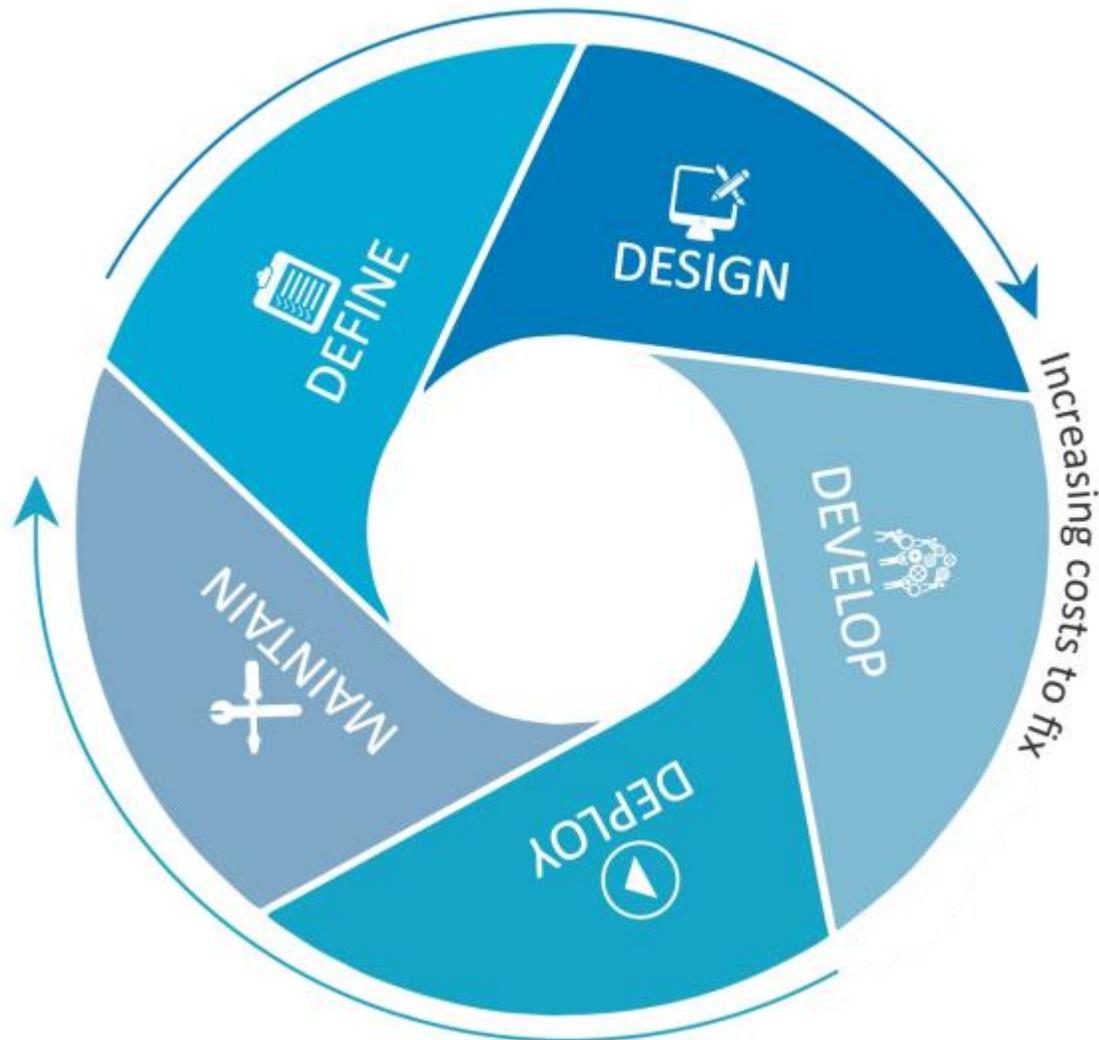
JSI has decades of real-world experience in Jury Management and the support of our systems in the field. Many clients come to depend on our suggestions for ways to improve the process on their end and are actively engaged with us giving feedback and suggestions for new features.

Patching and updates

Due to the modular nature of Genesis, patches and updates are greatly simplified. Some patches involve a simple SQL Script update which requires no down time, to a specific module update that only impacts that module, so only that module is taken offline briefly. A full system update is usually pre-staged, and the length of time needed is usually dictated by how long a backup takes and how long it takes to replace files and start back up. Most updates take less than 15 minutes.

Monitoring and alerts

JSI has developed a backup alert system that can alert us to a major system issue along with a Monitoring Module that runs around the clock checking service availability and responses. JSI Monitoring is a free service we provide to give clients the peace of mind that their jurors are being taken care of around the clock.

Incident response

Typical incidents during business hours are addressed while we have you on the phone. Some require us to call you back after a bit of research, but only a few issues are extended length or require a patch. Our goal is to get you taken care of while we have you on the phone.

We man our phones covering business hours East Coast to West Coast along with an after-hours service level that can span 24/7/365. If your court is in session, we will staff the phones.

CONCLUSION

Genesis has set the bar for Jury Management software, security, and performance not only in our industry but across any industry. Genesis has over 1,100 end-user customizations and settings to allow you the most flexibility in doing things "the way you want". Our state-of-the-art software has been field tested, client approved, in both small and large jurisdictions across the country.

You can run Genesis on a computer, tablet, or your phone. We have developed modules to provide current features that are being adopted regardless of the age and demographic of your prospective juror pool.

We have developed a system and approach with Genesis that will be stable for years to come and that cannot be outgrown. We have designed Genesis to build far into the future and handle ever changing needs and requirements.

Security in today's changing world brings many challenges to software design and functionality, but we have solved those challenges that are out there now and what is to come. We have truly created:

"The Next Generation of Jury Management software"

*** End of Attachment