



OFFICE OF COURT ADMINISTRATION

DAVID SLAYTON
Administrative Director

September 23, 2020

To: David Slayton, Administrative Director

From: Melanie Adrian, Project Manager
Jeff Rinard, Director of Enterprise Planning and Regulatory Services

Re: Recommendation for eFile 2.0 RFO vendor negotiations

Three vendors submitted full and complete responses to OCA's eFile 2.0 Request for Offer (RFO). One vendor was disqualified for taking exception to non-negotiable terms contained in the Master Services Agreement (MSA). The evaluation team (comprised of OCA staff, JCIT members, and representatives from the filing and court communities) independently evaluated the two remaining vendor responses.

In Round 1, each individual evaluation team member's score was accumulated into a pre-defined scoring matrix (that included six evaluation categories – Offeror Qualifications, Requirements, Implementation Services, Program and Project Management, Production Services and Pricing) producing a score for each of the two vendors (that is, Icon Software Corporation and Tyler Technologies). After the calculations were performed, the evaluation team members reviewed the cumulative scoring matrix to discuss significant deviations in scoring, key risks and issues, and gain consensus. As a result, it was determined that both vendors were in competitive range to proceed to the next round of evaluations. Following this determination, the two vendors were invited to and provided a solution demonstration and oral presentation to the evaluation team. In the Round 2 predefined scoring matrix (that included two categories – the Solution Demonstration and Oral Presentation) the evaluation team individually scored each of their performances and concluded that Tyler Technologies' proposal best met the needs of the RFO, provided the best value for the State of Texas, and therefore should proceed to the Best and Final Offer (BAFO) stage, in accordance with the procurement plan.

Overall, the Tyler Technologies' proposal scored 7% higher after Round 1 and 23% higher after Round 2 of the evaluation process. Tyler Technologies received the highest score in all evaluation categories in both rounds of scoring, with the exception of Round 1- Production Services.

The following describes OCA's review of Tyler Technologies' proposal in the six evaluation categories:

1. Offeror Qualifications

Tyler Technologies has extensive experience working with eFile partners including CMS vendors and EFSPs in multiple large states including Illinois and Texas. The key personnel presented by Tyler Technologies in their RFO response is commensurate to the large size and effort of this project.

2. Requirements

Tyler Technologies indicated they can meet approximately 62% of the requirements "out of the box" which limits the amount of configuration and customization and enhancements required in future releases. In addition, Tyler Technologies provides comments and insight on requirements they answered require *configuration, customization* and *future release* listed level of complexity and requirements specifications that can be brought forth into the analysis and design phase of the project. Finally, the eFile components outlined in the Tyler Technologies' response is entirely encapsulated in the Tyler Technologies' eFile solution, whereas the Icon Software Corporation response indicated multiple subcontractor relationships necessary to meet the requirements of the proposal.

3. Implementation Services

Tyler Technologies' score within the Implementation Services category was more than double that of Icon Software Corporation. Tyler Technologies' response demonstrated their understanding of the complexities and nuances of a project this size and their ability to successfully perform required services.

4. Program and Project Management

Tyler Technologies' Project Management response met the requirements of the RFO, and provided thorough additional responses indicating their knowledge and adherence to industry standard practices and processes.

5. Production Services

Tyler Technologies' Production Services response met the requirements of the RFO. The scoring was almost evenly matched with Tyler Technologies' score 2% less than Icon.

6. Pricing

Tyler Technologies' Cost Proposal of \$196,008,560 is within the total estimated Business Case cost of \$208,728,093. Tyler Technologies' pricing was 44% higher than Icon's. Notwithstanding this price disparity, after factoring in technical scoring from Round 1, Tyler Technologies' score was 7% higher than Icon's.

Based on these results, we feel that Tyler Technologies provides the best value to the State of Texas and recommend that OCA proceed into negotiations with Tyler Technologies.

I approve this recommendation.



9/24/2020

David Slayton, Administrative Director

Date