



Proposal

Proposal for Justice Ecosystem Study / Procurement of Broad Scope Case

January 28, 2026

Franklin County Municipal Court, Ohio

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MissionCriticalPartners

Introduction Letter

January 28, 2026

Emily Shaw, MPA
Court Administrator
Franklin County Municipal Court
375 South High St | 10th Floor
Columbus, OH 43215

Re: Proposal for Justice Ecosystem Study/Procurement of Broad Scope Case Management

Dear Ms. Shaw:

Mission Critical Partners® (MCP) appreciates the opportunity to provide this proposal to the Franklin County Municipal Court and Clerk's Office for consulting services to analyze the information technology needs of the County and aid with the procurement of a broad scope case management system.

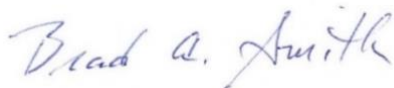
The MCP team serves as an independent agent with considerable experience in local government management roles, and extensive experience in performing public safety consulting services for state, local, and federal government entities.

MCP is prepared to serve the Court and Clerk by assisting you with achieving optimal delivery of emergency communications services—**because the mission matters**. If you have any questions regarding the information submitted, please contact me at 937.952.7891 or BradSmith@MissionCriticalPartners.com.

On behalf of our entire team, we stand behind the Franklin County Municipal Court and Clerk to serve as your partner and advocate.

Sincerely,

Mission Critical Partners



Brad Smith
Client Services Director

Your Mission Matters

At MCP, Our Mission Is Simple: To Improve Public Safety and Justice Outcomes

We are committed to working collaboratively with you to implement successful solutions for your networks, data, and operations. More than just a consultant, we act as trusted advisors, striving to deliver value, efficiency, and fresh ideas—all while mitigating risk. We are solely focused on the justice, public safety, healthcare, and critical communications sectors, and what makes us different is our holistic perspective. A leading provider of service delivery, including data integration and migration, change management, network and cybersecurity services, our vision is to transform the mission-critical communications and public-sector networks and operations into integrated ecosystems.

More importantly, we stand behind the significance of the work our clients do and how critical their missions are—not just for their organizations, but because their communities are counting on them. While we are proud to have the largest, most experienced team of specialized experts in the industry, our greatest pride comes from applying this expertise to work side by side with our clients to implement the best possible solutions—because the mission matters.

By the Numbers



Since 2009, MCP has supported 3,200+ projects for 1,300+ public-sector and critical communications agencies



We serve clients in 50 states and 95% of the nation's largest metropolitan areas



Our staff consists of more than 200 subject-matter experts, each with an average of 25 years of experience, dedicated to supporting our clients and their missions



More than 90% of our clients remain with us from project to project



BECAUSE
THE MISSION
MATTERS



The Evolving Justice Ecosystem



Navigating the Justice Ecosystem with a **Holistic Perspective**

The goal of the justice community is to provide equal access to justice, uphold law, protect the rights of citizens and resolve disputes. But nowhere in that description is the know-how to implement modernized technology or understand how technology impacts their communities. That is where MCP comes in.

We take pride in our deep and longstanding commitment to serving the public and ensuring equal access to justice by working with organizations to develop an individualized vision and value system. MCP understands the entire ecosystem, which helps us bring a holistic perspective to our justice modernization efforts, acting as an organization's go-to resource for expertise and insights.

What Sets **MCP** Apart

MCP's professionals are industry-recognized subject matter experts who have walked in your shoes within justice organizations nationwide, bringing deep functional expertise and practical insights to every project. We bring a sharp focus to the justice ecosystem and its interconnected areas of impact, leveraging technical expertise and practical knowledge honed through hundreds of successful justice projects we've supported nationwide.

A Partnership Designed for Your Success

The justice sector is not a one-size-fits-all landscape. That's why we take the time to immerse ourselves in your operations, environment and culture—ensuring we present a solution precisely tailored to your unique needs and challenges.

Many vendors today rely on surface-level insights gathered from brief Q&A sessions or spreadsheets, barely scratching the surface of your organization's true complexity.

At MCP, we understand that your needs go beyond what can be gained from a survey. We invest the time and effort required to observe your organization's processes, listen to your pain points, and engage in meaningful discussions—no matter where you are on your modernization journey.



Our Comprehensive Approach

Strategy/Vision

We craft a strategy centered on your vision, establishing a foundation to bring it to life—from a succinct mission statement to modern, robust technology systems and effective governance frameworks.

Assess/Audit

Regularly evaluating problem areas and tracking progress toward goals and objectives is a critical step in achieving success—one that should be conducted annually to ensure continuous improvement and alignment with organizational priorities.

Procure/Design

We can craft an acquisition plan that aligns with your needs and future aspirations. By combining strategic procurement with thoughtful design, we ensure a seamless path to implementation and improve contracted outcomes.

Implement/Deliver

With a clear roadmap in place, we move forward with precise execution, supporting deployment. Our experts oversee each implementation phase to ensure it aligns with your objectives, minimizes disruptions, and maximizes impact.

Augment

We tackle staffing challenges with tailored workforce optimization programs that strategically align the right talent with the right roles. Our implementation support can accelerate software and application progress and enhance organizational capacity.

Manage/Integrate

Our IT services ensure that your IT infrastructure operates efficiently and reliably, reducing downtime and optimizing performance. Meanwhile, our data integration expertise focuses on connecting disparate systems and helping you achieve data integration, enabling integrated workflows and improving data accessibility.

Protect

A strong cybersecurity presence is the No. 1 factor in organizational success. We help you equip your organization with the tools and knowledge to be prepared for inevitable cyberattacks. We can help you defend against threats and mitigate their impact when they occur.




Our Commitment to Our Clients

Partnering with a firm that brings an independent, objective perspective to every engagement is our clients' top priority. We stand behind our commitment to always put the fundamental interests of our clients first.

From our inception, vendor-neutrality is a value that underpins every aspect of what we do. Our goal is to determine the most favorable solution for our clients based on their unique requirements, budget, governance structure, operations, and existing technologies. We provide a holistic perspective regarding the entire mission-critical communications ecosystem, free of bias or favoritism to any specific product or service provider. Our recommendations are always based solely on the value and the benefit provided to the client.

For clients, this approach means more control and greater visibility into the systems they ultimately are responsible for operating and maintaining, and—more importantly—a successful project that improves outcomes.

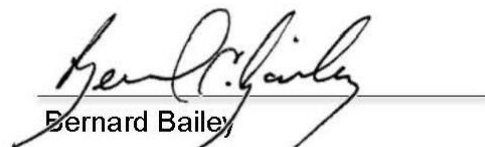
Board of Directors



R. Kevin Murray



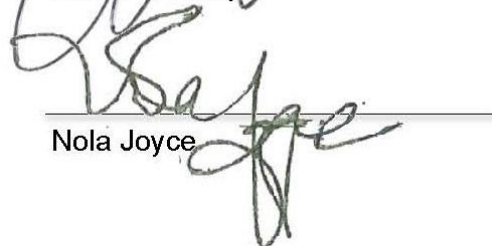
Robert Chefitz



Bernard Bailey



Darrin J. Reilly



Nola Joyce

Statement of Services

Task I: Municipal Court Case Management System Requirement and Business Requirements Analysis

Business Requirements Analysis

Mission Critical Partners® (MCP) will conduct a comprehensive analysis of the Franklin County Court's business operations and current case management processes to establish a solid foundation for defining the requirements of the new case management system (CMS). This analysis is not limited to, but will include courtroom dockets, assignment office operations and court service operations.

MCP will engage with Court staff and any other external justice partners through interviews, direct observations, and system walk-throughs to identify operational needs, pain points, and opportunities for improvement. This analysis will include a detailed assessment of the Court's current CMS environment by reviewing

- Data management practices
- Workflow efficiency
- System integrations
- Reporting capabilities

Additionally, MCP will work closely with the Court CMS Committee and project executives to address strategic considerations, governance requirements, and long-term operational goals, ensuring that the future CMS aligns with the Court's vision.

The activities described above represent the following work tasks:

- Documenting and evaluating current business processes to understand existing workflows, case handling procedures, and operational dependencies
- Assessing and documenting the current technology environment, including existing CMS capabilities, data structures, integrations, and security protocols
- Identifying key operational and technical challenges that impact the Court's efficiency, scalability, and case management effectiveness
- Recognizing opportunities for modernization, automation, and process optimization to improve prosecutorial operations and system performance

The activities completed in this phase will result in the following deliverables:



Deliverables:

- Documented list of stakeholders and their roles in the CMS project
- **Draft Environment Assessment:** An initial evaluation of the Courts' current CMS environment, and business operational workflows.¹
- **Final Environment Assessment:** A refined document incorporating feedback and providing a clear understanding of the Court's existing systems/case processes constraints and improvement areas

Task 1 Cost

Total Fee \$46,250 (deliverable Based)

Task 2: Current Staff Evaluation for Current CMS

MCP will conduct a comprehensive evaluation of the Court's CMS operations and technology environment. The topics addressed in this evaluation will include:

- **Organization Capabilities and Capacity** – This will be an evaluation of the IT and operational (as needed) resources that are available to support the CMS and infrastructure needed by the court. It will summarize the landscape of how the CMS is utilized and managed within the court.
 - Service provider
 - Services
 - Strategy
 - Goals
 - Objectives
 - Strategic issues
 - Constraints and mandates
 - Staff resource capabilities, capacity
 - Revenues and costs
 - Repeatable methods and documentation
 - Standards
 - Risks
 - Issues
- **Strategic Situational Assessment** – This will summarize the strategic issues that the court and the vendor currently face. These strategic issues will frame the needs assessment and help to structure alternative approaches for addressing the needs of the future CMS for the court.

¹ If other technology is being used, that would be included in the new CMS that will also be evaluated.

These evaluations/discussions will be crafted in the collaborative space set up between MCP and the Court. Once drafted, each of these components will be available for fact checking. We will deliver a compiled Current Environment Evaluation in a discussion draft mode for review with the Court and its stakeholders. Based on the feedback from this review, we will finalize the Current Environment Evaluation.



Deliverables:

- Discussion Draft Current IT Environment Evaluation
- Final Current IT Environment Evaluation

Needs Assessment in for new CMS

Once we receive feedback on the current environment evaluation, we will begin work on the needs assessment. This will be based upon the strategic issues identified in the Current Environment Evaluation and the mandates and plans identified by the operational agencies during our interviews and during our in-person review of the Current Environment Evaluation.

We will translate this information into Digital Capability Maturity Models as it relates to a Case management solution. This expands on the Digital Capability Maturity Models developed in the Current Environment Evaluation. Three models will be built for determining resources in court looking at:

- Current CMS capabilities
- All current and projected mandates, including new facilities
- 5-year vision

The high-level needs assessment will be composed of two key components, which we will develop in parallel:

- **Strategic Gap/Fit Analysis** between the current CMS workflow/process and the high-level future vision for the CMS. It is an analysis that describes the CMS capabilities that the court will utilize to provide services to the public.
- **Projection of the IT Services Needs and Capabilities** that are required to implement and support the new CMS. This will lay out in general terms the IT, human resources, and other services required by the Court. *

**Note: This is only addressing CMS, other projects not included in the scope of this engagement may impact resource recommendations.*

These component parts will be drafted in the collaboration space, validated by fact checking, and delivered in a discussion draft version. This draft will be reviewed with Court's leadership. Feedback will be incorporated into the final version of the Needs Assessment.



Deliverables:

- Discussion Draft Needs Assessment
- Final Needs Assessment

Task 2 Cost

Total Fee \$37,919 (deliverable Based)

Pricing

The Franklin County Municipal Court agrees to purchase services based on the fee schedule identified below. Mission Critical Partners proposes to deliver services per deliverable based on rates defined on the Ohio State Term Schedule Contract Number 534504, with meals and lodging defined at federal per diem rates. Mission Critical Partners will invoice the Franklin County Municipal Court based on the successful completion and acceptance of tasks within each Phase as determined during contract award. Invoices shall be reviewed and paid within 30 days of receipt.

Table 1: Summary of Fees by Phase

Phase	Total Fee
Task 1: Municipal Court Case Management System Requirement and Business Analysis	\$46,250
Task 2: Current CMS Resource Evaluation and Future Needs	\$37,919
Total	\$84,169

Any additional services contracted in subsequent years will be performed at MCP’s then-current fee schedule. Prior to initiating any such additional work, MCP would require a formal letter of authorization from the Franklin County Municipal Court and Clerk’s Office.

Based on the current MCP understanding of what is to be accomplished, the pricing identified above represents an estimate of the work anticipated to achieve project success. MCP’s priority is for this project to be successful for the Franklin County Municipal Court and Clerk’s Office.

Assumptions

MCP’s priority is for this project to be successful for the Franklin County Municipal Court. We hold the following project assumptions:

- The Court and Clerk’s Office will have a timely response to communication from MCP throughout the project.
- The Court and Clerk’s Office will provide timely feedback and decision-making
- The Court and Clerk’s Office will provide MCP with access to information necessary for completion of the project.
- The Court and Clerk’s Office will work with MCP to establish collaboration resources to catalog artifacts, share files, transmit messages, and hold video messages
- To maximize participation and ease of scheduling, MCP will require the Court to:
 - Provide contact information for the stakeholders/agencies to be interviewed and participate in planning and workshop sessions
 - Participate in interviews and workshops. If virtual, participate on camera
 - Provide all requested documentation in a timely manner

- Representation of system users who can articulate case management system needs and requirements
- Schedule the stakeholder planning and workshop sessions, including meeting facilities and telecommunication services as needed.
- Disseminate the meeting invitations
- MCP respectfully reserves the right to move professional fees and expenses between tasks, as needed, to complete the scope of work, as long as the total amount billed to the Court does not exceed the contract amount.

MISSION CRITICAL PARTNERS

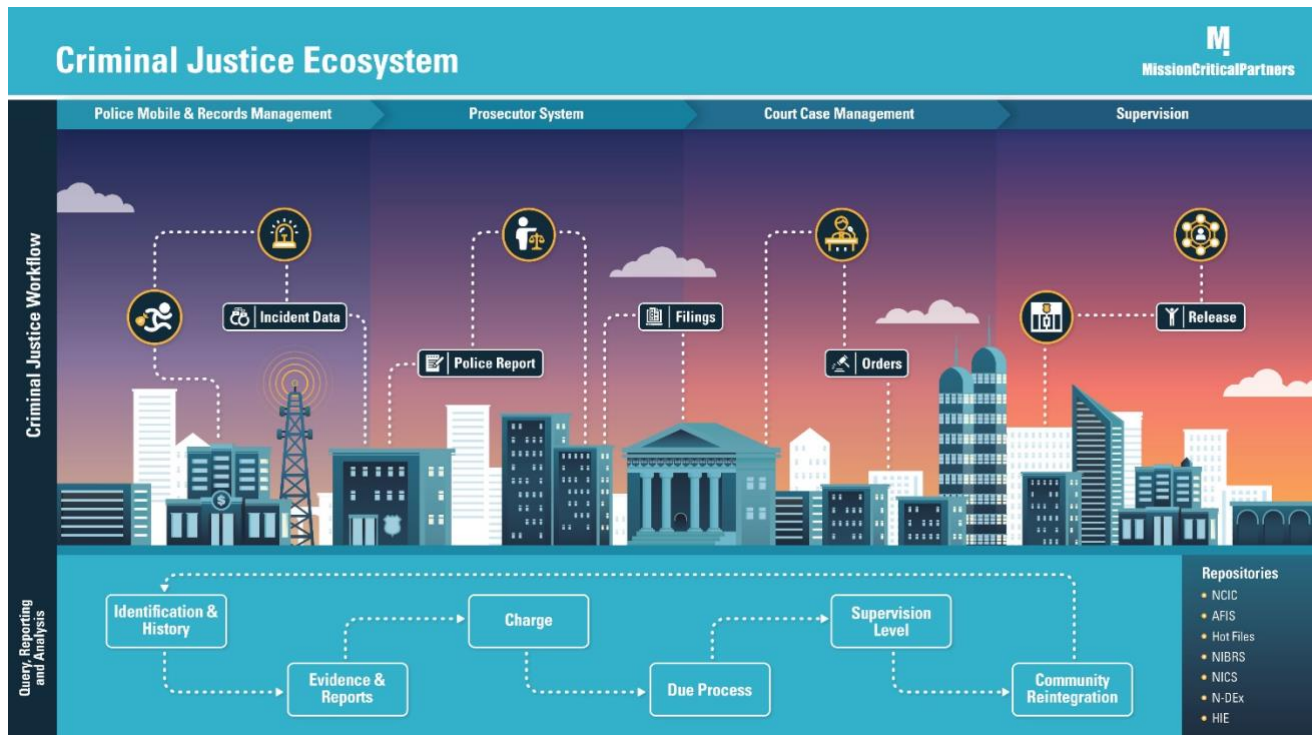
Ohio State Term Schedule
Contract Number 534504

Title	Labor Rate Per Hour
Support Specialist II	\$97.86
Technical Writer	\$118.52
Communications Specialist	\$152.87
Planner	\$158.89
Lead Policy Consultant	\$178.67
Technology Specialist I	\$188.89
Operations Specialist I	\$191.08
Project Manager	\$196.95
Technology Specialist II/III	\$200.94
Sr. Technology Specialist	\$215.28
Operations Specialist II	\$215.28
Sr. Project Manager	\$221.48
Forensics Analyst	\$228.10
Program Manager	\$234.85
Sr. Program Manager	\$260.39

Appendix A: The Criminal Justice Ecosystem

The justice sector, including law enforcement agencies, the courts, prosecutors, defense attorneys, and corrections departments, requires technology and information systems that are reliable, cost-effective, and interoperable to help ensure that our communities are just and safe, prevent and reduce the dangerous effects of criminal behavior on the community, and prosecute offenders.

From computer-aided dispatch systems to records management, court case management, and jail management systems, agencies within the justice sector expect solutions that are effective and efficient and help them realize additional value from existing data. The goal is to improve decision-making and break down silos throughout the entire justice process.



MCP can provide the criminal justice, public safety, data integration, network, and information technology services required to help agencies start thinking of the ecosystem as a single entity, taking into consideration how each piece will interconnect and interact with the others. With MCP's support, agencies will transition from siloed technology and information system environments to realizing significant improvements.