



STATE OF NEW HAMPSHIRE
Judicial Branch
Administrative Office of the Courts

Request for Information eCourts Project



State of New Hampshire Judicial Branch

...providing electronic access to the courts

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Liability

This RFI is for planning purposes only. It is neither a solicitation notice nor a Request for Proposal. Responses to the RFI are not offers and cannot be accepted by the State of New Hampshire Judicial Branch (NHJB) to form a binding contract. This RFI shall not limit any rights of the NHJB, and additionally reserves all its rights including but not limited to its right to elect not to procure the goods and/or services that are the subject of this RFI and its right to procure them from a vendor that has not responded to this RFI. The NHJB shall not be liable for any costs incurred by the vendor in preparation of its response.

Confidentiality

The NHJB retains the right to promote transparency and to place this RFI into the public domain, and to make a copy of the RFI available as a provision of the Freedom of Information Act (FOIA). Please do not include any information in your RFI response that is confidential or proprietary, as the NHJB assumes no responsibility for excluding information in response to FOIA requests. Any request for information made by a third party will be examined in light of the exemptions provided in the FOIA.

Objectives of the RFI

1. Evaluate vendor supplied information to conduct a comparative analysis of the possible solutions, to aid in determining what the optimal approach is for construction, roll-out, and supporting the eCourts program (see below for more detail).
2. Utilize information collected to facilitate modeling the return on investments related to eCourts.
3. Collect information to better understand the experiences and lessons learned in the supplier market. Please focus responses on actual implementations and experiences versus general capabilities.
4. Identify new technology best practices and business initiatives to be considered in the eCourts project.

NH eCourts Background and Scope

Mission Statement

To develop an end-to-end electronic court case processing system in a digital environment, eliminating paper processes and decreasing case processing time, while increasing information management efficiency, accuracy, and constituent service through leveraged uniform work processes.

Vision

The Judicial Branch is embarking on a major project with a vision and goal to make case processing work flow and related tasks electronic, while leveraging its existing automated court case management systems. The National Center for State Courts defines e-Filing as "the process of transmitting documents and other court information to the court through an electronic medium, rather than on paper. Electronic filing lets people get more of their work done with their PCs, to send and receive documents, pay filing fees, notify other parties, receive court notices, and retrieve court information." New Hampshire e-court extends beyond this e-file definition to e-document management, e-document storage all aspects of the case processing cycle into electronic processes as defined below.

Scope

The scope of e-Court is to offer the following electronic features as seamless interfaces to our case management systems, Tyler Technologies' Odyssey for trial courts and LT CourTech's C-Track for the Supreme Court.

1. **e-file** is the capability for attorneys, prosecutors, and self-represented litigants to electronically file case documents.
2. **e-payments** is the capability to accept payments by credit card over the Internet as fees for processing electronically filed case documents and to satisfy all other financial obligations to any NH court.
3. **e-docket** is the capability to expose to court constituents public information about the history of filings, events, and case statuses over the Internet.
4. **e-schedules** is the capability to expose the court calendar (hearings and trials scheduled in the future) to the public over the Internet.
5. **e-citations** is the capability to conduct motor vehicle citation transactions with state police and local law enforcement electronically.
6. **e-self help** is the capability to provide case-type specific procedural guidance to unrepresented litigants over the Internet.
7. **e-case files** is the capability to provide access to public documents in court files, over the Internet.
8. **e-document management** is the electronic management of case file documents through the case processing stages or events.
9. **e-signature** is a portion of e-document management that allows authorized parties to sign court documents electronically.
10. **e-notice** is the electronic generation and distribution of all court notices to parties.

Goals

- 1) Improve access to case information
- 2) Improve the records retention and retrieval
- 3) Improve customer service
- 4) Faster document filing and noticing
- 5) Efficiency through electronic payments of fees and fines
- 6) Lower Judicial Branch operating costs as projected by the project ROI
- 7) Lower the cost per case processed
- 8) More efficient case management eliminating paper file storage and retrieval

- 9) Improve Court operations
- 10) Increase Court information transparency
- 11) Improve the electronic connectivity to and within the Judicial Branch
- 12) Leverage the technology theories and concepts of our business partners
- 13) Further promote, support, and enable court business process unification and standardization
- 14) Improve adjudication efficiency
- 15) Automation of the entire work flow
- 16) Reduction of mail handling and costs

Testimonial

"The e-Court project, as daunting as it may seem, is essential if we are to fulfill our constitutional and statutory obligations to provide judicial services to the citizens of New Hampshire. Those services must be accessible and affordable and perhaps above all transparently delivered if we are to maintain the vitality of this co-equal branch of Government."

- Supreme Court Justice Gary Hicks

Abbreviation and terminology

CMS	Case Management System – The CMS for NH State trial courts is the Tyler Technology Odyssey, The CMS for the NH Supreme Court is the LT CourTech C-Track
Court Policy	Human-Readable, Machine Readable. This is typically a policy that indicates what case types are allowed and their given requirements for a given court. This allows an independent eFiling system to know under what conditions a filing is allowed at a specific court if at all.
DMS	Document Management System – This system to manage the entire lifecycle of electronic documents.
E-Filing Vendor	Commercial vendor offering a Web Based EFSP
ECF	Electronic Court Filing – an OASIS XML Standard as in ECF 4.0
EFM	Electronic Filing Manager – An application/system that receives electronic filings. This is normally the Court based side of eFiling.
EFSP	Electronic Filing Service Provider – System provided by a vendor to prepare and submit filings
MDE	Major Design Element - A logical grouping of operations representing a significant business process supported by ECF 4.0. Each MDE operation receives one or more messages, returns a synchronous response message, and optionally sends an asynchronous response message back to the original sender.

NIEM	National Information Exchange Model - A national program supported by the Federal government, NIEM connects communities of people who share a common need to exchange information in order to advance their missions
NHJB	New Hampshire Judicial Branch
XML	eXtensible Markup Language – A tagging language used for data exchange. HTML is a type of XML

RFI procedure

Please answer this RFI in the table provided. Please include attachments as needed and refer to them as appropriate. All responses should be in electronic media. Contact person listed below is available for assistance in case that is needed.

The answers to this RFI will be evaluated by staff from different functions in the NHJB AOC staff, its consultants, and other Court personnel included in the eCourts team.

How to deliver the answer

Send the attached form in word-format (format unchanged) by email to pcaradonna@courts.state.nh.us. Please include an appendix that has a table of all external links to sites and/or documents. If attachments are submitted please provide those in PDF format.

Contacts

For questions regarding this RFI, you are welcome to contact:

Peter Caradonna
 Judicial Branch Consultant
 eCourts Project Manager
 NH Administrative Office of the Courts
 (603) 513-5415
pcaradonna@courts.state.nh.us

Timeframe

This is the timeframe for the RFI and an eventual coming project

- 09/8/2011 – The RFI is sent out
- 10/07/2011 – Last date for questions
- 10/31/2011 – Last date for submission of answer
- 11/18/2011 – Summary RFI results published by NHJB AOC
- 12/28/2011 – Issue RFP* (Tentative)

The Questions

A. Questions about the Company

A1	Please provide a description of your company. Please include; Company Name Company Web Site Account Executive Name eMail Address Phone Number Fax Number US Office Locations Number of Regular Full Time Employees Number of Contracted Employees	
A2	Please provide a description of the products or services offered by your company that are applicable to the electronic filing of court documents including document management and electronic payment capabilities. The NHJB is particularly interested in your firm's approach as to how your services can benefit the NHJB.	
A3	Please provide a copy of your System Development Methodology.	

B. eFiling

B1	Please provide your experience in providing eFiling solutions on a statewide or equivalent basis.	
B2	When was your initial system implemented and how long has it been in operation? Please	

	briefly describe your major system releases and any standards or specific CMS that were supported by those releases.	
B3	Please describe your E-filing solution architecture. (i.e. electronic filing front end, case management, document management, etc.).	
B4	Does your solution contemplate being designated as the sole provider of court eFiling in New Hampshire or does it allow for other eFiling solutions to be implemented? Explain.	
B5	Describe solutions you implemented using multiple vendors and/or integration providers?	
B6	If you were not the sole developer in an electronic filing solution, list and describe the components of the initial framework that were developed by your company	
B7	Does your system provide for interacting and communicating with the court's current case management system? (Odyssey and/or C-Track) Explain how this integration is or is proposed to be accomplished.	
B8	Does your system incorporate the use of a rules engine and/or process design and workflow solution? If so, are these components 'built into' your system or can they integrate with industry standard platforms? And, does the rules engine use any international or industry standards to accomplish it's functionality.	
B9	Is there a court clerk review function for filings in your solution? How are filings approved?	
B10	Have you implemented a system that provides for a "paperless" court operation? If a "paperless" solution is provided, explain how court staff and Judges use the system.	
B11	How does your system comply with existing standards, e.g. OASIS LegalXML ECF 4.X, for	

	electronic filing?	
B12	Does your solution contemplate the ability for courts to continue to receive and process paper filings? Under what situations? How are they processed?	
B13	Is your solution limited to any specific case types?	
B14	Does your system handle filings for both trial courts and courts of last resort?	
B15	What types of court cases does your system handle (i.e., civil, criminal, municipal, family, etc.)?	
B16	How many cases and case documents have been filed in the courts where the electronic filing solution was implemented? Please list the top 5 implementations.	
B17	What percentage of of the overall caseload by case type was eFiled in these the top 5 implementations?	
B18	What was the daily or monthly volume of electronic filings received per case type in the top 5 implementations?	

C. Document Management System

C1	What document format(s) are required for electronic filing?	
C2	How is associated filing metadata captured and utilized with each electronic filing? Please list metadata elements your system captures.	
C3	Are there any additional costs for attorneys in utilizing your solution for document access? Do you offer subscriptions or credit lines?	

C4	Is there a public access and/or attorney access function for documents?	
C5	Are electronically filed documents date and time stamped? Is there a hash document verification capability?	
C6	How does a document become part of the official court record?	
C7	In your top 5 implemented court e-filing systems, are paper documents destroyed after admittance into the court record?	
C8	Who maintains ownership of the data and documents that are electronically filed?	
C9	Do your implementations include the ability for courts to scan paper documents and include them as part of the case file?	
C10	Describe your solution's electronic document retention and archiving capabilities. Please describe any best practices that your clients have implemented.	
C11	Do you implement Document Management such that the DMS can be used for other NHJB needs such as HR Document Management.? Is there an open API or XML to allow that?	
C12	Can documents be stored in encrypted format either as submitted or later by the court?	
C13	Please describe the technical data storage environment that your system supports. Please list any tools or capabilities provided for storage management.	
C14	Please describe the document management technical environment including any relational database or EDMS applications (for	

	example, On-Base, File-Net)	
C15	Does your solution provide vendor provided "cloud" Document Management System capabilities?	

D. e-Payments

D1	What is the fee payment schedule for electronic filing, electronic service, system access, notices or other products that are offered to attorneys, the court or the public?	
D2	What type of contract or agreement is typically required between your company and the courts?	
D3	Describe the terms of the contract and the typical length.	
D4	How do attorneys pay filing and other fees using your system?	
D5	If attorneys use credit cards for payment purposes, how is the discount rate on the credit card transaction covered?	
D6	Does your system offer real-time authorization and response to credit card and electronic checking payments?	
D7	What types of financial reports are offered to the courts?	
D8	Does your system provide electronic funds transfer payment from your solution to the court's banking system?	

E. eNotice, eService, eDocket, e-Schedules, e-Citations

E1	Does your system provide the ability for electronic notice of service? If so, explain how this is accomplished?	
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E2	Does your system provide parties with traditional physical notices released from the courts? Explain.	
E3	Does your system have eDocket (public access) capability to expose to court constituents public information about the history of filings, events, and case statuses over the Internet. If not, explain how this is accomplished?	
E4	Does your system support e-schedules? This is the capability to expose the court calendar (hearings and trials scheduled in the future) to the public over the Internet. If not, explain how this is accomplished? Does the eScheduling system integrate with partner RMS eg law enforcement, prosecutors, etc?	
E5	Does your system support e-citations? This is the capability to conduct motor vehicle citation transactions with state police and local law enforcement electronically. If not, explain how this is accomplished?	

F. Court Workflow, Rules

F1	How do you analyze the court's workflow and implement the necessary changes?	
F2	Is the NHJB required to implement mandatory eFiling for your system? Are there any other court rules or procedures that would be required?	
F3	How does your system manage electronic and paper-based workflow? Please describe how the workflow is altered or reengineered.	
F4	How are the document filing dates maintained?	

G. Licensing (for each product)

G1	Describe the applicable rate structure (e.g., flat fee, license per user, transaction charges, etc.).	
G2	What is your policy regarding ownership of source code?	
G3	What additional costs are there beyond the licensing or procurement of the software/services?	
G4	Is a software licensing agreement required to use your solution, either by the attorneys or the courts?	

H. Services

H1	How are change requests and system upgrades managed?	
H2	How do you prioritize the system changes and requirements from multiple jurisdictions?	
H3	Describe your Help Desk support function.	
H4	Describe your approach to training. Please provide access to training samples.	
H5	What additional services are offered by your company that are applicable to the NHJB's eCourts concept described above?	
H6	Describe your development/technical support group that would cover development, troubleshooting programming problems, testing new application changes, applying security, the implementation of changes into the production environment and providing support to the user community.	
H7	Please provide a sample service level agreement.	

H9	Would the company plan to hire New Hampshire residences to construct, deploy, or service the system?	
H10	Is support (resources, phone numbers, on-line help) for NHJB and/or system users segregated from the support of your other customers? What is shared? What is exclusive?	

I. Signature, Security, Privacy

I1	How are authentication and non-repudiation handled in your system?	
I2	Can your system be used remotely such as by a Judge from home?	
I3	What constitutes the signature of the attorney in your system?	
I4	How do you ensure the integrity of the documents that are electronically filed and stored within your system?	
I5	What are security and access control mechanisms employed within your system?	
I6	How are sealed, confidential or private documents managed within your system?	
I7	How are the documents, e.g., orders, utilized and modified by a judge maintained?	
I8	Does your system provide a version control audit log of all changes to documents? Can documents be "rolled Back" to prior versions?	
I9	What mechanism is there for a Judge's signature or approval?	
I10	Describe how your system monitors, prevents, or takes countermeasures against unauthorized access or other malicious attacks.	

I11	Does your system provide for virus and malware checking of submitted documents and files?	
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J. Architecture (for each product)

J1	Please provide a description/blueprint for the recommended technical architecture of you system.	
J2	Describe the open integration points of your system?	
J3	List the primary hardware and software components required to operate your system.	
J4	Who hosts the electronic filing solution and the storage of the documents and data?	
J5	How does your system implement single sign on?	
J6	What amount of volume/traffic is your architecture sized for both internal and external usage?	
J7	Describe any type notification or alert system to staff, lawyers, litigants, or other parties for cases (e.g. eMail, SMS messages)	
J8	Describe how your system provides secure messaging? Is it based from a compliance industry regulation (Hippa, GLBA, SOX, or other)	
J9	Describe how scalability is your architecture for future growth?	

K. Implementation (for each product)

K1	Has your system ever been implemented in a jurisdiction where it did not progress to production status or was discontinued?	
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K2	Have there been any failed implementations of your system that required unplanned termination of a contract or relationship and/or involved litigation to resolve? If so, please explain.	
K3	Do you typically use a system integrator to assist in the implementation and/or program management of your engagement?	
K4	Please describe a typical implementation timeline for your system. How long did your implementation take for your smallest and largest sites?	
K5	Have you done a partial implementation? Describe.	
K6	Do you provide for a pilot implementation?	
K7	What are your recommended criteria for selecting a pilot?	
K8	Do you provide a test implementation so that changes and fixes can be tested?	
K9	Describe your software test and/or quality control methodology.	
K10	What are your recommended strategies for statewide rollout? By court? By Case Type? Other?	
K11	Please provide a list of requirements that a court must fulfill before it could implement your system, including detailed hardware and software requirements.,	
K11	Please provide a list of requirements that attorneys must fulfill before using your system, including detailed hardware and software requirements.	
K12	Does your solution support pro se filers? How is this accomplished?	
K13	Does your solution provide electronic forms support. If so, which technology is recommended?	

L. Costs and Savings

L1	Please list the estimated costs and projected savings over a 10 year period associated with implementing your system for the courts and for attorneys. If current costs are needed please list what current costs should be measured and provide a model of how your solution impacts those costs.	
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M. Installed Base

M1	Please list all courts where your system has been installed or piloted and include contact information.	
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