

ADMINISTRATIVE OFFICE OF THE COURTS
STATE OF NEW JERSEY

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SHELLEY R. WEBSTER
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SERVICES

October 15, 2009

Re: Request for Information (RFI),
Electronic Filing Products and
Services

The New Jersey Judiciary is in the process of researching the marketplace for products and services that can be of potential use in the New Jersey Court System's ability to develop and implement a comprehensive eFiling system. The Judiciary seeks information from the vendor community on three aspects of an eFiling system which includes electronic filing of documents, case processing of such data and electronic recordation and storage of information.

The Judiciary is interested in obtaining input from the vendor community as part of its efforts in developing a plan for the expansion of eFiling in New Jersey. The Judiciary is using this process in order to obtain widest array of information possible, as well as ensure that this gathering of information is conducted in an open and inclusive manner.

Respondents are asked to provide this information in accordance with the RFI document that is attached.

All questions regarding this RFI should be addressed to:

John J. Kennedy, CPPO, C.P.M.
Chief, Purchase and Property Unit
NJ Administrative Office of the Courts
25 W. Market Street
Trenton, NJ 08525
Phone: 609-984-5276
E-Mail: AOCRFI.Mailbox@judiciary.state.nj.us

Thank you for your consideration of this request.

Sincerely,

John J. Kennedy, CPPO, C.P.M.
Chief, Purchase and Property Unit



Request for Information Electronic Filing Solutions

October 15, 2009



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1. Introduction

1.1 Purpose

The purpose of this **Request for Information (RFI)** is to solicit information from vendors capable of providing products or services which can support the electronic filing (“eFiling”) of court cases.

1.2 Background

The state courts in New Jersey now process almost 1.2 million trial court filings per year. That represents an increase of nine percent over the past three years and there is no reason to believe that upward trend will abate. About 4 million individual transactions are processed each day on the Judiciary’s state and local systems. This significant increase in the amount of filings, coupled with the continued maturation court-related technologies has led the New Jersey Judiciary to conduct a detailed research into the greater use of information technology to improve the efficiency of our courts, to ultimately reduce costs, and, most importantly, to enable the Judiciary to continue to meet its constitutional obligations to the state’s citizens to provide effective and timely justice.

The purpose of this RFI is to provide the New Jersey Judiciary with further details that are called for by the “Report of the Supreme Court Special Committee on Electronic Filing.” A copy of this report can be obtained at the following Internet address:

<http://www.njcourts.com/notices/efile.pdf>

In order to provide as much background information as possible, potential respondents are also encouraged to familiarize themselves with the following documents:

- 1) Judiciary Applications Overview, which can be found at the following Internet address:

http://www.judiciary.state.nj.us/isd/applications_overview.pdf

- 2) New Jersey Courts Information Technology Strategic Plan, which can be found at the following Internet address:

http://www.judiciary.state.nj.us/isd/ito_2007_strat_plan.pdf

2. General Information

2.1 Company Description

Please provide a description of your company and contact information for purposes of this RFI.

Please provide a description of the products or services offered by your company that are applicable to the electronic filing of court documents, with specific reference to how your firm sees it's products or services being of particular benefit to the New Jersey Judiciary.

2.2 Electronic Filing Solution Components

Please provide your experience in providing eFiling solutions on a statewide basis. If you have not provided a statewide solution please provide similar information on your largest implementation.

When was your system implemented and how long has it been in operation?

List the major components (i.e. electronic filing front end, case management, document management, etc.) that your electronic filing system utilizes.

Does your solution contemplate being designated as the sole provider of eFiling in New Jersey or does it allow for other eFiling solutions to be implemented? Explain.

Does your solution utilize multiple vendors and/or integration providers?

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.

Does your system provide for integrating with a court's current case management system? Explain how this integration is accomplished.

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?

Is there a court clerk review function for filings in your solution? How are filings approved?

Does your system provide for a "paperless" court operation? If a "paperless" solution is provided, explain how court staff and Judges use the system.

How does your system comply with existing standards, e.g. ECF 4.0, for electronic filing?

Does your solution contemplate paper filings? How are they processed?

Is your solution the official court record?

2.3 Case Types and Volume

What types of court cases does your system handle (i.e., civil, criminal, municipal, family, etc.)?

How many cases are filed in the courts where the electronic filing solution was implemented?

What percentage of cases was eFiled?

What was the daily or monthly volume of electronic filings received per case type?

2.4 Fees

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?

What type of contract or agreement is typically required between your company and the courts? Describe the terms of the contract and the typical length.

How do attorneys pay filing and other fees using your system?

If attorneys use credit cards for payment purposes, how is the discount rate on the credit card transaction covered?

Does your system offer real-time authorization and response to credit card and electronic checking payments?

What types of financial reports are offered to the courts?

2.5 Architecture and Services

Please provide a description/blueprint for the technical architecture of you system.

Describe the open integration points of your system? For example, does you system integrate with case management systems, business engines, workflow engines and other components as outlined in the Report of the Supreme Court Special Committee in Electronic Filing.

List the primary hardware and software components required to operate your system.

Who hosts the electronic filing solution and the storage of the documents and data?

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

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.

How are change requests and system upgrades managed? How do you prioritize the system changes and requirements from multiple jurisdictions?

Describe your Help Desk support function.

Do you offer training for attorneys and court users?

What additional services are offered by your company?

2.6 Document Management and Processing

What document format is required for electronic filing?

How is associated metadata captured and utilized with each electronic filing?

Are there any additional costs for attorneys in utilizing your solution?

Is there a public access and/or attorney access function for documents?

Are electronically filed documents date and time stamped?

How does a document become part of the official court record?

Are paper documents destroyed after admittance into the court record?

Who maintains ownership of the data and documents that are electronically filed?

Did you implement the document scanning function for paper filings?

2.7 Signatures, Security and Privacy

How are authentication and non-repudiation handled in your system?

What constitutes the signature of the attorney in your system?

How do you ensure the integrity of the documents that are electronically filed and stored within your system?

Can your system be used remotely such as by a Judge from home?

What are security and access control mechanisms employed within your system?

How are sealed, confidential or private documents managed within your system?

How are the documents, e.g., orders, utilized and modified by a judge maintained? What mechanism is there for a Judge's signature or approval?

3. Court Workflow and Rules

How do you analyze the court's workflow and implement the necessary changes?

Is the court required to implement mandatory eFiling to use your system? Are there any other court rules or procedures that would be required?

How does your system manage electronic and paper-based workflow? Please describe how the workflow is altered or reengineered.

Does your system provide the ability for notice of service? If so, explain how this is accomplished?

How are the document filing dates maintained?

3.1 Costs and Savings

Please list the costs and projected savings associated with implementing your system for the courts and for attorneys.

3.2 Implementation

Has your system ever been implemented in a jurisdiction where it did not progress to production status or was discontinued?

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.

Do you typically use a system integrator to assist in the implementation and/or program management of your engagement?

Please describe a typical implementation timeline for your system.

How long did your implementation take for your smallest and largest sites? Do you provide for a pilot?

Have you done a partial implementation? Describe.

Please provide a list of requirements that a court must fulfill before it could implement your system, including detailed hardware and software requirements.

Please provide a list of requirements that attorneys must fulfill before using your system, including detailed hardware and software requirements.

Does your solution support *pro se* filers? How is this accomplished?

3.3 Installations

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

4. RFI Response Information

It is requested that responses to this RFI be received by the Administrative Office of the Courts no later than December 1, 2009. Responses to this RFI may be sent electronically or in hard copy.

Electronic responses should be sent to the following e-mail address:

AOCRFI.Mailbox@judiciary.state.nj.us

Respondents choosing to send hard copy responses are asked to include one (1) original and four (4) copies and the response should be sent to the following mailing address:

New Jersey Administrative Office of the Courts
Richard J. Hughes Justice Complex
25 W. Market Street, 8N
P.O. Box 985
Trenton, NJ 08625-0985
Attn.: John J. Kennedy, CPPO, C.P.M., Chief, Purchase and Property Unit

Questions pertaining to this RFI should be directed to John Kennedy at the above e-mail or street address, or by calling: 609-984-5276.