Vermont Judiciary
Next Generation Case Management System

Questions and Responses Regarding Vermont Judiciary Next Generation Case Management System (NG-CMS) Request for Proposal (RFP) # VTJUD-RIS-2016-003

Question 1: Can non-U.S. companies bid?

Response: There is nothing that precludes non-U.S. based companies from responding to the RFP. Attachment B contains the Offshore Outsourcing Questionnaire as required in Section 7.13.

Question 2: Does the bidder company need to meet in Vermont?

Response: Section 5.10 of the Request for Proposal (RFP) indicates, "As a general rule, project work will be done in Montpelier, VT. The Contractor will be required to work on-site in Montpelier, VT as needed based on project phase; however, travel to other Judicial facilities may be needed, and the Contractor will be responsible for such travel using its own mode of transportation. The Contractor should anticipate acquiring workspace in Montpelier with conference room capabilities for use when the Contractor's team is on-site, and that space should be no more than a half mile from 112 State Street. Occasional exceptions to this rule may be established by the Judiciary."

Section 9.1.2 indicates during Stage 3 of the evaluation stage, "the Bidder(s), if any, advancing to Stage 3 may be asked to make oral presentations of the proposed solution and provide product demonstrations. Bidder(s) in this Stage should be prepared to spend two or more days on-site in Montpelier, Vermont to conduct the oral presentations and product demonstrations (any costs associated with the planning, preparation, and execution of these presentations and demonstrations will be the responsibility of the Bidder[s])."

Section 3.3.1 indicates, "A selected Contractor's Project Manager shall be on-site in Vermont as the Judiciary may require during the entire project based upon an agreed project schedule. A selected Contractor's Project Manager shall be required to schedule and facilitate weekly project team status meetings either onsite in Vermont or via teleconference."

Question 3: Can work be performed outside of the United States?

Response: There is nothing that precludes work from being performed outside of the United States. Attachment B contains the Offshore Outsourcing Questionnaire as required in Section 7.13.

Question 4: Are proposal submissions via email allowed?

Response: Section 6.1.1 sets forth the preferred method of submission for the electronic copy of the bid. "Electronic bids should be in MS Word, Excel, and PDF formats and should be submitted through THRU, the file sharing service, provided on the BerryDunn website. Access can be made at http://www.berrydunn.com/upload-a-file; details are provided below. In addition, a cover sheet should be emailed to the Office of the CIO at Jeffery.Loewer@vermont.gov." The preface of Section 6 of the RFP will be amended to reflect the preferred method of submission.

Question 5: Functional Requirements matrix was not posted.

Response: This has been rectified.

Question 6: Request to include the attorney tracking/regulation section in the table of contents and clarification that should be included in bid responses.

Response: The table of contents has been updated to reflect the attorney tracking and regulation section and it should be included in the bid responses.

Question 7: Specific to the Requirements Matrix and Solution narratives? Are we expecting a written response to the executive summaries in Attachment F, as well as the requirements matrix section?

Response: Section 4.1 indicates, "The Requirements Matrix is provided as a spreadsheet that includes specific functional and non-functional requirements of the NG-CMS. The Detailed Solution Narratives section is provided within this document and asks the Bidder to describe its solution in narrative form with respect to each of the Functional and Non-functional Areas as defined within the Requirements Matrix. **Both of these sections** must be completed and submitted in the Bidder's response to the RFP, NG-CMS Scope of Work."

Please note, at the Bidder's Conference it was indicated that written responses were **only** required for the requirements matrix section; this was **incorrect.**

Question 8: The requirements matrix instructions indicates that requirements that have a "Yes" in the "comment required field" must be addressed with a comment as well, but the "comment required filed" section was not in tabs 1 – 9.

Response: This has been updated and the "comment required field" has been removed.

Question 9: The proposal requirements in Section 7 never included where to include Attachment E- Minimum Requirements Attestation. Where should the Minimum Requirements for Attachment E be included?

Response: The RFP will be amended to include a section 7.14 which reads, "The Minimum Requirements Attestation Form in Attachment E must be completed as part of the proposal to be considered valid."

Question 10: Will the list of the participants at the bidder's conference be published?

Response: The vendors on the call that verbally identified themselves are as follows: ImageSoft, ISIS Papyrus Solutions, Journal Technologies, KeyMark, Relational Semantics, Thomson Reuters, Tyler Technologies, and Xerox.

Question 11: Does your budget include implementation, or implementation and licensing?

Response: Initial funding was received though Act 26, signed by the Governor of Vermont on May 18, 2015. It is expected that all proposals will include implementation and licensing costs. Attachment H indicates, "bidders must provide costs in the Cost Proposal Form in five primary areas:

1. Initial Project Planning and Gap Analysis
2. Software Licensing
3. NG-CMS Implementation
4. Maintenance and Support (Judiciary-hosted component)
5. Ongoing Operations (Contractor-hosted component)

A total cost for each line item must be provided, along with a subtotal for each of these five primary areas. Include the subtotals for each of the five primary areas in Table 6 and provide a grand total of all costs."

Question 12: In Section 4.3- Enterprise Considerations, are there already talks about other agencies possibly wanting to utilize this system; the RFP mentioned agencies like X and Y thinking about taking advantage of it? Would that be other court agencies or other government agencies themselves?

Response: It is anticipated that the CMS will be partnering with Vermont Judiciary's justice partners and other state and federal governmental agencies in the exchange of data, but have not anticipated anything past that point.

Question 13: Page 95 of the RFP states, "The proposed solution is currently operating, for no less than 120 production days prior to the RFP issuance date, in a state-wide or large multi-jurisdictional/multi-site court environment with demonstrated support for at least 500 concurrent users." Is there any flexibility regarding this statement and would a RFP response be disqualified based on not meeting this requirement?

Response: Section 9.1.2 of the Evaluation Process Section indicates, "All proposals will be reviewed to ensure that they meet the minimum (mandatory) requirements of the RFP, as listed in Appendix D, Minimum Requirements Attestation. An authorized signature on the Proposal Cover Page indicates that the proposed solution meets all minimum criteria defined. Any proposals not meeting these criteria **may** be found non-responsive. The Judiciary, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFP."

Question 14: Please clarify the number of internal system users.

Response: There are likely to be approximately 400 staff members using the system.

Question 15: How many of these users are considered system administrators?

Response: The number of system administrators will be dependent on the defined role of the system administrator and the solution.

Question 16: Does your agency require external users to access the system? If so, what functions do external system users need to accomplish?

Response: An unlimited and unknown amount of external users will need to access the electronic filing component of the system, and external justice partners will need to have access to the interfaces indicated in Attachment G.

Question 17: Concerning 1.1.1 Objective of RFP, would you please explain, "The NG-CMS will enhance the Judiciary's role as a hub of information for over 20 separate entities." And, what are the 20 entities?

Response: The Vermont Judiciary NG-CMS web page https://www.vermontjudiciary.org/ng-cms/default.aspx illustrates the 35 interfaces of the Vermont Judiciary. Attachment G indicates the ten current data exchanges and eight additional data exchanges to be developed.

Question 18: What is the frequency of Vermont Department of Corrections (DOC) Offender Management System (OMS) interface in Attachment G?

Response: Near real time.

Question 19: Should the data exchange be initiated by the court system or by the DOC system? Can that be changed?

Response: Attachment G indicates "receive" as the type of integration for the "to be developed" DOC system/interface; also see response to Question 29. Additionally, the DOC has a new management system and the Judiciary has not yet done an analysis of the integration capabilities.

Question 20: Does the court need to send information to the DOC system?

Response: Attachment G indicates "receive" as the type of integration for the "to be developed" DOC system/interface; also see response to Question 29. Additionally, the DOC has a new management system and the Judiciary has not yet done an analysis of the integration capabilities.

Question 21: Can the Judiciary provide additional information for the Vermont DOC OMS interface?

Response: The Judiciary would refer the vendor to the DOC for further information.

Question 22: The Document Management Segment mentions Optical Character Recognition (OCR) Technology Regarding document capture. Would the court also be looking for or prefer Intelligent Character Recognition (ICR) technology as well?

Response: The Judiciary is interested in whatever solution the vendor deems is appropriate.

Question 23: Are you looking for a solution that is several software packages integrated together or a single platform, built with standard software using a single source code?

Response: There is nothing in the RFP that prescribes or limits the specific breakdown of the solution. The solution should support the Judiciary's mission and strategic goals.

Question 24: How many Vermont Judiciary and Court Users will require access to the NG-CMS system?
   a. **All day, every day?**
   b. **Daily, but occasionally during the day**

Response: It will vary; we expect to have over 400 internal users logged in to many functions of the system sporadically and often to do their jobs.

Question 25: How many Vermont Judiciary and Court Users will require access to the NG-CMS system Workflow?
   a. **All day, every day?**
   b. **Daily, but occasionally during the day**

Response: It will vary; we expect to have over 400 internal users logged in to many functions of the system sporadically and often to do their jobs.

Question 26: As part of the scope of the NextGen CMS system, will the vendor be required to provide our eFiling solution for all courts (Supreme Court, County Courts, and Vermont Judicial Bureau)?

Response: It is the intent of the Vermont Judiciary that the NG-CMS solution support electronic filing of all case types across all courts.

Question 27: As part of the scope of the NG-CMS system, will the vendor be required to provide our CMS solution for all courts (Supreme Court, County Courts, and Vermont Judicial Bureau)?

Response: The NG-CMS is intended for use across all courts and include all case types.

Question 28: How many CMS's are part of the Vermont Court system and could you provide a list of the current CMS's and their locations?

Response: Section 3.2.6 indicates the Vermont Judiciary systems that are currently in use.

Question 29: In Attachment G, Current – In Scope Data Exchanges, Vermont DMV appears twice in #1 and #3. Please clarify.

Response: Items #1 and #3 are duplicate. Item #3 is intended to read:

Vermont Department of Corrections (DOC)	DOC	Flat File	Send	Receives monthly Superior Court criminal filings and dispositions. Potential redundancy with the VCJR interface.	Essential

The RFP will be amended to reflect this change.

Question 30: Specific to Technical and End-User Training, often end-user training for a particular go-live phase is conducted at a central location for all end-users, in order to consolidate delivery of training services. Is the Judiciary willing to consider this method in the interest of being more cost-effective?

Response: Section 3.3.8 indicates, "The NG-CMS will be implemented throughout the Vermont Judiciary system and will involve training in multiple geographic locations."

Question 31: Is the Judicial Bureau a stand-alone location? Can you please describe in more detail the workflow of the Judicial Bureau? For instance, if a matter requires a hearing, is it heard at the Judicial Bureau location or in the local Superior Court location where it was issued? Likewise, how and where are appeals held for Judicial Bureau matters?

Response: The Vermont Judiciary's web site provides information on the judicial bureau, https://www.vermontjudiciary.org/GTC/judicial/default.aspx. It indicates, "The Judicial Bureau was created by law to operate under the supervision of the Supreme Court. The Judicial Bureau has statewide jurisdiction over civil violations. Police and other government officials have authority to charge civil violations, including for example:

- traffic violations
- municipal ordinance violations
- fishing, hunting, and trapping violations
- alcohol and tobacco violations
- burning and waste disposal violations
- environmental violations
- lead hazard abatement violations
- cruelty to animals violations
- non-criminal marijuana violations

A person served with a Civil Violation Complaint has 20 days to Answer by filing a plea of admitted, no contest, or denied. If a person admits or does not contest a violation, the Waiver Penalty is assessed. Depending on the violation, license points and suspensions may be issued by the Dept. of Motor Vehicles or Dept. of Fish and Wildlife. If a person denies the alleged

violation, a Court Hearing will be scheduled before a Hearing Officer. An elected Assistant Judge may be assigned to act as a Hearing Officer. The State and Defendant have a right to Appeal the judgment within 30 days. Appeals are decided by the Superior Court. Judicial Bureau procedures are governed by the Vermont Rules of Civil Procedure, in particular Rule 80.6.

If you do not dispute a charge filed against you but cannot pay the waiver penalty, you may participate in the Judicial Bureau's 30/30 plan or request a hearing to ask a Hearing Officer to consider your ability to pay this penalty.

The Judicial Bureau has one Hearing Officer. The Judicial Bureau Clerk of the Court and staff are responsible for the daily operations of the court. The Judicial Bureau Clerk's Office is located in the courthouse at 82 Railroad Row, White River Jct., VT.

Judicial Bureau hearings are held at many courthouses throughout Vermont."

Question 32: Though the Vermont Judiciary makes it clear that the Vermont Environmental Court (VTEC) and the Judicial Bureau Traffic Module are distinct versions (or derivatives of the Vermont Automated Docketing System [VTADS] system), will the Judiciary clarify if the systems are located at one physical address or if there are multiple mainframe locations? Please describe?

Response: The systems are hosted on a virtual server.

Question 33: What is the name of the help desk tracking system that the Judiciary uses for the capture and reporting of problems and future enhancement requests? Can vendors assume application programming interface (API) capabilities are inherent to this system?

Response: The Vermont Judiciary is currently using DeskPRO as the help desk tracking system. The Judiciary has not evaluated the API capabilities of DeskPRO but is interested in what solutions or integrations the vendors would be proposing.

Question 34: What information are the courts sending to the State ID fingerprinting database?

Response: Currently there is no direct interface between the courts and the state automated fingerprint identification system (AFIS). There are data relationships between the courts and the computerized criminal history (CCH) system, but nothing directly with AFIS

Question 35: Is the court collecting fingerprints?

Response: Not currently.

Question 36: Does the court have a particular Livescan device for collecting fingerprint information at the court? If so, what is that device?

Response: Not currently.

Question 37: Does the Judiciary expect to update court CMS information with response from State ID database?

Response: The Judiciary has not yet determined this.

Question 38: How many citation message formats does the interface need to support?

Response: Currently one, but this could change in the future.

Question 39: What is the frequency of the data export with National Center for Juvenile Justice Data Archive? And is there an initial seed of information for inactive cases and then periodic updates for newly disposed?

Response: This is an existing yearly feed.

Question 40: How many jury pool sources does the jury management system need to pull information from?

Response: Attachment F indicates, "The system should allow for all aspects of jury management including the ability to randomly create the jury pool from a juror source list provided by the Department of Motor Vehicles and Voter Registration List. Court clerks should also be able to manually add citizens to a juror pool and to manage excuses and assign panel numbers and juror numbers."