SUPREME COURT OF APPEALS OF WEST VIRGINIA

REQUEST FOR PROPOSAL

Integrated Management System
for
Court Case/Document/E-File

Vendor Requests for Clarification

Below is a compiled list of vendor requests for clarification regarding the Request for Proposal released on June 30, 2023, for the Integrated Management System for Court Case/Document/E-File. This list will be updated as responses are released.

Questions and Responses

Posted July 20, 2023:

Question: Due to the complexity of this RFP, can the submission due date be extended by three weeks?

> **Response:** Extensions have been granted for all deadlines. *Section 2.4 Estimated Procurement Schedule* below reflects the revised dates for your reference.

Anticipated RFP Schedule	
RFP Issue Date	June 30, 2023
Final Date for Vendors to Request Clarifications to RFP	~~July 24, 2023~~ **August 14, 2023**
SCAWV Response to Requested RFP Clarifications Published	~~July 28, 2023~~ **August 18, 2023**
Proposals Due from Participating Vendors	~~July 31, 2023~~ **August 25, 2023**
Solution Demonstrations by Selected Vendors (2 days)	~~September 2023~~ **October 2023**
Follow up Demonstrations	~~October 2023~~ **November 2023**
Anticipated Finalist Selection	~~November 2023~~ **December 2023**
Anticipated Project Start Date	~~January 1, 2024~~ **1st Quarter 2024**

Posted August 4, 2023:

Question: Can the SCAWV provide an editable copy of the RFP?

> **Response:** Yes. Please provide an email address for us to send the editable version.

Question: Can the SCAWV clarify the required format of the proposal? For example, part of the pricing is listed in section 4.3, but the rest is in section 4.4, and the proposed team resumes are separated from the staffing overview (section 4.6) by several items in the table on page 16. Should the vendor use discretion in placement of the required components.

> **Response:** Please submit the proposal sections in the order outlined in the RFP.

Question: Can the SCAWV provide the number of physical court locations per Court Type (Circuit Family, Magistrate) and the number of users per location (including judges/magistrates)?

Response: Each county has a circuit, family, and magistrate court. Circuit and family courts are divided into circuits that can comprise as few as one or as many as four counties. The number of judges and magistrates statewide is covered in more detail in section 2.0 of the RFP, and additional details regarding the number of circuits can be found on our WV Judiciary website. The breakdown of staff is as follows:

- Circuit Court Circuit – judge, law clerk, secretary, court reporter

- Family Court Circuit – judge, case coordinator, secretary

- Magistrate Court – magistrate, assistant

Additionally, each county has a circuit and magistrate court clerk, deputy clerks, and financial/accounting staff that vary in number according to the requirements in each county.

Question: Are business processes and system configuration uniform across the state (per circuit/court/case type)?

Response: Yes

Question: Does the SCAWV have a target date of project completion?

Response: We plan to focus implementation on circuit court with the configuration for magistrate court taking place simultaneously as needed.

Question: As per the RFP, we understand there are 2 source systems for conversion; Circuit/Family Court and Magistrate Court. Please respond to the following:

Response: Circuit & Family Court:

- Name and release of CMS system: CourtPLUS, Release N/A

- Database Operating System (SQL, Oracle, etc.) as well as the amount of data? SQL | 1.85TB

- Number of current database tables: 5 databases with 361 tables

- Name and release of the Document Management System (DMS)? Vault, Release N/A

- Total document storage size: currently 9.6TB

Response: Magistrate Court:

- Name and release of CMS system: Unified Judicial Application ("UJA") with ACS Contexte-base product and additional internal development

- Database Operating System (SQL, Oracle, etc.) as well as the amount of data? Oracle | 175GB of data

- Number of current database tables: 1339 tables

- Name and release of the Document Management System (DMS)? internally developed system

- Total document storage size: currently 11TB

Question: Are there any ancillary sources, such as homegrown databases, archived data, access databases, excel files, that are in scope for conversion?

Response: None currently.

Question: Do any of the legacy case management systems track financials? If so, which do track financials and which do not track financials?

Response: All legacy systems track financials.

Question: Do you track payment plans in either of the current legacy CMS systems? If so, please identify which systems.

Response: Both

Question: Will the Judiciary provide system documentation (data dictionary, file layouts, diagrams) to help with data conversion estimation, or provide these to the selected vendor?

Response: Yes

Question: Is there a data subject matter expert at the Judiciary whom we can consult with during data mapping?

Response: Yes

Question: Is party data shared across circuits in the current system(s)?

Response: Yes

Question: Section 2.1.2, #2 states, "Vendor must provide all standard Federal and State required reports along with all reporting to National Center of Courts and remain in compliance as they change." Can the Judiciary provide a list and samples of the required reports?

Response: See our Statistical Reports located on our WV Judiciary website.

Question: Requirement DC-14 states, "Standard Reports: System must generate Federal and State of West Virginia standard reports that are required. Vendor must maintain compliance of these reports." Can the Judiciary provide a list and samples of the required reports?

Response: When required, the SCAWV must be able to generate the reports from a tool, with the exception of Statistical Reports.

Question: Requirement TCO-7 states, "Build integrations: Software must allow SCAWV to create an unlimited number of integrations to other applications or partner agencies through use of a web services API." In the functional requirements below, can the SCAWV please clarify the following:

Response:

- Requirement TM-3 "Ability to import electronic tickets and accurately populate databases." Is this requirement requesting an integration to a 3rd party e-ticket/e-citation solution? Yes, in magistrate courts only.

  o If so, does this integration exist today? Partially

  o Is it expected the Vendor will build this integration, or will the SCAWV use the Vendor's API Toolkit to build it? Vendor is expected to build this integration.

  o If the Vendor is expected to build this integration, can the SCAWV specify the parameters the required integration? (Examples: one-way vs. two-way exchange, frequency of data transfer, automatic triggers for the exchange, all data elements involved, etc.) Yes

- Requirement CC-5 "Locate services with interface with the National Change of Address (NCOA) database to secure updated addresses for letters currently marked as undeliverable." Does this integration exist today? No

  - Is it expected the Vendor will build this integration or will the SCAWV use the Vendor's API Toolkit to build it? N/A

  - If the Vendor is expected to build this integration, can the SCAWV specify the parameters of the required integration? Examples: one-way vs. two-way exchange, frequency of data transfer, automatic triggers for the exchange, all data elements involved, etc. N/A

- Requirement WM-1, "Daily updated electronic Interface with the probation warrant activities of the probation services immediate updated electronic interface with the warrant-related activities." Is there a statewide Warrants repository today? Yes

  - If so, where is it housed (within the Court CMS, separate application)? Separate application with interface with CMS.

  - Does a separate Justice Partner Agency provide this? No

  - Does this integration exist today? Yes

  - Is it expected the Vendor will build this integration or will the SCAWV use the Vendor's API Toolkit to build it? If the Vendor is expected to build this integration, can the SCAWV specify the parameters of the required integration? (Examples: query only, one-way vs. two-way exchange, frequency of data transfer, automatic triggers for the exchange, all data elements involved, etc.) Yes, Vendor to build or have an existing warrant registry that will be able to interface with other agencies through API web services.

- Requirement WM-2, "Daily updated electronic interface with the law enforcement agencies, and the National Crime Information Center (NCIC)." Does this integration exist today? Yes

  - Is it expected the Vendor will build this integration or will the SCAWV use the Vendor's API Toolkit to build it? This could be a combined effort if the Vendor does not have existing capability.

  - If the Vendor is expected to build this integration, can the SCAWV specify the parameters of the required integration? (Examples: query only, one-way vs. two-way exchange, frequency of data transfer, automatic triggers for the exchange, all data elements involved, etc.) Yes

- Requirement WM-3, "Validating all warrants daily before electronic web service transmittal to West Virginia State Police." Does this integration exist today? Yes

  - Is it expected the Vendor will build this integration or will the SCAWV use the Vendor's API Toolkit to build it? Yes, the Vendor will build this integration.

  - If the Vendor is expected to build this integration, can the SCAWV specify the parameters of the required integration? (Examples: query only, one-way vs. two-way exchange, frequency of data transfer, automatic triggers for the exchange, all data elements involved, etc.) Yes

- Requirement DR-7, "Electronically interface with WV State Tax department to perform tax intercept of defendant with outstanding balances. Must consider payment plans." Does this integration exist today? Yes

o   Is it expected the Vendor will build this integration or will the SCAWV use the Vendor's API Toolkit to build it? Yes

o   If the Vendor is expected to build this integration, can the SCAWV specify the parameters of the required integration? (Examples: query only, one-way vs. two-way exchange, frequency of data transfer, automatic triggers for the exchange, all data elements involved, etc.) Yes

Question: Requirement TM-1 "Data entry software with stringent controls and edits to ensure that all manual city-entered citation data are transmitted and updated accurately, including ticket issue date, time, and location, Issuing agency, citation number, license plate, state, violation number, and vehicle Identification number." Can the SCAWV provide a blank citation as an example?

Response: YES

Question: Is eFiling for the Lower Courts desired as part of the scope for this RFP?

Response: YES

Question: If so, does the SCAWV have a preference for either a User-paid (Transaction) model or Court funded model?

Response: TBD

Question: Does the SCAWV desire the vendor to provide an online and over the counter payment processing solution that is fully integrated into the CMS financials and automatically posts transactions without the need for manual entry?

Response: Yes

Question: Requirement CC-7, "Credit bureau reporting for delinquent debts according to legislative requirements." Can the SCAWV specify the legislative requirements involved in reporting delinquency to the credit bureau? Also, can they specify which agencies they would like to share this information with and if that would involve an electronic interface?

Response: Yes

Question: We are assuming that the Circuit and Family Courts in the same County need to go-live at the same time, is that correct?

Response: Yes, circuit and family courts in the same county must go live at the same time, ideally, the entire judicial circuit would go live for circuit and family courts. You may find information on the judicial circuits on our website.

Question: Do all of the counties that are part of a given circuit need to go-live at the same time?

Response: All counties going live at one time would be ideal, however, we are willing to look at an approach that makes sense.

Question: Also, is it important that the magistrate court in a given county go-live at the same time as the circuit and family court in the same county?

> **Response:** It is not necessary for magistrate court to go live at the same time as circuit and family courts.

Question: Can you provide a breakdown of users by County?

> **Response:** On the Circuit/Family Court CMS, we have a total of 1889 users and in Magistrate Court, we have a total of 1572 at this time. Further details have been provided in a response above. We will provide spreadsheets containing county details after RFP responses have been received.

Posted August 18, 2023:

Question: Can you provide details regarding each of the following interfaces: Tyler Appellate Case Manage System, NCOA interface, warrant interface, LEAs and NCIC, debt recovery reports to Clerk of Courts, WV State Tax Department interface, electronic ticket import, and WVSP interface?

> **Response:**
>
> - Tyler Technologies Appellate Case Management System – not yet implemented.
> - NOCA Interface – no current interface.
> - Warrant Interface – currently interfaces bi-directionally with the Magistrate Court case management system, law enforcement, as well as a few others have access to check warrants.
> - LEAs and NCIC – Currently interfaces with our Domestic Violence Registry.
> - Debt Recovery Reports to Clerk of Courts – we have legislative means to involve debt recovery services, so we are not currently engaged.
> - WV State Tax Department Interface – interfaces (single direction) with our Magistrate Court case management system. When a case status is changed to nonpayment, the tax interface notifies the amount to be withheld. The amounts are withheld from tax refunds and deposited into back of the county where the debt resides.
> - Electronic Ticket Import – the WV State Police maintains an automated ticketing system from which the Magistrate Courts can view tickets. This information is manually rekeyed into the Magistrate Court case management system. Then once the adjudicated disposition is entered into our case management system, it is rekeyed into the WV State Police system.
> - WV State Police Interface – currently a single direction web service configured to consume criminal disposition records (CDR) and disposition data.

Question: Can you provide a copy of the state statistical reporting required?

> **Response:** Please visit the WV Judiciary Website for statistical report samples.

Question: Can you confirm there is one source of data and images to convert?

    Response: Please refer to responses above.

Question: Is the SCAWV willing to participate in the roll-out and training of courts after a selected number of pilot sites?

    Response: We are open to considering the option, however, it would depend on the number of resources required from the Court.

Question: How many physical locations will be part of the implementation?

    Response: Please refer to responses above.

Question: Do you prefer a hosted or on-prem solution?

    Response: We are open to entertaining the best solution.

Question: Do you want to provide access to images to the public online?

    Response: We would like the option to do so.

Question: Insurance levels are not outlined in the bid document. Can that information be provided? Please provide the limits in your current policy.

    Response: Levels of insurance will be considered as one of the many overall factors in considering a response. While no set limits are mandated, please provide your current insurance levels, and certify that these levels can be acquired while providing services.

Question: Can the SCAWV provide a quantity or list of each of the federal and state required reports that are currently in use?

    Response: Please visit the WV Judiciary Website to view statistical and other reporting.

Question: Can the SCAWV provide a quantity or list of each of the reports that are sent to the National Center for State Courts?

    Response: Please visit the WV Judiciary Website to view statistical and other reporting.

Question: Does the SCAWV prefer the implementation project work to be completed on-site or remotely?

    Response: Remote implementation project work is acceptable; however, consideration should be given for occasional in-person interaction.

Question: Does the SCAWV prefer the training of the new System be completed on-site or remotely?

    Response: Remote training is acceptable.

Question: Does the SCAWV prefer vendors to include an integration hub so that they can build their own integrations or does the court prefer vendors to include vendor-built integrations?

    Response: Both would be expected.

Question: How many e-filings is the court currently processing annually?

> **Response:** We do not have the state fully implemented on e-file so the number is not able to be determined.

Question: Does the SCAWV charge a transaction amount/cost to the filer?

> **Response:** Credit card fees are charged along with a token fee.

Question: Regarding e-filing: Does the Court prefer a (1) per transaction cost/filer paid/no court cost model or a (2) No filer cost/annual SaaS cost paid by the court?

> **Response:** TBD

Question: How many cases is the SCAWV currently processing annually?

> **Response:** Please see out annual statistical reports.

Question: What is the current payment number of transactions annually?

> **Response:** We are unable to determine at this time as the case management system is not fully implemented.

Question: What is the average transaction amount?

> **Response:** We do not have this information at this time.

Question: Can the SCAWV provide these numbers broken down by payment method (credit, debit, eCheck, etc.)?

> **Response:** We cannot.

Question: Would the SCAWV like the option for customers to be able to pay at the counter?

> **Response:** Yes.

Question: Would the SCAWV like the ability to pay at the counter? If so, how many POS devices are needed per location?

> **Response:** TBD

Question: Can the SCAWV provide a list of integrations to include in the project?

> **Response:** Please refer to responses above.

Question: Should the vendors move forward with; Go-live payment (VR-1 Page 31) or agreed upon milestones (3.1 Administrative requirements page 12)?

> **Response:** To be determined during contract negotiation.

Question: Would the SCAWV prefer to have the new system integrate with a current e-filing vendor(s) or would it be preferred to have vendors include their e-filing solution?

    Response: We are willing to consider all proposals and solutions.

Question: Requirement TCO-9: Can the SCAWV provide examples associated to this requirement?

    Response: Mass reassignment of Judges, attorneys, etc

Question: Requirement CT-15: - Can the SCAWV provide more detail and/or specific examples associated to this requirement?

    Response: All information must be able to be assigned to a single case or related to multiple cases

Question: DE-4 Requirements: Provide Discovery – Can the SCAWV provide specific workflow examples and/or functionality that would need to be included as a part of this project?

    Response: Yes, when the short list is determined, the final vendors selected for demonstrations will receive the workflows.

Question: What information does the SCAWV want vendors to include in the "Extension" section in the core package pricing section? Can more detail be provided here please?

    Response: Total of all columns

Question: Can the vendors provide their own pricing grids?

    Response: Please use the template provided.

Question: Will the SCAWV entertain systems that are not open architecture?

    Response: We will need to review the proposal to respond appropriately.

Question: For the conversion of Magistrate Courts CMS: how large is the database in GB, broken down by data and document/file volume? What type of database is used?

    Response: Please refer to responses above.

Question: For the conversion of Magistrate Courts CMS: Total number of documents to be converted?

    Response: Please refer to responses above.

Question: For the conversion of Magistrate Courts CMS: What are the file types stored, examples (.tif, .pdf, .docx, proprietary)?

    Response: PDF

Question: For the conversion of Magistrate Courts CMS: Does the current system store any documents with a proprietary or encrypted file format? If so, does the SCAWV have the ability to convert and/or decrypt these files?

      Response: More detail provided upon award.

Question: For the conversion of Magistrate Courts CMS: Are file paths for documents stored in clear text in the database or does the database obfuscate or encrypt the file paths?

      Response: More detail provided upon award.

Question: For the conversion of Magistrate Courts CMS: Are notes or annotations on documents to be converted?   If so, are the notes or annotations part of the document, or stored in the database?

      Response: No

Question: For the conversion of Magistrate courts CMS: Can the document files be opened directly from the windows file system using standard viewers, examples (MS Word, Adobe PDF Viewer, MS Paint, MS Excel)?

      Response: Yes

Question: For the conversion of Magistrate Courts CMS: Product Name and version?

      Response: Please refer to responses above.

Question: For the conversion of Magistrate Courts CMS: Product vendor?

      Response: Please refer to responses above.

Question: other **systems** will need to be integrated with the CMS/DMS/E-filing solution?

      Response: Please refer to responses above.

Question: The contract for the current vendor runs through 2026. The current vendor has 49 counties converted and on a single CMS (Circuit Courts and Family Courts) with the remaining 6 counties scheduled for conversion by mid-2024. What do you plan to do with the current contract if a new contract is awarded and what is your timeline?

      Response: The SCAWV will work collaboratively with the current vendor to ensure a smooth transition under the contract with either the new vendor, or current vendor if selected. The SCAWV anticipates the timeline will be dictated by the new vendor, if applicable, and the needs of system users.

Question: How do you plan to secure the funding to pay the successful vendor: Existing budget, new appropriation from legislature, or other source? If other source, please specify.

      Response: Funding for this project will come through general revenue appropriated by the Legislature.