REQUEST FOR INFORMATION:
NORTH DAKOTA JUVENILE COURT CASE MANAGEMENT SYSTEM

INTENT AND OBJECTIVES

The North Dakota court system is seeking to upgrade or replace its current juvenile court case management system (JCMS). The purpose of this Request for Information is to solicit information from case management system vendors about system functionality and cost estimates, to assist the State in determining how best to meet the automation needs of the juvenile court.

North Dakota's major objectives include continuing and expanding electronic exchange of data between juvenile court administrative units (where cases originate) and the clerk's offices, judicial officers, and justice partners; increasing internal efficiencies by eliminating redundant and manual processes through workflow and electronic document management; and providing management information on administrative unit performance for managers and judges that is currently performed manually.

The purpose of this Request for Information (RFI) is to:

- Identify vendors, their products and services that can provide a more comprehensive juvenile referral/supervision capability than is currently available.

- Obtain an estimate of costs associated with more comprehensive juvenile referral/supervision capability, including hardware, software, and other services (e.g., project management, configuration, integration, data conversion; and development of business rules, workflow, reports, data exchanges, and other application capabilities).

The court will consider RFI responses to upgrade or replace its JCMS using one of the following approaches:

1) an off-the-shelf juvenile referral/supervision system, customized to meet the needs of the juvenile court administrative units

2) a highly-configurable juvenile referral/supervision system, properly configured to fit the juvenile court administrative units

3) a custom-developed juvenile referral/supervision system

4) a custom juvenile referral/supervision system developed with business process automation tools.

Responses to this RFI will assist the court in developing a procurement strategy, and an RFP will follow. During the formal procurement, the court will weigh the quality and expected lifecycle of the proposed solution, its fit with local business practices and technical environment, its flexibility and adaptability to future needs, the capability and experience and performance history of the

offeror, the quality of the implementation plan, time to implement, total cost of ownership of the system, and the level of risk in determining which approach and which vendor to select.

JUVENILE COURT ORGANIZATION AND BUSINESS NEEDS

The North Dakota court system is a unified state court system that includes 53 district courts. District courts serve as the juvenile courts in the state and have exclusive and original jurisdiction over any minor who is alleged to be unruly, delinquent, or deprived.

The court is further divided into four regional administrative units. In each unit there is a juvenile court director who reports to a district court administrator. A profile of the current court North Dakota court structure and more detail about the court structure and jurisdiction can be found on the court's website at: http://www.ndcourts.gov.

North Dakota is one of two states that adopted the Uniform Juvenile Court act of 1968. The act provides for juvenile court jurisdiction over children alleged to be delinquent, unruly (examples: status offenses such as use of tobacco by person under age 18, truancy, habitually disobeying parent or guardian), deprived (examples: abused, neglected or abandoned by parent or guardian), major traffic offenses (examples: driving while intoxicated), and termination of parental rights cases. Deprivation cases are always handled formally and are outside of the scope of this RFI.

Juvenile probation in North Dakota is contained within the judicial branch and employs 60 court staff statewide. Referrals to the juvenile court for delinquent or unruly behavior may be dealt with through diversion, informal adjustment, or a formal petition. The average annual caseload for the Juvenile Court is 7,289 referrals, including diversions, informal adjustments and formal petitions. On average, 13% of referrals result in a formal petition requiring an exchange of information between the district court and the juvenile case management systems. All other referrals are handled exclusively in the JCMS.

Informal adjustment means the child and parents make their appearance and enter an admission or denial to the allegation before juvenile court personnel. If there is an admission, juvenile court personnel set conditions of disposition and monitor the child's compliance.

A formal petition means a petition is filed with the district court and all proceedings are held before a judge or referee. The judge or referee determines the disposition of the case. All deprivation cases are required to follow the formal process. Delinquency cases that include allegations of major crimes follow the formal process. Delinquency or unruly cases involving repeat offenders or a youth who appears to be non-amenable to probation may be handled formally, at the discretion of the juvenile court personnel and the state's attorney. In addition, cases that begin informally in which the child denies the allegation may, at the discretion of juvenile court personnel, be referred to the state's attorney for a decision on whether to charge the child formally. Mandatory transfer of juveniles to the district court for prosecution of adults is required if the child is over 16 years of age and requests the transfer or if the child was at least 14 years of age and is alleged to have committed murder, attempted murder, gross sexual imposition or attempted gross sexual imposition, or the manufacture, delivery, or possession with intent to manufacture or deliver a controlled substance.

There are five Native American reservations in North Dakota as well as a large population of Native Americans who reside off the reservations. Compliance with the Indian Child Welfare Act and transfer of cases to tribal court occurs often and must be tracked accordingly.

Vendors responding to this Request for Information are encouraged to review relevant North Dakota laws and rules of court to better understand the jurisdiction of juvenile courts, the interaction between juvenile courts and district courts, and the possible outcomes of cases.

- Uniform Juvenile Court Act, North Dakota Century Code 27-20 found at: http://www.legis.nd.gov/cencode/t27c20.pdf?20130608102527
- Interstate Compact on Juveniles, North Dakota Century Code 27-22 found at: http://www.legis.nd.gov/cencode/t27c22.pdf?20130608102544

BUSINESS CAPABILITIES

Appendix 1: Manage Juvenile Services Business Capabilities contains a high-level view of the business capabilities needed for the Juvenile Referral/Supervision System.

DATA EXCHANGES

Appendix 2: Juvenile Referral/Supervision Data Exchanges contains a list of 23 data exchanges identified to transfer data from the referral/supervision system to the Odyssey CMS and systems residing in other justice agencies. None of the data exchanges is currently implemented, and represents a desired objective of the upgraded or replacement juvenile referral/supervision system. The court understands that the cost of implementing a data exchange can be estimated only for one side of the exchange, and that the sending or receiving system must also be modified.

JCMS TECHNICAL ENVIRONMENT

Although the project scope is focused on the Juvenile Case Management System, the information in this section provides a more complete view of the current technical environment for most major systems supported by the Information Technology department (JBIT). It also explains services that are supplied by the Executive Branch Information Technology Department (ITD) to the Juvenile Court.

The technical environment consists of Windows-based desktops, Citrix-based thin clients, and a variety of server platforms connected via an IP-based network. Desktop support is provided through JBIT. Wide Area Network (WAN) service is provided by ITD.

SERVER ENVIRONMENT

The majority of the court servers are located on the grounds of the North Dakota State Capitol in a server room that is maintained by ITD. The server room has redundant power feeds and redundant uninterruptible power supplies. Only one cooling unit exists in the server room. Many of the servers are IBM Blade servers. The majority of the disk files are stored on an IBM XIV SAN - disk storage array. Most of the servers are virtualized by using VMware. A few servers exist throughout the state in remote locations that house courtroom digital audio recordings.

DESKTOP ENVIRONMENT

The desktop environment includes HP thin client computers running Windows CE and Intel desktops running Windows 7, Windows 8, and XP.

OPERATING SYSTEMS

- Windows 8, Windows 7, XP, CE
- Microsoft IIS Web Server
- Windows 2008, 2008r2, 2012 - Standard and Enterprise 32/64 bit versions, and 2003 Server
- Citrix (ten Citrix servers supporting thin client devices)

DATABASES

- Microsoft SQL 2008 and 2005
- Oracle 10g

COURT CASE MANAGEMENT SYSTEMS

The Odyssey Case Management System, which was purchased from Tyler Technologies Inc., is the primary repository for all district court cases and several municipal courts. Odyssey is SQL-based and housed on several tiered servers. Odyssey stores all case documents as digital images. Access to court records is supplied to the general public through the Odyssey public access portal. Access to court records and imaged court documents is supplied to the court's justice partners via Odyssey's secure public access portal. E-filing is mandatory statewide.

The current Juvenile Case Management System (JCMS) was purchased from Case Management Systems www.casemanagementsystems.com in 1997 and is the primary repository for juvenile court cases. JCMS is an Oracle-based system. The system stores all referral information, court type in which the matter is handled (diversion, non-petitioned, petitioned), demographic information on the children and families, case notes, restitution information, community service and other program referrals, risk assessment scores and school information. Reporting includes outstanding referrals, program compliance, restitution, and recidivism.

Some number of state's attorneys offices use the New Dawn JustWare Prosecutor CMS.

NETWORK SERVICES

ITD provides both local and wide area network services for state government agencies. All LAN segments are switched 100 megabit Ethernet networks. The primary backbone connects Bismarck to Fargo, Fargo to Grand Forks, Grand Forks to Minot and Minot to Bismarck with a 2.5G RPR backbone ring. End user connectivity is carrier based Ethernet Transport services consisting of 5M, 10M, 100M and 1G Ethernet circuits. End User support is provided through a central ITD help desk; this service is available 24x7x365.

WEB ENVIRONMENT

The court has both an intranet and Internet server to support a variety of applications.

DIRECTORY SERVICES

The court uses a Windows Active Directory structure. The court retains all control and administration of this Active Directory system. The environment includes four Active Directory servers that include domain controllers, global catalog servers, and LDAP servers using Microsoft Windows 2008 r2 Server technology. NDCOURTS.GOV is a single domain, single forest, and a multiple Organizational Unit (OU) structure. Each administrative unit has its own OU with a child OU for each judicial district.

E-MAIL ENVIRONMENT

The North Dakota court system supports their Microsoft Exchange 2010 e-mail system on the NDCOURTS.GOV domain. JBIT has four Exchange 2010 servers supporting about 600 e-mail boxes. E-mails are relayed through two ITD e-mail relay servers before arriving at the SPAM server.

SCOPE OF REQUEST FOR INFORMATION

The North Dakota court system is seeking assistance in determining a strategy for upgrading the automation of the juvenile court. This likely will consist of upgrading or replacing the current juvenile case management system. The court system will consider all ideas offered by commercial suppliers of software packages and services. The North Dakota court system requests that you provide a description of your products and services that might be considered in meeting its goal of improving automation of the juvenile court system. Replacement of the Odyssey case management system in the district courts will not be considered, only the JCMS software that supports the processing of juvenile referrals and supervision of juveniles placed on probation or other form of supervision.

RESPONSE INSTRUCTIONS

1) Please provide a brief and succinct description of your proposed solution for the upgrade or replacement of the Juvenile Case Management System. Address as many of the business capabilities in **Appendix 1** as possible.

2) Cost estimates in Excel format in the following categories (enter zero or "Unknown" if your estimate does not include an estimate in a particular category):

   A. Juvenile Referral/ Supervision CMS Licensing
   B. Consulting
   C. Project Management
   D. Design, Customization, and Configuration
   E. Data Conversion
   F. Data Exchanges (specify the number of data exchanges estimated - See **Appendix 2** – recognizing that a data exchange can be estimated only on one side of the exchange, and that the sending or receiving system must also be modified to implement a given data exchange)
   G. Training & Implementation
   H. Annual Maintenance/Support

I.   Other Costs
J.   Maintenance for Four Years

We recognize that providing cost and time estimates is difficult with such limited information, but require approximations of the cost of your software applications and implementation services, as well as estimates of the time required to complete deployment, using the number of juvenile court staff (60) as a basis for licensing. The North Dakota court system desires to better understand the available alternatives before pursuing a more formal acquisition process.

Please submit your text response In Word or PDF format and Excel spreadsheet of cost estimates electronically by April 30, 2014 to the following addresses:

- lwebster@ncsc.org
- jmatthias@ncsc.org

APPENDIX 1: MANAGE JUVENILE SERVICES BUSINESS CAPABILITIES

Initiate Juvenile Referral/ Intake

Enter Intake Information/ Create Case File
Maintain Party/ Participant Data
Assign Officer/ Staff to Case
Take Appropriate Action/ Staffing
Generate Documents/ Notices

Maintain Juvenile Case History

Maintain Juvenile Register of Actions
Track Results of Juvenile Officer Hearings/ Decisions
Record Court Actions
Enter Private Juvenile Contacts/ Case Notes

Schedule Juvenile Events and Resources

Maintain Calendar of Juvenile Events

Juvenile Court Recommendations

Prepare on Own Initiative
SA Requests

Perform Assessment

Evaluate Risk of Juvenile
Conduct Ongoing Staffing

Indigence Application

Eligibility for Indigent Counsel

Supervise Juvenile

Refer Juveniles to Treatment Providers
Schedule Appointments/ Public Service
Track Drug Court Activities
Monitor Compliance with Conditions of Diversion, Informal Adjustment, Restitution
Perform Drug Testing
Maintain Electronic Monitoring
Send Victim Survey
Report Dispositions

Manage Juvenile Treatment Providers and Programs

Maintain Information on Treatment Providers
Evaluate Performance of Treatment Providers

Manage Juvenile Officer Workload

Mange Juvenile Officer Work (Assignments, File Tracking, Audits, Time Standards)
Customized Task Lists

Handle Case Closure

Send Probation Survey
Close out Probation Case
Mask Cases/ Expunction

Measure Juvenile Services Performance

Measure Juvenile Case Performance (Recidivism, Safety, Timeliness, Due Process)
Manage Juvenile CMS Setup and Performance

Adapt to Changing Business Environment

Modify Work Procedures to Respond to Changed Events and Conditions
Change Work Roles of Juvenile Officers and Staff
Use the Case State to Trigger Actions

APPENDIX 2: JUVENILE REFERRAL/ SUPERVISION DATA EXCHANGES

ID #	Title	Sending System	Receiving System	Document/ Data
1	Agency Referral Data Import	Law Enforcement, DHS, School or Agency System	Referral Supervision CMS	Referral-related data (demographics, identifier, charges, address, conditions, employment)
2	Create Referral Court Case	Referral Supervision CMS	Odyssey CMS	Referral-related data (demographics, identifier, charges, address, conditions, employment)
3	Assessment Data Import	Browser-based YASI	Referral Supervision CMS	Assessment, Case plan
4	Add/Update Referral Information	Referral Supervision CMS	Odyssey CMS	Name, Youth demographics, Case #, County, Identifier, Charge info, Agency referred to, Interpreter needed, "Home county"
5	Add/Update Referral Information	Odyssey CMS	Referral Supervision CMS	Name, Youth demographics, Case #, County, Identifier, Charge info, Agency referred to, Interpreter needed, "Home county" or tribe
6	Refer Case to State's Attorney	Referral Supervision CMS	State's Attorney CMS	Referral Case #, Youth data, County, Charge Info
7	Program Referral	Referral Supervision CMS	Law Enforcement, DHS, School or Agency System	Agency Referring, Youth data, County, Charge Info
8	Contacts/ Case Notes from External Sources	Law Enforcement, DHS, School or Agency System	Referral Supervision CMS	Agency Referring, Contact info, Youth data, County
9	Notify Agencies of Intake & Probation Department Actions	Referral Supervision CMS	Law Enforcement, DHS, School or Agency System	Name, Youth demographics, Case #, County, Identifier, Charge info, Agency referred to, "Home county" or tribe
10	VINE notifications	Referral Supervision CMS	VINE	Name, Youth demographics, Case #, County
11	Expungement Notification	Odyssey CMS	Referral Supervision CMS	Name, Youth demographics, Case #, County, Identifier, Charge info, "Home county" or tribe
12	Indigent Counsel Qualification	Referral Supervision CMS	Odyssey CMS	Name, Youth demographics, Case #, County
13	Attorney Notification	Referral Supervision CMS	Private attorney email	Name, Youth demographics, Case #, County

ID #	Title	Sending System	Receiving System	Document/ Data
14	Violation of Probation Data	Referral Supervision CMS	Odyssey CMS	Name, Youth demographics, Case #, County
15	Probation Data	Odyssey CMS	Referral Supervision CMS	Case #, Date, Youth name, County, Conditions of probation, Term of probation
16	Deprivation Court Case Download	Odyssey CMS	Referral Supervision CMS	Name, Youth demographics, Case #, County, Identifier, Charge info, "Home county" or tribe
17	Warrant Issued	Odyssey CMS	Referral Supervision CMS	Name, Youth demographics, Case #, County, Identifier, Charge info, "Home county" or tribe
18	Juvenile Court Recommendations Request	State's Attorney CMS	Referral Supervision CMS	Name, Youth demographics, Case #, County
19	Juvenile Court Recommendations Submission	Referral Supervision CMS	Odyssey CMS	Name, Youth demographics, Case #, County
20	Case Update	State's Attorney CMS	Odyssey CMS	Prosecutor Assigned, Prosecutor file #, Identifier, Court case #, County, Charges, Disposition
21	Court Dates	Odyssey CMS	Referral Supervision CMS	Case #, Date, Youth name, County
22	Transport Request	State's Attorney CMS	Sheriff or Detention/ Correctional Center	Name, Youth demographics, Case #, County, Court date, Youth Location
23	Interpreter Request	Referral Supervision CMS	Odyssey CMS	Name, Youth demographics, Case #, County, Language, Court date, Location