

## Questions and Responses

### Case Management System for Problem –Solving Courts

RFI Number: 180-24-03

Updated July 29, 2024

1. To allocate enough time to create a compelling RFI bid, would North Dakota consider extending the proposal submission deadline?
  - a. We are not considering extending the deadline.
2. What is the estimated number of annual active/passive participants requiring management?
  - a. Active approximately 50, passive approximately 40.
3. What is the estimated annual active/passive case volume?
  - a. Active approximately 125, passive all old cases approximately 600
4. For each of the anticipated case types, can you summarize staff expectations and provide a lifecycle (flowchart) of respective case events?
  - a. Currently not available and would have to be mapped for each court.
  - b. Don't understand question about staff expectations. Can refer to website under other courts to see existing documentation.
5. What is the estimated number of named and/or concurrent users for all stakeholders? Will all users be public sector employees?
  - a. Yes, except for domestic violence coordinator.
6. Is Tyler's Odyssey implemented as a physically consolidated state system or fragmented/distributed/siloed throughout the state?
  - a. The Tyler's Odyssey or Enterprise Justice system is a consolidated system for the courts in the state.
7. Is Reuter's C-Track implemented as a physically consolidated system or fragmented/distributed/siloed throughout the state?
  - a. The C-Track system is used primarily and exclusively by the Supreme Court and is a consolidated system for the state.

8. Are there any additional interface expectations with federal, state, county, or local public sector entities?
- a. No
9. Are there any interface expectations with private sector entities: non-profits, merchant service providers, etc.?
- a. No interfaces are expected for these named groups. If the software has the functionality, the functionality should be noted in the RFI documentation.
10. Is there any current legislation or anticipated future legislation, excluding funding, that could impact this project?
- a. Currently there is no known legislation.
11. How many total named users will be using the software?
- a. See previous question answer.
12. Can you provide additional details about the existing tech stack, include cloud platform(s) you are operating on today.
- a. There is a hybrid of platforms, have some on-prem, vendor hosted in AWS, and hosted in Azure.
13. Can you provide detailed technical specifications or API documentation for the current trial court case management system (Odyssey by Tyler Technologies) and appellate court case management system (C-Track by Thomson Reuters) to ensure seamless integration?
- a. Would anticipate the vendor to contact and work with technical staff at the other software vendors.
14. Is it the state's vision that all the courts utilize the same court management technology platform?
- a. Yes
15. What is the value of an off-the-shelf court management system? Do you have any software in mind today?
- a. The software isn't propriety and don't have to invest the dollars to write it.
- b. No
16. How many external and internal users will leverage the system and what are the various roles?
- a. See previous answer
17. Given the expected start date in October 2025 and completion by December 2026, are there any critical milestones or deadlines we should be aware of that could impact the project timeline?
- a. None aware of currently
18. What measures will you use to define success? i.e. cost savings, faster service, higher quality of service, more transparent access to information, reliability, etc.
- a. Documentation of information and faster access to data.
19. As you think about the court management technology solutions utilized by the District Court, Juvenile Court and ND Dept. of Corrections, what works well today?
- a. The court doesn't have knowledge of the Dept. of Corrections solutions.
- b. One system for the entire state.

20. As you think about the court management technology solutions utilized by the District Court, Juvenile Court and ND Dept. of Corrections, what pain points do you experience today?
- The court doesn't have knowledge of the Dept. of Corrections solutions.
  - Lack of a system for the Problem Solving courts to use.
21. What roles and how many FTE will the State of North Dakota dedicate to this initiative?
- The answer would depend on the needs of the software package.
  - A Business Analyst and Project Manager would be assigned along with a business representative.
22. Will the RFP process be opened to all vendors?
- Yes
23. Does the North Dakota Court System have a preference for cloud-based solutions built on the Microsoft Power Platform, Salesforce Platform or Amazon Web Services Platform?
- Depends on the software package, additional software needed, software vendors support packages, etc.
  - Also see previous answer to similar question.
24. Although no system is in place to manage these courts, is there consistency of the data collected across spreadsheets and other collection methods?
- No
25. Number of users  
Breakdown by department/type  
Admin access  
Full user access  
Read-only access/3rd party access
- Can only provide general numbers and see previous answer.
26. Are all listed integrations necessary for day 1? Should the budget include building all integrations or are you willing to consider a phased approach?
- Due to the limitation of funding in a biennium period, all costs should be included.
  - The project might be open to a phased approach for integrations within the biennium.
27. Are there any other departments in the State that have a similar case management function? If so, what software is currently in use? Is there a preference to use existing software for this function?
- The judicial branch is a separate branch.
  - Unknown similar software within state.
28. Is the State open to using AI to enhance the user experience? Is AI deployed elsewhere in the State?

- a. The judicial branch is open to using AI.
29. Will the Case Management system be responsible for processing payments, or will that call out to a 3rd party payment processor already deployed in the State?
- a. Not anticipated at this time.
30. What document management system is in place today? Will this product persist post implementation or is the intention to replace this system?
- a. No system in place today so new install
31. (If no cost template specified), is there a preferred way to breakout the cost proposal?
- a. No template specified.
  - b. Preferred breakdown of costs for implementation, Year 1 – 5 software costs, and any additional costs anticipated (hosting, integration support, 3<sup>rd</sup> party, any other costs)
  - c. Important to show all costs as the response information will be used to request funding from the legislature.
32. Who will be reading/evaluating the Response to this RFP - what roles/responsibilities? What level of technical expertise / familiarity?
- a. A cross functional team of court personnel with expertise in appropriate areas of responsibility.
33. What additional information can we provide that would further the effort to get this funding approved in 2025?
- a. Specify in the RFI an overview of functionality and all costs.
34. Will responding to the RFI impact or influence the ability to bid on the RFP?
- a. No
  - b. Won't disqualify a vendor but will entitle to direct notice if RFP issued.
35. Will all Q&A be posted for all interested bidders?
- a. Yes
36. Will any external parties, such as providers/suppliers, program participants or outside counsel need access to the system?
- a. Currently anticipating internal use only.
37. Could you clarify the total number of users that will need access to the case management system. The RFI lists the district court judges, but what additional support personnel would also require access?

- a. Estimated 50 support staff
38. The RFI states that you currently do not use a case management system for the problem-solving courts. What if any case data or documents would need to be migrated to the new case management system from the general case management system and other disparate systems currently being used.
- a. Not anticipating any case data or document conversion
39. How many justices on the Supreme Court?
- a. 5
40. Are the four administrative units under the whole court system statewide (4 total) or per each judicial district of eight (32 total)? Want to confirm it is the former as indicated.
- a. There is one unified court system statewide
  - b. Made up of 4 Units
  - c. Each Unit has 2 districts (8 total districts)
41. Will community service teams use this system?
- a. Not anticipated but might get viewer access at some point.
42. Will participants need access/use of the system?
- a. No
43. Do you have an estimated user count?
- a. See previous answer
44. How many "diverse tracks and phases for the various types of problem-solving courts" are there? An estimate is fine.
- a. Depends on the court and refer to the court's website for manuals and documents.
45. Are there any other use cases outside what is described and/or other courts possibly using this system in the future?
- a. Not anticipated
46. Are external systems not mentioned in this request being used as part of the rehabilitation tracking aspects of the various case types?
- a. Adult drug court is currently tracked by software from the Department of Corrections.

47. Are there any specific compliance or regulatory requirements that the target system must meet?
- No
48. For the "periodic evaluations of the problem-solving court", who is involved and how are these performed?
- Competitive Bid
49. For any recidivism data and determining their rates, is that expected to be available on immediate use and/or from where will that information originate?
- As the system is used, data will be accumulated for reporting
50. Are there any samples/examples of data/documents that can be shared?
- Refer vendor to website to familiarize themselves with the type of data collected and reported. Should be in Annual Report and Juvenile Court Annual Report
51. What are expectations in respect to this system for the following: hosting/hardware with their acquisition, system ownership, support after implementation, maintaining integrations, and devices using the application?
- Depends on the system capabilities and should be noted in the documentation for the RFI.
52. Can you provide more information on the technical environment and the existing systems that need integration, particularly Odyssey by Tyler Technologies and C-Track by Thomson Reuters? For example, insight on the specific integration methods (APIs), how they are hosted, and who controls/maintains them.
- Submitter needs to work with software vendors utilizing APIs.
  - Odyssey is hosted on prem and C-Track is hosted in the cloud.
  - Juvenile system is Tyler Supervision and is hosted in the cloud.
53. For the integrations, are the types of data (records/documents) and number of possible transactions known? Will middleware be involved, or point-to-point connections be established?
- Not known at this time as it depends on the systems.
54. Are "Email and Text messaging" to be hosted through systems you acquire/control or are they expected to be included in our overall solution set?
- Preference is to have it included within the proposed solution.

55. For "payments" and "fees", is that simply managing/tracking them or is processing also involved? If the latter, any preference on methods/options?
- a. See previous question and answer.
56. Do "generate notices" and "important events" need to be hosted from this system for public viewing or capable of posting to other public sites?
- a. Not anticipated
57. Will PMO services be required?
- a. Anticipated to complete project.
58. What are the expectations for post-implementation support and maintenance?
- a. Tiered support for critical incidents and problem solving.
  - b. Software is maintained to current standards and also includes updates.
59. Are there any specific service level agreements (SLAs) that we need to adhere to?
- a. Negotiated
  - b. Tiered support is required
60. What are the primary criteria that will be used to evaluate the proposals?
- a. Functionality
  - b. Cost
  - c. Support
61. How will you weigh the importance of cost versus other aspects such as product adaptability, functionality and vendor experience?
- a. Generally look at the functionality of software to meet the needs of the courts.
  - b. Then rate on cost, experience and support
62. What are the verification criteria to be a legitimate vendor per 2.02 Technical Overview?
- a. Licensed to do business in the US
  - b. Documented experience in the area of solutions to courts.
  - c. Existing product

63. What types of data/documents will need to be migrated to the new system?
- None
64. What security measures and protocols are required to protect sensitive information?
- Encryption
  - Document security information in the RFI
65. What are the expectations for training court staff on the new system?
- General overview training for all staff
  - Specialized training for SME
  - IT documentation and training for admin use
66. Are there any specific documentation or user manuals that need to be provided?
- A user manual should be written for users of the system
  - IT documentation for admins
67. How many named users will require access to the new system, for purposes of calculating licensing costs?
- See previous answer
68. Is data conversion in scope for this project? If yes, can you identify the quantity and size?
- Will the Courts require document conversion or just metadata?
  - If you require document conversion, what format are the documents in?
  - See previous answer.
69. Has a budget been set for this project? If so, can you share it?
- The purpose of the RFI is to get estimated costs for the project compared to functionality to be able to obtain funding from the legislature.
70. Is there a preference between an on-premise or cloud-hosted delivery model?
- Preference would be a cloud-hosted system.