

***First Judicial District of Pennsylvania's ("FJD")  
Request for Information ("RFI")***

*For*

***Consolidated Civil Case Management System***

*Dated December 18, 2020*

***VENDOR'S QUESTIONS AND ANSWERS ("Q&A")***

<http://courts.phila.gov>

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- Q1.** *Can foreign companies from outside the USA apply for the project (i.e., from India, Canada, etc.)?*  
Yes, full details of the criteria will be provided during any subsequent RFP process, however, no contract will be awarded to a Vendor who is a foreign nation corporation or is operating under a fictitious or assumed name, unless the Vendor has complied or has agreed to comply with the regulations governing proper registration under the laws of the State of Pennsylvania and the FJD.
- Q2.** *Will vendors need to come on site for meetings?*  
No, as it relates to this RFI, meetings, if necessary, can be conducted via Zoom and conference calls.
- Q3.** *Can the tasks be performed (related to RFP) outside USA? (Like, from India or Canada)*  
See Q1 above.
- Q4.** *Can proposals be submitted via email?*  
No, all proposals must be submitted in five (5) copies to: Consolidated Civil Case Management System Project RFI, First Judicial District of Pennsylvania, Procurement Unit, 368 City Hall, Philadelphia, PA 19107.  
  
Proposals must be received in a sealed envelope at the above address no later than 3:00 p.m. Wednesday, January 27, 2021. Late proposals will not be considered regardless of reason.
- Q5.** *Is the estimated funding source, or budget for this project known?*  
**a.** *If so, has funding for an RFP been secured?*  
It is not in the policy of the FJD to release budgetary/contract value information during any solicitation process. It is the FJD's preference that prospective vendors independently prepare their most competitive proposals in accordance with the terms and conditions of the RFI and any subsequent RFP process.
- Q6.** *Is this a new requirement? Or is there an incumbent vendor providing these services?*  
**a.** *If there is an incumbent, would you be able to provide the contract number, vendor name, and term of the contract?*  
This is a new project.
- Q7.** *Is there a timeline for an RFP to be released?*  
**a.** *If not, what steps are expected to make a decision on releasing an RFP?*  
No, not at this time, however, it's anticipated to move forward as soon as possible.
- Q8.** *Will the First Judicial District of Pennsylvania (Philadelphia Courts) be awarding a contract via the RFI?*  
Not anticipated.

- Q9. The solicitation states that 5 physical copies should be provided to the FJD. Given concerns regarding COVID-19, is the FJD willing to consider and allow electronic submission of responses?**  
No, only hard copies are being accepted.
- Q10. How many cases does each Court/office department process annually (on average)?**  
Case load information is available on the Pennsylvania Courts website. <https://ujportal.pacourts.us/>
- Q11. Can the FJD provide a breakdown of case count for each court/office by case type?**  
See Q10 above.
- Q12. What are the details regarding their expectations for "Judicial Tools". (Page 4)**  
No expectations. Judges are interested in considering electronic signatures, notes, collaboration.
- Q13. Will there be an opportunity for vendor solution demonstrations?**  
Demonstrations may be requested.
- Q14. When is the estimated award or contract start date?**  
See Q7 above.
- Q15. Is there a required or targeted Go Live Date?**  
Not determined at this time.
- Q16. Can the FJD provide a list of all necessary integrations?**  
Not determined at this time.
- Q17. How many total databases are there to be converted?**  
Information beyond what was provided has not been determined at this time.
- Q18. Does the FJD have a need for a vendor to digitize paper documents to input into the system? If so- can you provide an estimate of quantity of documents?**  
There are legacy documents. If and when they are digitized has not been determined, nor has whether process will be included. Feel free to share or suggest solutions as appropriate.
- Q19. How many e-filings does the FJD process annually?**  
Some courts are using e-filing and some are not. All e-filings are encourage by electronic means, however, some filings will continue to be done "over the counter". See Q10 for caseload information. We are not prepared to release more information at this time, as all fees go directly to the court and we do not have a separate vendor. Not an income source for bidding vendors.
- Q20. Does the FJD have a preference for a hosted or on-premise system?**  
We do not have a preference and are prepared to consider both or a hybrid solution.
- Q21. What is the accounting/finance system/software for each court/office?**  
We anticipate using an integrated, native accounting and finance software for court functions.
- Q22. Who is the FJD's current payment provider for each court/office?**  
There is no external payment provider. The court provides this service directly.
- Q23. Does the FJD want the ability for the public to e-File multiple documents at once?**  
Yes, services should allow for, at least, multiple documents per case. Considerations may be allowed for multiple documents across multiple cases, as long as submitter has an interest in those cases, for example, party on the case, victim representative etc.

- Q24. Does the FJD currently, or have the need to, charge a subscription for remote access to records?**  
Our current process allows for shopping cart transactions. Subscriptions may be considered.
- Q25. Should the system package include functionality for Jury Management?**  
Civil jury management is managed through a separate software package at this time.
- Q26. Has the FJD seen demonstrations from Case Management System Providers at this time? If so- Which Vendors?**  
Publicly available demonstrations may or may not have been seen by employees of the FJD at related industry conferences. Formal demonstrations have not been entertained in the recent past.
- Q27. Would the FJD be open to accepting responses that included solutions currently in development, with the assumption that the FJD would have input into the product build overall?**  
FJD is seeking a partnership with a proven case management vendor that already has knowledge, skills and abilities in support large courts.
- Q28. What is the expectation horizon of FJD for putting the Consolidated CMS into production and discontinuing use of the current technologies?**  
Not determined at this time.
- Q29. What kind of relationship is the FJD looking for to have with providers of CMS technology over time? What makes one relationship preferred over another?**  
Not determined at this time.
- Q30. What role does the FJD anticipate it will play in the operations of the new Consolidated CMS? For example but not limited to:**
- a. How and using what resources and organizational structure does FJD seek to manage and extend data elements and configurations, e.g. workflows, user interfaces, document templates (forms, orders, notices), reports and so on?**  
FJD has court resources supporting case management currently, and intends to follow a similar model.
  - b. Will FJD desire to integrate other applications into the user experience of the Consolidated Case Management System?**  
Not determined at this time.
  - c. What are the expectations for hosting, e.g. on premise managed by FJD, managed by a vendor partner, managed by FJD, other?**  
FJD is open to exploring any and all options related to hosting. No decision has been made at this time.
- Q31. What parts of the current technical and application infrastructure does FJD anticipate to keep?**  
None as it relates to Civil case management and the courts that choose to participate. FJD infrastructure is in the process of being modernized.
- Q32. What new technical and application infrastructure items does FJD anticipate needing to support physical and virtual court operations, beyond the Consolidated Case Management System.**  
None. See Q31 above.
- Q33. What are the triggers for launching an RFI now, as opposed to in the past or at some point in the future?**  
Aging system needs to be replaced. Other infrastructure modernization projects are already underway.

- Q34. What will the FJD do with the responses to the RFI? How will they be used? What are the likely next steps the FJD may take?**  
The intent of this RFI is to gather industry information for the FJD to review and evaluate what steps need to be taken to successfully fulfill this large undertaking.
- Q35. Is there any existing architecture diagram that shows the current infrastructure implementation catering to the system currently in use?**  
Yes, there is some level of existing documentation. We are not prepared to share at this time.
- Q36. Will all the systems, aside from e-filing & public access portals, be accessible via the web or deployed within the intranet only?**  
Not determined at this time. Some version of remote access is necessary. Access model has not been determined.
- Q37. Is there any existing documentation of the functional requirements for all FJD groups and units involved, and requirements for migrating the current systems?**  
Review of functional requirements is currently underway.
- Q38. Is there any existing documentation defining the main actors of each FJD group, along with the user access rights and the process flow diagrams?**  
Review and update of existing documentation is currently underway.
- Q39. What is the current breakdown of court workflows in existing databases such as Oracle DB vs SQL (Microsoft) DBS or any other databases?**  
There are two distinct case management systems in use. They are in separate databases, one is internally managed, and other externally resourced.
- Q40. Please define and explain if there will be any third party system integrations involved with the new CCMS.**  
Integrations have not been fully identified at this time.
- Q41. Can you please provide any documentation detailing the functional and non-functional requirements for the CCMS?**  
We are not prepared to release any documentation at this time. It may be shared later as part of any RFP release.
- Q42. Are there any timelines or expected launch date for the new CCMS system?**  
Not determined at this time.
- Q43. What regulatory or compliance policies should we follow while developing the new CCMS? Please specify if there is any other specific compliance required.**  
No requirement has been determined by the court at this time. General Data Protection Regulation of Europe is strong starting position.
- Q44. The RFI mentions that the FJD groups are currently using different systems, Are those systems integrated with each-other? Is there any integration intended with the new CCMS? If YES please specify what data-type and objects the new system will be inheriting from the current system.**  
There is no integration between the systems. They are entirely separate. Role base permissions will be a requirement of any new system.
- Q45. If you have any requirement for user authentication, please specify.**  
Our preference is to connect internal user authentication with Microsoft Active Directory. Some ability for users to log into e-filing or document retrieval will be necessary to pay filing fees and document purchase.

- Q46. *If you've any specific requirement for open-source technology, please specify.***  
No requirements for open source have been established. Please identify any additional licensing or purchase requirements for your proposed solution so that overall costs of maintenance and implementation can be determined.
- Q47. *What containerized management approach or methodology requirements are there?***  
No requirements for alternative technologies have been determined. As we utilize the City of Philadelphia network, security review of proposed solution may take place by appropriate parties.
- Q48. *For document uploading, we can integrate third party libraries to automate OCR processes. Is there any-chance that handwritten documents may be uploaded? Different OCR technologies have different limitations and efficiencies, where handwritten documents might not be committed. In these cases, manual moderation will always be required.***  
Hand written documents may be presented from time to time by self-represented litigants. All documents will need to be scanned, but may not require optical character recognition. We recognize that some portion of submitted documents may require manual processing.

***End***