

**Request for Information for a statewide
EFSP for Pro Se Litigants, an Electronic
Filing Manager (EFM) for all eFiling, and
an Electronic Document Management
System that supports the EFM as needed
in the Michigan Courts**

**SUBMISSIONS DUE:
4:00 PM, EASTERN TIME
December 1, 2014**

**VENDOR CONFERENCE CALL:
2:00 PM, EASTERN TIME
November 10, 2014**

SUBMISSIONS WILL BE SENT VIA E-MAIL TO:

efiling@courts.mi.gov
TELEPHONE NUMBER: 517-373-2289

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MICHIGAN eFiling RFI

I. GENERAL GOALS OF THE PROJECT

The Michigan State Court Administrative Office (SCAO) would like to determine the amount of funding required to design, test, train, stage and deploy a statewide eFiling system, as described below. The goal of this RFI is to obtain sufficient information for SCAO to prepare a budget and implementation plan for three components of a statewide eFiling project: (1) an electronic filing service provider (EFSP) solution for pro se filers and filers from other governmental entities (e.g., Prosecutors, Attorney General, Department of Human Services); (2) an electronic filing manager (EFM) solution that will accommodate all EFSPs; and (3) an electronic document management system (EDMS) that will integrate with the EFM, and can be used by those counties that do not already have an EDMS.

Vendors who respond to this RFI must understand that: (1) SCAO anticipates this will be a 3-5 year project for a full statewide deployment; (2) funding for this statewide project is subject to action by the Michigan Supreme Court and State Legislature; and (3) vendors must respond to this RFI in order to be eligible to respond to any RFP that results from this RFI.

Appendix A identifies a likely sequence by which various casetypes will be developed and deployed. Based on recommendations from the vendors, this sequence may be further broken down into casetype tracks in various courts that could be developed and deployed concurrently in order to ensure that the project will be completed within five years.

In an RFP, that might be distributed in 2015, the Michigan SCAO will solicit for a perpetual, enterprise wide license model, for the number of anticipated statewide filings, for all software and modules necessary to satisfy the specifications outlined in this RFI. The enterprise is defined as all trial and appellate courts in the State of Michigan. Vendors will be asked to submit two parts of the same response to the RFP—one with the hardware/software being hosted by the Michigan SCAO and one with the hardware/software being hosted by the vendor; therefore, the pricing table in this RFI reflects those two parts.

II. BACKGROUND

In 2012, the SCAO contracted with the National Center for State Courts (NCSC) to help write an RFP for an e-filing manager and to assist in evaluating the responses to the RFP. This process resulted in a planned two-part project (1) the SCAO and the Supreme Court intended to create an e-filing system for the

Michigan Supreme Court and the Court of Appeals; and (2) the project would design and implement an EFM to facilitate statewide e-filing in all Michigan trial courts.

As that process began to unfold, it became clear that non-mandatory e-filing, funded by transaction fees, was untenable. In response, the SCAO contracted with the NCSC again to take a more in-depth look at requirements for an e-filing system in Michigan. As a result of that process, the NCSC recommended a statewide EFM and related EDMS, funded by an increase in Michigan's civil filing fees. Based on this substantially revised recommendation, the SCAO is issuing this RFI that will most likely lead to an RFP being distributed in 2015.

ORGANIZATIONAL OVERVIEW OF THE MICHIGAN COURTS

A significant amount of information on the Michigan Courts is contained on the website at <http://courts.michigan.gov>. Vendors may be interested in the court forms, rules, directories, fines, fees and cost schedules, records management, standards, statistics and other reports, and technology sections. The basic organization of the Michigan courts is displayed in Appendix B and the caseload for the Michigan Courts can be found in Appendix C.

Other key resources that vendors should review before preparing their responses to this RFI include:

Michigan Courts Published Reports, Publications and Manuals
<http://courts.mi.gov/education/pubs/pages/default.aspx>

Michigan Court Administrative Regions
http://courts.mi.gov/Administration/SCAO/Resources/Documents/other/ct_admin_regions_map.pdf

Michigan Court Administration Reference Guide
<http://courts.mi.gov/Administration/SCAO/Resources/Documents/Publications/Manuals/carg/carg.pdf>

a. Judicial Officers and Courts:

The **Michigan Supreme Court**, Michigan's court of last resort, consists of seven justices who are elected for eight-year terms.

The **Michigan Court of Appeals** is the intermediate appellate court between the trial courts and the Michigan Supreme Court.

The **Circuit Court** is the trial court of general jurisdiction in Michigan, presiding in all actions except those given by state law to another court. The circuit court's original jurisdiction over criminal cases includes felonies and certain serious misdemeanors, as well as civil cases where the amount in controversy is greater than \$25,000. The court also handles family division matters, cases where a party seeks an equitable remedy, and appeals from other courts and administrative agencies.

The State is divided into judicial circuits along county lines. The number of judges within a circuit is established by the Legislature to accommodate the circuit's workload. In multicounty circuits, judges travel from one county to another to hold court sessions. In 2013, there were 270,325 cases filed.

The **Court of Claims**, has jurisdiction over contract and tort claims against the state or any of its departments. In 2013, 70 cases were filed with the Court of Claims. Of these cases, 36 were related to state taxes.

The **Probate Court** has jurisdiction over cases that involve the admission of wills, administration of estates and trusts, guardianships, conservatorships, and the treatment of mentally ill and developmentally disabled persons.

Each county has its own probate court, with the exception of ten northern counties that have consolidated to form five probate court districts. Each of those probate court districts has one judge. Other probate courts have one or more judges. There were 64,114 probate court cases filed in 2013 in Michigan.

The **District Court** has exclusive jurisdiction over all civil claims up to \$25,000, including small claims, landlord-tenant disputes, land contract disputes, and civil infractions.

The District Court's small claims division handles cases in which the amount in controversy is \$3,000 or less. Small claims litigants represent themselves; they waive their right to be represented by an attorney, as well as the right to a jury trial.

The most common civil infractions are minor traffic matters, such as speeding, failure to stop or yield, careless driving, and equipment and parking violations.

District Courts handle a wide range of criminal proceedings, including misdemeanors, offenses for which the maximum possible penalty does not exceed one year in jail.

The judges received 2,538,632 new Municipal and District case filings in 2013.

b. Elected County Clerk and Trial Court Clerks:

The County Clerk is an elected position created by the State constitution. In addition to other statutory duties, the County Clerk serves as clerk of the Circuit Court and as clerk of the Family Division of the Circuit Court.

In District Courts of the first class, in each district of the second class, and in each political subdivision where the court sits within a district of the third class, the district judge or judges of the district shall appoint a clerk of the court who serves at the pleasure of the judge or judges.

Probate judges in a county or probate court district, or the chief probate judge in a county having 2 or more probate judges may appoint a probate register.

c. State Court Administrative Office (SCAO):

The State Court Administrator is charged with administering the state's trial courts pursuant to the policies developed by the Supreme Court. Under the Michigan Court Rules, the State Court Administrator supervises and examines administration of the courts; examines the status of calendars of the courts; collects and compiles statistical and other data; recommends the assignment of judges where courts are in need of assistance; monitors the efficiency of case flow management; prepares budget estimates of state appropriations needed for the judicial system; monitors judicial business; approves and publishes court forms; and certifies the adequacy of recording devices used in making records of proceedings in the trial courts. The Michigan SCAO website is located at: <http://courts.mi.gov/administration/scao/pages/default.aspx>

Judicial Information Systems is a division of the SCAO. Their primary initiatives are the statewide Trial Court Case Management System, Traffic Tickets Paid Online, Judicial Data Warehouse, Judicial Network Project, and Video Conferencing. For overview descriptions of these programs see: <http://courts.mi.gov/administration/jis/technologyinitiatives/pages/default.aspx>

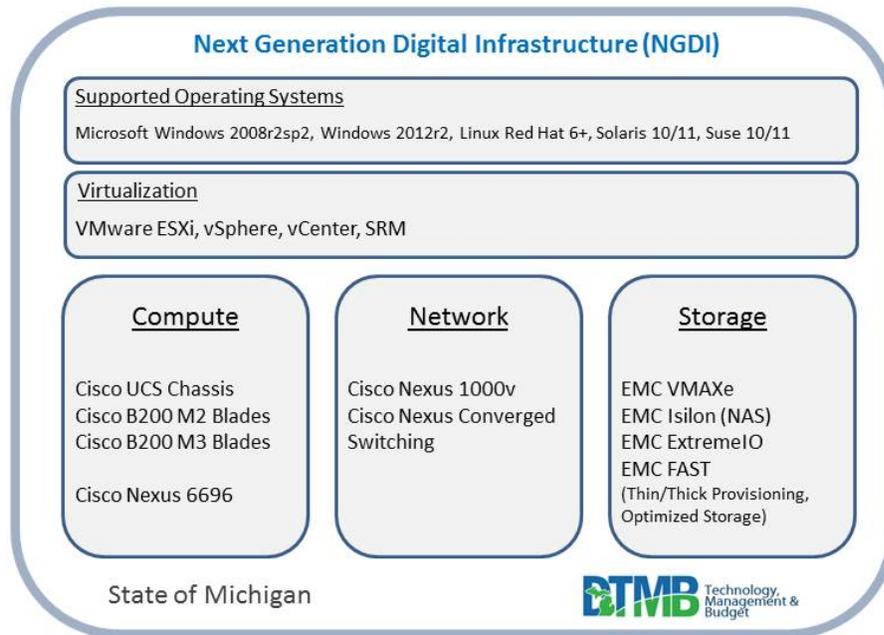
III. EXISTING SCAO TECHNICAL ENVIRONMENT AND ARCHITECTURE

The SCAO has established a technology standard using Microsoft technology including Office, .NET, SharePoint, Team Foundation Server and BizTalk. The office also has experience with Java and IBM MQ Series technology.

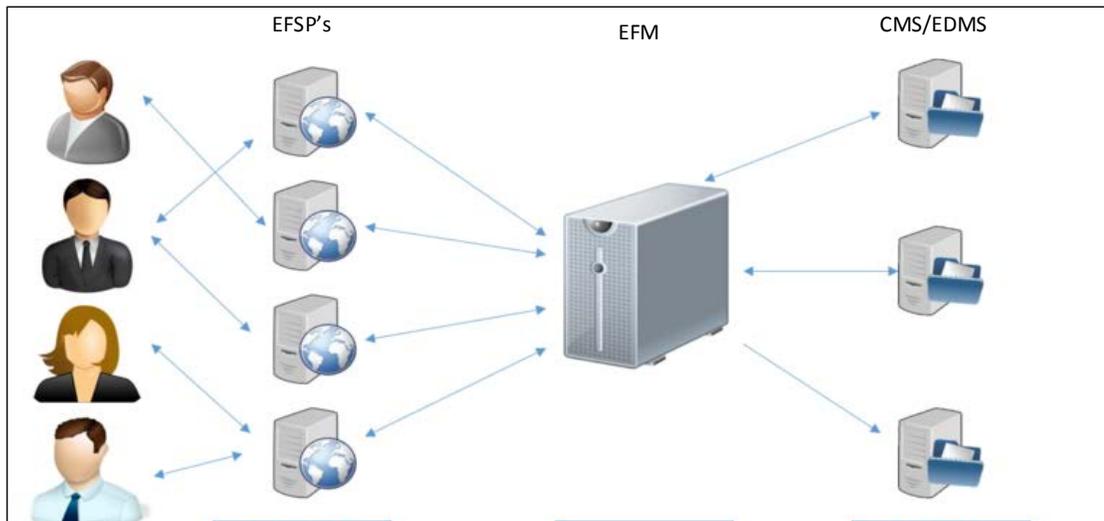
There are currently six courts which have an eFiling system (see Appendix D).

The Michigan courts may either use a JIS Case Management System or acquire their own. As shown in Appendix E most courts use the JIS Case Management System; however, there are several large jurisdictions that have purchased or developed their own.

Appendix F displays the approximately 60 courts which have electronic document management (EDMS) capability. These systems are implemented and maintained locally. Additionally, nearly one-half have no workflow capability.



IV. PROPOSED SYSTEM ARCHITECTURE



V. EFSP REQUIREMENTS

This eFiling system must provide a portal for all eFilers, including governmental entities, and self-represented litigants (pro se litigants). At a minimum, the portal must provide the following functions:

- a) A means to upload documents, assemble the filings, and submit the filings as single stand-alone documents or groups of stand-alone documents batched in a single transaction to any court in the Michigan Court System.
- b) A means for any eFiler to submit required filing fees with the eFiling.
- c) A means for any eFiler to electronically serve opposing parties.
- d) A means for service of process providers to view documents that need to be served manually, print them off, and upon service indicate electronically which documents have been served, when they were served, and upon who were they served—and have that information electronically transfer to the appropriate case in the CMS.
- e) Provide pro se litigants with a means to easily complete approved statewide forms, and submit them electronically through the portal.
- f) Provide pro se litigants with links, hover help and/or contact information to gain assistance in completing eFilings.
- g) Provide electronic confirmations back to the filer with appropriate receipting information.
- h) Notify eFilers when an eFiling has been rejected, and the reasons for the rejection.
- i) Provide for inbound payments of filing fees using the Michigan state standard for processing credit cards. Michigan's system is called the

Centralized Electronic Payment and Authorization System (CEPAS--
Contact Amy Kelso, Department of Treasury - KelsoA@Michigan.gov).

- j) Provide a method for the system to auto reject filings where the method of payment fails.
- k) Provide for a method to apply for and waive fees electronically. Michigan will need to standardize this practice statewide.
- l) Provide a method that will verify whether an attorney is in good standing to eFile with the State Bar of Michigan and auto reject eFilings where the eFiler is not in good standing. Obviously, this is not relevant to pro se litigants.
- m) Ensure that the filings are searchable .pdfs to accommodate document text searches.
- n) Conform to ECF 4.01 specifications to electronically interface with the various CMS systems. It should be prepared to submit core metadata that can populate the CMS (e.g., party information, document type, filing date/time, case #, transaction number, etc.), and be used as search criteria at a later time. In addition, court users should be able to access the electronic court file from their CMS.
- o) Conform to ECF 4.01 specifications to electronically interface with the SCAO's EFM.
- p) The EFSP must be able to store data about parties and cases so that it can be replicated when necessary.
- q) eFilers must be able to submit documents in a format that judicial officers can later use to create orders and other documents.
- r) Create an eFiler and/or user profile and account that is maintained by the eFiler that includes such information as: names, aliases, addresses, phone numbers, e-mail addresses, etc.

VI. EFM REQUIREMENTS

The EFM consists of the functionality outlined in the related MDEs in ECF 4.01. Some of that functionality is repeated below for emphasis:

- a. The EFM must be able to receive messages and documents from any EFSP conformant with ECF 4.01.
- b. A clerk, with appropriate security levels, must be able to manually review all incoming filings and either accept or reject them with appropriate receipting and noticing.
- c. The eFiling inbox should be filtered by: court, casetype, document type, case number, filing status, initiating filing, eFiler, attorney bar #, and subsequent filing.
- d. The acceptance receipt should at least include the following:
 - i. Unique tracing/transaction number
 - ii. The fact that the filing was accepted.
 - iii. The case number.

- iv. The filing party.
 - v. The date and time it was filed.
 - vi. The date and time it was accepted.
 - vii. The document(s) type
 - viii. Any fees successfully received
 - ix. Additional clerk notes if necessary.
- e. The rejection notification must include at least the following:
- i. Unique tracing/transaction number
 - ii. The fact that it was rejected.
 - iii. The reasons for rejection
 - iv. The case number (if a subsequent filing)
 - v. The filing party.
 - vi. The date and time it was filed.
 - vii. The date and time it was rejected.
 - viii. The document type.
 - ix. Notice that the fees were/or were not charged.
 - x. Additional clerk notes if necessary.
- f. The EFM must have workflow capabilities for court staff, i.e., clerks and judges must be able to either manually forward eFilings to anyone in the system, or in some situations configure for auto-flow when appropriate without human intervention.
- g. An indication that a filing failed because initial payment authorization failed.
- h. No charge of filing fees until after the eFiling has been accepted.
- i. Internal filings from the court (e.g., court orders and notices) must be electronically deposited in the electronic file folder, and distributed accordingly to both internal and external parties.
- j. Clerks must be able to scan and file paper filings brought to the counter by pro se filers and others.
- k. The EFM must be able to store data about cases and data so that it can be used in later or subsequent filings to help maintain data integrity.
- l. Users must be able to submit filings that are processed through document security applications before posted to the EFM.

VII. EDMS REQUIREMENTS

As indicated above, some counties have their own EDMS that must integrate with both the EFSP and EFM ECF 4.01 MDEs. EDMSs are where the documents and their metadata reside. Other counties, however, do not have an EDMS, therefore, the Vendor's solution must include an EDMS capability. Any decisions related to the creation of an electronic case file using an EDMS would be a local decision. The main purpose of this is to deliver an electronic document to the county for them to decide what to do with it. The solution will be county specific, or may be a statewide product that can be accessed by all counties, depending on cost effectiveness and vendor recommendation.

VIII. OVERALL TECHNICAL REQUIREMENTS:

- a. The Michigan SCAO fully intends to have an EFM that conforms to Electronic Case Filing (ECF 4.01 and the functional requirements with all of the MDEs) within the Global Reference Architecture (GRA:<https://it.ojp.gov/default.aspx?area=nationalinitiatives&page=1015>). This will facilitate the connection of any EFSP which is also conformant with ECF 4.01. Vendors should make every effort to secure compliance approval from the IJIS Institute's Springboard Project, see: <http://www.ijis.org/programs/springboard.html> . Vendors who cannot produce a certification from the IJIS Springboard Project, must be able to demonstrate why the vendor believes they are in conformance with these national standards that promote the critically important interoperability functions of eFiling projects. Vendors who are unfamiliar with these standards should reference the following sites: https://www.oasis-open.org/committees/document.php?document_id=31500&wg_abbrev=egalxml-courtfilling ; <http://docs.oasis-open.org/legalxml-courtfilling/specs/ecf/v4.01/ecf-v4.01-spec/csd01/ecf-v4.01-spec-csd01.html> . Some of the following duplicate the functionality already identified in ECF 4.01, but are identified below for emphasis.
- b. The EFM must have a standard messaging BUS to accept messages from any EFSP conformant to national ECF 4.01 standards.
- c. The solution should be document centric with accompanying metadata that will populate the CMS, and be used for searching capabilities.
- d. Vendors must respond to two possible hardware/software hosting possibilities: (1) the SCAO hosts both hardware/software for the EFSP and the EFM; and (2) the vendor hosts both hardware/software for the EFSP and the EFM. In addition, vendors must account for an EDMS in three possibilities: (1) The local jurisdiction has its own EDMS which must integrate with the eFiling solution; (2) The Vendor has its own proprietary EDMS which it is offering as part of their total eFiling solution; and (3) The SCAO will acquire and host an EDMS which must integrate with the Vendor's total eFiling solution.
- e. Any independent EDMS pricing must be included in this response. Based on the information provided by vendors, SCAO will determine how to best structure the RFP.

- f. The system architecture will need to be scalable as participation increases, as well as provide load balancing for spikes in daily traffic usage. This will be a gradual development and rollout based on casetype and jurisdiction. In addition, vendors should assume that, after some period of deployment adjustment, the systems will be mandatory.
- g. The Vendor's solutions must include the following technical environments: (1) Development; (2) Testing; (3) Training; (4) Staging; (5) Production; and (6) Disaster Recovery with a plan for Continuity of Operations.
- h. The Vendor must provide an internet/web based access to all eFilers and to court staff through the EFM.
- i. PDF is universally accepted as the document standard for e-filing, and the IEFS will require the use of searchable PDF. To ensure that e-filed documents will still be viewable in the future, the use of the Portable Document Format/Archive (PDF/A) format, a version specialized for the digital preservation of electronic documents, is highly recommended.
- j. The Vendor must provide an ability of courts to maintain electronic versions of their Court Policy profile.
- k. The Vendor must provide the ability to create and record a digital hash "signature" and full e-signature as defined by the Uniform Electronic Transactions Act (<http://legislature.mi.gov/doc.aspx?mcl-Act-305-of-2000>) for documents contained in the filing.
- l. The Vendor must perform server maintenance on a routine basis to ensure optimal server performance. In some cases, servers will need to be taken off-line to perform this maintenance. Vendor may take a server off-line for maintenance if the Vendor provides SCAO at least seven days advanced notice, and a report after an unscheduled outage. The maintenance window will normally be during off-peak hours. The Vendor must also provide advance notice to the clerks, EFSPs, and other eFilers who will have access to the system.

Note: The SCAO is considering contracting with the State's Department of Technology, Management and Budget (DTMB) to provide Project Support and Technical Resources for the application hosted by DTMB in the State's Next Generation Digital Infrastructure (NGDI). This arrangement is similar to what

SCAO has already implemented for Judicial Network, ticket payment, Judicial Data Warehouse and video conferencing.

IX. ADMINISTRATIVE REQUIREMENTS:

- a. Software source code will need to be escrowed.
- b. The Vendor should provide a written response for on-going technical support of the product. The response shall discuss Help Desk support and problem resolution including:
 - i. Access method(s) (such as a 1.800 number, Internet, email, remote diagnosis)
 - ii. Days and hours of operation and after-hours coverage, including initial response time commitments for each.
 - iii. Problem logging and tracking mechanism
 - iv. Documentation of problem history and resolution
 - v. Definitions of the various levels of problem severity
 - vi. Average response time between defect report and installed fix, by severity
 - vii. Application and distribution process for system fixes
 - viii. Escalation process for unresolved critical problems
 - ix. How any third party software incorporated as part of the system shall be supported
 - x. Availability of user discussion groups
- c. The selected Vendor's products must allow the SCAO to produce a monthly report on the following information:
 - i. A list of the courts (by county, by court type) along with the number of electronic filings processed into each court by the filing origination type (Commercial EFSP, Attorney/Government/Self-Represented Litigant Portal, Inbound EFM Connector) and casetype.
 - ii. Number and types of system errors.
 - iii. Number and types of rejections per litigant name
- d. In addition to those system reports, the vendor must provide to SCAO the following monthly reports:
 - i. The number of calls to the customer service desk
 - ii. The number of calls dropped while waiting to speak to customer service
 - iii. The number of incident tickets raised, the number of tickets resolved, and the average time to resolution. These numbers should be grouped by ticket type
 - iv. The percentage of issues resolved on the first call
 - v. System outages (both planned and unplanned) along with the amount of time the system was unavailable.
 - vi. Copies of any root cause analysis (due to an unplanned outage)

- from the past month.
 - vii. Verification of the number of documents, including the number document arriving corrupted through the system.
 - viii. Any security incidents and responses to those issues by the Vendor.
 - ix. Amount of fees collected by the Vendor.
 - x. Daily and Monthly Deposit Report for a given date/month
 - xi. Itemized Deposit listing for a given date range
 - xii. Batch summary deposit listing including refunds
 - xiii. Daily and Monthly Refund Report for a given date/month
 - xiv. Breakout report detailing the collected amount and breakout between court fee, TPE fee, Vendor fee and OCA fee.
 - xv. Itemized submission listing for a given date range
- e. The Vendor must meet the following service levels each month. The Vendor must propose enforcement measures for the SCAO (using third party measuring tools) to ensure that performance levels are met, and recommend consequences for failure to perform:
- i. The Vendor, depending on the customer group, and the organization which is hosting the various applications, will need to provide either direct customer support in the case of the EFSP and/or secondary support in the case of the EFM/EDMS. Regular business hours are defined as 7am-7pm EST M-F, but an SLA attached to any contract will need to identify the availability of support staff 24/7—especially in cases where a critical issue occurs outside of regular business hours.
 - ii. The Vendor must guarantee a 99.9% monthly average of scheduled availability for each of the application components.
 - iii. 90% of all read-only display pages (non-documents) must be completed by the web/application servers in less than 2 seconds
 - iv. 98% of all read-only display pages (non-documents) must be completed by the web/application servers in less than 4 seconds
 - v. 98% of all update pages must be completed by the web/application servers in less than 30 seconds
 - vi. Once accepted by the clerk's office, 100% of filings must be transmitted to the state system instantaneously.
 - vii. Issues reported by Clerks/Courts to the Vendor's Support Team between 7am-7pm EST, Monday through Friday, must be acknowledged within 15 minutes of receiving the issue.
 - viii. Issues reported by Clerks/Courts to the Vendor's Support Team outside of 7am-7pm EST, Monday through Friday must be acknowledged and responded to within 60 minutes.
 - ix. The Vendor must propose a schema for prioritizing issues, and how the Vendor will respond to critical issues.

X. COST ESTIMATES

Vendors should include their best total price using the Cost Template in Appendix G. SCAO recognizes that these responses do not constitute offers, but will be used to define the scope and cost of the statewide eFiling initiative. This information will be used by the SCAO and the Supreme Court in designing the final system and securing funding from the state Legislature.

This Cost Template is self-explanatory. It should include all modules necessary to satisfy the requirements mentioned in this RFI and ECF 4.01, and pricing for those modules in the appropriate line.

XI. VENDORS FORUM via CONFERENCE CALL

A Vendors Forum regarding this RFI will be held via conference call to answer any questions from vendors that will help them prepare a response to this RFI. If a vendor is going to submit a response to this RFI, the vendor must register for and participate in this Vendor Forum. This forum will be conducted via Conference Call at 2:00 P.M. Eastern Time on Monday, November 10, 2014.

Vendors who wish to participate in the Vendor Forum conference call must register with the SCAO by sending an E-mail to soudersc@courts.mi.gov on or before Thursday, November 6, 2014. Vendors must receive a confirmation (including the call information) from the SCAO in order to participate in the conference call.

All other inquiries concerning a formal interpretation of this RFI must be in writing and must reference the RFI title on the title sheet of this document. Submit all inquiries by E-mail to: soudersc@courts.mi.gov at least ten (10) calendar days prior to the submission due date. Written response to binding clarification questions will be distributed to all registered vendor forum participants by E-mail at least five calendar days prior to the submission due date. **No facsimile inquiries or submissions will be accepted.**

XII. RFI TIMELINE

Oct 27, 2014	RFI distributed
Nov 6, 2014	Vendor Forum Conference Call Registration deadline
Nov 10, 2014	Vendor Forum Conference Call
Nov 17, 2014	E-Mailed inquiries deadline
Nov. 24, 2014	SCAO Written Response to Inquiries
Dec 1, 2014	Vendor responses deadline, by 4 pm (Eastern)

XIII. RFI SUBMISSION REQUIREMENTS

If a vendor anticipates that they will respond to the RFP that may result from this RFI, then the vendor must respond to this RFI in order to submit a proposal addressing the RFP.

Responses to this RFI will be held confidential by the Michigan SCAO.

Vendors who opt to submit a response to this RFI, must organize their response by the specific sections below. Vendors may submit responses to all or any one of the three projects identified in this RFI, i.e., pro se/governmental entity EFSP, EFM and/or EDMS. If an RFP is distributed as a result of information gathered during this RFI, preference will be given to those vendors who submit proposals which address the needs for all three projects whether it is comprised of a solution offered by their company, or it is a combination of products from their company and other companies with which they sub-contract.

The SCAO has attempted to provide the minimum amount of mandatory specifications and requirements so as not to limit a vendor's creativeness or ingenuity by over specifying the requirements of this solicitation.

Vendors are encouraged to include a detailed explanation of their response for every feature/function that they can offer. The SCAO recognizes that not all Vendors will be able to provide all features/functions described herein. Vendors are also requested to provide details on additional features/functions available, not mentioned in this RFI that may provide a distinct value to Michigan Courts and the SCAO.

Vendors' submissions shall indicate the vendor's name and page number on each page of their response. Each submission shall contain the following:

- a) Submission letter. Vendor's Submittal Letter should include, but is not limited to, the following information:
 - 1) The individual who is the signatory to contracts and who is responsible for the delivery of contract services
 - 2) Full legal company name
 - 3) The Federal Tax Identification Number of the Vendor
 - 4) The identification of all materials and/or enclosures being forwarded in response
 - 5) The designation of any portions of the submission the Vendor feels contains proprietary data that should remain confidential
- b) The Submittal Letter must be signed by an individual authorized to sign contracts on behalf of the vendor.
- c) Executive overview of the vendor response.
- d) Proposed system architecture.

- e) Vendor solution to the pro se/governmental entity EFSP request for the vendor hosting the solutions, and the network and hardware specifications necessary if the SCAO to hosts the application.
- f) Vendor solution to the statewide EFM request for the Vendor hosting the solutions, and the network and hardware specifications necessary if SCAO hosts the application.
- g) Vendor solution to the statewide EDMS request which includes network and hardware specifications necessary for SCAO to host the application..
- h) Vendor assessment of how their solution can be implemented in the Michigan technical architecture. Vendors should identify any problems with the Michigan technical architecture AND solutions to those problems.
- i) Vendor statement of conformance with ECF 4.01. This should include any independent, external assessment of how the Vendor's products are either conformant or compliant with the national standards. In lieu of supporting documentation from an independent source, the vendor should explain why they believe their product(s) are ECF 4.01 conformant; and/or what their plan is to make their product(s) conformant by a date certain.
- j) Vendor recommendations for training eFilers and court staff/judicial officers.
- k) Vendor recommendations for providing customer support for eFilers and court staff/judicial officers if: (1) SCAO Hosts the applications, and (2) the vendor hosts the applications.
- l) Vendor recommendations on how maintenance would be provided.
- m) Vendor recommendations on components of a Service Level Agreement.
- n) Vendor recommendations for COOP and Disaster Recovery Plans if the vendor hosts the applications.
- o) Security provisions of the various vendor products.
- p) Cost estimates using Appendix G. These cost estimates must be for all modules/products offered by the Vendor to satisfy the core business and technical requirements outlined in this RFI, for a perpetual statewide, enterprise license. Vendors are reminded that no eFiling transaction fees will be attached to eFilings.
- q) Vendor's Fiscal Viability statement.
- r) Vendor identification of no more than five references from clients who have deployed their EFSP, EFM and/or EDMS solutions in a court business environment.
- s) Complete list of all vendor deployments in each of the three major project areas, and a fourth list of all deployments where the vendor has deployed an integrated pro se EFSP, EFM and EDMS solution with a CMS. Do not include sites unless they are fully deployed.
- t) Propose a Proof of Concept (POC) that must be successfully completed before any primary contract will be awarded from the RFP resulting from this RFI. The POC should, in a test environment demonstrate the functionality identified in this RFI.

By submission, the vendor certifies that the prices in the submission have been arrived at independently without consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such prices with any other vendor.

SUBMISSIONS WILL BE SENT VIA E-MAIL TO:

efiling@courts.mi.gov
TELEPHONE NUMBER: 517-373-2289

All submissions become the property of the SCAO, remain confidential and will not be returned to the vendor.

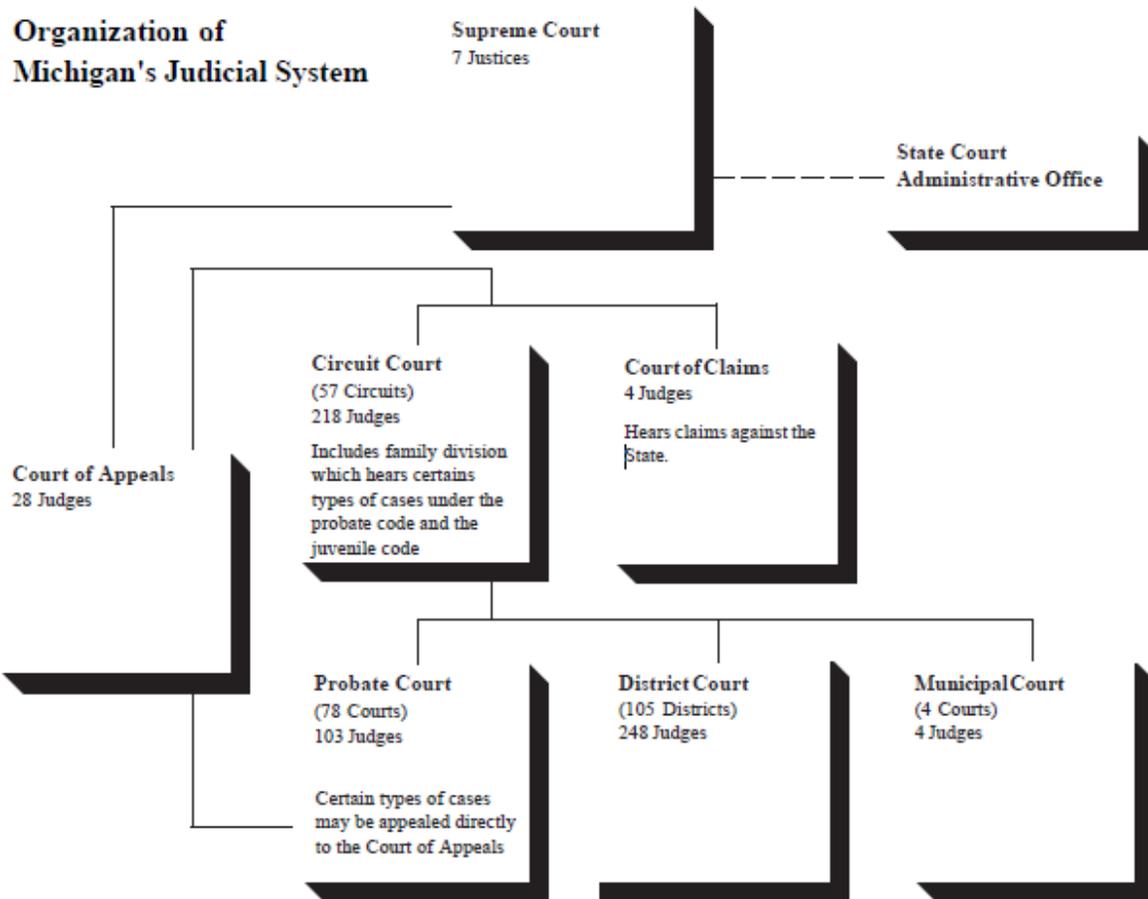
APPENDIX A: DRAFT SEQUENCE OF DEVELOPMENT/DISTRIBUTION OF CASETYPES

Circuit Court Civil
Circuit Court Divorce
Circuit Court Criminal/Appeals
Circuit Family other than Divorce

District Court General Civil
District Court Small Claims
District Court Criminal
District Court Landlord Tenant/Summary Proceedings

Probate

APPENDIX B: ORGANIZATION OF THE MICHIGAN COURTS



Connecting lines to the Circuit Court, the Court of Appeals, and the Supreme Court represent the various levels in the appeal process

APPENDIX C: ESTIMATED FILINGS AND DOCUMENTS/CASE FOR THE MICHIGAN COURTS

	2013 Filings	Docs per case	Docs filed	Pages per doc	Pages in Files	Storage in Bytes (x 50K per page)	Storage Size in GB
Circuit Court, Appeals, Criminal, Civil, Domestic Relations	184,394	14	2,581,516	3.5	9,035,306	451,765,300,000	452
Circuit Court Protection Order	34,895	3	104,685	3.5	366,398	18,319,875,000	18
Circuit Court Juvenile	43,226	14	605,164	3.5	2,118,074	105,903,700,000	106
Circuit Court Adoption	4,086	14	57,204	2.5	143,010	7,150,500,000	9
Circuit Court Miscellaneous Family	3,684	14	51,576	3.5	180,516	9,025,800,000	9
Probate	64,114	7	448,798	3.5	1,570,793	78,539,650,000	80
District Court Non-Traffic, Traffic, Civil, Summary	2,538,632	3	7,615,896	1.5	11,423,844	571,192,200,000	571
Total	2,873,031		11,464,839		24,837,941	1,241,897,025,000	1,245

APPENDIX D: MICHIGAN E-Filing PILOT COURT LOCATIONS AND THEIR CURRENT EFSP, EDMS and CMS VENDORS

- Macomb County Circuit Court -
<http://circuitcourt.macombgov.org/circuitcourt-efiling>
EFSP – ImageSoft, EDMS – ImageSoft (OnBase), CMS – CourtView
- Michigan Court of Appeals - <http://courts.mi.gov/courts/coa/efiling>
EFSP – Tyler (Wiznet), EDMS – Court's IT, CMS – Court's IT
- Oakland County Clerk/Register of Deeds
<http://www.oakgov.com/clerkrod/efiling/>
EFSP – Tyler, EDMS – County IT, CMS – Circuit (County IT), District / Probate (JIS Legacy)
- Ottawa County Clerk/Register of Deeds -
<http://www.miottawa.org/Departments/Clerk/efiling.htm>
EFSP – ImageSoft, EDMS – ImageSoft (OnBase), CMS – County IT, Probate Only (JIS Legacy)
- 3rd Judicial Circuit, Wayne County - <https://www.3rdcc.org/eFiling.aspx>
EFSP – Tyler Odyssey File and Serve, EDMS – Tyler Odyssey, CMS: Tyler
- 13th Circuit Court - Grand Traverse/Antrim/Leelanau
• <http://www.13thcircuitcourt.org/Page5858.aspx>
EFSP – ImageSoft, EDMS – ImageSoft (OnBase), CMS- County IT, Probate/Juvenile (JIS Legacy)

APPENDIX E: MICHIGAN CASE MANAGEMENT SYSTEM DEPLOYMENTS

PROVIDER	Court	No.	Court	No.	Court	No.	Court	No.	Court	No.
JIS	DISTRICT		Cascade	63	Sanilac	24	Dickinson	41-1	Benzie	10
	Monroe-Monroe	1	Ionia	64A	Marquette	25	Eaton	56	Branch	12
	Monroe-Erie	1	Montcalm	64B	Alpena	26-1	Emmet	57	Calhoun (TCS)	13
	Lenawee	2A	Clinton	65A	Montmorency	26-2	Genesee	7	Cass	14
	Hillsdale	2B	Gratiot-Alma	65B	Newaygo	27-1	Gladwin	55-2	Charlevoix	PD7-1
	Branch	3A	Gratiot-Ithaca	65B	Oceana	27-2	Grand Traverse	13-2	Cheboygan	16
	Cass	4	Shiawassee	66	Missaukee	28-1	Gogebic (TCS)	32-1	Chippewa	17
	Paw Paw	7	Genesee County	67	Wexford	28-2	Gratiot	29-2	Clare	PD17-1
	South Haven	7	Flint	68	Clinton	29-1	Hillsdale	1	Clinton	19
	Kalamazoo-Central	8	Lapeer	71A	Gratiot	29-2	Houghton (TCS)	12-1	Crawford	20
	Kalamazoo-South	8	Tuscola	71B	St. Clair	31	Huron	52	Dickinson	22
	Kalamazoo-North	8	Marine City	72	Gogebic (TCS)	32-1	Ionia (TCS)	8-1	Eaton	23
	Calhoun	10	Port Huron	72	Ontonagon (TCS)	32-2	Iosco	23-3	Emmet	PD7-2
	Jackson	12	Sanilac	73A	Ogemaw	34-1	Iron	41-2	Genesee	25
	Ann Arbor	15	Huron	73B	Roscommon	34-2	Isabella (TCS)	21	Gladwin	PD17-2
	Livonia	16	Midland	75	Shiawassee	35	Jackson	4	Gogebic (TCS)	27
	Redford Twp	17	Isabella	76	Van Buren	36	Kalkaska	46-2	Grand Traverse	28
	Westland	18	Mecosta	77-1	Calhoun (TCS)	37	Keweenaw	12-2	Gratiot	29
	Dearborn	19	Osceola	77-2	Monroe	38	Lake	51-1	Hillsdale	30
	Garden City (OL)	21	Oceana	78-1	Lenawee	39	Lapeer	40	Houghton (TCS)	31
	Inkster	22	Mason	79-1	Lapeer	40	Leelenau	13-3	Huron	32
	Taylor	23	Alpena	88-1	Dickinson	41-1	Lenawee	39	Ionia (TCS)	34
	Allen Park	24	Montmorency	88-2	Iron	41-2	Livingston (TCS)	44	Iosco	35
	Lincoln Park	25	Emmet	90-2	Menominee	41-3	Luce (TCS)	11-2	Iron	36
	River Rouge	26-1	Luce	92-1	Midland	42	Mackinac (TCS)	11-3	Isabella (TCS)	37
	Ecorse	26-2	Mackinac	92-2	Cass	43	Manistee	19-2	Jackson	38
	Wyandotte	27	Alger	93-1	Livingston	44	Marquette	25	Kalamazoo	39
	Southgate	28	Schoolcraft	93-2	Crawford	46-1	Mason	51-2	Kalkaska	40
	Wayne	29	Menominee	95A	Kalkaska	46-2	Mecosta	49-1	Keweenaw	42
	Highland Park	30	Dickinson	95B-1	Otsego	46-3	Menominee	41-3	Lake	43
	Hamtramck	31	Iron	95B-2	Allegan	48	Midland	42	Lapeer	44
	Harper Woods	32A	Ishpeming	96	Mecosta	49-1	Missaukee	28-1	Leelanau	45
	Woodhaven	33	Marquette City	96	Osceola	49-2	Monroe	38	Lenawee	46
	Romulus	34	Baraga	97	Chippewa	50	Montcalm (TCS)	8-2	Livingston (TCS)	47
	Plymouth	35	Houghton	97-2	Mason	51-2	Montmorency	26-2	Luce (TCS)	PD6-1
	Detroit	36	Keweenaw	97	Huron	52	Muskegon	14	Mackinac (TCS)	PD6-2
	Eastpointe (OL)	38	Gogebic-Bessemer	98-1	Cheboygan	53-1	Newaygo	27-1	Manistee	51
	St. Clair Shores	40	Gogebic-Ironwood	98-1	Presque Isle	53-2	Oceana	27-2	Marquette	52
	Sterling Hts	41A-1	Ontonagon	98-2	Tuscola	54	Ogemaw	34-1	Mason	53
	Shelby Twp	41A-2	Grosse Pointe (OL)	M02	Clare	55-1	Ontonagon (TCS)	32-2	Mecosta	PD18-1
	Mt. Clemens	41B-1	GP Farms (OL)	M03	Gladwin	55-2	Osceola	49-2	Menominee	55
	Clinton Twp (OL)	41B-2	GP Park (OL)	M04	Eaton	56	Oscoda	23-4	Midland	56
	Ferndale	43-1	GP Woods	M05	Emmet	57	Otsego	46-3	Missaukee	57
	Hazel Park	43-2								
	Royal Oak	44			FD-JUVENILE		Presque Isle	53-2	Montcalm (TCS)	59
	Berkley	45A	CIRCUIT		Alcona	23-1	Roscommon	34-2	Montmorency	60
	Oak Park	45B	Hillsdale	1	Alger (TCS)	11-1	St. Clair	31	Muskegon	61
	Southfield	46	Jackson	4	Allegan	48	St. Joseph(TCS)	43	Newaygo	62
	Farmington	47	Barry	5	Alpena	26-1	Sanilac	24	Oakland (TCS)	63
	Bloomfield	48	Genesee	7	Arenac	23-2	Schoolcraft (TCS)	11-4	Oceana	64
	Pontiac (OL)	50	Ionia (TCS)	8-1	Antrim	13-1	Shiawassee	35	Ogemaw	65
	Waterford	51	Montcalm (TCS)	8-2	Baraga (TCS)	12-1	Tuscola	54	Osceola	PD18-2
	Novi	52-1	Alger (TCS)	11-1	Barry	5	Van Buren	36	Ontonagon(TCS)	66
			Luce (TCS)	11-2	Bay	18	Wexford	28-2	Oscoda	68

Clarkston	52-2	Mackinac (tcs)	11-3	Benzie	19-1		Otsego	69	
Rochester	52-3	Schoolcraft (tcs)	11-4	Branch	15	PROBATE	Ottawa	70	
Troy	52-4	Baraga(TCS)	12-1	Calhoun (tcs)	37	Alcona	1	Presque Isle	71
Brighton	53	Houghton (TCS)	12-2	Cass	43	Alger (tcs)	PD5-1	Roscommon	72
Howell	53	Keeweenaw	12-3	Charlevoix	33	Allegan	3	St. Clair	74
Lansing	54A	Muskegon	14	Cheboygan	53-1	Alpena	4	St. Joseph	75
East Lansing	54B	Branch	15	Chippewa	50	Antrim	5	Sanilac	76
Ingham	55	Bay	18	Clare	55-1	Arenac	6	Schoolcraft (tcs)	PD5-2
Eaton	56A	Benzie	19-1	Clinton	29-1	Baraga (TCS)	7	Shiawassee	78
Barry	56B	Manistee	19-2	Crawford	46-1	Barry	8	Tuscola	79
Allegan	57	Isabella (tcs)	21			Bay	9	Van Buren	80
Muskegon	60	Alcona	23-1					Wexford	83
Wyoming (ol)	62A	Arenac	23-2						
Rockford	63	Iosco	23-3						
		Oscoda	23-4						

PROVIDER	DISTRICT	No.	CIRCUIT	No.	FD-JUVENILE	No.	PROBATE	No.
IN-HOUSE/COUNTY	Berrien	<input type="checkbox"/> 5	Berrien	<input type="checkbox"/> 2	Berrien	<input type="checkbox"/> 2	Berrien	<input type="checkbox"/> 1
	Pending JIS MiCOURT		Pending JIS MiCOURT		Pending JIS MiCOURT		Pending JIS MiCOURT	
# of Locations:	Ottawa	58	Wayne – Tyler	3	Kalamazoo - Tyler	9	Saginaw	73
District	Saginaw	70	Oakland	6	Oakland	6		
Circuit			Kalamazoo -Tyler	9	Ottawa	20		
Probate			Saginaw	10	Saginaw	10		
			Antrim	13-1	Wayne-Tyler	3		
			Grand Traverse	13-2				
			Leelenau	13-3				
			Ottawa	20				
			Charlevoix	33				
JMS	St. Joseph	3B	St. Joseph	45				
	Roseville/Fraser	<input type="checkbox"/> 39	Lake	51-1				
# of Locations:	Kentwood	62B						
District	Bay	74						
Circuit	Newaygo	78-2						
	Lake	79-2						
	Clare	80-1						
	Gladwin	80-2						
	Alcona	81-1						
	Arenac	81-2						
	Iosco	81-3						
	Oscoda	81-4						
	Ogemaw	82						
	Roscommon	83						
	Missaukee	84-1						
	Wexford	84-2						
	Benzie	85-1						
	Manistee	85-2						
	Antrim	86-1						
	Grand Traverse	86-2						
	Leelanau	86-3						
	Kalkaska	87-1						
	Otsego	87-2						
	Crawford	87-3						
	Cheboygan	89-1						
	Presque Isle	89-2						
	Charlevoix	90-1						
	Chippewa	91						

QUAD-TRAN # of Locations: District 7	Dearborn Hts 20 Warren 37 Romeo 42-1 New Baltimore 42-2 Madison Hts 43-3 Grandville 59 Walker 59			
<u>New Dawn Technologies</u> # of Locations: District 1 Circuit <u>1</u> 2	Delta 94	Delta 47		
CSI (COURT SPECIALISTS, INC.) # of Locations: District 2 Circuit 1 Probate <u>1</u> 4	Washtenaw 14A Ypsilanti 14B Pending JIS Next Gen	Washtenaw 22 Pending JIS Next Gen	Washtenaw 22 Pending JIS Next Gen	Washtenaw 81 Pending JIS Next Gen
<u>MAXIMUS</u> # of Locations: District 0 Circuit 3 Probate <u>5</u> 9		Macomb 16 Kent 17 Ingham 30	Kent 17 Ingham 30 Macomb 50	Ingham 33 Kent 41 Macomb 50 Monroe 58 Wayne 82
<u>JUSTICE SYSTEMS, INC.</u> (Full Court) # of Locations: District 1	Grand Rapids 61			
TOTAL # of Locations: District 151 Circuit 84 Probate <u>83</u> 318				

APPENDIX F: COUNTIES WITH AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

ALL COUNTIES	COUNTIES W/O EDMS	COUNTIES WITH EDMS	DEPARTMENT
Alcona		X	Circuit
Alger	X		
Allegan		X	Circuit
Alpena		X	Clerk-Courts / Friend of the Court
Antrim		X	Circuit and District Civil
Arenac		X	Circuit/District
Baraga	X		
Barry	X		
Bay		X	74th District Court / Probate Juvenile
Benzie		X	Circuit
Berrien		X	Domestic
Branch		X	Circuit
Calhoun		X	Circuit & Domestic
Cass		X	Domestic
Charlevoix	X		
Cheboygan		X	Circuit
Chippewa		X	Not implemented yet
Clare		X	Circuit
Clinton		X	Domestic/Probate
Crawford	X		
Delta	X		
Dickinson	X		
Eaton		X	Circuit
Emmet	X		
Genesee		X	Domestic/Probate
Gladwin		X	Circuit
Gratiot		X	Circuit/Probate/Juvenile Courts
Grand Traverse		X	
Gogebic	X		13th Circuit and D86
Hillsdale	X		
Houghton	X		
Huron	X		
Ingham		X	
Ionia		X	Probate/Juvenile/Circuit Courts
Iosco		X	Circuit
Iron	X		

Isabella		X	Courts Administrator
Jackson		X	Civil Domestic
Kalkaska	X		
Kent	X		FOC
Keweenaw	X		
Lake	X		
Leelanau		X	Circuit and District Civil
Lenawee		X	Circuit/Probate/Juvenile Courts
Lapeer	X		
Livingston	X		
Luce	X		
Mackinac		X	Circuit
Macomb		X	Circuit
Macomb		X	41B District Court
Macomb D37 Warren		X	Civil/Criminal/Traffic/PA
Marquette		X	Circuit
Mason	X		
Mecosta	X		
Menominee	X		
Midland		X	Circuit/Friend of the Court/Probate-Juvenile
Missaukee		X	Circuit
Montcalm		X	Circuit/Friend of the Court/Probate Court
Monroe		X	Domestic/PA
Montmorency		X	Circuit
Muskegon		X	Circuit
Newaygo		X	Clerk County Clerk
Oakland		X	Circuit Court / FOC / Probate - Home Grown
Oceana	X		
Ogemaw	X		
Ontonagon	X		
Osceola		X	Circuit/Probate and Juvenile Courts
Oscoda		X	Circuit
Otsego	X		
Ottawa		X	Civil/Criminal/Domestic/Juvenile/Probate/Traffic/PA
Presque Isle		X	Circuit
Roscommon	X		
Saginaw		X	
Sanilac		X	Circuit Court
St, Clair		X	Domestic/Probate/PA
St. Joseph		X	Domestic
Schoolcraft	X		

Shiawassee	X		
Tuscola		X	Domestic/Juvenile/
Van Buren		X	Probate Court
Washtenaw		X	Civil/Criminal/Domestic/Juvenile/PA
Washtenaw -14A & B			Criminal
Wayne		X	Criminal/Civil/Domestic
Wexford		X	Circuit

APPENDIX G: Pricing Table—Image-Centric eFiling Licensing and Other Fees: All Locations and All Case-types

The following Pricing Table is for a complete Image-Centric (i.e., scan and upload) eFiling system based on the functions/capabilities identified in the text of this RFI. The enterprise price (line 1) shall include all functions/capabilities for these sections in the Pricing Table in lines 1-3 below.

Support, training and some other expenses will be dependent on whether SCAO or the vendor hosts the system(s).

The vendor will be paid incrementally based on the deployment schedule over the period of the project. This is not a transaction based system for vendor revenue.

	ONE TIME COSTS	ANNUAL RECURRING COSTS
1. Unlimited User and Server and Perpetual Enterprise Licensing for all pro se eFiling functions identified in this RFI.		
2. Unlimited User and Server and Perpetual Enterprise Licensing for all EFM functions identified in this RFI.		
3. Unlimited User and Server and Perpetual Enterprise Licensing for all EDMS functions identified in this RFI.		
4. A Proof of Concept for three local courts.		
5. Annual Maintenance for version and release upgrades (specify for ProSe EFSP, EFM and EDMS)		
6. Annual Maintenance for all levels of support as defined in the RFI core description. (specify for ProSe EFSP, EFM and EDMS)		
7. Any Additional Costs for Document Conversion from a legacy EDMS..		
8. Any Additional Costs for Deployment.		
9. Any Additional Costs for Configuration and Setup (specify for ProSe EFSP, EFM and EDMS)		
10. Any Additional Costs for Initial and Continuous Training on all systems for eFiling end-users (specify for ProSe EFSP, EFM and EDMS).		
11. Any Additional Costs for Initial and Continuous Training on all systems for court users (specify for ProSe EFSP,		

EFM and EDMS).		
12. Any Additional Costs for any vendor Intermediary Solution (SCAO may opt to purchase an Intermediary solution separately)		
13. Any Additional Costs for vendor integrating with local and State CMSs.		
14. Assuming that the Michigan SCAO will host the systems, any additional costs if the vendor hosts the EFSP.		
15. Assuming that the Michigan SCAO will host the systems, any additional costs if the vendor hosts the EFM.		
16. Assuming that the Michigan SCAO will host the systems, any additional costs if the vendor hosts the EDMS.		
17. Other specific costs:		
TOTAL – Pricing Table		
Change Costs (hourly rate – excluding travel)		

*Rows 1 and 2 are for full availability and operations of all functions/capabilities in all locations for all case types.