

OFFICE OF THE STATE COURTS ADMINISTRATOR

ANSWERS TO QUESTIONS RE:

INVITATION TO NEGOTIATE (ITN)
FOR THE FLORIDA APPELLATE COURT
Case Management System

ITN-07-001-CC

February 6, 2008

Table of Contents

Budget/Cost Questions.....	3
General Questions.....	4
Database Functionality.....	19
Database Migration.....	21
Document Management.....	22
Security.....	22
Reporting.....	23
Review/Demonstrations Process.....	24
Installation/Implementation.....	24
Accessibility Compliance.....	25
Definition of Terms.....	26
Schedule.....	27
E-Filing.....	28
Infrastructure.....	30
Support.....	30
Users.....	31
Legal.....	34

Budget/Cost Questions		
Question		Answer
1.	What is the proposed budget for the CMS project?	The court is looking to see what it would take to acquire a comprehensive solution and would like to know what they should expect to pay for such a solution. The court currently has \$701,000 budget for this FY.
2.	How is it allocated across software product license, implementation services, hardware, etc.?	Inclusive across software product license and implementation services. It is the courts' intention to provide the hardware.
3.	Is the cost estimate to include only the price of the software, or should it also include support and/or maintenance?	Include all software costs and support and maintenance.
4.	If the cost estimate is to include support, over what period should the support be provided (e.g. one year, three years, five years)?	Provide cost for one year, three years, and five years.
5.	If the cost estimate is to include software maintenance, what level (e.g. monthly upgrades, quarterly upgrades, annual upgrades) and type (bug fixes, upgrades, new reports, custom queries) of maintenance are desired?	Provide cost for each.
6.	If the cost estimate is to include support, what level (e.g. immediate, four hour, one business day) and type (e.g. on-site, telephone, training) of support would be required?	Provide cost for each.
7.	What is the preferred format for the cost estimate proposal?	No preferred format.
8.	Does the FACS receive "outside" funding to meet the costs of providing emergency/COOP plan functions?	The question is not relevant to the ITN.
9.	What detail and accuracy do you require for the ITN?	We do expect the vendor to provide an accurate response; the amount of detail included in the response is at the discretion of the vendor.
10.	Do you want price estimate in the same document?	A Price estimate in the same document is acceptable.

Budget/Cost Questions		
Question		Answer
11.	Are you looking for an estimate of all solution costs with the ITN response? License, support, implementation (PM, Consulting, Data Migration, Training, travel expense) and modifications to meet non-standard requirements listed in the questionnaire?	We are looking for a total cost to acquire a system; however the courts will entertain a phased approach.
General Questions		
Question		Answer
12.	How does this ITN relate, if at all, to the earlier ITN05-002-CC Integrated Appellate Court Case Management System?	Only in the sense that the Courts' desire to replace their existing system with a system capable of providing enhanced functionality.
13.	Will the Florida Appellate Court System entertain the idea of a custom built system or will they only accept proposals from vendors who will provide an off the self product? If they will only entertain an "off the self" system, is that decision based on timeliness of implementation; thinking that a custom built system will take too long to develop?	The courts will review each response.
14.	Did Idea Integration provide the courts a court case management system in response to being awarded ITN05-002-CC?	No
15.	What is the 2007 annual case volume for the Supreme Court and the five District Courts of Appeal?	The 2006 number of filings are stated in the ITN. The 2007 number of filings are: 1DCA-6627 2DCA-6093 3DCA-3357 4DCA-5104 5DCA-4454 SC-2474
16.	What percentage increase in the number of cases is expected, from year to year?	As indicated by the numbers listed above, there is not always a measurable increase.
17.	How many filings do the courts receive each year?	See above.
18.	How many documents are handled each year? How many pages per document?	The number of documents and the number of pages per document varies from court to court. If the vendor's solution has a document limit or page limit, it should be included in the proposal.

General Questions		
Question		Answer
19.	How many case classes or case types (i.e. Civil, criminal, other) in the Supreme Court? How many in the five District Courts of Appeal?	The number of classes of cases or case types is not relevant to the ITN. The courts may desire to create new case types or remove or modify existing case types.
20.	How many cases are in the Oracle system? Are they all to be converted?	The total cases in each database are provided in the ITN (Section 2.0 - Background). We anticipate conversion of all data in the databases.
21.	Please define the costs associated with filing today in the FL Supreme Court and DCA by the filing parties.	There is a \$300.00 filing fee associated with case filings in the courts.
22.	Could non-US resources be used to complete this project?	The courts will review each response.
23.	Public access: May the system provide greater functionality to the public via a fee arrangement as an option beyond the initial level of access requested?	No
24.	Which components of the existing appellate court management systems are expected to remain in production?	Even with successful implementation of a new system the courts may decide to use specific parts of the existing system.
25.	Do the Courts have documented processes and workflows, beyond the requirements stated in the ITN? If so, are the Courts willing to share those with vendors as part of the RFP process? Alternatively, are the Courts willing to entertain site visits (court walkthroughs) by vendors prior to the proposal deadline?	The existing workflows are manual, and are not available in written form. Links are provided to several of the courts' clerk's office internal operation procedure manuals. The courts do not anticipate a court walkthrough prior to the proposal delaine.

General Questions		
	Question	Answer
26.	Will there be any requirement to keep or replicate existing functionality from the existing application?	The goal is to replace the existing case management system being used in the FACS with a comprehensive system integrating electronic receipt of documents, scanning, docketing, document management, automated workflow capabilities, scheduling, file tracking, judicial panel assignment management, billing, receipting, accounting for fees or fines, and electronic voting. The system shall also include automated checking for conflicts in judicial assignments. Some existing functions may be replicated or transferred.
27.	Is the proposed solution expected to replace the existing appellate court's accounting system?	Yes as stated in the ITN: The goal is to replace the existing case management system being used in the FACS with a comprehensive system integrating electronic receipt of documents, scanning, docketing, document management, automated workflow capabilities, scheduling, file tracking, judicial panel assignment management, billing, receipting, accounting for fees or fines, and electronic voting. The system shall also include automated checking for conflicts in judicial assignments.
28.	Which of the existing systems will need to be interfaced with the new CMS solution?	As stated in the ITN: The goal is to replace the existing case management system being used in the FACS with a comprehensive system integrating electronic receipt of documents, scanning, docketing, document management, automated workflow capabilities, scheduling, file tracking, judicial panel assignment management, billing, receipting, accounting for fees or fines, and electronic voting. The system shall also include automated checking for conflicts in judicial assignments.
29.	How many users will require the capability to charge filing fees, apply services charges, or receive payments?	The number will vary between courts; users with the appropriate security level should be capable. However, on average there may be 3 to 5 users at each court that have full access to the billing portion of the current system.

General Questions

Question		Answer
30.	In regards to the question 3.2.12 “Ability to encrypt data at rest” within the General Software Capabilities section, can you please further define the meaning of “rest” and how it is intended to be used?	Encryption at rest refers to the fact that the data is physically stored in an encrypted manner. The courts have asked if the proposed system has the ability to perform this function but how the court may decide to use this function has no bearing on the proposed system’s ability to perform the function.
31.	In regards to the question 3.3.9 “Ability to track multiple legal issues per case” within the Core Case Management Capabilities section, can you please further define this question and provide a real-life example of how this business process would be used?	Cases may come before the court that addresses multiple issues. In this instance, the court identifies the issues and associates the issues with the case. Example: a case may have the following issues/subject: Murder Evidence Criminal law procedure
32.	In regards to the question 3.3.29 “Ability to specify case types, assign a case weight and security level to each case type” within the Core Case Management Capabilities section, Can you please further define the business process that surrounds how cases are weighted?	The intent of the question was to ascertain if the system has the ability to specify case types, assign a case weight and security level to each case type. The courts assign specific case types to cases filed with the courts. Relative weights will be assigned to each type of case. The court will determine the relative weight.
33.	In regards to the question 3.3.40 “Ability to generate electronic receipts” within the Core Case Management Capabilities section, can you please further explain what an electronic receipt is for and how this will be used in a real-life scenario?	The term electronic receipt in this instance is used to define a computer generated receipt that is stored in the database and may be printed and delivered to the payer.
34.	Will you desire for in-house developers or resources contracted by the State of Florida to be able to make modifications to the application?	It would be desirable for in-house staff to have the capability to modify the system if required but it is not a requirement.

General Questions

	Question	Answer
35.	The following requirements, as defined on page 15 of the ITN, seem to be contradictory: “Ability to provide source code in escrow.” and “Ability to provide source code and all development tools used to build the application on our computer.” Please clarify the Courts’ requirement concerning the provision of source code.	<p>It is not the courts intent to acquire the vendor’s source code.</p> <p>The intention is to ensure that the development tools and source code could be loaded on our workstations and servers in the event the escrow invoked.</p>
36.	<p>Please clarify the Courts’ requirements concerning public access.</p> <p>What type of data do the Courts expect to make available for public access?</p>	<p>Currently the system provides the public access to the court docket via the web but does not provide links to the actual document.</p> <p>It will be at the courts discretion as to what additional data will be made available to the public.</p>
37.	Are workflows consistent among the Courts today?	No, currently there are no automated workflows. Similar manual processes exist, but there may be slight differences from court to court.
38.	What will be the process and timeline be for the winning vendor to learn about the various workflows in the FI SC and FL DCA’s?	This will be determined at a future date.
39.	Will Court and Judicial staff be directed to work with the winning vendor?	At the courts’ direction, court and technical staff will work with a vendor.
40.	Please provide examples of new business features, special services, discount or terms and conditions that the Court could provide for each?	We are not sure what is meant by this statement.
41.	Is there a priority assigned to the alerts the system needs to produce?	No particular priority; the court desires to know if the system has the ability to generate and display alerts.
42.	What other alerts should the system be capable of producing not already listed?	Additional alerts may or may not be required. New laws or court rules may require modification of alerts or the creation of new alerts

General Questions

	Question	Answer
43.	<p>Case Relationship:</p> <p>What criteria will be used to determine whether cases are related?</p>	<p>The court will determine when and how a case will be related and what the relationships will be.</p> <p>Examples of relationship reasons: Travel together, similar issues, all purpose consolidation.</p>
44.	<p>Milestones & Statuses: What are the milestone dates for each court case type?</p>	<p>Milestone dates vary depending on the current stage/status of the case. Outstanding motions will cause dates to be adjusted; orders issued by the court may require adjustment in individual dates or groups of dates within an individual or group of cases.</p>
45.	<p>Do any historical case files currently exist in digital format? If “yes,” then in what format do they currently exist?</p>	<p>None that are integrated with the current CMS system.</p>
46.	<p>Do current (active) case files exist in digital format?</p>	<p>None that are integrated with the current CMS system.</p>
47.	<p>If any or all case files are digitally stored and maintained, have the images been run through an Optical Character Recognition (OCR) program?</p>	<p>None that are integrated with the current CMS system.</p>
48.	<p>If any or all case files are digitally stored, are the images currently “searchable?”</p>	<p>None that are integrated with the current CMS system.</p>
49.	<p>How does FACS currently store its files (including internal documents, notes, memoranda)?</p>	<p>Oracle database, MS Word</p>
50.	<p>What would you do in the event that your organization’s hard copy data files were damaged or lost?</p>	<p>The courts have backup and recovery procedures in place.</p>
51.	<p>Does the FACS provide any hyper-linking capabilities to its data files?</p>	<p>No, the current CMS does not.</p>
52.	<p>Would an integrated link to legal research content such as cases, statutes, or court rules be helpful or desired in this CMS project?</p>	<p>If the vendor’s system has such capability, it is at the vendor’s discretion to present these capabilities in their response.</p>

General Questions		
Question		Answer
53.	Please give an example of where you would change multiple docket entries at one time.	Example: Related Cases. One order disposing of multiple motions
54.	Has a consistent taxonomy for indexing been applied to any electronic files in the current FACS database?	No
55.	How many different interfaces do your users currently need to navigate in order to both access and cross reference content?	The number of current interfaces should have no bearing on the vendor's response to this ITN.
56.	What sorts of external interfaces will you require?	We have not indicated the requirement for external interfaces. We do ask if the proposed system has the Ability for any ODBC compliant tool to access database elements that are currently externally defined.
57.	What is the reason for migrating off the current PowerBuilder application?	As stated in the ITN: The goal is to replace the existing case management system being used in the FACS with a comprehensive system integrating electronic receipt of documents, scanning, docketing, document management, automated workflow capabilities, scheduling, file tracking, judicial panel assignment management, billing, receipting, accounting for fees or fines, and electronic voting. The system shall also include automated checking for conflicts in judicial assignments.
58.	Are there any requirements to deal with abated cases?	If by abated you mean closed/disposed/archived cases, the courts do manage and often refer to these types of cases.
59.	Will this application store media other than documents?	Yes, it should have the ability store data related to the case.
60.	If requested, can you provide a copy of the existing application(s)?	This may be possible, but not at this time.
61.	Will the system need to accommodate transfers of cases from one appellate court to another?	Cases are transferred between courts.

General Questions		
Question		Answer
62.	Is there any expectation for the vendor to supply Microsoft Office 2007?	No
63.	Will the new case management application be required to support a thick client interface, a thin client interface, or both?	<p>The ITN does not require either. The ITN ask about the ability to run as a thin client, it does not require a thin client solution.</p> <p>If the proposed solution will support both thin and thick the vendor should indicate this functionality in the response.</p>
64.	If the new case management application is primarily required to support a thin client, does there exist a requirement to be able to customize the function keys? If so, how is this envisioned	<p>Although the ITN ask about the ability to run as a thin client, it does not require that the system must be a thin client solution.</p> <p>Customization of the function keys would be dependent on how they are currently setup in the proposed system.</p>
65.	Is this single key navigation anticipated to be through shortcut keys or some other mechanism	<p>The ITN does not require either; The ITN ask the question, does the system</p> <p>“Have the ability to navigate directly to any screen or menu in the system by a single command from anywhere in the system.”</p>
66.	For a thin client application, comprehensive data validation could require frequent post backs (or at least AJAX callbacks) to verify information against a back-end data store. This could result in significant performance penalties. Would it be sufficient to use a combination of masked edit type controls and page-level validation that is called at the time the page is submitted?	Although the ITN ask about the ability to run as a thin client, it does not require that the system must be a thin client solution.
67.	<p>“Ability to encrypt data at rest.” From this text, the following questions arise:</p> <p>Is this a requirement to encrypt data stored within the database?</p>	As stated in the ITN, we ask if the system has the ability.
68.	Specifically, what data would be encrypted?	If data is encrypted, it will be at the courts’ discretion as to what data will be encrypted.

General Questions		
Question		Answer
69.	<p>Would the encryption be one way (e.g. for passwords) or reversible?</p>	<p>The courts are aligning their Security Program (including encryption) with the Executive Branch of State Government.</p> <p>Florida State Government uses NIST standards as a guideline.</p> <p>http://csrc.nist.gov/publications/fips/fips140-2/fips1402.pdf</p>
70.	<p>Are there specific encryption algorithms that would be required?</p>	<p>See above.</p>
71.	<p>“Ability to customize portions of the application through of site defined fields.” From this text, the following questions arise:</p> <p>What level of customization would be desired?</p> <p>Would there be a need to customize any screen or just specific screens?</p> <p>Would the “site defined fields” be textboxes or more complex controls such as combo-boxes or list-boxes?</p>	<p>Customization will be dependent on the proposed system capabilities</p> <p>Customization will be dependent on the proposed system capabilities</p> <p>We anticipate a combination of all.</p>
72.	<p>“Ability to create user defined menus for each specific user or group of users.” From this text, the following questions arise:</p> <p>Is the intent here to filter content by security permissions or to allow a user to customize his or her screens?</p> <p>If the objective is user customization, would it be acceptable to provide functionality similar to Sharepoint’s Web Parts or iGoogle whereby a user may select the components to display on home page</p>	<p>The intent is to have the ability to modify menus to display only items users are allowed to access based on security privileges.</p> <p>The courts will review the vendor’s approach.</p>

General Questions		
	Question	Answer
73.	<p>“Ability to link multiple screens together to form a user defined workflow process without programmer intervention.” From this text, the following questions arise:</p> <p>What user defined workflow tasks would be linked together?</p> <p>Is the vision to generate a wizard-like data entry mechanism?</p>	<p>Based on the fact the workflows would be user defined, the task that may be linked will of course vary.</p> <p>Not necessarily, the intent is to see if the proposed solution has the “ability to link multiple screens together to form a user defined workflow process without programmer intervention.”</p>
74.	What specific workflow operations are envisioned?	The intent of the ITN is to determine if the proposed system has ability to provide a mechanism to workflow documents, task and assignments.
75.	Would the persons modifying the workflow be technical or non-technical staff?	Both
76.	Is the expectation that the workflow would only be viewed graphically or that it would also be modified graphically?	The ITN ask if the system has the ability to view workflows graphically. How the workflow is modified is dependent on the vendor’s solution, graphical would be preferred but not necessarily required.
77.	Does on-line messaging capability refer to instant messaging as found in a chat application, e-mail type messaging, or discussion forums?	We do not refer to either; we ask if the proposed system has the capability of providing an on-line messaging feature.
78.	Would the customized help text be shared across all courts or customized at each court?	We anticipate they will be shared, but we are asking if the system has the ability to allow for the customization of the help text.
79.	<p>“Ability to view on-line all information stored in the system.” From this text, the following questions arise:</p> <p>Does this refer to providing public access to data?</p>	No, this would only apply to specific court personnel.

General Questions		
Question		Answer
80.	What types of OLE objects are to be embedded in the application? Are these primarily media objects?	<p>The ITN asks if the proposed solution has the ability to link or embed OLE objects.</p> <p>The types of objects to be embedded may include graphics, spreadsheets, graphs, sounds, and text.</p>
81.	What is the purpose of DDE connectivity within the application?	The ITN ask if the proposed solution has the ability to provide DDE connectivity.
82.	What is meant by “support peer-to-peer architecture”?	P2P is a standard approach to network design that eliminates the need for dedicated servers. P2P is also a popular term for freely available Internet file sharing software systems.
83.	If the application runs as a thin client, is the expectation that the user would have access to all printers from his local client machine or that there would be server-side printing functionality that would redirect the document to the selected printer?	If the vendor’s solution runs as a thin client, the vendor should propose the printing functionality that best suits their proposal.
84.	What types of documents are expected to be batched?	Any document type created by the court.
85.	What type of business rule functionality is required by this application?	<p>The ITN ask if the system has the “Ability for user definition and maintenance of system values and rules without requiring programmer intervention or recompilation of programs.”</p> <p>The intent is to ascertain if the proposed solution has this capability.</p>
86.	Is there an expectation that this application will include a business rule engine?	<p>The ITN ask if the system has the “Ability for user definition and maintenance of system values and rules without requiring programmer intervention or recompilation of programs.”</p> <p>The intent is to ascertain if the proposed solution has this capability.</p>

General Questions		
	Question	Answer
87.	<p>001-CC, page 16, question 8 states “Ability to link screens in user-defined logical progression without requiring programmer intervention or recompilation of programs.”</p> <p>What is the difference between this requirement and question 4 on page 13?</p>	<p>Question 4 on page 13 refers to the ability to link screens together to form a user defined workflow process. This user defined flow would most likely be related to data entry.</p> <p>Question 8 on page 16 refers to a user defined set of screen links which will allow the user to change their view and navigation of the system without programmer intervention or recompilation of programs. This user defined flow would most likely be related to inquiry only type situations.</p>
88.	<p>Do the courts also envision using a WestLaw type proximity search?</p>	<p>The ITN ask if the proposed system has the “Ability to search/query documents and data using phonetic and wildcard search criteria.”</p> <p>If the vendor has an alternative they should include it in the response.</p>
89.	<p>System wide date and time formats.</p> <p>Does system wide mean across all courts or for a single court?</p>	<p>Date and time formats would be consistent across all courts.</p>
90.	<p>What does it mean to designate as an “add-on” and what are the expected implications within the application?</p>	<p>As stated in the ITN:</p> <p>The “ability to assign extra cases to a calendar and designate those cases as an "add-on".”</p> <p>Simply put, additional case may be “added on” to an existing calendar.</p> <p>The system should update the system where appropriate.</p>
91.	<p>“Ability to support scheduling for multiple locations.” From this text, the following questions arise:</p> <p>Does this mean scheduling for multiple locations for a single court or does it refer to being able to schedule across all courts in a single session?</p>	<p>Multiple locations for a single court.</p>

General Questions		
	Question	Answer
92.	How will the lower court orders be loaded into the application? Will it be by scanning, manually uploading of electronic documents, or via a web service?	<p>The possibility exists for lower court orders to be scanned, or received electronically.</p> <p>The vendor should propose solutions, options and methods to accomplish incorporating these orders into the system.</p>
93.	What types of non-case items would be managed by the system? Would this include items such as special requests from the governor	A non-case may be treated and tracked just like any other case in the system.
94.	What types of user-defined identifiers are envisioned?	These could range from additional identifiers to indicate what lower court the cases originated in to special consideration identifiers.
95.	<p>“Ability for system to employ a flexible case numbering scheme which gives the court options to include the year number, sequence number and additional user-defined identifiers (such as non-cases that will be tracked like regular cases but may never become a regular case).”</p> <p>Is this sequence number specific to a single court, or does it span all courts?</p>	<p>Single court, but the identifiers may be different from court to court.</p>
96.	<p>“Ability to maintain the court-defined set of rules for applying payments.” From this text, the following questions arise:</p> <p>What types of payment application rules are envisioned?</p>	The ITN has multiple questions regarding fees, receipts and billing. These should be sufficient to provide what types of payment functionality is envisioned.
97.	<p>“Ability to record payments against an account and apply those payments to charges using the court-defined set of rules and priorities, real-time.” From this text, the following questions arise:</p> <p>What precisely is meant by “court-defined set of rules and priorities”? Can you provide examples?</p>	<p>The courts often define internal rules and priorities that may be revised at the courts’ discretion.</p> <p>An example of court rule regarding payments and receipts, is that a receipt may not be deleted once saved in the system; the receipt may be voided but not removed.</p>

General Questions		
Question		Answer
98.	Will there be any requirement to interface with the bar association or the department of corrections to retrieve attorney or inmate information?	There is no requirement; if the proposed system has the ability to perform this function the vendor should include it in the proposal.
99.	Will the application need to provide functionality to support attorney eligibility?	If the proposed application provides this functionality, then the vendor should include it in the proposal.
100.	<p>“Ability to cross-reference a case number with unlimited user defined cross-reference number, and ability to search by the cross reference number.” From this text, the following questions arise:</p> <p>What type of cross reference numbers are envisioned, and what is their purpose?</p>	The courts’ desire to have a method to add a cross-reference number to a case number. If the vendor’s solution provides these capabilities, it should be included in the response. Each court may have their own unique reason for these cross-reference numbers.
101.	<p>“Ability to capture and access date, time and person for each entry, deletion, and update into the system.” From this text, the following questions arise:</p> <p>What audit reports and/or alerts are envisioned for this information?</p>	The courts will determine what reports and alerts may be related to this information. The vendor should indicate if the proposed solution has the ability to capture and store the information.
102.	<p>“Ability to automatically generate notices and letters as an event is scheduled or rescheduled.” From this text, the following questions arise:</p> <p>In what format(s) will notices be sent?</p> <p>Will there be a requirement to support noticing via email or the web?</p>	<p>The ITN asks if the vendor’s proposed solution has the ability to generate notices and letters as an event is scheduled or rescheduled.</p> <p>The courts have not indicated a requirement related to noticing via email or the web.</p>
103.	Will there be a requirement to support visiting judges for courts?	Yes
104.	Would there also be a requirement to notify lead judge and designated staff when voting is late?	No

General Questions

Question		Answer
105.	If the proposed CMS project is built to ultimately provide information to outside agencies or the public via a web-based portal, what type of information will be made available?	The court will decide what, if any, information will be made available.
106.	Do you have a digitization program underway and if so, what type of indexing is being developed so that the information may be effectively searched?	No digital program that interfaces with the current CMS.
107.	Does the FACS intend to use the case management system in such a way so that it is compliant with emergency/contingency plan operations or so that it is compliant with a Continuity of Operations Plan (COOP)?	<p>The FACS COOP plan does not have specific requirements of the case management system.</p> <p>The case management system will be included in our (DR) Technology Availability plan from a recoverability standpoint. The use of Proprietary software and/or Copyright issues need to be considered and documented.</p>
108.	If the answer to the above question is “yes,” what materials/documents have been designed as essential by the COOP	This is not relevant to this ITN.
109.	What type of calendaring system does the FACS currently use?	The only calendars used by the current CMS system were created in PowerBuilder. The courts do have the ability to use Microsoft’s Office calendar.
110.	Does the FACS currently use a type of “electronic voting,” and if not, how is this communicative function currently accomplished?	The current system provides electronic voting in the Supreme Court. We desire a system that could provide this functionality for each of the courts.
111.	Do you have the ability to cross-search your files with other internal files or documents?	Not from the current CMS.
112.	What legal research plans are currently used by the FACS?	This is not relevant to this ITN.
113.	<p>You have provided a list which gives the total number of cases managed by each of the Courts.</p> <p>Does the FACS have a need to digitize, organize and make fully searchable, those historical case files.</p>	The individual courts will decide if historical files will need to be included in a digitized format.

General Questions		
Question		Answer
114.	If the answer to above question is “yes,” what is the estimated total number of pages that would need to be digitized? If this total number is unknown, an estimate of the number of pages that exists in an “average” sized case file is sufficient to provide an overall estimate.	N/A
115.	What is the accounting package that the Solution will be integrated to? For other systems?	The current accounting system is built into the current CMS system.
116.	What other details will you provide for integration, i.e. type, system, platform, bi-directional etc.?	The ITN provides sufficient information to assist the vendor in completing the questionnaire.
117.	Other than the questionnaire and append C, will we be given the opportunity to present other supporting documentation, including brochures, white paper content or does everything have to be contained in this table?	The court is primarily interested in the abilities of the vendor’s solution, but the vendor may include supporting documentation, including brochures, white paper content in their response.
118.	Will there be a published set of evaluation criteria? Does not appear to be any in the RFP.	Please see: Section 4.1 Review of Responses in the ITN
119.	Please explain in further detail the statement, “The electronic filing component may NOT involve any additional cost to persons filing cases or documents electronically with the FACS beyond such charges as are set by law.”	The courts do not intend to place additional costs to the filer to file electronically with the court.
120.	Will the trial court be expected to generate an electronic record for transfer? Or is it assumed the application will involved the assembly of the electronic record?	We do not anticipate this application being involved in the generation of the lower courts records for transfer to the appellate courts.
121.	Can we get a full listing of docket entries?	This may be possible, but not at this time.
Database Functionality		
Question		Answer
122.	Is the current plan to retain the database servers in geographically distributed manner?	Yes

Database Functionality		
Question		Answer
123.	Will there ever be a requirement to run the databases centrally	There are currently no plans to run centrally.
124.	Will there ever be a requirement to house the data from all of the regions within the same database?	There are currently no plans to run centrally.
125.	Are there any differences in data structure between the separate instances of the legacy case management system currently in use within the Courts? If so, please describe the differences between the data structures across the various instances or provide the file layouts for each instance.	<p>The Supreme Court has additional database tables that the District Courts do not have.</p> <p>The Supreme Courts has a Death Case Database</p> <p>The Supreme Court has electronic voting; the District courts currently do not.</p> <p>The Supreme Court has Justice Suite case tracking system.</p>
126.	Are there any differences in the configuration (validation codes, business rules, etc.) between the separate instances of the legacy case management system currently in use within the Courts, or do all instances share a standard configuration?	<p>Yes, there are differences; many are simply validation codes but others are more in-depth.</p> <p>For example:</p> <p>There are differences between how the Supreme Court and the District Courts manage panels, and there are differences in the way dispositions are managed between the Supreme Court and District Courts.</p>
127.	<p>The following requirements, as defined on page 30 of the ITN, seem to be contradictory:</p> <p>“Ability of the application and RDBMS to support single-database, single-instance architecture.” and “Ability of the application and RDBMS to support multi-database, multi-instance architecture.” Do the Courts expect to utilize a single database instance for the Supreme Court and all five Appellate Courts, or do the Courts expect to utilize six separate database instances, as is the case with the current legacy system?</p> <p>If the Courts expect to utilize six separate database instances, what requirements do the Courts have for combining/warehousing data from all six database instances?</p>	<p>We are asking if the RDMS that supports the system is capable of supporting either or both of the stated instances.</p> <p>Currently the courts intend on having a database instance in each of the courts. At this time, there is no plan to centralize the courts databases.</p> <p>It will be the responsibility of the courts technical staff to deal with this.</p>

Database Functionality		
Question		Answer
128.	Does the current PowerBuilder case management application use Oracle as its back-end data store?	Yes
129.	Do each of the six locations share precisely the same code base and data schema?	No not precisely, but the majority of the code and data schema are alike.
Database Migration		
Question		Answer
130.	Is the cost of the data conversion from Oracle to the new environment part of the scope of this project or is it a separate expense item?	It is part of the scope.
131.	When do the Courts anticipate completing the migration of the current legacy system database from Oracle9i to Oracle10g?	Prior to February 2008.
132.	What impact, if any, do the Courts expect the Oracle9i to Oracle10g migration to have on the projected start date of this project?	None
133.	Can we get a copy of the file formats of each table in the current FACS Case Management system that will be converted	This may be possible, but not at this time.
134.	What data will be required to be converted from the current case management application to the new case management application?	All the data.
135.	Can you provide a copy of the current database schema(s)?	This may be possible, but not at this time.
136.	Can you provide a sample of the data that is to be converted?	This may be possible, but not at this time.
137.	Will access to current case management data be provided via export from the current case management application or will it be handled through direct access to a back-end database?	The data in the current database will be converted to the new database proposed by the vendor; access to current database for conversion requirements will be provided to the vendor as required.
138.	Other than potentially for conversion, will there be an requirement for the vendor to interact with Oracle 9i or Oracle 10g servers	No

Database Migration		
Question		Answer
139.	Who will be responsible for performing the conversion?	Vendor, with assistance from court technical staff
Document Management		
Question		Answer
140.	What is your current or planned Document Management strategy?	N/A
141.	Is there an existing document management system or strategy that you would prefer to be integrated with the CMS	No
142.	Do the Courts have a preferred document management system (imaging) vendor or a document management system implemented in connection with other applications within the Courts	No
143.	Is SharePoint a preferred solution?	We have no preference.
144.	What scanning/imaging capabilities do the Courts currently have in place, if any?	No scanning activity that incorporates documents into the current CMS.
145.	If scanning/imaging capabilities currently exist, please define the scanning software and hardware used to support these capabilities.	No scanning activity that incorporates documents into the current CMS.
146.	You want the ability to search documents using phonetic or wild card Do you want to search scanned documents for this information which will require OCR and may not be accurate?	Yes If the vendor's proposed solutions offer the capability to search scanned documents, the vendor should include it in the proposal.
Security		
Question		Answer
147.	Are there portions of the case files that must be electronically maintained, but which must be sealed or hidden from access by certain users?	Yes
148.	Where, and in what format, are the case files currently stored?	Oracle database, MS Word

Security		
Question		Answer
149.	What types of security functionality is envisioned?	Ability to provide a security component, which controls access to information based on organization and individual permissions.
150.	What specific types of security tailoring are envisioned?	Ability to tailor individual security profiles based on user id, court, location, and case types.
151.	Would a single user be capable of spanning multiple courts?	Yes, but only under exceptional circumstances.
152.	Would a single user be capable existing in multiple groups	Yes
Reporting		
Question		Answer
153.	Will there ever be a requirement to generate reports against all of the regions simultaneously?	Yes
154.	Please provide examples of the standard reports and standard calendar reports, as defined on page 34 of the ITN.	This may be possible, but not at this time.
155.	Could you provide example reports for this section?	This may be possible, but not at this time.
156.	What type of ad hoc reporting is envisioned?	The courts may have unlimited types of ad hoc reports. The question is, does the proposed solution support ad hoc reporting?
157.	What types of users will be generating the ad hoc reports and will they be technical or non-technical users?	Both
158.	With which statistical package(s) would the application interface?	N/A
159.	Would the interface occur purely at the database level?	N/A

Review/Demonstrations Process		
Question		Answer
160.	Please define the Courts' expectations for the review process (similar to acceptance testing) that would follow the on-site demonstration process, as defined on page 35 of the ITN.	The OSCA, at its discretion, reserves the right to accept or reject all submissions, in whole or in part, to waive any deficiencies and to base all conclusions, decisions, and actions on what is deemed to be in the best interest of the State Courts System.
161.	In what time frame will application demonstrations be expected	A demonstration schedule will be provided to vendors invited to present to the courts.
162.	Is there a Demo script that needs to be followed during the on-site reviews?	Yes, a vendor may be requested to demonstrate their proposed solutions. Scripts will be provided to vendors that are asked to provide demonstrations.
163.	Has the FACS set aside a range of dates for offering demonstration opportunities to interested vendors?	Yes, a demonstration schedule will be provided to vendors invited to present to the courts.
Installation/Implementation		
Question		Answer
164.	Is it desired for each court to have an individual CMS installation or is a centralized solution preferred?	It is desired that each will have an individual CMS installation.
165.	What is the earliest time that this application will be installed at the six courts	The courts desire to move as quickly as possible, but it is too early in the process to set a date.
166.	What is the latest time that this application will be installed at the six courts?	The courts desire to move as quickly as possible, but it is too early in the process to set a date.
167.	Will vendor staff or court staff be expected to perform all of the installations	This will be discussed during negotiations, but court staff will be involved in every process throughout any implementation.
168.	What is the time line for deployment of this project?	The courts desire to move as quickly as possible, but it is too early in the process to set a time line.
169.	Do the Courts anticipate implementing a single occurrence of the selected application, or will the application be deployed in six separate instances, like the current legacy system?	Six separate instances.

Installation/Implementation		
Question		Answer
170.	<p>If the Courts anticipate implementing six separate instances of the selected application,</p> <p>do the Courts prefer/envision an individualized implementation approach whereby each Court is treated entirely as a separate entity</p> <p>or a collaborative implementation approach using a core team across all Courts whereby a standard system configuration is designed and then deployed separately to all six Courts?</p>	<p>Based on the separate instances of the database, each court will need to be treated as a separate entity.</p> <p>However, a standard configuration may be possible for the 5 District Courts.</p>
Accessibility Compliance		
Question		Answer
171.	<p>What software product(s) does Florida use for accessibility compliance?</p>	<p>The floridacourts.org web site, along with all of our electronic documents communications, are subject to compliance with Section 508 language stemming from Florida Statutes 282.601-606.</p> <p>This law came into effect July 1, 2006. As such we use a variety of verification tools (depending on the application in question) to make documents and web pages accessible to those individuals with disabilities.</p>
172.	<p>Concerning the instructions for completing the Voluntary Product Evaluation Template (VPAT), as defined in Appendix C, please clarify the conditions under which the Technical Standards (Subsection 60-8.002(1)(e)) needs to be completed.</p> <p>Specifically, what qualifies as a “self-contained, closed product”?</p>	<p>Self-contained, closed products generally have embedded software and are commonly designed in such a fashion that a user cannot easily attach or install assistive technology.</p>

Accessibility Compliance		
Question		Answer
173.	<p>Concerning the instructions for completing the Voluntary Product Evaluation Template (VPAT), as defined in Appendix C, please clarify the conditions under which the Technical Standards (Subsection 60-8.002(1)(f)) needs to be completed.</p> <p>Specifically, does this section apply when desktops and portable computers are not provided as part of the proposed solution?</p>	<p>It is at the vendor’s discretion to complete the Voluntary evaluation template.</p>
174.	<p>Concerning the instructions for completing the Voluntary Product Evaluation Template (VPAT), as defined in Appendix C, please clarify the conditions under which the Functional Performance Criteria (Subsections 60-8.002(2)(a)-(f), F.A.C.) need to be completed. The instructions seem to indicate that this section only needs to be completed if the vendor is claiming equivalent facilitation.</p>	<p>It is at the vendor’s discretion to complete the Voluntary evaluation template.</p> <p>Fill out the Functional Performance Criteria (Subsections 60-8.002(2)(a) – (f), F.A.C.) if you are claiming Equivalent Facilitation. Equivalent Facilitation must yield equal or greater access.</p>
Definition of Terms		
Question		Answer
175.	<p>Please define the term “event” and provide examples.</p>	<p>Examples of events:</p> <p>Oral Argument, briefs received, court conference, briefs due, votes due.</p>
176.	<p>Can you explain further the meaning of the last sentence on page 4, paragraph 2 of the ITN? What is meant by “system of collaborative decision making”? Is this referring to a specific software model?</p>	<p>It is not referring to a specific software model. Cases are considered by panels of judges, the members of these panels must collaborate with one another to reach a decision. The courts are looking for a system that will allow a vast majority of this collaborative work to be done electronically.</p>
177.	<p>What are case wallets?</p>	<p>A container/folder that houses the documents related to a case.</p>
178.	<p>Please give an example of where fees should be charged at a case level and not at a party level.</p>	<p>All case filing fees are charged at the case level.</p>

Definition of Terms		
Question		Answer
179.	Please explain what is meant by manage cases that are filed under multiple Jurisdictions	<p>The appellate courts, including the Supreme Court, potentially have jurisdiction over a case under a number of different theories.</p> <p>Parties are often unsure of which basis for jurisdiction is correct and will seek to invoke jurisdiction under alternative grounds, such as a petition for certiorari or in the alternative mandamus.</p> <p>At the Supreme Court alternatives might be a “certified question of great public importance” or “express and direct conflict.”</p> <p>Because cases can be processed differently depending on the actual basis of jurisdiction, CMS must allow the alternative grounds to be entered into the system until the court decides the final basis for jurisdiction.</p>
180.	What multi-jurisdictional functionality is envisioned?	See above.
Schedule		
Question		Answer
181.	Are there any business situations that would influence or dictate a project schedule?	Currently, no; however, situations may arise during negotiations.
182.	What is your requirement for implementation	Complete installation of the system, conversion of database files, user training/train the trainer.
183.	Will you consider a phased approach to implementation?	Implementation options will be considered and can be discussed during negotiations.
184.	What is the proposed timeframe for implementation of the new CMS?	The courts desire to move as quickly as possible, but it is too early in the process to set a time line.

E-Filing		
Question		Answer
185.	Please describe your requirement for Electronic Receipt of documents	The intent of the ITN is to ascertain if the proposed solution provides the ability to intake electronically filed documents via e-filing, e-mail, or transportable media (i.e. CD, floppy disk, etc.) and store such in the CMS.
186.	The ITN mentions e-filing. Is this all inclusive, meaning ability of the trial court to assemble and submit the record on appeal electronically to the appellate courts? Or is this just referring to attorneys and parties being able to e-file directly with the appellate court?	Initially just to attorneys and parties being able to e-file directly with the appellate court?
187.	Does the Florida Appellate Court System currently receive the record on appeal electronically from the trial courts? If so, is the proposed case management system going to replace that procedure or integrate with it. If not, should proposers propose a solution for transmittal of the record on appeal electronically to the appellate courts?	Not that is integrated into the current CMS. If the vendor has a solution, it should be included in the response.
188.	The ITN identifies that no additional charges can be assessed to the filer to file their documents other than what the law allows, however can the support phone calls be charged per incident or does it need to be free, and if so, does the phone need to be toll-free?	The electronic filing component shall not involve any additional cost to persons filing cases or documents electronically with the FACS beyond such charges as are set by law (See specifications in Section 4.2(a) at page 35 of the ITN).
189.	Do the Courts have a preferred electronic filing vendor?	No
190.	What types of documents will be received by e-filing?	Initially the courts anticipate receiving, notices, petitions, motions, briefs, and responses. This list may not be all inclusive.
191.	Does the ITN anticipate allowing the general public to access document whether they are on the case or not through the e-filing system?	There are no plans to have the general public access the electronic filing module. We anticipate a secure system.

E-Filing		
Question		Answer
192.	In what formats will e-filed documents arrive?	The intent of the ITN is to ascertain if the proposed solution provides the ability to intake electronically filed documents via e-filing, e-mail, or transportable media (i.e. CD, floppy disk, etc.) and store such in the CMS.
193.	Will e-filing metadata be provided using LegalXml?	This is dependent on the vendor's solution.
194.	Will e-filed documents be civil only or civil and criminal?	Both
195.	Will clerk's records be received via e-filing? If so, in what format will they arrive?	This is a possibility in the future. The formats will be determined at a future date.
196.	Will there be any requirement to interface with any Electronic Filing Service Providers (EFSPs)?	This will be dependant of the vendor's proposed solution.
197.	What quantity of e-filed documents is expected at each court?	The number will vary; no exact count has been prepared.
198.	Will the application need to accommodate the collection of any e-filing fees? What types of notification will need to be returned to e-filers indicating that e-filed documents have been successfully filed?	Filing fees must be collected; if the vendor's proposed system has the ability to collect fees electronically the vendor should indicate this in the proposal. The vendor should indicate how the proposed system will accommodate a return notification.
199.	How will the application be expected to handle e-filed documents that are rejected?	The vendor should identify the systems capabilities to handle rejected documents.
200.	What data will be received via web services?	This would be dependent on the vendor's proposed solution.
201.	Will there be any requirement to make data available via web services?	Currently there are no requirements; if the vendor's solution provides this functionality the vendor can indicate this in the proposal.
202.	Please define the type(s) of filings the Courts expect to permit via electronic filing?	Initially the courts anticipate receiving, notices, petitions, motions, briefs, and responses. This list may not be all inclusive.

E-Filing		
Question		Answer
203.	Will electronic filing only be permitted for specific types of cases and/or case filings?	See above
Infrastructure		
Question		Answer
204.	May we assume that all infrastructure hardware and software will be provided by the State?	The courts will provide the hardware. Certain software packages will also be provided by the court. Specific software will be discussed during negotiations.
Support		
Question		Answer
205.	The questions in the ITN talks about phone support. It is anticipated that this support will include court staff but it is not clear the type of support needed for filers.	Please indicate the vendor's proposed cost for supporting filers.
206.	Does the ITN anticipate the courts will establish their own help desk for primary support to court staff, and judges and then use the respondents help desk as secondary support or is the ITN seeking primary help desk support for court staff and judges?	It is anticipated the courts will establish their own help desk for primary support to court staff and judges, and select staff would use the respondents help desk as secondary support.
207.	Does the ITN anticipate the courts will establish their own help desk for filers (attorneys, Pro Se, etc.) or does the ITN anticipate the filers will be supported by the respondent	It is anticipated the courts will establish their own help desk for primary support to court staff and judges, and select staff would use the respondents help desk as secondary support.
208.	Does the ITN anticipate 24x7 support for filers or specific operation hours such as 8:00 a.m. to 6:00 p.m. EST?	Please indicate the vendor's proposed cost for supporting filers.
209.	Do you have a team of trainers that we will train that will in turn train the end users of the system or is it the intention that the vendor we will supply training for all end users?	The courts will entertain the train the trainer concept.
210.	What type of training plan would the FACS like to use to implement a new CMS system	The courts will entertain the train the trainer concept.

Users	
Question	Answer
<p>211.</p> <p>The ITN states, “There are approximately 500 users in the six appellate courts comprising FACS. The majority of the users have inquiry access only, and only about 85 users have full access capabilities.</p> <p>In any new system resulting from this ITN the number of users with insert, update, and delete access may increase significantly.”</p> <p>How many users do you anticipate will have full access to the system and how many require “inquiry only?”</p>	<p>In the background section of the ITN we indicate “The majority of the users have inquiry access only, and only about 85 users have full access capabilities. In any new system resulting from this ITN the number of users with insert, update, and delete access may increase significantly.”</p> <p>We anticipate an increase in the number of users with insert, update, and delete access with a new system that provides the additional functionality presented in the ITN.</p> <p>Based on the ability of the system to meet the courts desires related to a new CMS system the number may evidentially grow to 500.</p> <p>If there are additional costs or concerns regarding the number of users with insert, update, and delete access, the vendor should indicate these costs or concerns in the response.</p>
<p>212.</p> <p>Calendaring:</p> <p>Is the user referenced, a user within the Court or external to the Court?</p>	<p>Within the court.</p>

Users	
Question	Answer
213. We want to confirm there are 85 Update users and the rest of the users will be read only.	<p>In the background section of the ITN we indicate “The majority of the users have inquiry access only, and only about 85 users have full access capabilities. In any new system resulting from this ITN the number of users with insert, update, and delete access may increase significantly.”</p> <p>We anticipate an increase to the number of users with insert, update, and delete access with a new system that provides the additional functionality presented in the ITN.</p> <p>Based on the ability of the system to meet the courts desires related to a new CMS system the number may evidentially grow to 500.</p> <p>If there are additional costs or concerns regarding the number of users with insert, update, and delete access the vendor should indicate these costs or concerns in the response.</p>
214. How many additional update users do you anticipate over the next few years so that we may apply appropriate discounts?	<p>In the background section of the ITN we indicate “The majority of the users have inquiry access only, and only about 85 users have full access capabilities. In any new system resulting from this ITN the number of users with insert, update, and delete access may increase significantly.”</p> <p>We anticipate an increase to the number of users with insert, update, and delete access with a new system that provides the additional functionality presented in the ITN.</p> <p>Based on the ability of the system to meet the courts desires related to a new CMS system the number may evidentially grow to 500.</p> <p>If there are additional costs or concerns regarding the number of users with insert, update, and delete access the vendor should indicate these costs or concerns in the response.</p>
215. What is meant by “significantly”? In other words, what is the maximum number of users that this application is expected to support?	See above.

Users		
Question		Answer
216.	Will these users all be internal or will they also include external (i.e. public) users?	Internal for all update, insert, and delete.
217.	What is the maximum number of users that are accessing any single server with the current case management application?	We don't see where this is relevant to the ITN.
218.	What is the maximum number of users that may access any single server with the new case management application?	<p>In the background section of the ITN we indicate "The majority of the users have inquiry access only, and only about 85 users have full access capabilities. In any new system resulting from this ITN the number of users with insert, update, and delete access may increase significantly."</p> <p>We anticipate an increase to the number of users with insert, update, and delete access with a new system that provides the additional functionality presented in the ITN.</p> <p>Based on the ability of the system to meet the courts desires related to a new CMS system the number may evidentially grow to 500.</p> <p>If there are additional costs or concerns regarding the number of users with insert, update, and delete access the vendor should indicate these costs or concerns in the response.</p>
219.	What is the maximum number of concurrent users that any single server hosting the new case management application will be required to support?	See above.
220.	What performance metrics have been defined to specify expected performance at maximum concurrent user capacity? (For example, 95% of page requests will be completed within 20 seconds.)	None

Legal		
	Question	Answer
221.	<p>The ITN incorporates the standard form Instructions to Respondents (PUR 1001), which appear to be geared more toward an invitation to bid (ITB) than an ITN. For example, paragraph 3 indicates that the "Court objects to and shall not consider any additional terms or conditions submitted by a Respondent," while paragraph 8, bullet 8, provides that the offering "will conform to the specifications without exception." These provisions appear inconsistent with the statutory definition of an ITN and how such solicitations are conducted by state agencies. That is, an agency uses the ITN method only after it has made a written determination that negotiations may be necessary in order for the state to achieve best value. Will OSCA consider clarifying how the standard Instructions to Respondents will apply to this solicitation?</p> <p>Specifically, we have seen other agencies, when using the ITN process, strike paragraph 3 and paragraph 8, bullet 8 (as authorized under Rule 60A-1.002(7)(a)) and substitute language similar to the following:</p> <p>"A Respondent may in a separate and clearly identified response section expressly condition or qualify its Response on acceptance of any proposed changes to the terms and conditions. The agency may take the nature and extent of any proposed changes into account when assessing whether the Response offers the best value. The agency reserves the right to modify, by addition or deletion, terms and conditions during the negotiation process, and a Respondent may revise its price proposal in response to such changes."</p>	<p>The Instructions to Respondents document is included in all solicitations issued by the Office of the State Courts Administrator including Invitation to Bid (ITB), Request for Proposals (RFP) and Invitation to Negotiate (ITN). Some sections of the Instructions are more or less relevant to a particular type of solicitation. Since the Instructions to Respondents will not be included in the contract with the successful bidder, there will be no amendments made to the Instructions to Respondents at this time.</p>
222.	<p>Will OSCA consider amending the ITN to include similar language</p>	<p>See above</p>
223.	<p>Will the Courts consider providing a two-week extension to the proposal deadline</p>	<p>Not at this time.</p>

Legal		
Question		Answer
224.	<p>In regards to ITN Appendix A, Section 3 does not allow Vendors to submit any terms and conditions with their Response. However, clarification of the existing ITN terms as well as supplemental terms and conditions may be necessary to properly address the products and services to be provided by the Vendor.</p> <p>Does the OSCA intend to negotiate terms and conditions as well as scope and pricing provisions?</p>	Yes
225.	How should vendors communicate exceptions to the legal terms and conditions	At negotiations.
226.	<p>What is the process for obtaining “prior approval”?</p> <p>Does this have to be completed prior to submission of a formal response to the RFP?</p>	No, it does not require completion prior to submission; however, if the prime vendor anticipates subcontracting, they should indicate it in their response.