



**ORLEANS PARISH
CRIMINAL
DISTRICT COURT**

**REQUEST FOR INFORMATION:
INTEGRATED CASE MANAGEMENT SYSTEM**

DATE ISSUED: APRIL 18, 2021

**CLOSING DATE & TIME: MAY 17, 2021,
NO LATER THAN 5:00 P.M. CST**

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1 Introduction

The Orleans Parish Criminal District Court and the Orleans Parish Criminal District Court, Clerk's Office (hereafter jointly referred to as "CDC") seek information from manufacturers/developers (hereafter "vendors") for a full feature integrated Court/Clerk Case Management System (CMS). The CMS will be used for all case types in the CDC.

This is only a Request for Information (RFI), issued solely for information, planning purposes, and market research. By issuing this RFI, the CDC does not express an intent, commitment, or promise to purchase a CMS from respondents nor to issue a Request for Proposals (RFP) in the future to procure a CMS for such purposes.

Vendors that respond to this RFI are expected to provide information including, but not limited to, the technology and software options they offer for a CMS.

2 Terms and Conditions

- 2.1 The CDC will not become obligated to any purchase or contract as the result of this RFI.
- 2.2 Information submitted in response to this RFI will become the property of the CDC.
- 2.3 Confidential information must be marked as follow:
- 2.4 Vendors who include in their RFI data that they do not want disclosed to the public or used by the CDC except for use in the procurement process shall mark the title page of the RFI documents with the following legend: **"This RFI includes data that shall not be duplicated, used or disclosed in whole or in part for any purpose except for use in the procurement process."**
 - 2.4.1 The specific information within the RFI which the vendor is making subject to the restriction announced on the title page must be noted on the individual pages which contain it. The vendor shall mark each page containing confidential information or data it wishes to restrict with the following text: **"Use or disclosure of data contained on this page is subject to the restriction on title page of this proposal"**.
 - 2.4.2 Note that the CDC shall have the right to duplicate, use, or disclose the data to the extent consistent with the CDC's internal needs in the procurement process. The CDC may, without permission of the vendor, use without restriction, information contained in any RFI response if it is obtained from another source.
- 2.5 The CDC will not be liable for the intentional or unintentional release of any confidential information whether or not it is labeled as confidential.
- 2.6 The CDC will not pay for any information herein requested nor is it liable for any costs incurred by the vendor.
- 2.7 By submitting a response, the vendor agrees that it will not bring any claim or have any cause of action against the CDC, the City of New Orleans ("City"), the State of Louisiana ("State") or any employee of the CDC, City or State agency, based on any misunderstanding concerning the information provided or concerning the CDCs failure, negligent or otherwise, to provide the vendor with pertinent information as intended by this RFI.

3 Purpose and Objectives

The Purpose of the RFI is to assess court case management systems existing in the market that will best fit the current and future needs of the CDC.

This RFI is issued solely for information and planning purposes and does NOT constitute a solicitation. Responses to this RFI are not offers and cannot be accepted by the Government in forming a binding contract.

The CDC is committed to efficient and effective use of its financial and staff resources. The CDC is in the process of examining the feasibility of a new CMS that will:

- Improve services to the constituency of Orleans Parish and the general public;
- Provide web access services, including case search, to attorneys and the general public in compliance with the American Disability Act (ADA) Section 508.
- Enable electronic charge filing.
- Provide case document processing by rapidly configuring workflows if needed.
- Allow CDC to easily configure functionality to adapt to new rules, case types and local requirements with little or no custom coding.
- Increase the efficiency of Court staff and judiciary.
- Improve the management of court cases in judicial chambers, clerk's office and courtrooms.
- Allow electronic signature for court orders and other documents.
- Improve the ability to rapidly develop new interfaces to share real time information with our local, state and federal agency partners.

A preliminary list of anticipated technical and functional requirements to meet the CDC's objectives is included as Attachment A to this document. The final list of technical and functional requirements is subject to change prior to inclusion in any forthcoming Request for Proposal (RFP) issued by the CDC. Vendors are not required to specify their product's ability to meet each proposed functional requirement in response to this RFI. However, CDC welcomes feedback from vendors on the proposed requirements in general and/or feedback on any specific requirement included in Attachment A. Feedback may include but is not limited to observations on the necessity of any given requirement(s) to meet the CDC's objectives as stated above and/or proposed alternative or additional requirements the vendor believes will help the CDC meet said objectives.

4 Information on Orleans Parish Criminal District Court and the Orleans Parish Criminal District Court, Clerk's Office

Orleans Parish Criminal District Court is the State criminal court for Orleans Parish (county), Louisiana. The duty of the Court is to prosecute all crimes, misdemeanors and/or felonies as well as other offenses committed within the Parish of Orleans, in which jurisdiction is not vested in some other court. The responsibilities of the Court are to interpret and uphold the law and constitutions of Louisiana and the United States, to maintain an orderly society, and to garner public trust and confidence by administering justice in a fair, impartial, timely, efficient, effective and accessible manner. Prior to allotment cases in Criminal District Court are handled by one elected Magistrate judge and four court-appointed Commissioners. Cases accepted for prosecution are allotted to twelve court sections headed by twelve elected judges.

The Clerk of Criminal District Court’s mission is to support the criminal justice system as the keeper of records and evidence and to maintain integrity and justice within the system as the custodian of elections and polling sites. The Clerk of Criminal District Court’s objective is to provide premier court services including administrative functions, pre-court and in court division support, records processing, evidence management and polling integrity.

The Criminal District Court and the Clerk of Criminal District Court employ a combined total of 285 full time equivalent employees and have a combined total annual operating budget of approximately ten million dollars.

More than 4,000 new cases are prosecuted in Criminal District Court each year. The court averages in excess of 45,000 hearings per year (including first appearance and post-conviction hearings).

4.1 Technical Environment

Server/Storage Platforms	Dell Servers/DL4000-Hyper V Environment
End User Platforms	Dell Workstations
Operating System	Server – Server 2016 & 2019 Client – Windows 10
Internet Browser Version	Microsoft Edge
Security	Endpoint protection, network access control, Firewall
Business Application Software	Microsoft Office 365, DocuSign
Broadband speed	100 mb fiber connection

4.2 Current Case Management Functionality Background Information

CDC employs an array of distinct software applications implemented over a period of years used by both the Court and the Clerk’s Staff. Case management is partially supported by a collection of IBM iSeries-based RPG applications hosted by the Orleans Parish Criminal Sheriff’s Office that are technically obsolete though still functional. These applications were custom built by the Sheriff’s Office to support minute entry, legal filings and court procedures. The Sheriff’s jail management and court/clerk’s applications operate on the same platform and use the same database. Each party benefits from the commonality of functionality and data that would be lost if either the court or sheriff did not incorporate shared data when purchasing new systems. While all parties recognize the need for a new integrated CMS, users want to preserve the speed of data entry offered by the minute entry components of the current CMS.

In addition to integrations with the Sheriff’s jail management system, the Court/Clerk CMS applications are integrated with several external applications including:

- CourtNotify (electronic subpoena software)
- DefenderData (statewide public defender case management system)
- AiSmartbench (judicial dashboard and document retrieval system)
- GRIDS (electronic document management system)

- CASTNet (law enforcement RAP sheet system)
- CloudGavel (electronic warrant system)

The Clerk of Criminal District Court also shares an electronic evidence management system with the New Orleans Police Department (NOPD).

It is expected that the new comprehensive case management system will replicate all existing integrations excepting instances in which the new CMS replaces the functionality of an existing application. CDC also desires to use the new CMS to create new integrations with external applications and replace a number of processes between the Court/Clerk and external agencies which currently require manual paper handling.

5 Submission of RFI Responses

The vendor's response must be uploaded the CDC at <https://www.criminalcourt.org/rfiwebform.html>. All responses must be received at the CDC by 5:00 PM Central Time **Monday, May 17, 2021**. Vendors may also be invited to provide a demonstration of their CMS software. If required, demonstrations will be scheduled at a specified time and place.

6 Review of RFI Responses

Issuance of the RFI in no way constitutes a commitment by CDC to award any contract. This RFI is designed to provide vendors with the information necessary for the preparation of informative response proposals and demonstrations of product. The RFI is not intended to be comprehensive and each vendor is responsible for determining all factors necessary for submission of a comprehensive response and a complete product capability demonstration. The RFI response and demonstration will not be subject to an RFP type evaluation.

7 Information Requested from Vendors

Please adhere to the following guideline structure when providing the information requested.

7.1 Vendor Response Identifying Information

- 7.1.1 Name and principal place of business of the vendor.
- 7.1.2 The vendor's type of business entity such as a corporation or partnership.
- 7.1.3 Vendor's place of incorporation, if applicable. Include any parent, subsidiary and affiliate companies you feel may be relevant to this presentation.
- 7.1.4 Name, address, email address and telephone number of the vendor representative to contact regarding all matters concerning this RFI.

7.2 Company Overview

- 7.2.1 Company vision, mission, and core values
- 7.2.2 Company history
- 7.2.3 Corporate capability statement that highlights the company's organizational and functional overview
- 7.2.4 Products currently offered or deployed pertaining to this RFI. Please list all existing court clients where your CMS is installed and operational. Provide any additional information to indicate the extent to which your products support the needs of courts of similar or greater size, complexity and volume to CDC.
- 7.2.5 Number of Full Time Equivalent (FTE) technical staff that support your CMS. This should include help desk staff, technical staff resources and instructional staffing for training.

7.2.6 Strategies for emergent and future technologies

7.3 Business Model

7.3.1 Licensing costs and terms

7.3.2 Support/maintenance

7.3.3 Help desk/issue resolution procedures

7.3.4 Product enhancement/upgrade planning

7.3.5 Product modification, customization, and configuration

7.3.6 Release scheduling and deployment

7.3.7 Describe company's preferred product implementation road map

7.4 Technical Environment

7.4.1 Software development tools/environment (e.g., JAVA, .Net, APEX)

7.4.2 Database(s) supported (e.g., Oracle, MSSQL)

7.4.3 Data model

7.4.4 Architecture (e.g., client/server, N-tier, open/closed, cloud hosting)

7.4.5 Standards compliance (e.g., NIEM, SOAP, ECF)

7.4.6 Information exchange tools/methods (e.g., APIs, broker, ESB)

7.4.7 Reporting tools

7.4.8 Software configuration management (e.g., error tracking tool, method of release)

7.4.9 ADA Section 508 Amendment compliance stature

7.4.10 PCI compliance (credit card and eCommerce capability)

7.4.11 Mobile application compatibility

7.5 Support

7.5.1 Detail the support model for your product

7.5.2 Detail the timelines and procedures for system enhancements/updates

7.6 High-Level Automation Capabilities

7.6.1 Application/Workflow Configurability

7.6.2 Identity management

7.6.3 Financial management

7.7 Case Management Capabilities (Refer to Attachment A for sample functions envisioned under each capability listed below)

7.7.1 Case initiation

7.7.2 Case management

7.7.3 Case activities

7.7.4 Case parties

7.7.5 Charge/Dispositions

7.7.6 Bond

7.7.7 Calendaring/Docketing

7.7.8 Minutes

7.7.8.1 Describe how your solution would fulfill requirements 393 – 413 described in Attachment A. *Note – the efficiency of the CDC's existing minute entry application is highly valued by the CDC.*

7.7.9 Warrants

7.7.9.1 Issuance

7.7.9.2 Cancellation/recall

7.7.9.3 Execution

7.7.10 Finance / Accounting

7.7.11 Evidence and Forfeitures Tracking

7.7.12 Notifications and Subpoenas

7.7.13 Document Management

7.7.14 Expungements

7.7.15 Appeals

7.7.16 Searches and Queries

7.7.17 Analytics and Statistical Reporting

7.7.18 Forms

7.7.19 Web Access

7.8 Additional Information

- 7.8.1 How can you help the CDC better serve judges, clerks, court staff, external agencies and the public?
- 7.8.2 What differentiates your product from your competitors?
- 7.8.3 What input have you received from the Bar around technologies that they use or would like to use to make it easier to conduct business?
- 7.8.4 Would you characterize your product as “tightly coupled” or “modular”? Clarify.
- 7.8.5 Feedback on draft technical and functional requirements (Attachment A)
 - 7.8.5.1 Are there specific requirements you consider too narrowly defined? What requirements would you substitute to achieve the same ends?
 - 7.8.5.2 Do the requirements omit any functions that you believe set your product apart or would otherwise help the CDC achieve the objectives outlined in this document?
- 7.8.6 Do you support municipal, traffic and/or juvenile case types? (While the intent of this RFI is to collect information pertaining to the needs of Criminal District Court, system stakeholders may at a future date desire to scale the product to other independent courts such as New Orleans Municipal Traffic Court and/or Orleans Parish Juvenile Court.)
- 7.8.7 Is there any additional information you recommend CDC consider in developing an RFP for an Integrated Case Management System?

8 Attachments (Separate Documents)

Attachment A: Draft Functional & Technical Requirements

Attachment B: Current CDC Business Process Diagrams

