



# REQUEST FOR INFORMATION

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**AOC INFORMATION SYSTEMS DIVISION**

E-FILING PROGRAM

ELECTRONIC FILING SERVICE  
PROVIDERS

**RESPONSES DUE: CLOSE OF BUSINESS,  
OCTOBER 26, 2009**

REQUEST FOR INFORMATION:  
ISD – e-Filing Program  
Electronic Filing Service Providers

**I. Invitation to Respond**

You are invited to respond with information to assist the Judicial Council of California, Administrative Office of the Courts (AOC), in identifying prospective service providers for the purposes of establishing state-level contracts aimed at standardizing electronic filing services for the citizens of the State of California. Additionally, this RFI is to gather information to explore the feasibility of, or alternatives to, a branch-owned e-filing portal as a way to provide access to government and self-represented litigants who are not currently served by private vendors.

**A. Background**

The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Council to improve the administration of justice by surveying judicial business, recommending improvements to the courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for court administration, practice, and procedure, and performs other functions prescribed by law. The Administrative Office of the Courts (AOC) is the staff agency for the Council and assists both the Council and its chair in performing their duties.

The AOC's Information Services Division (ISD) coordinates court technology statewide, and supports coordination throughout the Judicial Branch; manages centralized statewide technology projects; and optimizes the scope and accessibility of accurate statewide judicial information.

The Data Integration Program is charged with managing statewide tools and services for the development and deployment of standardized interfaces between the courts and their partners. These tools and services include administration of the Integration Services Backbone (ISB), NIEM-based data exchange standards, and deployment and communication services related to integration. Within the Data Integration Program, the E-Filing Team is responsible for the deployment of e-filing services statewide.

In conjunction with the upcoming statewide deployment of California Courts Case Management System (CCMS), which will provide e-Filing functionality to the trial courts and a comprehensive set of data exchanges with court business partners, the E-Filing Team seeks to identify solutions

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that will expand access and increase e-filing participation throughout the State.

One strategy to increase e-filing participation is the development of a branch-owned and branch-supported electronic filing portal. A statewide e-filing portal would provide access for self-represented litigants and government filers, who now make up a significant percentage of the court filing community, and who are not largely served by private vendors today. Another strategy is to partner with private e-filing vendors to provide a baseline of electronic filing services to all filers statewide as an alternative to, or supplemental component of, a branch portal solution.

The AOC's overarching objective is to achieve statewide uniformity, because e-filers benefit from a consistent user interface and because the AOC and the courts benefit from partnerships with e-filing vendors who are able to help establish and meet the functional, technical, and service level requirements for California's electronic filing landscape.

## **B. Description**

The objective of this RFI is to gather information about the types of services that are currently being provided by private electronic filing service providers (EFSPs) and to determine an appropriate statewide baseline for the functional, technical, and service level requirements for electronic filing services either through a private EFSP, a branch-owned portal, or a model that includes both solutions. The AOC is interested in alternative approaches to solutions.

## **II. Response Format**

The following is an outline for responding to this RFI. This outline is intended to minimize the effort of the respondent and structure the responses for ease of analysis by the AOC. Please adhere to this format without compromising your response.

### **Section 1: Profile**

Describe your company, including its

- History
- Ownership and management structure
- Business practices
- Locations
- Human, technological and other resources
- Financial profile
- Other information you deem relevant

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**Section 2: Experience and Capability**

Briefly describe your organization's experience in implementing e-filing solutions. Please provide examples of previous and ongoing implementations, including courts in California.

**Section 3: Functional**

Describe the electronic filing services that you currently offer. Include information on the following:

- Products and services offered (e-filing, e-service, e-delivery, forms completion, data queries, etc.)
- Client profile (law firms, self-represented litigants, government filers)
- Supported Case Types (Civil, Unlawful Detainer, etc.)
- Ability to provide Electronic File Manager (EFM) and/or Clerk Review functionality (for courts who are not using CCMS)
- Interfaces supported and/or customizable to/from the application and other systems (both internal and external interfaces)
- The user experience, including how information can be viewed based on things such as user ID's, organization, business sponsorship, programs, etc.

**Section 4: Service Delivery**

Describe the following services provided:

- Implementation support including initial end-user training
- End-user training (ongoing and/or periodic support)
- User log-in creation, maintenance and support
- Help desk services and problem resolution processes
- Services performed by subcontractors, vendors and/or consultants
- Expectation of the AOC in terms of resources, support, tools, etc.
- Other services provided that you deem relevant

**Section 5: Technical**

Describe the following technical aspects of the electronic filing service solution:

- Technical architecture
- Web-based capability (end user and technical support interfaces)
- Technical standards (e.g., 2GEFS, LegalXML/ECF, GJXDM, NIEM)
- Software and Hardware requirements

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- System hosting and availability
- Data archiving and backup
- System security
- Scalability and performance
- Capacity and capacity planning processes
- Business continuity including power supply, disaster recovery etc.
- Quality assurance processes and test tools
- Process for enhancements of software including custom requests, periodic releases, and/or bug fixes
- Other information you deem relevant

**Section 6: Pricing**

Describe how pricing is calculated and include, where appropriate, information and estimates on:

- Existing cost-sharing models with courts.
- One-time costs
- Ongoing costs (per transaction, per subscription, etc.)
- Support / Hosting
- Maintenance
- Enhancements
- Help desk services
- Other pricing information you deem relevant

**Section 7: Additional Information**

Provide any other information, materials, suggestions, and discussion you deem appropriate.

**III. Submission Information**

**A. Disclaimer**

This RFI is issued for information and planning purposes only and does not constitute a solicitation. Responses to the RFI will not be returned. A response to this notice is not an offer and cannot be accepted by the AOC to form a binding contract. The AOC does not intend to provide reimbursement for any document preparation or information exchange. Responders are solely responsible for all expenses associated with responding to this RFI.

**CONFIDENTIAL OR PROPRIETARY INFORMATION**

The Administrative Office of the Courts policy is to follow the intent of the California Public Records Act (PRA). If the information submitted contains

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material noted or marked as confidential and/or proprietary that, in the AOC's sole opinion, meets the disclosure exemption requirements of the PRA, then that information will not be disclosed pursuant to a request for public documents. If the AOC does not consider such material to be exempt from disclosure under the PRA, the material will be made available to the public, regardless of the notation or markings. If a firm is unsure if its confidential and/or proprietary material meets the disclosure exemption requirements of the PRA, then it should not include such information in its response.]

**B. Contact Information**

The contact for this RFI is:

Christopher Smith  
2255 North Ontario Street  
Burbank, CA 91504  
Telephone: 818-558-5371

**Please submit responses via e-mail by close of business, October 26, 2009 to: [Christopher.smith@jud.ca.gov](mailto:Christopher.smith@jud.ca.gov)**

You may submit supplemental hardcopy materials to:

Christopher Smith  
Administrative Office of the Courts  
Information Services Division  
2255 North Ontario Street  
Burbank, CA 91504

**C. Information Exchange**

After the AOC has reviewed the submitted material, your firm may be contacted and asked to participate in an information exchange with the AOC. The objective of this forum is to gain further understanding of your proposed approach.