

**SUPREME COURT OF LOUISIANA
400 ROYAL STREET, SUITE 1190
NEW ORLEANS, LA 70130-8101**

**RFP LASC 2014-001
REQUEST FOR PROPOSALS FOR
APPELLATE CASE MANAGEMENT SYSTEM**

I. PURPOSE

The Supreme Court of Louisiana (the “Court”) invites qualified vendors to submit proposals for providing an appellate case management system.

This is a Solutions-Based procurement that states a problem. Your solution should state your company’s answers to the problem. As a result, the Court does not want to limit your creativeness or ingenuity by over-specifying the requirements of this solicitation. However, please note that following the format set out in Section VII, “Contents of the Proposal,” will greatly assist the Court in evaluating your proposal.

The Court recognizes that not all proposers will be able to provide all features/functions described herein. You are highly encouraged to include a detailed explanation of every feature/function you can offer; however, your failure to provide a non-mandatory particular feature/function will not deem your proposal non-responsive. In addition, you are encouraged to provide details on additional features/functions, exclusive of the specified needs that may be requested, that may provide a distinct value to the Court.

II. SUBMISSION OF PROPOSALS

One (1) original and twelve (12) paper copies of each proposal, along with one electronic copy in .pdf format must be **received**, either by hand delivery or by certified mail, no later than **4:00 p.m. (CST) on Friday, June 20, 2014**, at the following address:

Attn: Mr. Okyeame Haley, Chief Deputy Clerk
The Supreme Court of Louisiana
400 Royal Street, Suite 4200
New Orleans, Louisiana 70130-8102

Any proposals which are received after this deadline will not be considered. All envelopes containing a proposal must bear the name of the entity making the proposal, and must have the following clearly written or typed on the face of the envelope: “Proposal for Appellate Case Management System.” No faxed or emailed submissions will be accepted.

All questions relative to this request for proposals (“RFP”) should be directed to Okyeame Haley, Chief Deputy Clerk. Mr. Haley may be reached via telephone at (504) 310-2300 or via e-mail at OHaley@lasc.org. As set out in more detail below, all questions should be submitted by **4 p.m. (CST), on Thursday, May 22, 2014**. The preferred method of receiving questions is via e-mail. Any oral explanations or instructions shall not be binding. All communications regarding the RFP shall be directed to Mr. Haley.

The Court specifically reserves the right to reject, in full or in part, all proposals submitted, and/or to cancel this RFP, when such action is in the Court’s best interests. Any contract which may be awarded shall be based upon the proposal which is most advantageous to the Court and its employees, costs and other factors considered. All contracts are subject to the availability of funds.

III. PROPOSERS’ CONFERENCE

A voluntary proposers’ conference will be held on **Thursday, May 22, 2014 from 10:00 a.m. to 1:00 p.m. (CST)** in the 4th Floor Conference Room of the Louisiana Supreme Court. Interested parties are requested to notify Mr. Haley in advance of their intention to attend using the **Registration Form**, attached hereto as Appendix A. For those unable to attend in person, a dial-in number will be provided.

The purpose of this conference is to allow potential proposers an opportunity to present questions and obtain clarification relative to the RFP. **Questions should be submitted in writing (preferably via e-mail) to Mr. Haley at the address above by 4 p.m. (CST), on Thursday, May 22, 2014, or asked at the proposers’ conference.** The Court is under no obligation to respond to such inquiries, but may choose to do so. The Court, in its discretion, may choose to post some or all of the questions and answers on its website: www.lasc.org and/or provide them to known proposers.

IV. TIMETABLE FOR PROPOSALS

Issue date of RFP	Wednesday, April 30, 2014
Proposers’ conference	Thursday, May 22, 2014
Deadline for receipt of proposals	Friday, June 20, 2014

V. BACKGROUND

A. Organizational Background and Jurisdiction

The Supreme Court of Louisiana is the highest court in the State. Its principal office is located in the Parish of Orleans, State of Louisiana. A large majority of Court employees are

housed in the 400 Royal Street Courthouse or in other New Orleans locations, along with satellite offices in various locations throughout the State.

The Court has original, appellate, and supervisory jurisdiction. The Court has exclusive original jurisdiction over disciplinary proceedings against lawyers and recommendations of the Judiciary Commission for discipline of judges. In addition, the Court may agree to answer questions of law submitted by federal courts or appellate courts of another state when Louisiana law may be determinative of the action pending in the other jurisdiction. The Court has immediate appellate jurisdiction over cases in which a law or ordinance has been declared unconstitutional, public service appeals, and capital cases where the death penalty has been imposed, and has general appellate jurisdiction in other matters. It also considers applications for writs to review individual cases. The Court has general supervisory jurisdiction over all other courts. It may establish procedural and administrative rules not in conflict with law, may assign a sitting or retired judge to any court, and has sole authority to provide by rule for appointments of attorneys as pro tempore or ad hoc judges of city, municipal, traffic, parish, juvenile, or family courts. In addition, the Court licenses all attorneys practicing in the state.

There are seven (7) Supreme Court Justices, with the Chief Justice serving as the administrative head of the Court. Some of the Justices work primarily off-site with remote access to the Court network. In addition, retired justices and judges and/or visiting judges from the appellate courts sometimes serve on the Court as pro tempore or ad hoc justices.

B. Staff

The following persons within the Court will use the appellate case management system:

Business Area	Approx. # of Persons
Supreme Court Justices	7
Supreme Court Staff	90
Approximate Total Number of Users	97

C. Judges Sitting on Assignment

Retired and visiting justices and judges sitting pro tempore or ad hoc will require restricted access to information and documents related to the cases to which they are assigned.

D. External Users

In addition to staff and judges, the system will be indirectly used by e-filing participants such as attorneys and parties to a case, as well as the public, via the internet.

E. Office of Information Technology

The Office of Information Technology (“IT”) oversees technology for the Court. IT provides and maintains technology utilized to support the operations of the Clerk of Court as well as those functions and duties performed by the Judicial Administrator’s Office. Its responsibilities include supporting applications used for case and document management, e-filing, legal research, accounting services, and payroll. A statewide database for tracking and managing criminal, civil, juvenile, traffic, and appellate cases receives data from courts statewide into a central repository for analysis, and distributes it to state and federal agencies for entry into their information systems. IT also supports technology used by other Court programs such as the Louisiana Protective Order Registry (“LPOR”), Families in Need of Services (“FINS”) Assistance Program, Drug Treatment Courts, and the Court Appointed Special Advocates (“CASA”) Assistance Program.

IT also makes recommendations, specifies certain requirements, and reviews technology used by other courts in the state. However, since the Louisiana judiciary is a non-unified system, it does not directly support them.

F. Louisiana Supreme Court Case Management System

The current Louisiana Supreme Court Case Management System used by the Clerk’s Office and law clerks is a web-based program developed specifically for the Court and implemented in 2006. The program is installed on a 2008 R2 Window server with a .NET 2.0 environment and uses SQL 2008 for its database. On a nightly basis, the database is updated with information from outside sources, including interfaces with the Louisiana State Bar Association and the Louisiana Attorney Disciplinary Board. Additional interfaces include the e-filing system developed specifically for the Court and the Intact Smart document management system. Reporting for the current case management system has more than 100 reports that were developed using Crystal Reports and SoftArtisans Office Writer.

The following table provides the number of cases filed in the Court for the previous ten years. The mean is 2867 and the median is 2864.

Year	Number of Cases Filed
2013	3017
2012	2769
2011	2852
2010	2875
2009	2780

2008	3014
2007	2497
2006	3042
2005	2595
2004	3228

See **Appendix B, Existing Case Management System Table Information**, for the number of records in each of the key tables currently maintained for this system as of January 22, 2014.

G. Environment, Infrastructure, and Server Technology

The Court maintains a central production data center and a remote Business Continuity hot site. The Court also maintains a number of offices throughout Louisiana that require remote access. WAN connectivity is a mixture of MPLS-VPN circuits and dedicated GRE tunnels over the Internet. In remote offices with slower WAN connectivity, cable modems provide Internet access. WAN transports include DSL, cable, and Metro Ethernet. The LAN at the courthouse provides a switched, gigabit port to each desktop. Microsoft Windows-based servers are used predominantly, and Microsoft Hyper-V is used exclusively for server virtualization. The standard for relational database deployments is the Microsoft SQL Server family. The Court's website is hosted in-house on a Windows Server 2008 R2 server running Internet Information Services (IIS). Website content is static, although frequently updated, and consists primarily of documents in .pdf format which are searchable by visitors to the site.

H. Desktop Operating Systems and Office Suite

All desktop and laptop PCs within the Court currently run Windows 7 Enterprise, SPI. The Microsoft Office Suite (Version 2010) is the standard for all laptops and desktops in the department. The standard browser is Microsoft's Internet Explorer 9 or 10.

VI. SCOPE OF WORK

A. Organizational Goals

The Court is seeking to acquire and implement an appellate case management system. The system must be a commercially available appellate case management system that, in its original configuration or with necessary customization to adapt to the Court's specific processes, provides an integrated case management and tracking system that meets the needs of the Court and provides integration capabilities with other Court applications. This case management system

should also provide a public access interface. Additionally, the system to be acquired **must be fully implemented and operational in at least one appellate court**. For the purpose of this procurement, the phrase "appellate court" means the court of last resort (normally referred to as a Supreme Court) or an intermediate appellate court (normally referred to as a Court of Appeals) in the judicial branch of a state of the United States or the District of Columbia.

The Court desires to acquire a system that integrates current court functions, operations, and data and provides an improved user interface reflecting current workflows. The primary goals associated with obtaining a new appellate case management system are as follows:

1. Provides an environment to support the proactive management of cases including alerts, milestones, status and reporting.
2. Increases productivity of Court staff by providing the most efficient means of entering data in the system that reflects the court process at the time the data is entered.
3. Improves the quality of appellate case data by standardizing data entry.
4. Improves performance and timeliness of information available to decision makers by providing standardized reporting, better database structure, and accurate data.
5. Provides for direct retrieval of case documents stored in the existing document management system (Intact) from within the appellate case management system, or converts documents for access by the new case management system.
6. Provides for the circulation and tracking of opinions.
7. Provides a means for access (with appropriate security privileges) to appellate case information by internal users, the public, other state agencies, and the trial courts.
8. Provides various types of reporting capabilities: case-specific, case loads, party-specific, totals, performance, public records requests, and statistics.
9. Provide the ability to interface with outside databases as set out in further detail in Section VI(E).

B. Proposer's Responsibilities

It will be the responsibility of the proposer to perform the tasks necessary to implement the new appellate case management system including, but not limited to, the following:

1. Provide, configure, install, test and integrate a new appellate case management system.

2. Prepare a recommended solution for providing access to all data in the current appellate case management system from the new one through a combination of full conversion and migration to the new system, conversion to summarized read-only data, and access to data in the old system, and then implement the solution.
3. Provide complete user, operational and system documentation for the new system.
4. Provide instructor-led, onsite training as part of implementation for justices, staff attorneys, law clerks, managerial-level staff, administrative/clerical staff and IT staff in its operation, functions, and capabilities.
5. Provide Computer-Based Training Modules for training of future employees after go live.
6. Provide the capacity for circulating opinions among justices.
7. Provide the capacity for scheduling cases for consideration by the justices.
8. Provide for the ability to interface with the existing e-filing system in place at the Court or recommend an optional system for replacement of the current e-filing solution.
9. Provide for the ability to interface with the existing document management system in place at the Court or recommend an optional system for replacement of the current document management solution.
10. Provide ongoing maintenance and support subsequent to going live.
11. Provide system-updated, new functionality releases.
12. Provide for the ability to readily interface with other applications in the future.
13. Specify the recommended technical environment including hardware and software required by the proposed system.

C. Court Responsibilities

1. The Court plans to procure and install any recommended hardware and system software. The Court has a working relationship with various private vendors and may elect to utilize their services in some networking/testing capacity as well.
2. The Court expects to provide first-level help desk services for the appellate case management system.

3. The Court expects to be able to provide a certain portion of system administration and technical support.

D. Turnkey Appellate Case Management System

This RFP requests the planning, configuration, limited customization, installation, testing, implementation and training (both onsite and computer-based training) for a turnkey appellate court case management system that assists the Court with the proactive management of appellate cases in the Court.

The following additional tasks must be performed:

1. Design and implement standard reports.
2. Data conversion to the new system, including mapping, cross-walking of data, data cleanup and reconciliation of data.
3. First year maintenance and support for the system.
4. Identify resources to be allocated by the courts to complete the implementation process from project initiation to final go live in a detailed Document of Understanding that specifically outlines what the proposer will provide and what the Court is expected to provide including a solution roadmap.
5. Interfaces with or optionally recommend replacement of the existing document management and e-filing solutions.
6. Contractor shall provide project coordinator for the above items.

E. Interface and Integration Options

Some of the data for the appellate case management system is initiated in the trial courts and/or is obtained from other sources. Because of this requirement, proposals should include a detailed description of interface and integration capabilities. In addition, the proposal should contain an hourly rate for development of custom interfaces including design, coding, testing, implementation, documentation and training.

It is anticipated that, at a minimum, the following interfaces will be required. The proposal should contain a recommended approach for integration with each of the following systems, along with an estimate of the level of effort for each:

1. **Rosters** - Publish oral argument calendars for the Court's public website. Publish oral argument calendars for the Court's public website which is custom written primarily in HTML.
2. **Document Management System** – The Court currently utilizes the Intact document management system for document scanning, storage and retrieval. An interface with this system will be necessary, or, optionally, the vendor may recommend replacement of the system.
3. **Louisiana State Bar Association (“LSBA”)** - The LSBA is a mandatory bar for all attorneys in the state. The LSBA is responsible for maintaining current contact information for all lawyers including name, firm, physical address, mailing address, email address, telephone numbers, fax numbers, etc. The appellate case management system should be capable of importing this data from a delimited file or other means for data exchange. In the near future, the LSBA will make available real-time web service-based interface capability.
4. **Case Management System** - The Court is currently deploying a Supreme Court only Case Management System. An interface to this system allowing clerical personnel to bring forward case information from the lower courts into the Court's case management system is required. The majority of lower courts currently submit information to the Court using FTP and SFTP.
5. **Administrative Appeals** - Upload case information directly from the Office of Workers' Compensation and the Public Service Commission.
6. **Committee on Bar Admissions (“COBA”)** – Interface with the COBA database.
7. **Louisiana Attorney Disciplinary Board (“LADB”)** – Upload case information directly from the LADB database.
8. **Mandatory Continuing Legal Education (“MCLE”)** - Upload attorney status directly from the MCLE database.
9. **Judiciary Commission** - Upload case information directly from the Judiciary Commission database.
10. **Agresso** – Interface with the Court's ERP/Financial system for purposes of recordation, collection, and billing of fees.

F. Appellate Case Management System Functionality

The turnkey appellate case management system should include the following:

1. **Action Sheet and Letter Generation:** This function includes the ability to generate action sheets, letters, etc., for distribution either electronically or by hard copy.
2. **Ad Hoc Reporting:** This function includes the ability to pass data to third-party software packages that produce ad hoc reports from the system's database. Additionally, the function should have the ability to port to a product that has statistical capability that shall include being able to produce graphs, pie charts and bar charts.
3. **Alerts:** Allow the user to define processes and timelines to provide alerts (displays, email, or warnings) for users inside the system and those outside the courts.
4. **Americans with Disabilities Act (“ADA”) Compliance:** The system should provide for compliance with Section 508 to allow use of the system by persons with disabilities.
5. **Archiving:** This function includes removing closed case information and physical documents to an archive repository based on a configurable archive schedule. This should function by date and case type.
6. **Attorney Information:** This function includes recording information needed to associate one or more attorneys or attorney firms to a party/case and the attorney's status with the case. This function also provides for associating (to a party) an explicit attorney if an attorney firm is specified. Identification of lead counsel for a party and the ability to send only to those counsel should be a function of the system. A history of assigned/associated attorneys shall be maintained for each case. The system should be capable of importing and managing information about attorneys including contact information and eligibility based on updates received from the LSBA, LADB, and MCLE Committee. It is preferred that the system have the capability of storing global data as well as local data for a particular attorney where contact information for a specific case may differ from the data typically stored for that attorney or attorneys associated with a case. The system should maintain a history of changes to this information and should provide search capabilities by attorney name, alias, bar roll number, status, date of admission, etc.
7. **Bar Coding:** This function would be used to facilitate expedient case, transcript and exhibit tracking. Bar coding should enable records management, transcript and exhibit tracking, and other document management through the use of system-generated bar code labels.
8. **Business Rules Management:** This function would enable the system administrator to add, change or delete business rules.

9. **Case Information:** This function includes information on cases, parties, filings, fees, and payments that are a part of the docket.
10. **Case Management:** This function includes case initiation, docketing, case life cycle management including configurable milestones (in accordance with the National Center for State Courts, Courts Statistics Project), case status, case disposition, and case consolidation and relation management. The system shall manage and record case and mode dispositions, and record conference votes. Provide for tracking of cases within Staff Attorney offices prior to cases being considered by the Court.
11. **Case Relationships:** Provide the ability to relate cases directly to each other or through a common “issue”.
12. **Check In / Check Out:** Provide the ability to keep track of filings, documents, and files as they move between sections.
13. **Deficiencies:** Assist the user in recording errors and omissions in documents filed, generating a letter/notice to the submitting party that identifies those deficiencies, and allowing the user to record when they have been corrected.
14. **Document Management:** The system should be able to retrieve imaged documents and/or exhibits stored in the Court’s Case Management System. Currently documents are scanned as they are filed or received. These documents should be linked to the case data converted to the new system.
15. **Document Security:** The system should provide the necessary security to ensure imaged documents are properly labeled as public, private, internal and/or sealed.
16. **E-Filing.** Provide for the ability to interface with the existing e-filing system in place at the Court or recommend an optional system for replacement of the current e-filing solution.
17. **Electronic Storage Management:** This function provides capability to electronically access audio oral argument transcript recordings and digital audio-video files for case reviews, inquires or events.
18. **Email Notification:** Send notices to parties via email. Email notifications should allow the attachment of an electronic document in either Word or .pdf format. The Court uses Microsoft Exchange Server and Outlook.
19. **Event Scheduling:** This function includes initiation and maintenance of all scheduled events including Court conferences, oral arguments, and oral argument

appearances, and associating cases to these events, as well as conflict and recusal management.

20. **Exhibit Tracking:** This function includes the tracking and management of exhibits including assignment/locations through the use of manual entry and/or bar codes, and recording of exhibit information.
21. **Financial Management:** This function provides standard accounting tasks such as receiving, disbursing, managing, allowing for processing of credit cards, billing and auditing the fees collected. The system should provide an audit trail for all financial transactions (including aging reports). Provide the ability to integrate with e-filing and interface with other applications, including the bar rolls.
22. **Milestones & Statuses:** For both cases and motions, allow the user to manage changes in status and milestone dates for aging calculations and reporting. History of changes to statuses and milestones should be kept. Keep track of the progress of motions and where they are (who/what has them) at any one time.
23. **Non-Cases:** Keep track of filings on issues before they become a case and allow the user to create a case at a later date using those filings.
24. **Notice Generation:** Produce Oral Argument Notices, Deficiency Notices, Acknowledgement Letters, Opinions, Orders, and Delinquency Notices for past due bills. The user should have the ability to modify or cancel any automated or manually requested notice.
25. **Opinion Management:** The system should provide a structured workflow for the initiation, circulation, and tracking of opinions, authors, and their circulation process. The Supreme Court circulates opinions among the seven (7) justices. The Court employs a standard workflow for the circulation of opinions. Opinion management workflow must allow ad hoc and pro tempore judges to be substituted into the circulation of opinions as needed. Provide case opinion status, viewing, and reporting necessary to manage the circulation process and to allow justices to track opinions as they are circulated. Provide alerts and ticklers for justices and their designated staff members based on established timelines for each court.
26. **Other Events:** Manage information on events and occurrences that are not a part of the docket, such as phone calls received or made and memos written or received.
27. **Party Recording:** This function includes recording and maintaining all the necessary demographic information for parties, which may include guardian ad litem, amicus curiæ and inmate information.

28. **Produce Documents and Forms:** Produce documents and forms from user-defined templates merged with data from the database and store them on the server. Documents may be printed and mailed or emailed to parties on the case.
29. **Public Access:** This function provides public inquiry access to specific case information identified as “public,” and records activity so charges for access may be assessed.
30. **Remote Accessibility:** Justices have the need to work off-site. All system functionality should be available to justices working from outside the Court. Ad hoc and pro tempore judges should be able to access all case information including imaged documents and audio/video recordings, specific to their assigned cases, from outside the Court facilities.
31. **Security:** Provide a comprehensive data/application security model. The ability to assign role-based security so that only authorized users are allowed to see the parts of the application or data they have been authorized to view, add, update and/or delete. It is especially important to tightly control the justices’ assignments and progress on cases. Proposer to recommend security protocols. The Court will conduct a comprehensive security review for both internal and public user interfaces.
32. **Standard Reporting:** This function includes the ability to produce standard daily, weekly, monthly, yearly and on-request reports (financial and case-related). Case types and milestones as defined by the National Center for State Courts should be reviewed and considered for the tracking of cases.
33. **Searching:** This function provides the capability to easily and quickly search through all levels of the system with the options for partial, full, wild card or range selection criteria in the searches.
34. **Table Maintenance:** This function provides all system setup and maintenance, including justice information, ad hoc and pro tempore justice information, staff attorney information, known disqualifications for justices and law clerks, holidays, standard fees, general ledger account codes and other information requiring codes.
35. **Task Management:** This function includes initiating and maintaining all task assignments including bench memos, motion memos, assignments, decisions, emergent matters and preliminary review memos. It also includes conflict and recusal management.
36. **Ticklers (Reminders):** Provide a function for the user to set reminders (ticklers) for events that need to be done or should have occurred by that time.

37. **Transcript Tracking:** This function includes the tracking and management of physical transcript assignment/locations through the use of manual entry and/or bar codes, and recording all transcript information.

VII. CONTENTS OF THE PROPOSAL

One (1) original, twelve (12) paper copies, and one electronic copy in .pdf format of each proposal must be provided.

Your proposal should address each of the areas outlined below (as applicable) and provide the information requested. As your proposal will be evaluated based on the information you provide, failure to provide a complete and comprehensive presentation of your solution could negatively affect the Court's evaluation of your proposal. Your response should include the following:

- A. Technical Proposal**
- B. Qualifications**
- C. Business Proposal**
- D. Price-Business Proposal Form**

A. Technical Proposal

The Technical Proposal should include, but is not limited to, the following:

1. Proposer's Executive Overview/Summary

Proposer's Executive Overview/Summary should include, but is not limited to, the following:

- Overview/summary of the proposed solution
- Explanation demonstrating an understanding of the needs of the Court as expressed in this RFP
- How the proposed solution will satisfy those needs
- Discussion of the overall approach to the management of this effort
- Brief discussion of the total organization
- Use of Court personnel for project
- Function and use of subcontractors, if any

2. Proposer's Technical Overview/Summary

Proposer's Technical Overview/Summary should include, but is not limited to, the following:

- Overview/summary of the proposed technical solution with enough detail to demonstrate an understanding of the current environment and scope of the project
- Overview of the project approach and methodology
- Overview of the project team members, their role, and a summary of their experience. List any other projects they will be working on at the same time they will be working on the Court project. Describe the means of communication between the proposer's project team and the Court project team. Describe the amount of on-site vs. off-site work. Describe the type and amount of off-shore work, if applicable.

3. Proposer's Detailed Explanation of Proposed Solution(s)

Proposer's Detailed Explanation of Proposed Solution(s) should include, but is not limited to, the following:

a. Implementation Schedule

Implementation Schedule should include, but is not limited to, the following:

- Complete from contract signing to installation and acceptance
- Installation
- Testing
- Pilot
- Staffing deployment schedule
- Escalation Policies
- Escalation Practices
- Escalation Contacts

b. Detailed Technical Information

The Detailed Technical Information should include, but is not limited to, the following:

- Detailed technical specifications of any proposed equipment or services
- Detailed functional capabilities of the proposed solution
- Detailed explanation of performance capabilities and specifications
- Detailed explanation of response times
- Software provided with the solution
 - Identify the manufacturer
 - Functional capabilities
 - Warranties
 - Support levels
 - Include applicable license agreements and documents authorizing the proposer to use the software products

- Source Code
 - Provide company's policy regarding software escrow and updates
- Include a complete explanation of all services included in the proposal and otherwise available
- Manuals (i.e. operational, technical, etc.) - include a copy for each evaluator or make manuals available in an electronic format.
 - Software Manuals
 - Equipment Manuals - Include a detailed explanation of any environmental requirements for the proposed solution

c. Installation and Support

The Installation and Support information should include, but is not limited to, the following:

- Detailed information on the installation requirements
- Detailed information on the schedule
- Detailed onsite training solution(s)
 - Including any other training solution(s) available
- How many Court employees are necessary in order to maintain the function of the equipment and software
 - What training and skill levels are anticipated for Court employees
- Detailed hardware maintenance
- Detailed software maintenance
- Explanation of any proposed support services including performance guarantees
- Detailed explanation of all proposed maintenance
 - Explanation of the response time(s)
- Forms or agreements, i.e. Service Level Agreements (SLA), including performance commitments
- Detailed warranties, i.e.
 - Functional warranties
 - Performance warranties
 - Quality of workmanship warranties
- Explain the ownership rights to all proposed intellectual property including customizations to the system

d. Data Conversion

The Data Conversion information should include, but is not limited to, the following:

- Data conversion and migration protocols
- Development of data conversion software
- Identification of data integrity problems in legacy system

- A strategy for addressing data integrity problems both in the original data and during conversion
- Crosswalking and auditing of data converted to new system

B. Qualifications

The information regarding Qualifications should include, but is not limited to the following:

1. Proposer's Experience and Qualifications

The proposal must set forth a description of the proposer's experience in developing and implementing case management systems, including specific experience at the appellate level. Explain how the proposer is qualified to provide and implement an appellate case management system for the Court. In addition, explain the proposer's qualifications to complete a project of this scope.

Please note that in order to be qualified to submit a proposal, you must meet the following mandatory minimum qualifications: You must have a fully implemented appellate case management system that is currently operating in at least one appellate court. (See Section VI(A), "Organizational Goals" for definition of appellate court). The Court may, in its discretion, consider (1) the experience of a predecessor firm or of a firm's key personnel which was obtained prior to the date proposer was established, and/or (2) any subcontractor proposed by proposer. **Provide a detailed, narrative statement providing adequate information to establish that you meet this requirement.** Include all appropriate documentation.

2. Employee and Company Information

The Employee and Company Information should include, but is not limited to, the following:

- Total number of employees
- Year business started
- State of incorporation
- Location of headquarters
- Key Staff
 - Resumes of key staff
- Non-Key Staff
 - Identify by number and areas of responsibility for this project

3. Proposer's References

The Proposer's References shall include, but are not limited to, the following:

- A reference from an official in each court where the proposer has an appellate case management system operating or under development. To be eligible for consideration for this procurement, the proposer **must** have at least one reference from an official of an appellate court where the proposer has a currently operating appellate case management system that has been fully implemented.
- If you do not have more than one (1) currently operating appellate case management system, then provide at least two (2) additional references from similar projects.
- References provided should be for projects of similar scope and complexity and should include
 - Client name
 - Client address
 - Contact name
 - Telephone number
 - Email address
 - Technical contact name
 - Technical contact telephone number
 - Technical contact email address
 - Brief summary of the project
 - Letters of reference (if available)

Please note that the Court may or may not elect to contact references provided.

4. Subcontractor's References

The Subcontractor's References shall include, but are not limited to, the following:

- References provided should be for projects of similar scope and complexity and should include
 - Percentage of work to be performed by the subcontractor(s) if 10% or greater
 - Client name
 - Client address
 - Contact name
 - Telephone number
 - Email address

- Brief summary of the project
- Letters of reference (if available)

Please note that the Court may or may not elect to contact references provided.

5. Financial Stability

Proposer should provide proof of financial stability, as follows

- a. Financial Statements for the most recent three fiscal years – any one of the following is acceptable
 - Balance Sheet
 - Income Statement
 - Profit and Loss Statement

Provide either audited, compiled, or reviewed financial statements. Tax returns may be substituted for financial statements.

- b. Dun and Bradstreet information (if available)
- c. Letters from banks (if available)

6. Failed Projects

The Failed Projects Information should include, but is not limited to, the following:

- Explanation of any instance where the company won a bid to provide its system and was unsuccessful in implementing it
- Explanation of any litigation in which the company has been involved or is currently involved

C. Business Proposal

The Business Proposal should include, but is not limited to, the following:

1. Impact of the Solution(s)

The Impact of the Solution(s) should include, but is not limited to, the following:

- Proposer should submit an overview/summary of the impact of the implementation of the proposed solution on the Court with regards to the everyday operations of the Court, judicial personnel, and Court staff.
- Any factors, benefits, or needs that the proposer considers important to the Court, but that are not otherwise addressed in the proposal, should be included.
- Proposer should address Risk Analysis. What internal and external factors could significantly negatively impact the probability of completing the project on budget?

- Proposer should address Risk Mitigation. After understanding the scope of this RFP and the Court’s desired outcome, what actions can be taken to mitigate the identified risk?
- The proposer should address Risk Sharing. Are there opportunities for mutually beneficial risk sharing?

2. Bill of Materials

The Bill of Materials should include all components without including the cost.

3. Associated Costs

Associated Costs should include, but are not limited to, the following:

- The proposer's Total Cost of Ownership per year, first year (first year warranty and maintenance should be included in the original cost of the solution on the date of acceptance), second year with maintenance, third year with maintenance, fourth year with maintenance and fifth year with maintenance.
 - Examples of costs for proposers to consider in their response:
- Options and alternatives
- Post implementation training
- Other one-time costs

4. Implementation Plan

The Implementation Plan should include, but is not limited to, the following:

- Include payment schedule associated with
 - Milestones
 - Deliverables

D. Price-Business Proposal Form

Please complete the Price-Business Proposal Form, attached hereto as Appendix C.

VIII. LIVE DEMONSTRATION – BY INVITATION ONLY

All proposers must be prepared to give a live demonstration to demonstrate the technical and functional capabilities of the proposed solution and to allow the Court to meet the key members of the proposer’s proposed project team. The presentation will be made in person at the Court’s primary location in New Orleans, Louisiana, and any travel expenses incurred by the proposer are the sole responsibility of the proposer. Only those proposers with the highest scores in the First Round of the Evaluation Process, see Section IX regarding “Evaluation Criteria,” will be invited to give a live demonstration.

The activities of the proposer should be limited to a live demonstration of the system described in the proposer's written proposal. The Court may ask questions pertaining to the proposer's demonstration. The proposer's answers are restricted to statements of fact. Proposers will not be allowed or permitted to introduce new information. Negotiation is not permitted at this stage in the procurement process and a proposer may not change its proposal.

A proposer may be required to document an answer if such a written clarification is determined to be in the best interest of the Court; however, such communications shall not result in a proposal revision.

The live demonstration should be conducted in a straightforward manner in order to secure a clear and meaningful understanding of the proposer's proposed system. The demonstration may be made from a demonstration system or an installation of the proposer's system at another site where it is presently operational.

The live demonstration is designed to satisfy the Court's need for clarification and understanding of the information that was provided in the proposer's written proposal. Therefore, the proposer may neither ask questions nor receive preliminary assessments on its proposal from the Court.

IX. EVALUATION CRITERIA

The Court will evaluate all proposals and, if a proposer is to be selected, select a proposer on the basis of the following criteria:

A. First Round of the Evaluation Process:

All **responsive** proposals will be evaluated in accordance with the following criteria. **If you do not, at a minimum, have a fully implemented appellate case management system that is currently operating in at least one appellate court, your proposal will not be considered "responsive."**

1. **Technical Proposal (30 points)** – The degree, completeness and suitability of the proposer's technical solution to meet or exceed the requirements in this RFP.
2. **Business Proposal (25 points)** – The impact of the proposed solution on the business and financial operations of the Court. The value of the proposed solution to meet or exceed the needs of this RFP with specific respect to cost, risk, and financing options.
3. **Qualifications (20 points)** – The proposer's experience and references to provide evidence of its depth and breadth of experience in a fully implemented appellate case management system and evidence of successful past performance with other project(s) of similar scope.

B. Second Round of the Evaluation Process:

The Court may, at its discretion, invite one or more of the highest scoring proposers to present a Live Demonstration (see Section VIII). The Live Demonstrations will be evaluated and those points will be added to the points assigned in the First Round of the Evaluation Process:

4. **Demonstrations (25 points)** – Demonstration of the technical and functional capabilities of the proposed solution.

For those proposers whose score allows them to proceed to the Second Round, their score from the First Round will be added to their score from the Second Round.

X. CONTRACT AWARD

Submit your best terms from a cost or price and from a technical standpoint. The Court reserves the right to enter into a contract without further discussion of the proposal based on the content of the proposals submitted. Ordinarily, nonresponsive proposals will be rejected outright. Nevertheless, the Court may elect to conduct discussions, including the possibility of limited proposal revisions, but only for those proposals reasonably susceptible of being selected for award. If improper revisions are submitted, the Court may elect to consider only your unrevised initial proposal. The Court may also elect to conduct negotiations, beginning with the highest ranked proposer, or seek best and final offers. If negotiations are conducted, the Court may elect to disregard the negotiations and accept your original proposal.

XI. TERM OF INITIAL AGREEMENT

If a contract is to be awarded, the term of said contract is expected to commence following selection of proposer and any contract negotiations.

XII. PUBLIC NATURE OF PROPOSAL AND PROSPECTIVE CONTRACT

All proposals submitted in response to this request for proposals, and any contract which might ultimately be agreed upon, will be open to public inspection by any interested person, firm or corporation.

It should be noted and understood that all proposals, contracts and other documents presented in connection with this RFP become the property of the Court.

XIII. SUBMISSION OF CONFIDENTIAL INFORMATION AND REDACTION OF PROPOSALS

Trade secrets or other proprietary information submitted by a proposer as part of its RFP may not be subject to public disclosure, provided the proposer specifies the relevant law supporting its request for confidentiality. However, the proposer must invoke the protections of this section prior to or upon submission of its proposal, must identify the specific data or other materials to be protected, and must state the reasons why protection is necessary. Any aspect of the proposal which addresses the price of providing the requested services will not be considered confidential under any circumstance. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

The proposer must clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as “confidential” in order to claim protection, if any, from disclosure. The proposer shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of the proposal sought to be restricted in accordance with the conditions of this legend:

“The data contained in pages _____ of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this proposer as a result of or in connection with the submission of this proposal, the Supreme Court shall have the right to use or disclose the data therein to the extent provided in the contract.”

Further, to protect such data, each page containing such data shall be specifically identified and marked “CONFIDENTIAL.” All markings must be conspicuous; use color, bold, underlining, or some other method in order to distinguish the mark from the other text. You are required to mark the original copy of your offer to identify any information that is exempt from public disclosure. **In addition, you must submit one complete copy of your offer from which you have removed any information that you marked as exempt, i.e., a redacted copy.** The information redacted should mirror in every detail the information marked as exempt from public disclosure. The redacted copy should:

- a. Reflect the same pagination as the original, and
- b. Show the empty space from which information was redacted

Proposers must be prepared to defend the reasons why the material should be held confidential. If a competing proposer or any other person seeks review or copies of another proposer’s confidential data, the Court will notify the owner of the asserted data of the request. If the owner of the asserted data does not want the information disclosed, it must agree to indemnify and hold the Court harmless against all actions or court proceedings that may ensue (including attorney’s fees), which seek to order the Court to disclose the information. If the owner of the

asserted data refuses to indemnify and hold the Court harmless, the Court may disclose the information.

XIV. COURT DISCRETION

The Court specifically reserves the right to reject, in full or in part, all proposals submitted, and/or to cancel this request for proposals, when such action is in the Court's best interests. In addition, the Court specifically reserves the right to waive any of the technical requirements of the proposal, when such action is in the Court's best interests.

Any contract which may be awarded shall be based upon the proposal which is most advantageous to the Court and its employees, costs and other factors considered. All contracts are subject to the availability of funds.

XV. CHANGES, ADDENDA, WITHDRAWALS

The Court reserves the right to change the calendar of events or issue addenda to the RFP at any time. The Court also reserves the right to cancel or reissue the RFP.

If the proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the proposer, and cross-referenced clearly to the relevant proposal section. **All such changes must be received prior to the deadline for proposal submission.**

XVI. COST OF PREPARING PROPOSALS

The Court is not liable for any costs incurred by proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal, preparing the proposal, and any other expenses incurred by the proposer in responding to the RFP are entirely the responsibility of the proposer, and shall not be reimbursed in any manner by the Court.

XVII. AUDIT OF RECORDS

The State Legislative Auditor or other auditors so designated by the Court shall have the option to audit all accounts directly pertaining to the resulting contract for a period of three (3) years after project acceptance or as required by applicable State or Federal law. Records shall be made available during normal working hours for this purpose.

XVIII. RECORDS RETENTION

The successful proposer shall maintain all records relating to any contract which is agreed upon for a period of at least three (3) years after acceptance by the Court.

XIX. CHOICE OF LAW

The resulting contract shall be governed by Louisiana law.

XX. NO MANDATORY ARBITRATION

The resulting contract shall not contain any provision mandating that the parties submit to arbitration.

XXI. FIXED PRICING REQUIRED

Any pricing provided by proposer shall include all costs for performing the work associated with that price. Except as otherwise provided in this RFP, proposer's price shall be fixed for the duration of any resulting contract. This clause does not prohibit proposer from offering lower pricing after award.

XXII. NON-INDEMNIFICATION

Any term or condition is void to the extent it requires the Court to indemnify anyone.

XXIII. PUBLICITY

Contractor shall not publish any comments or quotes by Court employees, or include the Court in either news releases or a published list of customers, without the prior written approval of the Court.

XXIV. TERMINATION DUE TO UNAVAILABILITY OF FUNDS

Payment and performance obligations under the resulting contract shall be subject to the availability and appropriation of funds therefor. When funds are not appropriated or otherwise made available to support continuation of performance, the contract shall be canceled.

REGISTRATION FORM

**RFP LASC 2014-001
REQUEST FOR PROPOSALS FOR
APPELLATE CASE MANAGEMENT SYSTEM**

The purpose of the proposers' conference is to provide potential proposers an opportunity to present questions and obtain clarification relative to the RFP. The conference will be held on **Thursday, May 22, 2014 from 10:00 a.m. to 1:00 p.m. (CST)** at the Louisiana Supreme Court, 4th Floor Conference Room, 400 Royal Street, New Orleans, Louisiana. Please complete this form and send to Okyeame Haley, Chief Deputy Clerk, via e-mail at OHaley@lasc.org or via fax at 504-310-2315

_____ Company/Firm		
_____ Name		
_____ Title		
_____ Street Address or PO Box (if applicable)		
_____ City	_____ State	_____ Zip Code
Phone Number: (___) ___ - ____ Fax Number: (___) ___ - ____		
Email: _____		

Number of individuals who plan on attending the proposers' conference from your organization?
____ (total number including yourself)

What is the best way for the Court to send your registration confirmation?

- Mail Email Fax Phone

Appendix B

Existing Case Management System Table Information

TableName	RowCounts
LascTabImportedBarRollApplicants	387
LascTabProcessedBarRollApplicants	391
LODGING	0
MICROSOFTDTPROPERTIES	0
TBL_ACTION_LETTER	22
TBL_BAR_ADDRESS	0
TBL_BAR_ALIAS	47105
TBL_BAR_DISCIPL	90119
TBL_BAR_DISCIPL_DOCKET	2519
TBL_BAR_DISCIPL_DOCKET_A	2
TBL_BAR_DISCIPL_OS	497
TBL_BAR_DISCIPL_REM	2990
TBL_BARROLL	34183
TBL_BARROLL_ENC	34018
TBL_BARROLL_FIRM	19214
TBL_BARROLL_KEYS	34183
TBL_BARROLL_MEMBER	0
tbl_barroll_ssn	32870
TBL_BARROLL_TEST	0
TBL_CASE	110105
TBL_CASE_AUDIT	59125
TBL_CASE_CONS	8010
TBL_CASE_COUNSEL	249206
TBL_CASE_NOTES	38349
TBL_CASE_OST_COUNSEL	26768
TBL_CASE_RELATED	3954
TBL_CASE_SUBJECT	36739
TBL_CHARGE	23309
TBL_CONVICT	14195
TBL_CORRESPOND	28678
TBL_EVENT_ATTYS	212595
TBL_EVENT_LINE	416662
TBL_EVENT_PANEL	572855
TBL_FOOTER_TEMP	1
TBL_GROUP	7

TBL_GROUP_AUDIT	2
TBL_HEADER_TEMP	1
TBL_INTERNAL_NOTES	27528
TBL_LC1_CASE_NUM	0
TBL_LIST_HISTORY	53217
TBL_LOWER_COURT_1	96899
TBL_LOWER_COURT_2	79703
TBL_MICROFILM_DATA	3238
TBL_MICROFILM_LOG	40864
TBL_MOTION	7772
TBL_NRTITLE	89736
TBL_ONELINE	0
TBL_OST_COUNSEL	50158
TBL_PANEL	140896
TBL_PARTY	384448
TBL_PARTY_COUNSEL	454956
TBL_PARTY_OST_COUNSEL	50734
TBL_PAYMENT	50260
TBL_PAYMENT_DOCKET	473
TBL_RECUSAL_HISTORY	0
TBL_RECUSAL_LIST	1334
TBL_REPORT_ERROR	1643
TBL_REPORT_PRINTER_XREF	258
TBL_REPORT_PRINTER_XREF_A	770
TBL_REPORT_QUERYSTRING	380469
TBL_SCANNED_DOC	42725
TBL_SCANNED_DOC_PARTY	46930
TBL_SENTENCE	12717
TBL_STATS	110102
TBL_TRANS	73192
TBL_TRANS_DOCKET	606
TBL_USER	46
TBL_USER_GROUP	43
tbl_user_login	55
TBL_WRIT_APPS	40001
TBL_WRIT_APPS_CONS	3784
TBLK_ACLERK	5
TBLK_AJUDGE	54
TBLK_APPEAL_COURT	5

TBLK_APEAL_INFO	8
TBLK_APPLICANT	14
TBLK_APPLY	16
TBLK_BAR_CATAGORY	5
TBLK_BAR_CLE_STATUS	4
TBLK_BAR_CS_STATUS	5
TBLK_BAR_DISCIPL_TYPE	49
TBLK_BAR_DISCIPLINE	21
TBLK_BAR_DUESCODE	5
TBLK_BAR_RULE19_TRUST	5
TBLK_BAR_STATUS	5
TBLK_BAR_SUSP_STATUS	8
TBLK_CASE_SUBJECT	515
TBLK_CASE_TYPE	23
TBLK_CASE_TYPE_APPLY_XREF	165
TBLK_CLERK	68
TBLK_CLERK_NAMES	6
TBLK_COMMIS	212
TBLK_CONTROLLER	65
TBLK_DA	42
TBLK_DCLERK	65
TBLK_DCOURT	43
TBLK_DELIVER_METHOD	5
TBLK_DJUDGE	236
TBLK_EMERGENCY_CONS_A	0
TBLK_EMERGENCY_CONSIDERATIONS	10
TBLK_EVENT	170
TBLK_EVENT_FIELD	44
TBLK_EVENT_FIELD_XREF	883
TBLK_EVENT_TYPE	16
TBLK_FILING_FEE	25
TBLK_JUDGE_STATUS	5
TBLK_JUDGES	0
TBLK_MCOURT	54
TBLK_MJUDGE	137
TBLK_MOTION_ACTION	4
TBLK_MOTION_ACTION1	0
TBLK_MOTION_BY	8
TBLK_MOTION_BY_AUDIT	0

TBLK_NRNUM	3
TBLK_NRTITLE	33
TBLK_OPIN_REHEAR_ACTION	4
TBLK_OPINION_ACTION	8
TBLK_PADDR	2
TBLK_PANEL_NUM	4
TBLK_PARISH	66
TBLK_PARTY_TYPE	6
TBLK_PLEA	3
TBLK_REHEAR_ACTION	4
TBLK_REPORTS	57
TBLK_SHERIFF	0
TBLK_SUP_JUDGE	25
TBLK_TRANS_TYPE	15
TBLK_TREATMENT	4
TBLK_WRIT_ACTION	5
TBLK_WRIT_APP_STATUS	6
TBLK_WRIT_LIST	8
TBLK_ZIP_CODE	80167
TBLK_ZIP_CODE_3	0
TBLK_ZIP_CODE_TEST	0
TBLK_ZIP_CODE_TEST_2	0
TBLOBJECT	2001
TBLOBJECTTYPE	16
TBLPERMISSION	10844
tblPermissionForm	9997
tblPermissionFormVisible	229
TBLROLE	7
tblTrace_2013_06_14	15235
tblWeeklyCleanup	102

PRICE-BUSINESS PROPOSAL FORM

1.	Turnkey Appellate Court Case Management System for the Court including, but not limited to, tasks listed in Section VI(D), inclusive of all travel expenses as well as maintenance and support for the first year. (Please provide breakout of costs below)			\$
	a.	Appellate case management system	\$	
	b.	Conversion of data from old system to new system	\$	
	c.	Configuration and/or necessary customization	\$	
	d.	Implementation	\$	
	e.	On-site training	\$	
	f.	First year maintenance and support	\$	
	g.	Other associated costs	\$	
2.	Interface Hourly Rate	Category	Hourly Rate	
3.	Support and Maintenance	Year 2	\$	
		Year 3	\$	
		Year 4	\$	
		Year 5	\$	
4	Estimated travel expenses		\$	\$
		Total Years 2 - 5		\$
	Total Cost			\$