



**District of Columbia Courts
Procurement and Contracts Branch**

**REQUEST FOR INFORMATION (RFI)
NO. DCSC-24-RFI-2
LEGAL CASE AND DOCUMENT
MANAGEMENT SYSTEM**

Date Issued: February 6, 2024; Final revisions and Q&A issued February 29, 2024

Responses Due: **MARCH 26, 2024, NO LATER THAN 2:00 P.M**

Response Submission and Identification:

Responses must be submitted in electronic PDF format via email to Maribel Torres, Senior Contract Specialist, at maribel.torres@dccsystem.gov and include the following subject line:

RFI # DCSC-24-RFI-2 LEGAL CASE AND DOCUMENT MANAGEMENT SYSTEM

RFI Amendments and Questions & Answers:

All amendments and questions and answers will be posted on the District of Columbia Courts' website at <https://www.dccourts.gov/about/procurement-contracts-branch> and on the U.S. government's System for Award Management (SAM.gov) website at <https://sam.gov/content/opportunities>.

See Attachment Questions and Answers

Request for Information
DCSC-24-RFI-2
Legal Case and Document Management System

The District of Columbia Courts, on behalf of the Office of the General Counsel, seeks information on a cloud-hosted, highly configurable commercial-off-the-shelf (“COTS”) Legal Case and Document Management System, including whether your company could provide installation, implementation, post-implementation support, end user training, maintenance, and end user support services, as described below. General pricing information is also sought.

PLEASE NOTE: A COURT CASE MANAGEMENT SYSTEM IS NOT WITHIN THE SCOPE OF THIS RFI.

I. Overview of District of Columbia Court System (DCCS)

The District of Columbia Courts (“D.C. Courts” or “Courts”) is the judicial branch of the District of Columbia and comprises three entities: the District of Columbia Court of Appeals, the Superior Court of the District of Columbia, and the Court System (“DCCS”), which includes the Executive Office and administrative offices that support both courts. The D.C. Courts is a fully unified large urban court system with over 95 judicial officers and approximately 1,200 court employees. The D.C. Courts is unique compared to other courts throughout the country. As Washington, D.C. is a city that also functions as a state, the D.C. Courts provide city and state-level services. The Courts are also unique in that they receive funding directly from the Federal government.

DCCS provides business support services, including but not limited to capital projects, budget and finance, procurement and contracts, administrative services, human resources, training, planning, research and development, court reporting, information technology, and legal counsel through the Office of the General Counsel.

II. The Office of the General Counsel (OGC)

OGC performs a broad spectrum of advisory legal functions concerning matters affecting the administration of the D.C. Courts, including analysis of pending legislation, drafting proposed legislation, contract and inter-agency agreement review, legal research, and policy interpretation. OGC assists trial counsel in the preparation of materials and advises on legal proceedings involving the Courts or matters in which the Courts have an interest. OGC is also charged with protecting the statutorily confidential records of the D.C. Courts from improper and unnecessary disclosure. OGC staff serve as legal advisors to the Superior Court Rules Committee, its various

rules advisory committees, and the Board of Judges on all matters concerning revision of the Superior Court's procedural rules. OGC staff also support the Court of Appeals Rules Committees. OGC attorneys serve, as assigned by the management of the D.C. Courts, on a number of other committees in a legal advisory capacity. The General Counsel also serves as the D.C. Courts' Ethics Officer and chairs the Legal Advisory Council, which promotes the exchange of legal research and information among attorneys providing legal advisory, operational, and policy support within the Courts.

OGC is comprised of six (6) staff members: the General Counsel, three Associate General Counsels, a Paralegal Specialist, and an Administrative Assistant. All six staff members require software licenses, access to the System, user training, and user support. The Courts may require up to 10 (ten) software licenses in future option years.

III. Objectives

OGC seeks to modernize its operations and gain business process efficiencies, while maintaining the Courts commitment to efficient and effective use of its financial, information technology, and human capital. OGC's objectives are that the System achieve the following:

- (a) Provide electronic law practice management functionality to support business needs.
- (b) Satisfy core document and case management requirements with minimal customization.
- (c) Automate manual processes using information technology and generative artificial intelligence (AI) to the maximum extent possible to improve workflow.
- (d) Promote document version control with highly secure, accurate, and reliable recordkeeping.
- (e) Enhance case tracking and reporting capabilities.
- (f) Organize files and documents and reduce redundancy.
- (g) Interface with widely used office applications to promote efficiency.
- (h) Promote intuitive, user friendly, and accessible technology with easy user navigation and a modern look and quality.

IV. Minimum Technical Requirements

Your system would need to provide or meet the following minimum requirements:

- (a) Document management system with a centralized database, native document management, and searchable repository for sensitive legal files.
- (b) Case management system with streamlined, real time matter intake, opening, closure, and matter type tracking.
- (c) Litigation hold tracking with electronic reminders and ability to confirm

receipt, e-sign, and record recipient response.

- (d) Task and calendar management capabilities with automatic alerts for case tracking and monitoring.
- (e) Web-based solution compatible with the latest versions of Microsoft Edge, Chrome, Firefox, and Safari.
- (f) Accessibility and mobility for easy access anywhere with a secured environment.
- (g) Compatible with Citrix Virtual Desktop Infrastructure (VDI).
- (h) File sharing, including securely sharing confidential legal files.
- (i) Real time user response rate for searching, accessing, saving, and uploading and downloading files, including large files.
- (j) Multiple or unlimited number of document profile fields and categories, including a case notes field(s).
- (k) Simultaneous multiuser access to case/document profiles and documents with variable access rights and version control, e.g., edit, view only, create (or *save as*) new version, delete, etc.
- (l) Near real time response rate for generating reports.
- (m) Disaster Recovery, including immediate access to backup files and documents.
- (n) Security features to prevent the Contractor, including contractor and subcontractor staff, from accessing, copying, or downloading sensitive and confidential files, documents, records, and other information and materials, including document profiles.
- (o) Section 508 compliant (29 U.S.C. §794d).
- (p) FedRAMP Authorized or Ready designation. (If your system has a Ready designation, it would be expected to obtain an Authorized designation after 12 months.)

V. User Needs

Your system should include the following capabilities to the maximum extent possible:

- (a) Assign matters, tasks, and documents to one or more users.
- (b) Track matter history, outside counsel, clients, contact information, and similar information.
- (c) Contract Management function, including tracking and providing reminders of deadlines for procurements, contracts, and other agreements.
- (d) Robust search capability, including search by document profile fields and within document text in MS Word, Excel, PDF, HTML, and other widely-used file format types.
- (e) Capture/import email, documents, attachments, transcripts, video or audio recordings (including voicemail) and other file types.
- (f) View and print files/documents directly from the System.
- (g) Open files in native application.

- (h) Save multiple document versions.
- (i) Generate, format, print and export reports, including to MS Excel and Word format.
- (j) Assign one or more security profiles to files such as confidential, privileged, or attorney work product, and limit user access accordingly.
- (k) Track document history.
- (l) Document version control.
- (m) Create user templates and pre-populated profiles for recurring case or file types.
- (n) Generate template document.
- (o) Built-in help functions.

VI. Compatibility

Your system should be compatible with the following applications to the maximum extent possible:

- (a) MS Word and Excel.
- (b) MS Outlook for matter files, including MS Outlook add-in (Click-button) option to save emails, attachments, and contact information.
- (c) MS Outlook Calendar, including alerts, deadlines, reminders to one or more users, and ability to link contacts and automatically launch Outlook.
- (d) MS SharePoint.
- (e) Adobe Acrobat Pro DC.
- (f) Citrix ShareFile
- (g) Box.com.

VII. Available Tools, Capabilities, and Services

Prospective vendors should describe available tools, capabilities, and services including but not limited to:

- (a) Contract management tool.
- (b) Generative AI capability.
- (c) Mobile accessibility.
- (d) File migration services.

VIII. DCCS Enterprise IT Environment

- (a) The following table provides a non-exhaustive overview of the DCCS’s enterprise technology environment.

Type	Current Environment, Software, and Hardware
Data Center Server / Storage Platforms	HP C7000 blade servers (and newer), NetApp storage (NAS and SAN) Cluster Data ONTAP version 9.1 (and newer) storage

Type	Current Environment, Software, and Hardware
Operating Systems	Windows 2016 Standard and Data Center Edition Client – Windows 10
End User Platforms	Dell Workstations, peripherals
Client Operating System	MS Windows 10 (and newer)
Cloud Platform	Microsoft Azure FedRAMP Government
Network Equipment	TCP/IP, CISCO routers and switches
Internet Browsers	MS Edge version 105 (and newer), Chrome version 105 (and newer), Firefox version 105, and iOS version 15.6 (and newer)
Authentication	Active Directory Federation Services
Development Environment	J2EE, Oracle Apex, MS Power Apps
Databases	Oracle 12c, MS-SQL 2008, 2012, Azure SQL Managed Instances
Data Warehousing and Business Intelligence	Oracle OBIEE 11g, 12c, Oracle ODI 12c
Application Server	Oracle SOA 12c, Oracle Web Logic
Project Lifecycle Management	IBM Rational DOORS, ClearCase, ClearQuest, and Functional Tester
Security	Network Access Control, CISCO Next Generation Firewall
Load balancer	Citrix NetScaler VPX version 11 (and newer)
Mobile devices	Dell, Apple, and other laptops/tablets; Apple and Android phones
MS Office	MS Word 2016 (and newer)

- (b) Your system could be hosted in the Courts’ Microsoft Azure Gov cloud if your company is able to provide cloud managed services, e.g., migration, configuration, optimization, security, and maintenance. Access would be granted to perform these services.
- (c) Your company would be responsible for supporting the infrastructure to run the application hosted in the Court-owned Microsoft Azure. Administration would entail performing regular maintenance, security patching, and updating infrastructure components required to run the application within MS Azure. It would also entail providing performance monitoring and system health checks. The Court’s IT team would provide the virtual machine(s) per your company’s specifications, configure, and maintain any other infrastructure to ensure all Court locations have the required network, workstation, peripheral, and software to access the applications.

IX. Security Requirements

Your software and system must meet all of the following requirements:

(a)	Comply with NIST-800-53 security controls. A FedRAMP Moderate Cloud Service Provider is required.
(b)	Require user authentication using single sign on with MS Active Directory.
(c)	Support of the configuration of rules for user passwords including frequency of changes, length, character requirements, etc.
(d)	Lock user accounts after a defined number of failed password attempts.
(e)	Secure user information through password encryption.
(f)	Allow the assignment of roles and permissions to users and groups of users.
(g)	Assign users and user groups permissions to access confidential data and documents.
(h)	Allow users to be assigned to multiple roles and resolve access to data accordingly.
(i)	Define permission levels for access to all system components
(j)	Assign confidentiality to case data and documents.
(k)	Prohibit reports containing full social security numbers to be generated without being masked.
(l)	Encrypt all data at rest and in transit.
(m)	Ensure system has MFA (Multi-Factor Authentication) enabled.

X. Desired Services

- (a) Project Manager. An experienced Project Manager would be needed for the successful delivery, installation, and implementation of the System.
- (b) Kickoff Meeting. A project initiation/kick-off meeting with staff would be needed to understand OGC's objectives and expectations for the System and to outline the steps and deliverables.
- (c) DCCS IT Division. Your company would need to cooperate fully with the Courts' Information Technology ("IT") Division throughout the System implementation process, installation, maintenance, and user support. The IT Division is responsible for all aspects of business process automation, information systems management, network operations, security auditing, as well as desktop and peripheral support.
- (d) Post-Implementation Support and Training. OGC would need at least five (5) consecutive days of on-site, post-implementation support, to include up to three (3) days of in-person, facilitated end-user training. Virtual training is desired for new users. Administrator training should be available as necessary.

(e) Maintenance and End User Support. The Courts would require a Service Level Agreement (SLA) to include high quality maintenance and end-user support following system implementation and throughout the duration of any contract. This could include:

- (i) Built-in system help functions;
- (ii) Searchable knowledge base;
- (iii) Telephone numbers, email contact information, and online chat features;
- (iv) Tier 1 and Tier 2 end-user support, including for all in-scope requirements, capabilities, modules, functionality, and services. This shall include a phone-based help desk Mondays through Saturdays from 8:00 AM to 6:00 PM Eastern Time.
- (v) Assume that the Courts IT Division may occasionally provide Tier 1 support to end-users.
- (vi) Your company would need to provide written documentation as necessary on releases, system updates, enhancements, software patches, and corrections to software bugs.

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1. Whether companies from Outside USA can apply for this (like, from India or Canada)?

Answer: No. See also Answer to Question No. 3.

2. Whether we need to come over there for meetings?

Answer: It is unlikely that in-person meetings would be required. But note that OGC's desired services include on-site (in person), post-implementation support and training.

3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer: Responses to the RFI can be prepared anywhere. However, all services must be performed in the USA.

4. Can we submit the proposals via email?

Answer: Responses to the RFI must be submitted in electronic PDF format via email with the required subject line as stated on page 1 of the RFI. Proposals are not required. See Answers to Question Nos. 22 and 28.

5. Is there any data or existing case information that needs to be converted to the new case management system?

Answer: OGC has existing electronic files that will require migration. See RFI section VII (p. 5).

6. Do you currently use a document management system to store documents related to cases? If so would you require us to migrate those documents to the new system?

Answer: OGC does not currently use document management software.

7. What current/future systems would you like to integrate with the selected case management system other than those listed in the RFI?

Answer: See RFI sections VI and VII (p. 5) for non-exhaustive lists.

8. Please clarify the number of users who will need access to the system?

Answer: At least 6, but up to 10. See RFI section II (p. 3).

9. Do you have current case handling processes that you would like to build into the system?

Answer: Yes.

10. For accessing Document Management Software, how many users will need full rights (upload, edit cases) and how many will need read-only rights (only view the cases or participate in workflow process)?

Answer: The exact number or nature of user rights is unknown at this time and may depend on your system's capabilities. See RFI section II (p. 3).

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11. Is DCCS's preference more towards Cloud based Document Management System or On-Premises Document Management System?

Answer: Cloud based is strongly preferred. The proposed Cloud solution should include redundancy and high availability.

12. Do you have a budget already available for this project? If yes, what is the maximum budget you are planning to spend on this project?

Answer: The Courts cannot share this information.

13. Has OGC seen demonstrations of any Document Management System? If yes, what is the name of the solution and vendor which provided the demonstration?

Answer: The Courts cannot share this information.

14. Is there any expected timeframe within which you would like this system to go-live?

Answer: By December 31, 2024.

15. What is the size and quantity of the files that need to be scanned? Please provide approximate quantity next to the below given sizes:

Answer: OGC's files are digitized.

16. Can we pick up all the documents in a single trip?

Answer: See Answer to Question No. 15.

17. What is the level of preparation required? (Removal of fasteners, staples, post-it's, etc.)

Answer: See Answer to Question No. 15.

18. What level of reassembly is required? (Do we need to apply fasteners, post-it's and rearrange the documents in the same order after scanning?)

Answer: See Answer to Question No. 15.

19. Do we need to scan B&W or Color? If color, then what % of documents are color?

Answer: See Answer to Question No. 15.

20. What is the expected output format?

Answer: See Answer to Question No. 15.

21. What are the indexing criteria? (How many fields do we need to index for each file?)

Answer: An unlimited number of fields is strongly preferred. See RFI section IV(j) (p. 4). Examples of indexing criteria or fields may include but are not limited to: case number; case type; court; parties; client; division; stakeholders; attorneys; confidentiality/ sensitivity level;

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contact information; case status; settlement status; multiple date fields (such as open, due, and close dates, fiscal year, quarter, etc.); priority; links to relevant websites or online sources; notes.

22. Can you please provide a pricing format to enable us to give you pricing as per your requirement, or shall we prepare it ourselves?

Answer: Pricing information may be presented in any format.

23. Page 3, Section III(g) states “Interface with widely used office applications to promote efficiency.” Can you please tell us which specific applications the OGC would like to interface with?

Answer: See RFI sections IV(e), IV (g), and V(d) (p. 4); sections VI – VIII (pp. 5-6).

24. Page 4, Section IV(b) states "Compatible with Citrix Virtual Desktop Infrastructure". Can you please [describe] how you would like the proposed software to work with Citrix Virtual Desktop Infrastructure?

Answer: If the proposed solution includes any plug-ins or client software / hardware components to be installed, they should be compatible with Courts Citrix Virtual Desktop Interface environment.

25. Page 3, Section IV(h) notes ShareFile; if our proposed system eliminates the need for ShareFile, would that be ok?

Answer: Yes. RFI sections IV(h) (p. 4) and VI (p.5) have been updated accordingly.

26. Page 4, Section IV(o) - Section 508 compliance. Are there specific portions of section 508 or types of accessibility that your office is particularly concerned with?

Answer: Standard 508 ADA compliance.

27. Do you wish to have data converted from your systems? Or are you looking for interface with the noted databases?

Answer: See Answers to Question Nos. 5 and 6.

28. Is there any specific format that we should use to submit the response to the DCSC-24-RFI? Page count, type of desired information?

Answer: Responses must be submitted in electronic PDF format. See RFI page 1. There are no other submission requirements. See also Answer to Question No. 22.

As explained on page 2 of the RFI, the D.C. Courts seeks information on a cloud-hosted, highly configurable commercial-off-the-shelf (“COTS”) Legal Case and Document Management System, including whether your company could provide installation, implementation, post-implementation support, end user training, maintenance, and end user support services, as described in the RFI.

29. Would OGC consider an alternative platform like Salesforce FedRAMP High provided at no additional cost?

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Answer: Yes, we will consider those platforms.

30. Can you please share how many users will interact with the system?

Answer: See Answer to Question No. 8.

31. What are the general contract terms, Base year + 4 Option years?

Answer: This is unknown at this time.

32. Is mobile accessibility a requirement?

Answer: This is not a requirement. However, prospective vendors should describe any such capability. See RFI section VII (p. 5).

33. Would DCCS also be interested in tracking time on the cases and matters from the same systems?

Answer: See Answer to Question No. 32.

34. Will the system be interconnected with other external legal/investigative systems?

Answer: This is not a requirement. However, prospective vendors should describe whether their system can interconnect with outside counsel or systems for eDiscovery, contract management, etc. See RFI section VII (p. 5).

35. Is there any existing document management system in place at the DCCS?

Answer: See Answer to Question No. 6.

36. How many users will be trained in the system, and what access level they need?

Answer: See Answers to Question Nos. 8 and 10.

37. Would DCCS IT be the system administrator, or would you like the vendor to assist with the system management?

Answer: See RFI section VIII(b)-(c) (p. 6), section X(c), (e) (pp. 7-8).

38. Would the DCCS be open for a live demonstration of the system?

Answer: Yes.