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

RFI Due Date & Time: March 19, 2024, no later than 2:00 P.M.

Explanation to Prospective Providers:

Any company desiring an explanation or interpretation of this RFI must request it by **email** to Maribel Torres, Senior Contract Specialist, at maribel.torres@dccsystem.gov no later than 2:00 P.M. on February 19, 2024.

RFI Submission and Identification:

Your company must submit an electronic PDF copy of your response via email to Maribel Torres at maribel.torres@dccsystem.gov with the following subject line:

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

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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 REQUEST FOR INFORMATION.

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, 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 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) Web-based solution compatible with the latest versions of Microsoft Edge, Chrome, Firefox, and Safari.
(b) Compatible with Citrix Virtual Desktop Infrastructure (VDI).
(c) Streamlined, real time matter intake, opening, closure, and matter type tracking.
(d) Litigation hold tracking with electronic reminders and ability to confirm receipt, e-sign, and record recipient response.
(e) Centralized database, native document management, and searchable repository for sensitive legal files.
(f) ShareFile, including securely sharing confidential legal files.
(g) Real time user response rate for searching, accessing, saving, and uploading and downloading files, including large files.
(h) Multiple or unlimited number of document profile fields and categories, including case notes field(s).
(i) Multiuser access with variable access and document rights and version control, e.g., view only, create new version, edit current version, delete, etc.

(j)   Near real time response rate for generating reports.

(k)   Disaster Recovery.

(l)   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.

(m) Section 508 compliant (29 U.S.C. §794d).

(n)   FedRAMP Authorized or Ready designation. If the offeror's solution has a Ready designation, it is expected to obtain an Authorized designation after 12 months.

V.   User Needs

Your system would need to include the following capabilities:

(a)   Assign matters, tasks, and documents to one or more users.

(b)   Track matter history and outside counsel, clients, and contact information.

(c)   Search by document profile and by full text, including MS Word, Excel, PDF, HTML, and other file types.

(d)   Capture email, documents, attachments, transcripts, video or audio recordings (including voicemail) and other file types.

(e)   View and print file directly within the System.

(f)   Open files in native application.

(g)   Save multiple document versions.

(h)   Generate, format, print and export reports, including to MS Excel and Word format.

(i)   Assign one or more security profiles to files such as confidential, privileged, or attorney work product, and limit user access accordingly.

(j)   Track document history.

(k)   Version control.

(l)   Create user templates and pre-populated profiles for recurring case or file types.

(m) Generate template document.

(n)   Built-in system help functions.

VI.   Interfacing

Your system would need to interface with the following applications:

(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, and reminder to one or more users.

(d)   Adobe Acrobat Pro DC.

(e)   Citrix ShareFile.

VII.   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
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.

VIII. 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.

IX. Desired Services

(a) <u>Project Manager</u>. An experienced Project Manager would be needed for the successful delivery, installation, and implementation of the System.

(b) <u>Kickoff Meeting</u>. 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) <u>DCCS IT Division</u>. 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) <u>Post-Implementation Support and Training</u>. 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) <u>Maintenance and End User Support</u>. 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.

The Courts will post all amendments and questions and answers on the District of Columbia website at https://www.dccourts.gov/about/procurement-contracts-branch and the Federal Government website at https://sam.gov/content/opportunities.