

Anne B. Wicks Executive Officer DISTRICT OF COLUMBIA COURTS

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Louis W. Parker Administrative Officer

AMENDMENT NO. 3

TO:

ALL PROSPECTIVE OFFERORS

AMENDMENT ISSUE DATE:

October 26, 2018

Solicitation No.: DCSC-19-RFP-0013

SUBJECT:

FOR: DC Superior Courts Case Management System

CLOSING DATE: Friday, November 30, 2018

The subject solicitation is amended as follows:

 Responses to written questions received from prospective offeror(s) are included as attachment Appendix J15 -- Question Submission Template.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

One (1) copy of this amendment is being sent to only those offerors who received a copy the solicitation. Offerors shall sign below and attach a signed copy of this amendment to each proposal to be submitted to the Courts in response to the subject solicitation. Proposals shall be mailed or delivered in accordance with the instructions provided in the original solicitation documents.

Offerors shall submit their proposals in sealed envelopes, identified on the outside by the solicitation number and submission date, in accordance with the instructions provided in the original solicitation documents.

This amendment, together with your Proposal, must be received by the District of Columbia Courts no later than the date and time specified for proposal submission. Revisions or price changes occasioned by this amendment must be received by the Courts no later than the date and time set for Proposal submission.

Failure to acknowledge receipt of this amendment, for the subject solicitation may be cause for rejection of any proposals submitted in response to the subject solicitation.

2/Act Officer Conti ting

This Amendment is acknowledged and is considered a part of the subject solicitation.

Signature of Authorized Representative

Date

Name of Authorized Representative

Title of Authorized Representative

Name of Firm

D.C. Courts Case Management System

Attachment J15 Question and Response Template

INSTRUCTIONS: Offerors shall submit questions pertaining to this RFP by populating the blue-shaded cells. Questions are due to the contact person and by the due date and time listed in the RFP. Add rows as necessary.

	OFFEROR QUESTION	RFP SECTION & PAGE NUMBER	LIGG RESPONSE
	Is there a file limit size to email the technical and cost proposals? Should the vendor just email Appendix J.11 Technical and Functional requirements and Appendix J.14 Cost Proposal or the entire response for both volumes in addition?	Section L.2, P. 55	Please limit email attachments to no more than 20 mg. Compressing files using standard compression programs is encouraged. Vendors are required to email the entire contents of the proposal per the instructions in the solicitation.
	When submitting the hard copies of technical and price propsoals should we also include a CD or DVD with the contents of the propsoal?	Section L.2, P. 55	Yes, all vendors should include a standard non-right protected CD or DVD with the physical propsoals.
1	RE: Payment Processing - Please describe how multiple cases are tied together for single payments?	Appendix J11 Functional and Technical Requirements	It is not uncommon for some batch filers to send a courior with more than one filing and a single payment method i.e. check. The amount of the check is intended to cover the filing fee for each of the filings included in the batch.
2	What make and model of "PC" card readers do you use today to accept payments?	Appendix J11 Functional and Technical Requirements	As stated in C.3.2 DCC Enterprise IT Environment, the make and model of the current card readers is Ingenico iSC Touch 250.
3	Do you plan to continue using your existing card readers? How many are in service today?	Appendix J11 Functional and Technical Requirements	The current make and model of plastic card reader has been customized to faciliate data exchange between the current DCC case management system and the Merchant Account processor. Approximately 30 devices are distributed throughout DCC business units.
4	What % of payments are echeck, PayPal, credit card, debit, cash?	Appendix J11 Functional and Technical Requirements	According to Accounts Receivable transaction reports during the period of October 2017 to September 2018, DCC recorded the following payment type percentage breakout: Cash: 8%; Check: 87%; Plastic Card: 5%;
5	Please provide the following information for each department that will be utilizing the services outlined in this RFP: a. Annual Transaction volume (\$\$ and ##) by payment types (AMEX, Visa, Discover, MasterCard) b. Annual Transaction count (##) for ACH/e-check c. Annual Transaction volume (\$\$ and ##) by payment channel (in-person, web, phone)	Appendix J11 Functional and Technical Requirements	The following approximate transaction figures by payment types (Visa, Discover, MasterCard, Debit) for the period of January 1 2018 to September 30, 2018. Annual Transaction Volume: #12,000/\$900k. All payments during this time were in-person. The Courts do not accept payments by phone and the secure Internet Credit Card processing facility is not yet available. The Court does not offer ACH or e-check as payment options.
6	In order for us to estimate integrations/interfaces, is there more information such as details on the exchange? Data dictionaries? Use of flat files?		We understand the difficulty of estimating the level of effort for these interfaces with the information given. Offerors should make assumptions based on the information provided in the RFP, and provide a cost for each one. The price proposal template (Appendix J.14) contains space to detail your assumptions related to these costs.
7	Considering market trends, are the Courts looking for multiple eFiling applications?		The Courts prefer one single eFiling application as part of this project. We do not desire multiple eFiling options within the implemented solution. The Courts do not have a preference about whether the eFiling functionality is native to the CMS or satisfied by integration.

D.C. Courts Case Management System

8	For the eFiling solution, do the Courts have a preference for a service based SaaS or professional use based model?		The Courts do not have a preference about whether the eFiling solution is externally hosted or hosted on- premises at the Courts. This also applies to the solution in its entirety – we are open to SaaS and on-premises solutions.
9	What are the anticipated call ticket numbers for eFiling Tier I and Tier II support? What is the current call volume?		An average of 4,500 calls were logged with the efiling Help Desk in 2017 and 2018. Approximately 450 per month resulting in approximately 50 Tier 1 and Tier 2 tickets being generated.
	What are the anticipated call ticket numbers for the current CMS Tier I and Tier II support?		In 2017 and 2018 the Courts have opened an average of 150 Tier I and II tickets for CMS issues including electronic interfaces, imaging and public access. In addition to standard issues these tickets cover requests for additional assistance regarding standard CMS functionality.
10	In reference to C.5.18, what is the size of the document repository (gigabytes or terabytes).	C.5.18	As of mid November, the OnBase document repository is approximately 14.8 terabytes. The OnBase Database is 800 gigabytes.
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