District of Columbia Court Systems

Office of Contracts and Procurement

**REQUEST FOR INFORMATION (RFI) NO.
DCSC-21-RFI-2
JURY MANAGEMENT SYSTEM**

Date Issued: **February 24, 2021**

**Closing Date
& Time:**   **March 23, 2021, no later than 2:00 P.M.**

Any prospective vendor 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 March 5, 2021.

The Courts will post all amendments and responses to offerors questions in the DC Courts Website at https://www.dccourts.gov/about/procurement-contracts-branch.

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1.0 Introduction

The District of Columbia Courts (DCC), a unified multi jurisdictional judicial system, is seeking information for its District of Columbia Superior Court (DCSC) from manufacturers/developers (hereafter "vendors") for a full feature state-of-the-art Jury Management Systems (JMS) for the DCSC. The JMS will be utilized to notify and track juror participation, enable an electronic check-in process via mobile devices that use loadable debit cards, and better manage juror yield in the DCSC.

This is only a Request for Information (RFI) issued solely for information, planning purposes, and market research. By issuing this RFI, the DCC does not express an intent, commitment, or promise to purchase a JMS from respondents nor to issue a Request for Proposals (RFP) in the future to procure a JMS for such purposes. Responses to this RFI will not be considered by the DCC as offers to enter a contract.

Vendors that respond to this RFI are expected to provide information including, but not limited to, the technology and software options they offer for a JMS.

2.0 Terms and Conditions

1. The DCC will not become obligated as the result of this RFI.
2. Information submitted in response to this RFI will become the property of the DCC.
3. Confidential information must be marked as follow:
   a) Vendors who include in their RFI data that they do not want disclosed to the public or used by the DCC except for use in the procurement process shall mark the title page of the RFI documents with the following legend: "**This RFI includes data that shall not be duplicated, used or disclosed in whole or in part for any purpose except for use in the procurement process".**
   b) The specific information within the RFI which the vendor is making subject to the restriction announced on the title page must be noted on the individual pages which contain it. The vendor shall mark each page containing confidential information or data it wishes to restrict with the following text: "**Use or disclosure of data contained on this page is subject to the restriction on title page of this proposal".**

   Note that the DCC shall have the right to duplicate, use, or disclose the data to the extent consistent with the DCC's internal needs in the procurement process. The DCC may, without permission of the vendor, use without restriction, information contained in this RFI package if it is obtained from another source.
4. The DCC will not be liable for the intentional or unintentional release of any confidential information intermingled whether or not it is labeled as confidential.
5. The DCC will not pay for any information herein requested nor is it liable for any costs incurred by the vendor.

6. Vendors may be invited to provide a demonstration of their JMS software. If required, demonstrations will be scheduled at a specified time and place. Please indicate your ability to fulfill this requirement if requested.
7. Provide general cost estimates, including your general pricing structure with a breakdown of normal initial costs, contractual hourly rates, and optional service/maintenance costs. The figures provided by the vendor are good-faith estimates although not contractually binding, should be realistically formulated.

3.0 Purpose and Objectives of the RFI

The purpose of this RFI is to assess the current Jury Management Systems existing in the market place that will best fit the existing and future needs of the DCC, specifically the DCSC.

This RFI is issued solely for information and planning purposes and does NOT constitute a solicitation. Responses to this RFI are not offers and cannot be accepted by the Government in forming a binding contract. The Government will not reimburse companies for any costs associated with the preparation and submission of RFI responses.

The DCC is committed to efficient and effective use of its financial, technology and staff resources. The DCC is in the process of examining the feasibility of a new JMS that will enhance the Court's juror management processes by:
- Enabling better integration of juror management information with the Court's case management system, business intelligence system, and other District of Columbia agencies.
- Enabling electronic and manual juror check-ins that simultaneously associate the juror record with a loadable debit card.
- Facilitating juror management planning, scheduling, process control, and monitoring, thereby improving efficiency and service to the public.
- Reducing the flow of paper across and within the Court's operating divisions.
- Improving the accessibility of data, quality of information, and effectiveness of statistical reporting.
- Enhancing the visibility of juror management practices to the public.

And provide the following capabilities and functionalities:
- Creation and maintenance of jury lists
- Notice generation
- Randomization of jurors
- Jury attendance
- Juror payments via loadable debit cards as regular payments, with checks (as an emergency option only)
- Panel selection and group selection
- Tablet web-based application for check-ins that utilize the debit card interface

- Statistical reporting
- Provide web access services that is in compliance with American Disability Act (ADA) Section 508.

4.0 Information on the District of Columbia Courts

The DCC, the judicial branch of the District of Columbia government, is comprised of the Court of Appeals (DCCA), the highest court of the District; the Superior Court of the District of Columbia (DCSC), a trial court with general jurisdiction over the majority of local legal matters; and the Court System, which provides administrative support functions to both Courts. Its mission is to protect rights and liberties, uphold and interpret the law, and resolve disputes peacefully, fairly and effectively in the nation's capital.

The DCC's mission and its operations rely heavily on information technology (IT), and the organization's dependence on IT will continue into the future.

A. Technical Environment

The following table provides an overview of the DCC's enterprise level technical environment. Please note this overview is not an exhaustive list, as standalone spreadsheets and databases also exist at the division/operational level.

DCC's Technical Environment	
Server/Storage Platforms	HP blade servers, NetApp storage (NAS and SAN)
End User Platforms	Dell Workstations, peripherals, VDIs
Ticketing System	Cherwell, Bomgar
Cloud Platform	Microsoft Azure FedRAMP Government
Operating Systems	Server – Windows 2016 Standard and Data Center Edition Client – Windows 10
Networks	TCP/IP, CISCO routers and switches
Internet Browsers/Version	Explorer 11; Chrome 57; Firefox 52
Authentication	Active Directory Federation Services
Development Environment	J2EE, Oracle Apex
Databases	Oracle 12c, MS-SQL 2008, 2012
Data Warehousing and Business Intelligence	Oracle OBIEE 11g, 12c, Oracle ODI 12c
Application Server	Oracle SOA 12c, Oracle Web Logic
Applications will interface with JMS	Tyler Odyssey Case Management System, Oracle Business Intelligence, Web Interpreter & Translation System, Budget and Finance MIP system, Access Control System, Avaya Interactive Voice System, Office2016, Microsoft 365, Bank/Debit Card system
Security	Network Access control, CISCO Next Generation Firewall;

The main DCC campus is comprised of 6 separate buildings that are connected by 1GB fiber optic. In addition to these buildings there are 7 satellite field units located

throughout the city that are connected to the DCC's local area network (LAN) via 100MB TLS. WIFI capability is offered in all locations throughout the campus buildings.

The majority of DCC statistical and operational reporting requirements are satisfied through the DCC's Business Intelligence (BI) capability. The objective of the DCC BI effort is to provide judicial officers, division directors and senior management with performance measures and caseload measures, ad-hoc reporting, dashboards, KPI's, monthly / yearly trends and scorecards using enterprise data warehouse and reporting tools. The BI system utilizes extract, load and transform (ELT) to transfer data from source databases such as JMS and loads data into a staging environment, after which it is transformed into dimensions and facts in the warehouse for end user analysis.

5.0 Statistical Summary of Juror Yield

The following link will provide a statistical summary of juror yield in addition to other pertinent information that provide a more accurate demographic of the DCC juror utilization and activity volume.
https://www.dccourts.gov/sites/default/files/2019_Statistical_Summary.pdf

Additional relevant information on the DCC can be accessed by the following link.
www.dccourts.gov

6.0 Products and Services of Interest

This RFI includes the following applications and services:
- A comprehensive Jury Management System (JMS) with robust process workflow rules engine.
- Fully Customizable/Maintainable User Screens.
- User authentication module is capable of Active Directory authentication (SSO)
- The capability to utilizing loadable debit cards and that automatically updates and reconciles with the JMS.
- Web-based interface that comply with ADA Section 508.
- Auditing capability.
- Exposed application program interface (API) for data exchange to and from internal DCC applications.
- eTablet (electronic via mobile devices) check-ins that simultaneously associate the juror record with a loadable debit card.

7.0 Information Requested from Vendors

In addition to the information concerning JMS products and capabilities we would also request information concerning the following:

- Provide an estimate of the average number of years your software will be supported before requiring a system replacement and if the replacement/upgraded system will be covered under the annual maintenance & support licensing fees.
- Provide details on all system software warranties including any new system upgrades, enhancements or modifications to the JMS.
- Provide your company's financial condition to show the financial viability of the company (Dun & Bradstreet).

8.0   Functionality of JMS Products

The primary focus of this RFI is to determine the capabilities and services of vendors and the functionality of their JMS and related products. Appendix A contains a list of capabilities and functionality that the DCC is interested in their search for a new JMS. Please address the items listed in Appendix A. Please identify how the JMS or related products will handle the identified functions.

9.0   General Cost Estimates

The vendor shall provide an estimate of costs associated with their JMS product(s), including product licensing, consulting, and other services require to purchase, configure, implement, and maintain their JMS. These estimated costs should include software modifications, 3rd party interfaces, custom programming, upgrades, and all related costs including hardware, support, maintenance, and training, etc. needed to implement their solution. The vendor should take into account the need to have personnel on site during the implementation of the JMS.

These cost estimates may be included in a confidential document along with any other confidential or proprietary information submitted for consideration. The vendor will not be held to any cost estimates provided in response to this RFI. These estimates will only be used to support the DCC's budget proposal to the Congress of the United States.

10.00 Explanation to Prospective Vendors

Any prospective vendor 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 March 5, 2021.

11.0 RFI Submission and Identification

Each vendor shall submit an electronic PDF file format via email to Maribel Torres at maribel.torres@dccsystem.gov.

12.0 Deadline for Information Requested

RFI Due Date and Time: <u>March 23, 2021 no later than 2:00 P.M</u>

a) Vendors must submit their response PDF file format vie email to Maribel Torres at maribel.torres@dccsystem.gov.

Appendix A

Please adhere to the following guideline structure when providing the information requested. Proprietary information if necessary must be provided in a separate document.

1.0 Overview of Company

a) Company history
b) Corporate capability statement that highlights the company's organizational and functional overview
c) Products currently offered or deployed pertaining to this RFI. Please list all existing court clients where your JMS is installed and operational. It is important to list courts of a similar size, complexity and case volume as DCC.
d) Staffing demographic of your current technical staff that support your JMS. This should include help desk staff, technical staff resources and instructional staffing for training.
e) Strategies for emergent and future technologies

2.0 Business Model

a) Licensing costs and terms
b) Support/maintenance
c) Help desk/issue resolution
d) Product enhancement/upgrade planning
e) Product modification, customization, and configuration
f) Release scheduling and deployment

3.0 Technical Environment

a) Software development tools/environment (e.g., JAVA, .Net, APEX)
b) Database(s) supported (e.g., Oracle, MSSQL)
c) Data model
d) Architecture (e.g., client/server, N-tier, open/closed, cloud hosting)
e) Standards compliance (e.g., NIEM, SOAP, ECF)
f) Information exchange tools/methods (e.g., APIs, broker, ESB)
g) Reporting tools
h) Software configuration management (e.g., error tracking tool, method of release)
i) ADA Section 508 Amendment compliance stature
j) Optimization for CITRIX
k) Mobile application compatibility

4.0 Hardware Specifications

(Please detail the hardware and system configurations requirements to successfully implement the proposed)

      a) Server details (processor, memory)
      b) Operating system
      c) Network environment
      d) Virtual environment, redundancy, disaster recovery
      e) Disk usage, storage requirements
      f) Workstation requirements (must support VDI environment)
      g) Printer compatibility
      h) Possible configuration options
      i) Responsibility for hardware and system software maintenance

5.0 Process Methodology/Practices

      a) Contract to delivery
            i) Analysis of Needs/Fit/Suitability
            ii) Identification of gaps/modifications
            iii) Design and development of customizations
            iv)Data conversion/current JMS code migration
            v) Support for configuration
            vi) Testing and deployment
            vii) Onsite "Go Live" Assistance
      b) Delivery to Maintenance
            i) Help desk
            ii) Client environment replication
            iii) Support for custom coding
            iv) Assistance with new releases
            v) User groups/other Input
      c) Governance Stature/System Certification and Accreditation Framework
            i) For example: ITIL (Cherwell), CMMI, PMP, NIST, FISMA, ISO, Six Sigma

6.0 Implementation Methodology

      a) What are the Project Management functions and responsibilities of the Implementation process?
            i) Detail project consulting information
            ii) Agile, Waterfall
            iii) Project Management Professional certification
      b) What training, instructional requirements and information is part of this implementation?
        Please detail the following areas:
            i) Training methodology
            ii) Training options
            iii) Training requirements

iv) Syllabus information

c) What data migration processes are recommended for an implementation?
Please detail the following areas:

i) Migration methods

ii) Data validation

iii) Archiving of data

d) What timelines are recommended?

i) Provide a sample implementation Gantt Chart if deemed necessary

e) What do you see as the client's responsibilities? Clarify

i) What is the DCC responsible for during implementation?

ii) What services does the Vendor recommend supplying?

7.0 Support

a) What are support options for your product? Please detail the following:

i) Built-in system help function. Online interactive live chat support

ii) Toll-free support number

iii) Client maintained/staffed support desk and times of operational availability. (e.g. 24/7?)

iv) Online ticketing system and searchable knowledge base

v) Other options available

b) What are the vendor's support goals? Please detail the following areas:

i) Response times and resolution times to the following incident levels

(1) Emergency

(2) Critical

(3) Standard help calls

(4) Other options

c) What is recommended for problem escalation procedures?

i) How are incidents tracked and handled?

ii) What tools do the Vendor Support Staff use?

d) What are the timelines and procedures for system enhancements/updates, etc.?

i) How are updates managed?

ii) How often are updates released?

iii) What is the typical downtime during an update?

iv) How will the software system be updated to accommodate legal changes and minimize the impact on case processing?

v) How are enhancements/new feature requests implemented?

vi) What is the process for a software patch or release implementation? If it is not successful, can it be backed out to the previous version?

8.0 High-Level Automation Capabilities

a) Application/Workflow Configurability

i) Set up/design custom screens/user interface

ii) Define role security/data access

iii) Set up process-based workflow (including business rule triggers)

iv) Set up ticklers/alerts/notifications

    v) Set up data validations (for data entry)
    vi) Set up document generation/batching
    vii) Set up dashboard (appropriate to role)
    viii) Custom database elements
  b) Financial Management
    i) Receipting
    ii) Accounting
    iii) Reconciliation
  c) Technical Infrastructure
    i) Infrastructure provides adequate response time and minimizes down time
    ii) Infrastructure accommodates archiving of data and documents based on defined rules
  d) System Security
    i) User authentication (integration with Active Directory, single-sign-on)
    ii) Security and integrity of the jury management system, its data and documents during normal operations and after a system failure or outage
    iii) Audit trails provided (individual ID level)
    iv) Encryption (tables, fields, PII, at rest, in transit)
    v) Hashing
  e) JMS Database Structure
    i) All database elements should be date and time-stamped to allow re-creation of statistical /financial reports for any point in time.

9.0 Creation of a Master Juror List

  a) Create/update a Master Juror List
    i) Merge records from D.C. Government Agencies with the Master Juror Database.
    ii) Utilize a well-defined algorithm for creation of a Juror Wheel

10.0 Jurors' Office Functions

  a) Juror qualification
  b) Ability to enter and maintain juror occupations as a free field
  c) Juror information update capability
  d) Enter comments on the juror's record and the ability to record notes, such as deferral history
  e) Juror inquiry
  f) Jury panel request with the ability to create a panel, add to a panel (create additional panels), return panel, reinstate a panel member, and archive & retrieve archived panels
  g) Jury panel inquiry
  h) Jury panel assignment
  i) Jury panel member update
  j) Jury panel member inquiry

k) Jury attendance update

l) Juror attendance inquiry

m) Juror pool check-in update

n) Juror name and DOB cross reference

o) Juror void attendance

p) Jury history venire update

q) Jury history panel update

r) Juror info/check-in update

s) Juror info/check-in via eTablet and all related transactions displayed in the juror history

t) Capture the form of identification used to verify jurors upon arrival at the Jurors' Office

u) Juror undeliverable update with the ability to perform mass undeliverable updates and deceased updates via barcode /Quick Response Code (QR code)

w) Juror deceased update

x) Ability to flag a juror with special needs and the ability to alert staff and juror when a request for special needs is requested

11.0 Juror Selection

a) Utilize a well-defined randomization algorithm for juror selection using the jury wheel

b) Ability to restrict specific jurors from certain jury panels

c) Ability for assignment of "group or separate" numbers for use in managing jurors with a "call-in" or "call-off" system. This ability should provide the function to be turned off/on by the Court user so that the option to call on/off individual jurors or a group of jurors is possible.

12.0 Juror Notification

a) Create petit and grand jury pools

b) Maintain the same juror badge ID number for the jurors' life cycle; retaining the 9-digit badge ID numbers from the current system

c) Create the jury summonses based on juror selection

d) Automatically print a detachable juror ID badge that contains the unique bar code on the individual juror summons

e) Create the second summonses

f) Create the summonses for supplemental jurors

g) Create show cause summonses

h) Summon jurors 45 – 56 days in advance of the expected date of jury service

i) Create the mailing for juror summonses j) Create an electronic version of the mailing for juror summons to be sent via SMS text and email

k) Update juror history files

l) Record when a juror is told not to report

m) Ability to edit/revise all content (text/wording and digital signatures) on summonses, notifications, and mailings

n) Opt-in/Opt-out feature to send SMS text and email to jurors

o) Enable to send customized reporting instructions via SMS and email the day of to jurors by juror ID# and panel/case ID#

p) Provide the option to select the output format for notices (.DOCX, .PDF, etc.) as well as the delivery method (printer, email, etc.)

13.0 Juror Qualification

a) Ability to manually process qualification questions in response to jury summonses

b) Ability for jurors to complete qualification questions online in response to jury summonses

c) Ability to create supplemental questionnaires within the eJuror qualification process

d) Update juror history files

14.0 Track Juror Attendance

a) Track juror attendance and allow users to place no-show jurors in FTA (Failure to Appear) status

b) Differentiate between Responded FTA status and Non-Responded FTA status for purposes of reporting and follow-up

c) View juror attendance records and allow the user to break-out juror attendance records in increments based on bi-annual service

d) Cross-reference a juror's name and SSN, address, or DOB to obtain juror badge number

e) Qualify and check-in a juror simultaneously

f) Simultaneously assign a debit card to the juror at the time of check-in

g) Simultaneously qualify, check-in, and assign a loadable debit card to a juror via eTablet

h) Update the juror history file

i) Upload a document into the juror record, and the date, time and user ID associated with the upload will be recorded in the juror history

15.0 Track Juror History

a) Maintain a complete history of jurors and prospective jurors

b) Credit jurors for past dates of service

c) View a juror's entire history including current JMS history being utilized

d) Annotate specific case information

16.0 Legal Management

a) Perform enforcement/delinquency management
b) Track and process no-show jurors

17.0 Scheduling and Calendaring

a) Postpone a summoned petit juror to a new service date, or a grand juror to a defined new range of dates, track and limit the number of postponements given to a juror, specify the reason, and provide a range of specific dates from which a juror may select a certain date. Capable of supporting this feature for the juror via a public-facing system and IVR, eJuror and the Court user. Limit the juror to postpone service for a specific time frame configurable by the Court user (ex. 90 days). A Court user will have no time frame limitation for the postponement)
b) Excuse a summoned juror from service, deny an excuse, or postpone a juror requesting an excuse, and record the identity of the person who records such action(s). Provide an electronic means for the Court User to review, grant or deny requests for excuse that are submitted via eJuror

c) Process juror excuses in bulk using bar code technology
d) Allow changes to deferral, excuse and reporting notices
e) Carry over empaneled jurors from one day (or week) to the next
f) Exclude a date or a range of dates
g) Print and reprint voir dire panels and retain ALL panel and payroll information
h) Support terms of juror service from 1 trial / 1 day to 1 month, 1-week, consecutive Mondays, Tuesdays, Wednesdays, consecutive Thursdays, Fridays, or several months
i) Auto-reschedule grand juror no-shows to a new range of defined dates on the grand jury calendar
j) Ability in the juror enrollment process to obtain selected information
k) Use the current 6 – 8-digit panel number assignment system
l) Return one or more jurors to the pool after voir dire process using manual and/or barcode/QR code scan process
m) Produce an "anonymous" jury panel
n) View when a juror is returned to pool/current status
o) View the current list of empaneled jury members
p) View a contact report of empaneled jurors and a contact report of the final jury list of selected jurors

18.0 Statistics and Reporting

a) Migrate reports from the current JMS and BI environments
b) eTablet statistical reporting
c) Maintain individual juror histories with confidentiality
d) Record juror attendance and create sequential numerical juror lists and numbered panels of a specific size
e) Collect and report data on case dispositions (when a case starts and ends)

f) Reports generated on selected jurors and alternate jurors in .PDF, .CSV, flat file, and .XLS (excel) formats

g) Ability to "roll back" assigned jurors and relevant statistics when a panel is canceled

h) Produce system-generated statistics on a daily, monthly, and yearly basis, both scheduled and ad hoc

i) Create preformatted frequent use reports

j) Reprint financial and audit reports by audit numbers and by date

k) Reprint case audit reports by audit numbers and by date

l) Report ad hoc requests

m) Support ODBC (Open Database Connectivity) reporting software such as OIBEE, and Oracle Reports

n) Provide access to database definition and database model

o) Enter basic court case information to request and pull jury panels, including a jury list and report

p) Request and pull additional or supplemental panels

q) Produce daily/weekly/per jury panel payroll reports that include journal payment voucher number, juror number, juror name, payment date(s), debit card payment amount, check amount, check date, and check number

r) Automatically capture statistics and produce jury management reports

s) Management reports

t) Verify financial transactions

u) Capture data and report juror yield and juror utilization consistent with NCSC formulas

19.0 Document/Forms Generation

a) Issue jury summonses

b) Issue jury summonses via eNotification

c) Ability for jurors to opt in and out of receiving jury summons via eNotification

d) Issue notices of deferrals, excuses, and failure to appear notices

e) Generate a failure to appear notice of consequences and produce an order to show cause hearing form/summons

f) Generate juror payments including juror fee, and/or donations

g) Generate documents (random list of jurors, juror ID badges, background and/or jury selection) for courtroom use

h) Produce a copy of the Certificate of Jury Service indicating days of service and reimbursement for the juror's employer

i) Record juror attendance using bar code scanning technology

j) Permit manual entry of juror attendance

k) Print pre-bar coded summons and detachable juror badge

l) Ability for Jurors Office to update, edit, or create forms within the JMS

20.0 Security & Privacy

a) Integrated security with end-user established levels of functionality and viewing based on roles and responsibility levels

b) Seal juror records at case level or individually
c) View juror and case history and date and time of juror activity and movement
d) Pre-screen potential jurors and exclude panel members and transfer jurors from one panel to another
e) Create user profiles that control access to application and underlying tables
f) Application level password authentication
g) View security access log
h) Record the user id of a person performing transactions
i) Keep audit trails of changes to the database
j) Administrative user the ability to view audit trails
k) Virus scanning API to run a scan of files uploaded

21.0 Scanning

a) Automatic scanning to process returned mail via barcode and QR code
b) Bar code and batch printing
c) Scan the qualification function using barcode and QR code to ID juror questionnaire
d) Ability to use a portable scanning device to gather data
e) Use barcode and QR code technology anywhere in the juror life cycle (juror qualification, preparation and service of summons), pre-service processing (excuse, postpone, transfer), in-house processing (attendance, return, completion of service) and post-service
v) Ability to enter or scan a juror's badge to obtain courtroom/judge/panel information
f) Ability to turn the scanning feature on and off

22.0 Accounting / Payment / Debit Cards

a) Payment of juror fees by loadable debit card and check
b) Resolve pay exceptions
c) Ability to define juror pay policies (different rates), including juror fee donations
d) Track juror pay, recording check and/or debit card account numbers
e) Automatically credit to jurors for appropriate pay
f) Define and/or modify the juror pay rules
g) Issue attendance pay to jurors currently on trial via debit card
h) Issue travel pay to jurors via loadable debit cards
i) Issue attendance pay via loadable debit cards daily to petit jurors
j) Issue attendance pay via loadable debit cards weekly to grand jurors
k) Issue checks in the event the debit card system is inoperable
l) Automatic payment by check on a weekly basis (on Friday) for all fees (travel and/or juror fees) owed to jurors to date
m) Imprint "VOID after 180 days." on all checks produced
n) Provide a report that reflects outstanding checks (checks issued but have not cleared the bank) in excess of 180 days

o) Reconcile checks issued with a "cleared checks" file provided by the D.C. Courts' financial institution

p) Generate forms 1099 Misc. for individuals receiving compensation for juror services per IRS requirements

q) Produce an electronic file of the generated 1099 Misc. forms for transmittal to the Internal Revenue Service in accordance with IRS specifications

23.0 Internet Web and Mobile Features

a) Provide potential jurors the option of qualifying, requesting a postponement and/or an excusal online

b) Link jurors to existing jurisdictional websites such as the D.C. Courts web site that is dedicated to jury management for updates on service dates, policies, directions, etc.

c) Allow jurors to download proof of payment and service dates

d) Allow jurors to reprint their summons with a juror's barcode and QR code

e) Specify any downtime that might restrict juror access

f) Easily navigable integrated "help-screens"

g) Integrate with the Court e-mail and SMS text messaging processing system

h) Integrate with forms used by the Court in the qualification/summoning process

i) Secure transmission of information between prospective jurors and the Courts

j) Provide content and allow to provide input for Microsoft Internet Explorer, Microsoft Edge, Google Chrome, and Mozilla Firefox

24.0 Interactive Voice Response (IVR)

a) Automated call-in system

b) Allow jurors to confirm service

c) Allow qualified jurors to postpone service to a valid and approved date or range of dates

d) Allow jurors to qualify for service via IVR

e) Allow jurors to check current status: date scheduled, postponed, confirmed/disqualified, completed, on standby, etc.

f) Ability to effectuate all database changes that would have been performed by the jury application

25.0 Administrative Mode

a) Print management
    i) Support network printing
    ii) Support automatic/scheduled printing of reports
    iii) Monitor, pause, and cancel print jobs

b) Job scheduling
    i) Schedule, monitor, pause, and cancel batch procedures

c) View the log of application errors

d) Security (the ability to create, edit, delete users and assign roles and
responsibilities for users)
e) Application configuration
f) Table maintenance

26.0 Maintenance Mode

a) Define, add, modify and delete data values contained in configuration/reference
table
b) Real-time updates
c) Add jurors ad hoc
d) Enter and maintain codes and tables with values that are user defined such as
(but not limited to):
      i) Court locations
      ii) ZIP Codes
      iii) Qualification/disqualification codes
      iv) Deferral reason codes
      v) Deferral limits per report date
      vi) Excuse reason codes
      vii) Holidays
      viii) Judges
      vii) Juror select/restrict codes
      viii) Jurors with disabilities /special needs
e) Flag/alert user that a juror has a disability/special needs (maintain history of
this so that the next time the juror cycles through, we can plan ahead)
f) Consolidate identities
g) Interface with the Courts' website to display system maintenance notifications

27.0 Data Conversion

a) Plan for converting legacy data
b) Convert legacy data to the new JMS database structure

28.0 Archive Management

a) Archive selected juror information pertaining to varying periods of time and
according to record retention guidelines
b) Restore selected archives to a production database

29.0 Interfaces

a) Interface to the D.C. Courts' case management, and scheduling system to
enable case association with the panel creation process within specified beginning
and ending date parameters, to pull certain data elements
b) Scan/barcode/QR code system

c) Debit card reader during manual and eTablet juror check in to associate the juror record with the debit card

d) The Courts' WITS (Web Interpreter & Translation System) to maintain identification of jurors that require interpreting services

e) Interactive Voice Response system

f) Juror summons response via Email and/or SMS

g) Juror summons response via web page

h) Bank/Debit Card system

 i) Upload a file from the designated bank with a list (manifest) of preordered debit payment card numbers with their associated account numbers including the ability to store the card and account numbers

 ii) Store the Court's Profile Number

 iii) Swipe the pre-ordered payment cards through a basic industry-standard card reader

 iv) Store the association of participant number and card and account number

 v) Pay jurors

 vi) Pay Grand jurors on a weekly basis

 vii) Generate a file in the designated bank's specified format

 viii) Pay Grand Jurors or other jurors for multiple days at a time

 vii) Vend to the bank demographic information for cardholders

 viii) View the transactions in the outgoing file before submitting to the bank

 ix) Generate the bank's defined fixed format file

 x) Secure connectivity between JMS and the bank

 xi) Receive and upload Acknowledgement file and review the Success and Error Status for each record

 xii) Update the Payment records from Pending to Paid if the status for the record is Success

 xiii) Audit History for checking in or generation of payment records after Pay by Card or Pay Grand Jurors that will be updated with the card number

 xiv) Create transactions and inventory custom reports

i) Proof of service that will be available via eJuror using standard browsers as well as Court house kiosks

j) Provide the 1099 and other processes

k) Provide Daily Debit Card Reports at a minimum: Debit Card Issued, Debit Card Not Used, Debit Card Invalid, and Debit Card Imported

l) D.C. Court's business intelligence system (Power BI and Oracle OBIEE)

m) Auto-generate check register files and reports into the Courts' database server when checks are printed so they can be fed to the interface to the Court's Budget and Finance MIP system

n) D.C. Court's Access Control System to grant and revoke jurors' access badges

30.0 System Documentation

a) User Guide in both paper and unrestricted PDF format

b) Administrator Guide in both paper and unrestricted PDF format

c) Data flow dictionary (DFD)

d) Entity Relationship Diagram

e) Data Dictionary

f) Tool tips Field Help

g) Installation and configuration scripts for the system and all interfaces in both paper and unrestricted PDF format

h) Release notes (available in both Word and .pdf format)

31.0 Additional Requirements

a) Provide for NCOA updates on a daily, weekly or monthly basis

b) Ability to re-summon the juror at the updated address when new addresses are found (preferably to run the NCOA process prior to each batch summons printing)

c) Collect and report data on total number of plaintiff and defendant peremptory challenges

d) Provide data on not reached jurors

e) Identify jurors that also have a PDID number in the courts' case management system to determine their eligibility for jury service

f) Forecast the number of jurors needed on a given day based on specified yield

g) Generate the case information sheet

h) Provide an interface to enable judges' chambers to alert the Jurors' Office of the need for a panel one business day in advance