

## ATTACHMENT 5

# STATEMENT OF WORK/REQUIREMENTS

The Court intends to partner with an Electronic Filing Service Provider (EFSP) to provide Litigants with the ability to submit filings to the Court and conduct Court business for selected complex litigation and asbestos case categories electronically.

### 1.1 Technical Proposal

The Contractor's response must be entered into the area designated for the response ONLY except where noted. The area may be expanded as needed for the Contractor's response to properly fit within the designated cell. The Contractor's response must be complete, concise, and address the COURT Requirement.

Section 1.1	Court Requirement	Contractor must Respond to:
A	The EFSP System must integrate with the Court's automated Case Management System (DOMAIN).  The EFSP System must conform to either the Second Generation Electronic Filing Standards (2GEFS) specification or the Electronic Court Filing (ECF 4.0 or greater) standard.	Describe and provide a logical diagram of the proposed solution that conforms to either the 2GEFS or ECF (4.0 or greater) specifications that will integrate with DOMAIN via the Court's Electronic Filing Manager (EFM). Include a description of the EFSP's software, hardware, network, and database platform that will be proposed:

<b>Section 1.1</b>	<b>Court Requirement</b>	<b>Contractor must Respond to:</b>
<b>B</b>	The Contractor must work with the Court to identify all of the required data elements that will be passed from the EFSP System to the Court's EFM, and vice verse.	Describe how you will meet this requirement:
<b>C</b>	The EFSP System must be able to receive E-Filing response messages from the Court's EFM.	Describe how you will meet this requirement:
<b>D</b>	E-Filings attachments sent to the Court's EFM from the EFSP System must be in PDF format.	Describe how you will meet this requirement:

Section 1.1	Court Requirement	Contractor must Respond to:
E	<p>PDF E-Filing documents sent to the Court’s EFM from the EFSP System must be in a format that is fully text searchable.</p>	<p>Describe the process and any limitations for how E-Filings will be made text searchable.</p>
F	<p>E-Filings sent from the EFSP System to the Court’s EFM must not exceed the size limitations:</p> <ul style="list-style-type: none"> <li>• Cumulative E-Filing XLM size: 250MB</li> </ul> <p>Note: The size limitations may be adjusted in order to efficiently tune the proposed solution.</p>	<p>Describe the process that will ensure the size limitations are adhered to:</p>
G	<p>The Contractor must have a Disaster Recovery Plan or a Business Continuity Plan.</p>	<p>Describe what you have in place that will ensure E-Filing services remain available for the Litigant:</p>

Section 1.1	Court Requirement	Contractor must Respond to:
H	The EFSP System must have the ability to continue to accept filings from Litigants in the event that connectivity to the Court's EFM is not available.	Describe how you will meet this requirement:
I	The EFSP System must accurately record the date and time of the E-Filing transaction and all fee amounts collected from the Litigants, in addition to the information which is case specific.	Describe how you will meet this requirement:
J	<p>The EFSP System must have the ability to accept the following E-Filing conditions:</p> <ul style="list-style-type: none"> <li>• Newly initiated case filings</li> <li>• Supplemental case filings</li> <li>• Amended case filings</li> <li>• Subsequent filings</li> </ul>	Describe how you will meet this requirement. Describe all other types of case filings that your system is capable of accepting by way of E-Filing:

Section 1.1	Court Requirement	Contractor must Respond to:
<b>K</b>	<p>The EFSP System must be able to accept from Litigants, subsequent filings and correlate them to the initial case filing by way of the following fields:</p> <ul style="list-style-type: none"> <li>• Case number</li> <li>• Names of parties in the case</li> <li>• Any party identifiers associated with the initial case filing</li> </ul>	Describe how you will meet this requirement:
<b>L</b>	The EFSP System must be able to support the same Litigant types as our case management system.	Describe how you will meet this requirement:
<b>M</b>	The EFSP System must be easy to use for the Litigants.	Describe the process workflow for E-Filing a motion document AND provide screen shots of the entire process (please attach screen shots on a separate sheet of paper and reference back to this item, <u>Section 1.1 M</u> – or provide a link to a working demo site of your EFSP application):

Section 1.1	Court Requirement	Contractor must Respond to:
N	The EFSP System must provide immediate notification to the Litigant of receipt, acceptance or rejection of E-Filings made by the Litigant.	Describe the workflow of this notification process, as well as the timing of the notification to the Litigant:
O	The EFSP System must comply and adhere to all applicable State and Local Rules of Court and Administrative Orders associated with E-Filing.	Describe how you will keep apprised of, and adhere to ongoing changes in the Local Rules of Court, State and Local laws, and Administrative Orders that are associated to E-Filing:
P	The EFSP System should provide the ability to enable the Litigant to identify, retrieve, and submit confidential case documents.	Describe how you will meet this requirement:

Section 1.1	Court Requirement	Contractor must Respond to:
Q	<p>The EFSP System should provide Litigants the ability to submit universally accepted Court forms.</p> <ul style="list-style-type: none"> <li>• Free-form (e.g. pleadings)</li> <li>• Form-based (e.g. fill-in-the-blank and assistive forms)</li> </ul>	Describe how you will meet this requirement:
R	The EFSP System should be available 24 hours a day, seven days a week, 365 days a year, less time for maintenance and support.	Describe how you will meet this requirement:
S	The Contractor must comply with the Court's procedures for the accounting and transmittal of fees.	Describe the workflow that addresses this requirement:

Section 1.1	Court Requirement	Contractor must Respond to:
T	The EFSP System must contain an online payment interface to Litigants, providing a quality and cost-effective service.	<p>Describe the online payment workflow that addresses this requirement (please attach screen shots on a separate sheet of paper and reference back to this item, Section 1.1 T and <b>Do not</b> respond here with the actual dollar amounts of your fee structure):</p> <p>Describe how you handle Fee Waivers:</p>
U	The Contractor must have PCI 2.0 compliant security measures and controls in place.	Describe the logical security behind the proposed solution from the complete transaction and transmission of financial data from the Litigant, through your application (user interface), to you (the EFSP), with ultimate delivery to the Court's EFM:
V	<p>The Contractor must ensure the EFSP System is not subject to hacking and data stealing techniques such as:</p> <ul style="list-style-type: none"> <li>• SQL Injection</li> <li>• Cross Site Scripting</li> <li>• Password Cracking</li> <li>• ...and others</li> </ul>	Describe how you ensure these attacks are made unsuccessful in the EFSP System so the Litigant is assured they are protected:

Section 1.1	Court Requirement	Contractor must Respond to:
W	<p>The Contractor must provide secured data exchange between the EFSP System and the Court's EFM.</p>	<p>Describe how you will provide secured data exchange:</p>
X	<p>The Contractor must provide Reports to the Court on a scheduled basis (daily, weekly, monthly, quarterly, and annually) for all activities between the EFSP System and the Court relating to E-Filing transactions and financial transactions for purposes of auditing, financial and statistical reporting.</p> <ul style="list-style-type: none"> <li>• Reports that verify that monies received match to filings actually recorded in DOMAIN</li> <li>• Reports so the Court can validate number of filings, types of filings, etc. against DOMAIN</li> </ul>	<p>Describe what reports are available for you to provide the Court AND describe how you will deliver these reports to the Court (provide samples of the reports on separate sheets of paper and reference this requirement, <u>Section 1.1 X</u>):</p>
Y	<p>The Contractor must provide the Court with a way to generate ad-hoc reports on demand for all activities between the EFSP System and the Court relating to E-Filing transactions and financial transactions.</p>	<p>Describe how you will provide the Court access to self-generate ad-hoc reports on demand:</p>

Section 1.1	Court Requirement	Contractor must Respond to:
<b>Z</b>	The Contractor must develop reconciliation reports detailing fee transactions between the Court and the EFSP System.	Describe how you will meet this requirement:
<b>AA</b>	The Contractor must provide Daily Exception Reports for all issues associated with either data or financial transactions and their transmission between the Court and EFSP System.	Describe how you will meet this requirement:
<b>AB</b>	The Contractor must allow access to their technical staff for questions and to assist with problem resolution.	Describe how you will meet this requirement:

## 1.2 Implementation Services

The Contractor must provide a response to the following requirements dealing with implementation services.

Section 1.2	Court Requirement	Contractor must Respond to:
<b>A</b>	<p>The Contractor must follow a structured project management methodology and provide a Project Team.</p>	<ul style="list-style-type: none"> <li>• Describe your project management methodology in detail (describe project management phases that you follow, what takes place in those phases, types of status reporting, and meeting frequencies):</li> <li>• Describe the design, development, testing, quality assurance, user acceptance testing, implementation, and post-production activities, and support, related specifically to the proposed solution:</li> <li>• Describe your project change management process:</li> <li>• Describe the Project Team Structure, their individual experience, their roles, and each of their responsibilities:</li> <li>• Describe the Project staffing expectations from the Court:</li> <li>• Describe the Project Communications process that you will have with the Court:</li> </ul>
<b>B</b>	<p>The Contractor must meet the Key Milestone dates to implement E-Filing services:</p> <ul style="list-style-type: none"> <li>• Pilot in April 2013</li> <li>• Full production rollout in July 2013</li> </ul>	<p>Describe how you will meet this requirement or state any limitations:</p>

Section 1.2	Court Requirement	Contractor must Respond to:
C	<p>The Contractor must work with the Court to develop and provide a project plan using Microsoft Project 2010 or later that describes the project level tasks, sub-tasks, expected durations, start and finish periods, resources, and appropriate dependencies.</p>	<p>Describe how you will meet this requirement and provide a sample plan that meets the Key Milestone dates described in Section 1.2 B:</p>
D	<p>The Contractor must work with the Court to provide acceptable documentation deliverables that include but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• Technical Design Document <ul style="list-style-type: none"> <li>○ Network Diagram</li> <li>○ Screen shots</li> <li>○ Sample reports</li> <li>○ Process flow charts</li> <li>○ Data flow diagrams</li> </ul> </li> </ul>	<p>Describe how you will meet this requirement:</p>
E	<p>The Contractor must work with the Court to actively participate in Unit and User Acceptance Testing as well as perform any mitigation activity due to failed components discovered as a result of testing.</p>	<p>Describe how you will meet this requirement:</p> <p>Describe what test environment(s) can be provided:</p>

Section 1.2	Court Requirement	Contractor must Respond to:
F	The Contractor must deliver an approved User Acceptance Test Plan.	Describe how you will meet this requirement and provide a sample.

### 1.3 Maintenance and Support Services

The Contractor must provide a response to the following requirements dealing with Maintenance and Support of the proposed solution.

Section 1.3	Court Requirement	Contractor must Respond to:
<b>A</b>	The Contractor must provide a procedure for maintenance and defect reporting / resolution.	Describe how you will meet this requirement:
<b>B</b>	The Contractor must provide customer service and service management processes for the Court.	<p>Describe your customer service management processes, including procedures that will provide for problem escalation and resolution. The description should include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Customer service organizational structure</li> <li>• Contact procedures (phone, e-mail, fax, hours, etc.)</li> <li>• Notification and escalation process</li> <li>• Follow up and problem resolution process</li> <li>• Process to handle subcontractor or third-party services</li> <li>• Internal procedures to track customer service contact and resolution</li> </ul>

Section 1.3	Court Requirement	Contractor must Respond to:
C	The Contractor must provide customer service and service management processes for the Litigant.	Describe your customer service for the Litigant: <ul style="list-style-type: none"> <li>• Contact procedures (phone, e-mail, web-based, fax, hours available, etc.)</li> </ul>

## 1.4 Marketing Services

The Contractor must provide a response to the following requirements dealing with marketing services.

Section 1.4	Court Requirement	Contractor must Respond to:
A	The Contractor must provide marketing services of the E-Filing System.	Describe what services and methodology you will use for marketing the E-Filing system for Litigants. Include the initial requirements that each Litigant will need upon service setup, minimum system requirements, billing requirements, etc.

<b>Section 1.4</b>	<b>Court Requirement</b>	<b>Contractor must Respond to:</b>
<b>B</b>	The Contractor must be responsible for developing and communicating, with the Court's approval, all marketing-related materials.	Describe how you will meet this requirement:
<b>C</b>	The Contractor must provide training to potential Litigants and designated court staff.	Describe how you will meet this requirement and include the types of training services.

## 1.5 Value Added Services

Provide a list of Value Added services of the proposed solution. This section should be filled in with those services that you can provide the Court that will enhance the above requirements or enhance the user experience for Litigants. The Court may or may not engage in these Value Added Services; but they must be agreed upon and approved by the Court prior to implementing the service.

Contractor shall describe Value-Added Services such as:

- E-Service
- Electronic forms creation
- Electronic dockets
- Customized development
- Other

Section 1.5	Contractor Value Added Service	Describe the Value Added Service in detail
A		
B		
C		
D		
E		