**REQUEST FOR QUOTATION : RESPONSE FORM**

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| **PROJECT TITLE:** | **Online Dispute Resolution Pilot for Traffic Cases** |
| **REFERENCE NUMBER:** | RFQ ODR JB082219 |

**REQUIREMENTS**

Respondents must acknowledge an affirmative answer for each requirement by checking the box before the section heading.

Only quotations that meet all requirements will be considered responsive.

**Date** Click here to enter date.

**Vendor** Click here to enter your organization’s name.

**Address** Click here to enter your organization’s name.

**Completed By** Click here to enter your name.

**Title** Click here to enter your title.

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone** Click here to enter your phone number.

**Email** Click here to enter email address.

**Overall Summary.** Provide an overall summary of the proposed solution, including how the solution satisfies the requirements below.

Click here to enter an overall summary of the proposed solution.

1. **Vendor Experience**. The vendor must have:
   1. A proven record of accomplishment in ODR arena. Describe.
   2. Completed traffic ODR projects with at least five court systems.
   3. Experience in business process re-engineering or organizational change management. Describe.
   4. Three years’ experience with noncriminal traffic cases and demonstrated experience with small claims (debt). Experience with landlord/tenant property disputes a plus.

Click here to enter a description of your accomplishments with ODR and experience in business process re-engineering or organizational change management.

1. **General**. The proposed solution must:
   1. Be hosted in the cloud and available to users on the internet using secure protocols (HTTPS).
   2. Be mobile-friendly and have a responsive design.
   3. Have the capacity for multiple languages.
   4. Be intuitive and have a simple design that minimizes the number of clicks per activity, pre-populates fields with available data, minimizes duplicity and eliminates excessive forms.
   5. Be available 24 x 7 x 365 with minimal downtime except for maintenance windows.
2. **Negotiation and Mediation**. The proposed solution must:
   1. Provide a secured negotiation platform between opposing parties.
   2. C.2. Perform mediator assignments.
   3. C.3. Interface with third-party mediation services. Describe.

Click here to describe your interface with third-party mediation services.

1. **Payment.** 
   1. The proposed solution will provide an online financial gateway for the collection of mandatory fees for each case to be paid to the court via credit cards, bank or debit cards and/or payment systems such as PayPal.
   2. The online financial gateway must be PCI DSS compliant.
2. **Communications.** The proposed solution must:
   1. Have the following capabilities:
      1. Artificial or augmented intelligence.
      2. Live chat capability.
      3. Video capability for user education.
      4. Chat bots.
   2. Provide system notifications via text and email.
   3. Be ADA compliant and meet 508 standards.
3. **Data.** The proposed solution must:
   1. Comply with all applicable state and federal statutes and regulations concerning privacy and security of litigant information (sealed information, destruction of records).
   2. Safeguard personal identifying information.
   3. Retain data for 6 months after last access.
   4. Have and enforce published data retention and destruction policies.
   5. De-identify data used by vendor for metrics.
   6. Have a mechanism for secure document upload and download.
4. **Privacy and Security**.Hosting services must be in a secure environment.
   1. Servers and databases must be protected from unauthorized access and data loss. Describe.
   2. Data attributable to a specific individual or that could be used to identify an individual must not be made publicly available, nor will it be sold or used outside of the ODR system.
   3. Data must not leave the United States.
   4. Vendors must regularly scan their systems for security vulnerability.
   5. IJB must be able to scan vendor's system or vendor must send IJB vendor's security check results.
   6. The proposed solution must have data protection, redundancy, and disaster recovery mechanisms.
   7. The vendor must have established privacy and security policies and processes.
   8. The vendor must have a cybersecurity incident recovery plan in place. Describe the victim notification policy and process.

Click here to describe your server and database protection methods and your victim notification policy and process.

1. **Documents.** The proposed solution must:
   1. Provide document assembly/intelligent fillable forms services.
   2. Support electronic signatures.
   3. Support electronic submission of pdf, jpeg, tiff, or other documents.
2. **Interfaces to Other Systems.**
   1. The proposed solution must be capable of interfacing with our case management system, with the potential for an API.
3. **Standards.** The proposed solution must adhere to the following standards:
   1. Current ODR technical standards. [https://www.ncsc.org/~/media/Files/PDF/About Us/Committees/JTC/ODR Technical Interface Standards wd 03.ashx](https://www.ncsc.org/~/media/Files/PDF/About%20Us/Committees/JTC/ODR%20Technical%20Interface%20Standards%20wd%2003.ashx)
   2. Current ODR ethical standards. <http://odr.info/ethics-and-odr/> and <https://icodr.org/standards/>
4. **Support, Training, and Management.** The proposed solution must:
   1. Have a mechanism for reporting problems.
   2. Provide both automated and human technical and user support mechanisms for both court personnel and the public 24/7 customer support.
   3. Provide on-site training for managing this product in pilot county. Training will include: county attorneys, judges, law enforcement, clerks, court administrators and IT support staff.
5. **Metrics.**  The proposed solution must:
   1. Include a user evaluation/survey process that uses IJB questions.
   2. Provide a mechanism to ensure timely response to complaints about the ODR platform.
   3. Provide a mechanism for the court to extract case and litigant information from the ODR platform with which to conduct program evaluations. See NCSC ODR Data Elements.
6. **Statistics and Analysis.**
   1. Feedback, reports and data requested by IJB must be in a machine-reading format, preferably XML.
   2. The proposed solution must track and analyze rates for data that supports the National Center for State Courts Court Statistics Project <http://www.courtstatistics.org/>:
      1. Cases referred back from mediation with agreement.
      2. Cases set for trial due to no agreement.
      3. Cases that fail to progress.
7. **Total Cost of Ownership.** Provide a cost proposal explaining the following costs and fees, and any other expenses required for your proposed solution.

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|  | Summary Amounts |
| Initial (one-time) costs for this product | $ Click here to enter amount. |
| Costs for system requirements. | $ Click here to enter amount. |
| Consulting and implementation fees. | $ Click here to enter amount. |
| Maintenance and/or upgrade costs. | $ Click here to enter amount. |
| Setup fees. | $ Click here to enter amount. |
| Annual subscription or renewal fee. | $ Click here to enter amount. |
| Click here to enter other costs. | $ Click here to enter amount. |
| Click here to enter other costs. | $ Click here to enter amount. |

Click here to enter the cost proposal.

Attach any aupporting materials to this form.