

REQUEST FOR QUOTATION

PROJECT TITLE:	Online Dispute Resolution Pilot for Traffic Cases
REFERENCE NUMBER:	RFQ ODR JB082219
ISSUED BY:	Christy Schreiner, IT Project Manager
DATE OF ISSUE:	August 23, 2019
CONTACT DETAILS:	Iowa Judicial Branch Information Technology 1111 East Court Avenue Des Moines, IA 50319 christy.schreiner@iowacourts.gov
QUOTATION RETURN DATE AND TIME:	September 20, 2019 5:00 p.m.
DOCUMENTATION REQUIRED:	An electronic submission broken out as outlined below. Responses must be emailed to christy.schreiner@iowacourts.gov

DETAILS

1. SUMMARY

Judicial Branch Information Technology is issuing this Request for Quote ("RFQ") on behalf of the Iowa Judicial Branch (IJB) to develop a platform for Online Dispute Resolution. This RFQ is for noncriminal traffic cases. For fiscal year 2017-2018, the IJB handled 504,307 noncriminal traffic cases.

The IJB is a unified state court system that functions under one administrative head, the Chief Justice of the Supreme Court of Iowa. The IJB consists of eight districts.

The IJB seeks to launch a pilot project for an Online Dispute Resolution (ODR) portal that enables the public with little or no legal experience to initiate cases and manage them to conclusion. The portal would initially support noncriminal traffic cases in a limited number of counties. The IJB envisions the potential to expand the platform for the other pilot projects (small claims consumer debt and landlord/tenant) cases.

The ODR solution should integrate services for self-represented litigants, including online triage, form filling and submission, electronic payment, electronic reminders, and electronic IJB processing. Self-represented litigants often spend hours seeking appropriate guidance and legal assistance, or wait in lines at courts unprepared for the process of initiating their case and/or resolving their legal issue.

The IJB wants to increase access to justice for all court-users and especially for that segment of the public that has limited time and resources to engage effectively with the court, such as those in rural areas . The portal would enable this interaction through smart devices connected to the Internet and an easy to navigate portal with features that:

- Help the public easily select an appropriate process to solve and/or negotiate their legal issue.
- Facilitate and where possible, automate, and guide the input of information.
- Make the court processes more understandable and accessible.
- Enhance the public's experience with the courts with a customer focus.
- Use technology effectively to deliver better, more cost-effective services

The Iowa Judicial Branch has been selected as one of the Pew demonstration pilot projects that will receive a full outcome evaluation. The vendor should understand that this may entail additional disclosure of technical information about platform capabilities and required data collection.

2. OBJECTIVES

The IJB envisions an ODR portal that will support the procedural needs of court-users and provide start-to-end services for those choosing to resolve legal issues on their own for noncriminal traffic cases. At the initial launch, the envisioned portal will enable a court-user to engage almost entirely online to resolve their case. If successful, the ODR project may expand to include other case types.

The IJB is interested in a solution that would use one system or parts of multiple systems that interface with, or supplement the IJB's existing capabilities to create a single unified ODR portal.

The envisioned ODR portal will be comprised of the following main areas:

- Vendor hosted available 24 x 7 x 365 with minimal downtime except for maintenance windows.
- Information and triage including search function to quickly direct customers to their area of interest.
- A knowledge database that can be populated by the IJB.
- Form filling capabilities with guidance with electronic submission capabilities.
- User-friendly dashboards with communication functions to include e-reminders.
- 24/7 customer support.

3. REQUIREMENTS

Vendors must provide an overall summary of the solution they are proposing and how the solution satisfies the requirements below.

Vendors responding must acknowledge an affirmative answer confirming your company and solution proposed meet all of the requirements on the Vendor Response Form posted with this RFQ.

Only quotations that meet all requirements will be considered responsive.

A. **Vendor Experience.** The vendor must have:

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

B. **General.** The proposed solution must:

- B.1. Be hosted in the cloud and available to users on the internet using secure protocols (HTTPS).
- B.2. Be mobile-friendly and have a responsive design.
- B.3. Have the capacity for multiple languages.
- B.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.
- B.5. Be available 24 x 7 x 365 with minimal downtime except for maintenance windows.

C. **Negotiation and Mediation.** The proposed solution must:

- C.1. Provide a secured negotiation platform between opposing parties.
- C.2. Perform mediator assignments.
- C.3. Interface with third-party mediation services. Describe.

D. **Payment.**

- D.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.
- D.2. The online financial gateway must be PCI DSS compliant.

E. **Communications.** The proposed solution must:

- E.1. Have the following capabilities:
 - E.1.1. Artificial or augmented intelligence.
 - E.1.2. Live chat capability.
 - E.1.3. Video capability for user education.
 - E.1.4. Chat bots.

- E.2. Provide system notifications via text and email.
 - E.3. Be ADA compliant and meet 508 standards.
- F. **Data.** The proposed solution must:
- F.1. Comply with all applicable state and federal statutes and regulations concerning privacy and security of litigant information (sealed information, destruction of records).
 - F.2. Safeguard personal identifying information.
 - F.3. Retain data for 6 months after last access.
 - F.4. Have and enforce published data retention and destruction policies.
 - F.5. De-identify data used by vendor for metrics.
 - F.6. Have a mechanism for secure document upload and download.
- G. **Privacy and Security.** Hosting services must be in a secure environment.
- G.1. Servers and databases must be protected from unauthorized access and data loss. Describe.
 - G.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.
 - G.3. Data must not leave the United States.
 - G.4. Vendors must regularly scan their systems for security vulnerability.
 - G.5. IJB must be able to scan vendor's system or vendor must send IJB vendor's security check results.
 - G.6. The proposed solution must have data protection, redundancy, and disaster recovery mechanisms.
 - G.7. The vendor must have established privacy and security policies and processes.
 - G.8. The vendor must have a cybersecurity incident recovery plan in place. Describe the victim notification policy and process.
- H. **Documents.** The proposed solution must:
- H.1. Provide document assembly/intelligent fillable forms services.
 - H.2. Support electronic signatures.
 - H.3. Support electronic submission of pdf, jpeg, tiff, or other documents.
- I. **Interfaces to Other Systems.**
- I.1. The proposed solution must be capable of interfacing with our case management system, with the potential for an API.
- J. **Standards.** The proposed solution must adhere to the following standards:
- J.1. Current ODR technical standards. [https://www.ncsc.org/~media/Files/PDF/AboutUs/Committees/JTC/ODR Technical Interface Standards wd 03.ashx](https://www.ncsc.org/~media/Files/PDF/AboutUs/Committees/JTC/ODR%20Technical%20Interface%20Standards%20wd%2003.ashx)
 - J.2. Current ODR ethical standards. <http://odr.info/ethics-and-odr/> and <https://icodr.org/standards/>

K. Support, Training, and Management. The proposed solution must:

- K.1. Have a mechanism for reporting problems.
- K.2. Provide both automated and human technical and user support mechanisms for both court personnel and the public 24/7 customer support.
- K.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.

L. Metrics. The proposed solution must:

- L.1. Include a user evaluation/survey process that uses IJB questions.
- L.2. Provide a mechanism to ensure timely response to complaints about the ODR platform.
- L.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.

M. Statistics and Analysis.

- M.1. Feedback, reports and data requested by IJB must be in a machine-reading format, preferably XML.
- M.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/>:
 - M.2.1. Cases referred back from mediation with agreement.
 - M.2.2. Cases set for trial due to no agreement.
 - M.2.3. Cases that fail to progress.

N. Total Cost of Ownership. Respondent must provide a cost proposal detailing the following on the Vendor Response Form posted with this RFQ:

- N.1. Initial (one-time costs) for this product and additional costs for system requirements.
- N.2. Consulting and implementation fees.
- N.3. Maintenance and/or upgrade costs.
- N.4. Setup fees.
- N.5. Annual subscription or renewal fee for the product.

4. TIMELINE

Issuance of RFQ	August 22, 2019
Questions due	September 6, 2019
Answers to Questions posted	September 13, 2019
Due Date for Responses	September 20, 2019 by 5:00 p.m. CST

Vendors may submit written questions regarding this RFQ and the procurement process to the Issuing Officer. Answers to questions received will be posted at: <https://www.iowacourts.gov/for-the-public/rfp/> by the deadline listed above.

Vendors shall submit quotes via email to the Issuing Officer no later than 5:00 PM CST on September 20, 2019. Any quote received after this deadline will not be considered.

5. PERIOD OF VALIDITY OF QUOTES STARTING THE SUBMISSION DATE

60 Days

6. TERMS AND CONDITIONS

By submitting a response to this RFQ, the parties agree to comply with the terms and conditions found at the following links, which are, by this reference, made a part of any Agreement based on this solicitation:

[https://das.iowa.gov/sites/default/files/procurement/pdf/050116 terms services.pdf](https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20services.pdf)

[https://das.iowa.gov/sites/default/files/procurement/pdf/050116 terms goods.pdf](https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20goods.pdf)

7. RESTRICTION ON COMMUNICATION

If a Vendor or someone acting on a Vendor's behalf attempts to discuss this RFQ orally or in writing with any members of the IJB, any employee of the State of Iowa, or anyone other than the named Issuing Officer, then the Vendor may be disqualified.

8. ADDITIONAL INFORMATION

The costs of preparation and delivery in response to this RFQ are solely the responsibility of the Vendor.

IJB reserves the right to reject any or all submitted responses, in whole or in part, to advertise a new RFQ, to abandon the need for such RFQ, and to cancel this RFQ opportunity at any time prior to the execution of a written contract.

All information submitted by a Vendor may be treated as a public record by the IJB.

By submitting a response, a Vendor agrees that it will not bring any claim or have any cause of action against IJB or the State of Iowa based on any misunderstanding concerning the information provided within this RFQ or concerning the IJB or the State of Iowa's failure, negligent or otherwise, to provide the Vendor with pertinent information as intended by this RFQ.

If the apparent successful Vendor fails to negotiate and deliver an executed contract within a reasonable period of time following selection, then the IJB may, in its sole discretion, cancel the award and award the contract to the next highest ranked Vendor.

The IJB shall have the sole option to amend the contract resulting from this RFQ for subsequent periods, by executing a signed amendment prior to the expiration of the original contract.