| **Functional Requirements & Features Matrix** |
| --- |
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| **Item** | **Description** | **Priority** |
|  **1. PRODUCT/SYSTEM FEATURES & FUNCTIONALITY** Each offeror shall acknowledge the ability or inability of the product/system to meet the following mandatory or desired/highly desired features/functionality, and a description of how they are accomplished. Please address each item individually. |
| **1.1** | 1. Provides an audit trail of all redactions.
2. Preserves original file format and secures the original via encryption and/or access controls or users’ rights.
 | **M**  |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response:a.b. |
| **1.2** | 1. Auto redacts structured data (e.g., DOB, SSN).
2. Manually redacts structured data (e.g., DOB, SSN).
 | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response:a.b. |
| **1.3** | 1. Auto redacts unstructured data (e.g., CJIS code 1 0573, Green Leafy Matter, …).
2. Manually redacts unstructured data (e.g., CJIS code 1 0573, Green Leafy Matter, …).
 | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response:a.b. |
| **1.4** | 1. Redacts typed patterns.
2. Redacts handwritten patterns.
 | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response:a. b. |
| **1.5** | Redacts text that is horizontal and vertical. | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **1.6** | Redacts data stored in an image (e.g., driver’s license on an image of a driver’s license). | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **1.7** | Redacts structure documents (e.g., W4). | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **1.8** | Redacts unstructured documents (e.g., emails, medical documents, handwritten document). | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **1.9** | Redacts multi-page documents/files. | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **1.10** | Redacts from a variety of source files to include, but not limited: word docs, pdf, TIFF, PNG, excel, PST, etc. | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **1.11** | Redacts documents on entry  | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **1.12** | 1. Redacts documents in a storage repository, such as a file system or database via a batch process or scheduled system crawl.
2. Identifies files that have changed since the last redaction execution/crawl and only analyze those files versus a full scan every run.
 | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response:a.b. |
| **1.13** | Redacts documents as they are requested for viewing | **HD** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **1.14** | Identifies documents/files that are candidates for redaction and places them in a queue for users to review/approve/accept the redactions. | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **1.15** | The Judiciary desires a 99% accuracy rate. Provide a detailed narrative of your accuracy rate for redaction and how this accuracy rate is calculated.  | **I** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **1.16** | 1. Delivered reports/analytics for metrics including, but not limited to, number of documents redacted, number of items on document redacted, etc.
2. Describe your process for custom/ad-hoc reporting including how reports are developed (i.e., developed by the Judiciary or require intervention by the Offeror).
 | **I** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response:a.b. |
| **1.17** | 1. Provide a detailed narrative on the Artificial Intelligence (AI) capabilities of your product/system and how the Judiciary’s Case Management processes could improve, or gain added value using your AI features.
2. Provide a detailed narrative on how your AI features could automate case docketing.
 | **HD** |
| Offeror Response: a.b. |
| **1.18** | 1. Describe how your product/system would accomplish the following use case scenario:
	1. The United States Postal Service returns thousands (up to 10K) of court notices monthly. It is a significant manual effort to update the case records that the notices were returned.
	2. Describe how AI could be used to identify the notices, mark them Return to Sender, and auto docket the case record with the associated event- “RETMA- returned mail event” and the date in our Case Management System.
	3. Describe in detail how you would accomplish any necessary integrations.
 | **I** |
| Offeror Response: |
| **1.19** | Provide details on any other features or functionality not already covered that could benefit the Judiciary.  | **I** |
| Offeror Response: |

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|  **2. REDACTION USE CASE** |
| **2.1** | * + 1. Court receives documents in Tyler’s File & Serve system.
		2. Clerk reviews the documents and provides approval or rejection.
			1. If approved, the documents are updated on the case records in our Court Management System (CMS) via APIs.
			2. The CMS is Tyler’s Odyssey System.
		3. Redaction will occur after the documents are loaded in the CMS.
		4. Redaction software shall subscribe to CMS Publisher to receive automated case event alerts (e.g., when a new document has been received on a case).
		5. Alerts shall trigger the redaction software to interrogate the documents and propose (visually to the Clerk) the necessary redactions as defined in this RFP. The proposed redactions must be reviewed by the Clerk and will receive approval or rejection.
			1. If approved, the redaction software shall push the redacted documents back into the CMS using APIs.
			2. If rejected, the redaction software shall allow the Clerk to manually correct the document and push the redacted version into the CMS using APIs.
 | **I** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **2.2** | While the Judiciary has provided a use case workflow based on our understanding of redaction software capabilities, the Judiciary will rely on efficiencies that can be proposed by an experienced Offeror. Please provide any process improvements that can be provided by your Redaction software. | **I** |
| Offeror Response: |

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| **3. ENVIRONMENT, INTEGRATIONS, & AVAILABILITY**  |
| **3.1** | The Judiciary strongly desires a cloud-hosted product/system. Please confirm whether your system is cloud hosted. | **HD** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **3.2** | If your product/system is cloud-hosted, the system must meet a 99% threshold for uptime and outages. | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **3.3** | If your product/system is cloud-hosted, describe your communication process for expected or unexpected outages due to upgrades, scheduled maintenance, and issues. | **I** |
| Offeror Response: |
| **3.4** | If your product/system is cloud-hosted, describe your communication process or approach for planned releases. | **I** |
| Offeror Response: |
| **3.5** | If you do not offer a cloud-hosted product/system or your product/system is a hybrid, what platform does your product/system support? (e.g., Windows, Red Hat Linux, platform agnostic, etc.) | **I** |
| Offeror Response: |
| **3.6** | 1. If the Application/Service requires any on premise components, they must support the following:

Windows Server 2019/2022 or RHEL 8 running as a virtual machine.If the solution requires a backend database, the database will preferably use Microsoft SQL 2019+. Oracle 19C+ is also supported.The application/Service must support running on an OS with malware prevention software.The application/Service will be routinely scanned by vulnerability scanners. The Application/Service must support these scans without causing downtime.The application/Service documentation must contain detailed information regarding ports and protocols that will be used to communicate across the network. | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **3.7** | Provide a detailed narrative of the system architecture and the software toolset used | **I** |
| Offeror Response: |
| **3.8** | Provide a detailed narrative of the ability and mechanism to integrate to other systems to push, pull, evaluate, redact, and encrypt documents (e.g., Tyler’s Odyssey CMS, Tyler’s File and Serve, PeopleSoft Financials/HCM, etc.). The Judiciary’s preferred method is to use RESTful API calls. | **I** |
| Offeror Response: |
| **3.9** | * + - 1. Provide a detailed narrative of the ability and mechanism to integrate with the following:
				1. Office 365
				2. SharePoint
				3. OneDrive
				4. Custom developed Java & Spring applications
 | **I** |
| Offeror Response:a.(1).a.(2).a.(3).a.(4). |
| **3.10** | Application must support Chrome or Edge Browser. | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **3.11** | The Judiciary required single sign-on using SAML or ADFS | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **3.12** | If the product/system requires LDAP connectivity to the Judiciary's Active Directory environment, Offerors must use LDAPS. | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **3.13** | If the application/Service will be sending email on behalf of the Judiciary, the application must support one of the following:DKIM signatures. JIS will provide a private key to be used by the cloud provider.Authenticated mail relay through the Judiciary's mail provider, Office 365. | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response:a.b. |

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| 1. **IMPLEMENTATION**

The successful offeror shall provide technical assistance (combination of onsite, phone, other as needed) to implement the solution and coordinate systems integrations solution.  |
| **4.1** | Describe your project management process or methodology and provide a sample project plan and timeline (work plan). The Work Plan shall include the overall level-of-effort (i.e., hours) including a breakdown of the hours proposed for each implementation task as itemized on the Attachment E – Bid/Price Proposal Form (e.g., project planning, discovery, testing, etc.) | **I** |
| Offeror Response: |
| **4.2** | Describe the roles and team members that will be deployed during the implementation.  | **I** |
| Offeror Response: |
| **4.3** | Estimate the resources (skill level and time estimates) required by the Judiciary, including expectation and responsibilities. | **I** |
| Offeror Response: |
| **4.4** | Describe how scope creep and sliding deliverables are handled. | **I** |
| Offeror Response: |

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|  **5. TRAINING & SUPPORT** |
| **5.1** | 1. Describe your approach to technical and functional training for all components of the delivered product.
	1. If the training offered is a “train the trainer” approach, identify the training required for trainers and the recommended number of trainers for a campus environment the size and scope of the Judiciary.
	2. Describe the documentation provided with the proposed system as a standard and whether the documentation is accessible via the Internet.
 | **I** |
| Offeror Response:a.a.(1).a.(2). |
| **5.2** | 1. The Offeror shall provide post-implementation maintenance and support for all portions of the proposed system. System upgrades shall be included as part of the annual maintenance agreement, including bug fixes and patched. The offeror shall provide Tier-2 phone support 24/7/365 for Business Office Staff issues. Each offeror shall describe its:
	1. Available levels of post-implementation support and a description of what each level contains.
	2. Process for the logging and resolution of bugs and errors.
	3. Resolution process for customer reported issues, including escalation processes and key personnel.
 | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response:a.a.(1).a.(2).a.(3). |
| **5.3** | Define the availability of custom development services and the process to follow if additional development is needed. | **I** |
| Offeror Response: |

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| 1. **SECURITY**

Information security is a priority for the Judiciary, and we are constantly working to prevent phishing scams, the spread of viruses, fend off hackers, and perform other behind the scenes security tasks. |
| **6.1** | Describe your hosting model(s) and provide details of any sub-contractors involved in providing the hosted service. | **I** |
| Offeror Response: |
| **6.2** | Provide a diagram and/or description of the hosting infrastructure and network architecture, including routers, firewalls, and servers (including their purpose), detailing all application tiers (Web server, application server, database server), how the tiers are separated and, ultimately, how secure connectivity to the Internet is achieved.  | **I** |
| Offeror Response: |
| **6.3** | The Web application and hosting infrastructure must be security tested, at minimum, quarterly including penetration testing. Provide details of when the last assessment took place and how regularly they occur. If applicable, share the results of these security tests with the Judiciary. | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **6.4** | 1. If your application is on premise, provide a detailed narrative of your security model.
2. If your application is cloud-hosted submit your latest SOC 2 Type II report or equivalent (e.g., ISO 27001/2 Certification, FedRAMP, etc.)
 | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |

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| **7. DATA PROTECTION, RETENTION, & DISASTER RECOVERY** |
| **7.1** | 1. If you have proposed a cloud product/system, please describe your:
	1. Standard approach to data retention/protection/loss prevention.
	2. Policies and procedures for data protection/loss prevention training for staff and third parties with access to Judiciary data.
	3. Describe encryption methodology for Judiciary data at rest and in transit
	4. Plan for data recovery including:
		1. Methodology;
		2. Frequency and of type(s) back-ups performed.
		3. Offsite storage and retention protocol(s) for back-ups:
		4. Data restoration time capabilities, and
		5. Security protocols for ensuring the integrity and protections of back-up data.
 | **I** |
| Offeror Response:(1).(2).(3).(4).(4.i).(4.ii).(4.iii).(4.iv).(4.v). |
| **7.2** | The Judiciary requires that information/data deleted from the product is also deleted from the product database. Please confirm this functionality. | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **7.3** | In the event of contract termination, the Judiciary must be able to export/retrieve Judiciary data.  | **M** |
| [ ] Fully Meets [ ] Partially Meets [ ] Does Not MeetOfferor Response: |
| **7.4** | The Offeror must describe existing resiliency and disaster strategies employed in the event of an emergency and provide documentation/results of recent disaster exercise(s) | **I** |
| Offeror Response: |

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|  **8. SYSTEM FEATURES & CAPABILITIES NOT OTHERWISE ADDRESSED** |
| **8.1** | The Judiciary has outlined several features and requirements throughout this document. If your proposed product/system includes additional functionality/features that may not have been addressed in the requirements but may be of interest for the Judiciary to consider, please use this section to describe these additional features and how they could be leveraged to improve upon the Judiciary’s requirements. | **I** |
| Offeror Response: |