



STATE OF TENNESSEE
DEPARTMENT OF SAFETY AND HOMELAND SECURITY

**REQUEST FOR INFORMATION
FOR
CASE AND DOCKET MANAGEMENT SYSTEM**

**RFI # 34901-01549
November 20, 2024**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Safety and Homeland Security issues this Request for Information ("RFI") for the purpose of finding a case and docket management system to be used primarily in the asset forfeiture unit of the Legal Division, but capable of being expanded for use in other units and divisions of the Department. We appreciate your input and participation in this process.

2. BACKGROUND:

The Department of Safety and Homeland Security is looking for a case and docket management system that can handle an average of five thousand (5,000) cases per year and fifteen (15) dockets per week, including all the correspondence with parties, lienholders, attorneys, law enforcement, administrative judges, court reporters, and other such persons as well as produce regularly scheduled reports (daily, monthly, quarterly, yearly) as needed and required by statute. The case and docket management system should enable us to:

1. Track legal cases using unique data points;
2. Create and print template documents either individually as needed or as a batch file;
3. Schedule hearings, create dockets, and print docket sheets for mailing;
4. Work with our current paperless office system;
5. Work with Pitney Bowes Certified Mailing System;
6. Create monthly and annual reports using parameters established by the State; and
7. Run queries against the system using established parameters, categories, and data sets.

3. DESIRED FUNCTIONALITY AND CAPABILITIES:

The current system is capable of:

1. Tracking a legal case from start to finish;
2. Autogenerating notices of hearing, settlement orders, continuance orders, docket sheets and other documents at the touch of a button;
3. Scheduling cases to a docket date and placing the cases on a single docket;
4. Generating monthly and annual reports, including daily error reports, using parameters established by the State; and
5. Running queries against the system using established parameters, categories, and data sets.

The system being sought must have, at a minimum, the same capabilities identified above and additional capabilities designed to improve the processing time of each step and overall efficiency

of managing legal cases, docketing hearings, printing documents, running queries, and creating daily, monthly, quarterly, and yearly reports as needed and required by statute. The migration of data in the current system to any new system would also be needed.

4. COMMUNICATIONS:

1. Please submit your response to this RFI to:

Lindsey Lattner, Sourcing Account Specialist
 Central Procurement Office
 Tennessee Department of General Services
 WRS Tennessee Tower, 3rd Floor
 312 Rosa L. Parks Avenue
 Nashville, TN 37243
 Email Address: Lindsey.Lattner@tn.gov
 Office Telephone Number: 615-741-9282

2. Please feel free to contact the Tennessee Department of General Services with any questions regarding this RFI. The main point of contact will be:

Lindsey Lattner, Sourcing Account Specialist
 Central Procurement Office
 Tennessee Department of General Services
 WRS Tennessee Tower, 3rd Floor
 312 Rosa L. Parks Avenue
 Nashville, TN 37243
 Email Address: Lindsey.Lattner@tn.gov
 Office Telephone Number: 615-741-9282

3. Please reference RFI # 34901-01549 with all communications to this RFI.

5. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		November 20, 2024
2.	Written Questions and Comments Deadline	2:00 pm	November 27, 2024
3.	State Responds to Questions and Comments	4:00 pm	December 6, 2024
4.	RFI Response Deadline	2:00 pm	December 20, 2024
5.	State Schedules Demonstrations		January 7, 2025
6.	Demonstrations (performed via Microsoft Teams)		January 14-22, 2025

6. GENERAL INFORMATION:

1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.
3. The State will not pay for any costs associated with responding to this RFI.
4. Demonstrations should address the following:
 - a. A thorough walkthrough of each component of the application and how each component works with other components for the full system.
 - b. Case management. Demonstrate how a case will be managed from start to finish.
 - c. Docketing. Demonstrate how hearings will be scheduled and docketed, how separate cases will be grouped on a multi-case docket for hearing on the same date, and how the docketing system will be managed.
 - d. Record keeping.. Include an explanation on:
 - i. How information and records are retained/stored within the system;
 - ii. The length of time information is stored and retained;
 - iii. Storage capacity, including whether there are any storage limits;
 - iv. How data and information will be secured while in transit and at rest; and
 - v. Reports and statistics that can be generated from the system.
 - e. Document creation and printing. Demonstrate how the above described documentation will be produced and printed.
 - f. Search queries. Demonstrate how search queries are run and how case files and other information is retrieved.
 - g. Demonstrate how the system will integrate and interact with a paperless office system and how the system will integrate and interact with an electronic file storage system (i.e., FileNet).
 - h. The ability to modify and adapt the system to meet the needs of the State. Include an explanation of administrative rights, including adding and deleting users as well as other functions of administrative rights.
 - i. Training and technical support.

Demonstrations should last no more than two (2) hours, including time for questions and answers, and be conducted virtually via Microsoft Teams.

7. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

TECHNICAL INFORMATIONAL FORM

1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:

Name, Title:
Address:
Phone Number:
Email:

3. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS

a. Provide a description of your company's experience providing this type (as mentioned in this RFI) or similar systems for an entity that is similar to the one described in this RFI.

4. Technical Design

- a. Provide a description of each component, appropriate technical drawings, and the process flow of how each component works, and how each component integrates and interfaces with each of the other components in the entire system.
- b. Describe the use of industry best practices in the development and delivery of similar systems.
- c. Describe how data is secured while at rest, transit, or in use.
- d. Provide a description of how the system is based (i.e. premium or cloud,) how it maintains a connection, any concurrent sessions, and response times.

5. Implementation

- a. Provide the expected timeframe for each of the following activities: 1) Design of the system; 2) Development of the system; 3) Testing; 4) Training; and 5) Installation and Implementation concerning the system, including any conversion time needed during transition from existing system to new system and time for data migration.
- b. Describe your training approach.
- c. Describe/outline ongoing training that could be provided to employees. Is training readily available, including on-line formats, and easily accessible?
- d. Describe any lessons learned on previous projects the State should consider.

COST INFORMATIONAL FORM

1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):

2. Describe the typical price range for similar services or goods

ADDITIONAL CONSIDERATIONS

1. Please provide input on alternative approaches or additional things to consider that might benefit the State:

2. Please describe any other considerations.