

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

**Request for Qualifications and Proposals
For E-Filing System and Related Services**

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/20/2018 @ 4:02 PM	11/28/2018	1. Did LCRAA conduct e-Filing system solutions demonstration(s) prior to issuing the RFQ&P? If yes, which solutions were demonstrated?	LCRAA did not conduct e-Filing system solutions demonstration(s) prior to issuing the RFQ&P.
11/20/2018 @ 4:02 PM	11/28/2018	2. What is the funding model that LCRAA has developed for this project, what are the proposed sources?	<p>LCRAA seeks a cost effective funding model and will select the E-Filing System most cost effective for LCRAA, Clerks and litigants, a system likely to encourage Clerks to elect use the E-Filing System on LCRAA's Portal and likely to be used by litigants.</p> <p>Proposals should include all applicable fees for implementation and maintenance and suggested funding models. Evaluation Criteria includes, "Pricing model, including price per filing and maximum monthly or annual fee to contractor," (RFQ&P, p. 8, §7.0).</p> <p>Proposals are required to include any proposed fees including pricing per filing and maximum monthly or annual fee to Contractor, (RFQ&P, p. 10, §9.0. para. E).</p>
		Has a definite amount been appropriated or otherwise identified and if so, what amount?	No definite amount of funding has been appropriated or budgeted by LCRAA for the project.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

**Request for Qualifications and Proposals
For E-Filing System and Related Services**

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/20/2018 @ 4:02 PM	11/28/2018	3. How was the 4/30/19 implementation deadline determined?	<p>The 4/30/2019 implementation deadline is reflective of the desire of Clerks to offer e-filing services to litigants as soon as possible.</p> <p>LCRAA is required, “to provide for infrastructure, standard operating procedures, technology and training to support a statewide portal for secure remote access by Internet users,” La. R.S. 13:754(B). LCRAA desires to offer to Clerks the opportunity to use a standard E-Filing System with uniform pricing through the LCRAA Portal.</p>
		What contingencies were considered?	<p>LCRAA considered the availability of e-filing systems, the use of differing e-filings systems by Clerks, Clerks’ desire to offer the option of e-filing and litigants’ requests for e-filing in state courts.</p>
		What actions have been implemented to assure that courts will be ready by that date?	<p>LCRAA’s staff has confirmed that several Clerks are willing to implement the E-Filing System offered by LCRAA through the Portal during the current fiscal year.</p>
11/20/2018 @ 4:02 PM	11/28/2018	4. Will all clerks have their CMS and/or CMS vendor resources available timely to set up necessary web services for exchanges between CMS and E-Filing System?	<p>LCRAA’s staff will coordinate with Clerks and/or CMS vendors to timely set up necessary web services for exchanges between CMS and E-Filing System to be made available through the LCRAA Portal.</p>

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
		5. If not, how will those that do not have the resources provide connectivity to e-Filing system?	Most of the Clerks have the resources to provide connectivity to e-filing solutions. LCRAA anticipates providing assistance to Clerks without resources to provide connectivity to the E-Filing System.
11/20/2018 @ 4:02 PM	11/28/2018	6. What CMS are deployed and how many of each are currently in production at clerks offices?	See Addendum #1, Exhibit B .
11/20/2018 @ 4:02 PM	11/28/2018	7. Is mandating of e-Filing for use by attorneys anticipated? If yes, in what case types and what's the timing of that mandate by case type?	Neither LCRAA nor Clerks have the authority to mandate use of E-Filing by attorneys.
11/20/2018 @ 4:02 PM	11/28/2018	8. Please tabulate counties and their respective CMSs.	See Addendum #1, Exhibit B .
11/20/2018 @ 4:02 PM	11/28/2018	9. Are there any other filers or filer categories (ie gov entities, self-represented, etc) will be subject to that mandate? If yes, what's the respective timing of those mandates?	Neither LCRAA nor Clerks have the authority to mandate use of E-Filing by any filers or filer categories.
11/20/2018 @ 4:02 PM	11/28/2018	10. What are the historic (last 3 yrs) court cases filing volumes and fees collected per the respective four case types subject to and in the jurisdiction of this RFQ&P?	See Addendum #1, Exhibits C-1, C-2 and C-3 for Statistical Data compiled by the Louisiana Supreme Court for 2015, 2016, and 2017. Filing fees collected are not relevant to response to the RFQ&P.
11/20/2018 @ 4:02 PM	11/28/2018	11. What e-filing volume is expected in criminal cases?	LCRAA does not have sufficient data to make a reliable estimate regarding the expected volume of E-Filing in any case type.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

**Request for Qualifications and Proposals
For E-Filing System and Related Services**

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
		Will that include e-filing by charging/prosecuting authorities in criminal cases?	LCRAA seeks an E-Filing System “to serve the public by providing litigants with the option to file pleadings and other documents electronically through secure remote access,” (RFQ&P, pp. 1-2, §3.0). Charging/prosecuting authorities in criminal cases are litigants.
11/20/2018 @ 4:02 PM	11/28/2018	12. Will the filing fees apply for initiated cases only and/also for filings into existing cases?	Filing fees will apply to all initiated cases and also to filings unless a fee waiver applies to the filer or case type.
11/20/2018 @ 4:02 PM	11/28/2018	13. Is eService to be included in the initial RFP?	E-service is not within the scope of this RFQ&P.
11/20/2018 @ 4:02 PM	11/28/2018	14. Is the use of ECF4 standard for interaction between filing system and CMS required?	LCRAA has not selected a required standard for interaction between filing systems and CMS. “Contractor shall employ industry standards and best practices to ensure quality control and security of Clerks’ CMS relative to all interactions between Contractor’s systems and the E-Filing System,” RFQ&P, p. 7, §6.0, para. C. See RFQ&P, pp. 1-2, §3.0 for Procurement Process Requirements, pp. 4-6, §6.0, para. A for Project Requirements, pp. 6-7, and §6.0, para. B for E-Filing System Requirements.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

**Request for Qualifications and Proposals
For E-Filing System and Related Services**

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/20/2018 @ 4:02 PM	11/28/2018	15. Is the acceptance and processing of e-filings by Clerks to be performed in the e-Filing system or in each respective CMS?	Proposals should include the "E-Filing System web service requirements and specifications to assist CMS vendors in customizing their systems for integration with the E-Filing System," RFQ&P, p. 4, §6.0, para. A(4). Proposals should include minimum requirements for acceptance and processing of e-filings by Clerks in the E-Filing System and for acceptance and processing of e-filings in each respective CMS, if different.
11/20/2018 @ 4:02 PM	11/28/2018	16. Please explain what is meant by "the secure exchange of documents and case information" on page 4 A.2.	The selected Contractor must provide a testing environment to test and verify "the secure exchange of documents and case information" prior to implementation of the E-Filing System for each Clerk electing to use LCRAA's E-Filing System.
		Also, please explain what is meant by "system compatibility."	The selected Contractor must provide a testing environment to test and verify the compatibility of the E-Filing System and Clerk's CMS prior to implementation of the E-Filing System in each Clerk's Office electing to use LCRAA's E-Filing System.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/20/2018 @ 4:02 PM	11/28/2018	17. Section A(6) refers to escrow accounts. How do you envision escrow accounts utilized in the e-filing environment?	Some Clerks allow users to pre-pay fees by depositing funds in an escrow account maintained by the Clerk. The funds are transferred to Clerk from the escrow account when services are rendered. Proposals must describe how escrow accounts will integrate with the proposed E-Filing System.
11/20/2018 @ 4:02 PM	11/28/2018	18. Please clarify requirement A(12) in respect to "integrate eFiling with other office technology".	The selected Contractor must, "Design, develop and maintain any software necessary to integrate with the E-Filing System with Clerk's existing CMS and other office technology." Other office technology includes but is not limited to scanners, printers and other hardware and software.
11/20/2018 @ 4:02 PM	11/28/2018	19. Please clarify what is meant in B. E-filing System Requirements under Provide to Users: The date and time the outcome was determined?	The E-Filing System must provide users with documentation showing the date and time a filing was accepted or not accepted.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/20/2018 @ 6:34 PM	11/28/2018	1. Does LCRAA anticipate the efilng portal to support all case types supported by the 58 Parishes, 42 Districts and 65 Clerks?	LCRAA seeks an E-Filing System “to serve the public by providing litigants with the option to file pleadings and other documents electronically through secure remote access,” (RFQ&P, pp. 1-2, §3.0). The RFQ&P for E-Filing System does not exclude any case types supported by the participating Parish Clerks or filed within the 42 Judicial Districts.
11/20/2018 @ 6:34 PM	11/28/2018	2. Can you provide a breakdown of the number of cases per statewide or per Parish? <ul style="list-style-type: none"> • Civil Cases • Juvenile Cases • Criminal Cases • Probate Cases • Family Cases 	See Addendum #1, Exhibits C-1, C-2 and C-3 for Statistical Data compiled by the Louisiana Supreme Court for 2015, 2016 and 2017. Probate Cases are included within totals for Civil Cases.
11/20/2018 @ 6:34 PM	11/28/2018	3. Of the 58 parishes that participate in the LCRAA how many would be expected to participate in efilng?	LCRAA cannot determine the number of parishes which will initially participate in E-Filing prior to selection of an E-Filing System and pricing model. Some LCRAA participants already offer e-filing. Proposals should address any differences in pricing based on the number of participating Clerks.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/20/2018 @ 6:34 PM	11/28/2018	4. Does LCRAA anticipate a license model where LCRAA licenses the software at a fixed rate yet charges to the filer the court statutory fees and the LCRAA fees, or does the LCRAA want a transaction model so the e-filing hosted system is paid for by the transaction fees in addition to LCRAA fees and Statutory fees?	<p>LCRAA seeks a cost effective funding model and will select the E-Filing System most cost effective for LCRAA, Clerks and litigants, a system likely to encourage Clerks to elect use the E-Filing System on LCRAA's Portal and likely to be used by litigants.</p> <p>Proposals should include all applicable fees for implementation and maintenance and suggested funding models. Evaluation Criteria includes, "Pricing model, including price per filing and maximum monthly or annual fee to contractor," (RFQ&P, p. 8, §7.0).</p> <p>Proposals are required to include any proposed fees including pricing per filing and maximum monthly or annual fee to Contractor, (RFQ&P, p. 10, §9.0. para. E).</p>
		Do you want a pricing for either way?	Proposals may include pricing options.
		4a. If you chose transaction and most criminal, juvenile, domestic violence and so forth generally cannot afford a transaction fee, how do you anticipate funding those case types and support for filers?	Pricing options should address all factors impacting pricing including fee waivers for certain litigants and certain case types.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/20/2018 @ 6:34 PM	11/28/2018	5. The cost of support for 7 days a week to filers/attorneys versus 5 days a week affects pricing. Are you willing to consider 5 days a week phone support for filers and only clerk support on weekends?	<p>The selected Contractor, “shall provide: ...</p> <ul style="list-style-type: none"> • User support via online chat 24 hours a day, seven days a week. • User support via phone during Clerks’ regular business hours.” (RFQ&P, p. 2 §4.0).” <p>Proposals may include information regarding impact of pricing with alternate levels of support.</p>
11/20/2018 @ 6:34 PM	11/28/2018	6. Although the system can be up and running by April as anticipated in the RFP, many of the Clerks and their CMS systems may not be able to invest in a timely fashion the integration resources needed to programmatically update their CMS. Do you have a time-frame when the Clerks are required to integrate to the E-Filing System?	<p>Most Clerks have the resources needed to manage document images. LCRAA anticipates providing assistance to Clerks without resources to manage document images. There is no time frame for requiring Clerks to integrate to the E-Filing System selected by LCRAA.</p>
11/20/2018 @ 6:34 PM	11/28/2018	7. When the system is up and running, will the clerks of all counties be required to accept e-filing even when they are not integrated?	<p>Clerks are not mandated to accept e-filings or to use a particular e-filing system. Proposal can address available methods to enable Clerks to accept e-filings without integration to the proposed E-Filing System.</p>
		If not, what will be the policy?	<p>Clerks may elect to use the E-Filing System through the LCRAA Portal at any time after it becomes available.</p>

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

**Request for Qualifications and Proposals
For E-Filing System and Related Services**

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/21/2018 @ 12:44 PM	11/28/2018	1. Is there a budget amount set aside for this project? If so, can the budget amount range be disclosed?	No amount has been budgeted for the project.
11/21/2018 @ 12:44 PM	11/28/2018	2. Can you share approximate number of filings (volume) per year? For example, can we get the volume for 2017 and/or 2016?	See Addendum #1, Exhibits C-3 and C-2 for Statistical Data compiled by the Louisiana Supreme Court for 2017 and 2016.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/21/2018 @ 12:44 PM	11/28/2018	3. Can you provide a list of entities (such as government agencies) that are exempt from fees and your estimate as to what percentage of the case/documents are coming from such exempt entities?	<p>The following is a non-exclusive list of entities and types of filings in which filing fees are not required to be paid at the time of filing.</p> <p>The state, political subdivisions, parishes, municipalities, special districts, school boards, sheriffs, public boards, institutions, departments, commissions, districts, agencies, authorities and agencies or subdivisions of any of the aforementioned, other public or governmental bodies of any kind and agents, officers and employees of governmental entities when acting within the scope and authority of their employment or when discharging official duties, Louisiana Insurance Guaranty Association ("LIGA") and policyholders or other insureds of an insolvent insurer in judicial proceedings instituted by or against LIGA, the Department of Children and Family Services ("DCFS"), and district attorneys in any child welfare proceeding instituted by DCFS, La. R.S. 13:4521.</p> <p>Litigants granted the right to litigate without payment of costs, La. C.C.P. art. 5185.</p> <p>Litigants seeking protection from domestic violence, La. R.S. 46:2134.</p> <p>Criminal proceedings.</p>

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/21/2018 @ 12:44 PM	11/28/2018	4. Meeting the tight timeframe of this project will depend on availability and willingness of the CMS vendors to integrate. Are the CMS vendors aware of this project and expressed commitment?	All CMS vendors were sent notice of the RFQ&P. LCRAA's staff will coordinate with CMS vendors. The CMS vendors have cooperated with LCRAA on prior projects requiring integration.
		Have they allocated appropriate resources?	LACRAA does not have sufficient information to determine whether CMS vendors have allocated appropriate resources.
11/21/2018 @ 12:44 PM	11/28/2018	5. Since the eFiling system must be integrated with the CMS systems, is it reasonable to expect the current CMS vendors to implement the Electronic Court Filing (ECF) 4.01 Standard that supports the Record Filing Request (RFR) XML message for integration purposes?	LCRAA does not have sufficient information to determine whether current CMS vendors use or will implement ECF 4.01 Standard to support the RFR XML message for integration purposes. Proposals may address use of ECF 4.01 Standard to Standard to support the RFR XML message for integration purposes, and any differences if ECF 4.01 is not used
11/21/2018 @ 12:44 PM	11/28/2018	6. Does the LCRAA have any objection to the proposed solution leveraging a 3rd party for the payment services (such as an established payment provider)?	Respondents may include all available pricing models in their proposals.
11/21/2018 @ 12:44 PM	11/28/2018	7. For training, will the LCRAA consider a train-the-trainer model? This would allow for significant training cost savings to the Courts/Parishes.	"Contractor shall ensure that each Clerk's staff has been adequately trained to operate the E-Filing System in coordination with the Clerk's CMS," RFQ&P, p. 7, §6.0, para. C. Proposals may address available training options and the difference in cost, if any

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/21/2018 @ 12:44 PM	11/28/2018	8. Is the vendor required to maintain a copy of the court filing images?	Respondents should address whether the proposed E-Filing System maintains a copy of the court filing images.
11/21/2018 @ 12:44 PM	11/28/2018	9. Will eFiling be mandatory for all parish courts?	Neither LCRAA nor Clerks have the authority to mandate use of E-Filing by attorneys. LCRAA is unable to determine whether the use of E-Filing by attorneys will be mandated. Parish courts are courts of limited jurisdiction.
11/21/2018 @ 12:44 PM	11/28/2018	10. What is the rollout plan timeline for the courts?	Clerks will determine whether to participate and the timeline for participating in the E-Filing System after a provider is selected.
11/21/2018 @ 12:44 PM	11/28/2018	11. Please describe what escrow accounts means in the eFiling process?	Some Clerks allow users to pre-pay fees by depositing funds in an escrow account maintained by the Clerk. The funds are transferred to Clerk from the escrow account when services are rendered. Proposals must describe how escrow accounts will integrate with the proposed E-Filing System.
11/21/2018 @ 12:44 PM	11/28/2018	12. This contract is called, "Exhibit A". Is there a contract that this is an exhibit to? If so could you provide any relevant information?	The selected Contractor will be required to execute a contract substantially similar to the Sample Contract attached as Exhibit A , to the RFQ&P, (RFQ&P, p. 10, §9.0, para. F).

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

**Request for Qualifications and Proposals
For E-Filing System and Related Services**

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/21/2018 @ 12:44 PM	11/28/2018	13. Regarding Article 2.2 – We would require your tax exemption certificate to comply.	Article 2.2 requires Contractor to pay all taxes on any compensation received by Contractor pursuant to the Contract. No tax exemption certificate is required or will be provided by LCRAA.
11/21/2018 @ 12:44 PM	11/28/2018	14. Regarding Article 4.1 – We would request that the Audit Requirements be limited to 2 years from 5.	LCRAA is a public agency subject to audit by the Louisiana Legislative Auditor. The Audit Requirements will not reduced to less than 5 years.
11/21/2018 @ 12:44 PM	11/28/2018	15. Regarding Article 6.1 – We request 60-day written notice for termination for convenience.	This statement does not require a response.
11/21/2018 @ 12:44 PM	11/28/2018	16. Regarding Article 6.2 – We would request a 30-day cure period.	This statement does not require a response.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/21/2018 @ 12:44 PM	11/28/2018	17. Regarding Article 6.3 – We would request annual payments due upfront.	<p>Respondents should include all applicable fees in their proposals.</p> <p>“Pricing model, including price per filing and maximum monthly or annual fee to contractor” is included in the Evaluation Criteria, (RFQ&P, p. 8, §7.0).</p> <p>Respondents are required to include any proposed fees including pricing per filing and maximum monthly or annual fee to Contractor, (RFQ&P, p. 10, §9.0. para. E).</p> <p>LCRAA is a public agency and will not make annual payments prior to delivery of services. Fees calculated on an annual basis will be made on a schedule agreed to by LCRAA.</p>
11/21/2018 @ 12:44 PM	11/28/2018	18. Regarding Article 8.2 – We request mutual indemnification.	This statement does not require a response.
11/21/2018 @ 12:44 PM	11/28/2018	19. Regarding Article 9.4 – We do not have owned business automobiles, so we would ask to be exempt.	<p>Article 9.4(b) requires Comprehensive Automobile and Vehicle Liability Insurance on “owned, non-owned and leased motor vehicles.” LCRAA will not grant an exemption of insurance coverage to any Contractor to perform on-site work.</p>
11/21/2018 @ 12:44 PM	11/28/2018	20. New Article – We require a Limitation of Liability.	This statement does not require a response.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/21/2018 @ 3:23 PM	11/28/2018	1. Will filings be made mandatory to file through the new electronic filing system?	Clerks are not mandated to use the E-Filing System on the LCRAA Portal. Clerks are not authorized to mandate the use of E-Filing by litigants. Some clerks have e-filing systems
11/21/2018 @ 3:23 PM	11/28/2018	2. Can you provide expected filing volume or past years filing volume for each parish?	See Addendum #1, Exhibits C-1, C-2 and C-3 for Statistical Data compiled by the Louisiana Supreme Court for 2015, 2016 and 2017.
11/21/2018 @ 3:23 PM	11/28/2018	3. What is the estimated growth of filings per year (i.e. if 1 million filings were received in 2018, how many are expected in 2019 and 2020?). Please estimate over the next 5 years.	LCRAA does not have sufficient data to make a reliable estimate regarding estimated growth or reduction in filings in 2018, 2019 or over the next 5 years.
11/21/2018 @ 3:23 PM	11/28/2018	4. How many court users total will be using the system (clerks, judges, assistants, etc.)?	The E-Filing System will be used by Clerks and Clerks' staff who handle filings for the court
11/21/2018 @ 3:23 PM	11/28/2018	5. What comprises the majority of the CMS's the vendor is expected to integrate with?	See Addendum #1, Exhibit B.
11/21/2018 @ 3:23 PM	11/28/2018	6. Are any of the CMS developed internally or are they created and supported by a CMS Vendor(s)?	See Addendum #1, Exhibit B.
11/21/2018 @ 3:23 PM	11/28/2018	7. Can you provide a list of each CMS for each parish?	See Addendum #1, Exhibit B.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

**Request for Qualifications and Proposals
For E-Filing System and Related Services**

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/21/2018 @ 3:23 PM	11/28/2018	8. What are the “industry standards” for integration referred to in Section 3.	Contractor must “employ industry standards and best practices to ensure quality control and security,” for the E-Filing System, RFQ&P, p. 7, §6.0, para. C. Proposals may include industry standards and best practices proposed by respondent.
		Is this ECF 4.01?	LCRAA has not selected an industry standard for integration.
11/21/2018 @ 3:23 PM	11/28/2018	9. Is the vendor able to work with the LCRAA to set the standards and endpoints for integration with the existing CMS?	LCRAA anticipates coordinating with the selected Contractor and CMS vendors to provide standards and endpoints for integration for each CMS.
11/21/2018 @ 3:23 PM	11/28/2018	10. Is the preferred integration method for each CMS system web services? If not, please describe the preferred integration methods for each CMS.	Respondents should address available methods of integration with the proposed E-Filing System.
11/21/2018 @ 3:23 PM	11/28/2018	11. Are any of the CMS hosted or are they all on premise solutions? If hosted, please provide where and how they are being hosted (e.g. hosted by LA IT Data Centers, a hosting provides; AWS, Azure, etc.?)	Some of the CMS are hosted. LCRAA does not have information regarding where and how they are being hosted.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/21/2018 @ 3:23 PM	11/28/2018	<p>12. Are the requirements of the integration between the E-Filing system and each CMS system bi-directional or one-way communication via web services?</p> <ul style="list-style-type: none"> • Bi-directional: the E-Filing System will integrate via web services to each CMS and each CMS will need to integrate with the E-Filing system to obtain data as needed. • One-way: Single Integration: the e-Filing System will integrate via web services to each CMS. 	Proposals can should address all available methods of integration between the proposed E-Filing System and CMS.
11/21/2018 @ 3:23 PM	11/28/2018	13. How many environments are needed? (Production/Test)	The selected Contractor must provide a testing environment for working with Clerks' CMS to implement and test e-filings, (RFQ&P, p. 4, §6.0, par. A(2)). Respondents should determine the number of environments needed.
11/21/2018 @ 3:23 PM	11/28/2018	14. How many users will be added per year?	LCRAA does not have sufficient data to make a reliable estimate of the number of users will be added each year.
11/21/2018 @ 3:23 PM	11/28/2018	15. How many filings/documents are ingested per year?	LCRAA does not have sufficient data to make a reliable estimate of the number of filings which will be made through E-Filing System on LCRAA's Portal per year.
11/21/2018 @ 3:23 PM	11/28/2018	16. What is the average file size?	LCRAA does not have sufficient data to determine the average file size.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/21/2018 @ 3:23 PM	11/28/2018	17. What is the median file size?	LCRAA does not have sufficient data to determine the median file size.
11/21/2018 @ 3:23 PM	11/28/2018	18. What is the largest file size?	LCRAA does not have sufficient data to determine the largest file size.
11/21/2018 @ 3:23 PM	11/28/2018	19. Do Clerks also submit filings on behalf of filers?	Clerks do not submit filings on behalf of filers.
11/21/2018 @ 3:23 PM	11/28/2018	20. Are eSignature capabilities required for Clerks/Judges?	eSignature capabilities are not within the scope of this RFQ&P.
11/21/2018 @ 3:23 PM	11/28/2018	21. What file types are ingested? (PDF, DOCX, XLSX, etc.)	Proposals may address the file types the proposed E-Filing System is capable of accepting.
11/21/2018 @ 3:23 PM	11/28/2018	22. Is audio, video or large photos ingested? What percentage of each (i.e. of the total filings, what percentage include video/audio/large photos)?	Filing could include photos; however, the percentage of photos is anticipated to be very insignificant.
11/21/2018 @ 3:23 PM	11/28/2018	23. Is conversion of file types needed and what is the desired end file type (e.g. will everything end up a PDF?)	Proposals may address the proposed E-Filing System's ability to convert file types and the proposed end file type.
11/21/2018 @ 3:23 PM	11/28/2018	24. What are the retention requirements for filings in transit (i.e. how long should we keep filings and related data in our eFiling systems after they have been committed to the CMS?)	Proposals may address the length of time the proposed E-Filing System retains filings and related data in the E-Filing System.
11/21/2018 @ 3:23 PM	11/28/2018	25. How many backup copies of data do we need to keep? Would two (2) copies suffice?	Proposals may address the number of backup copies of data proposed.

LOUISIANA CLERKS' REMOTE ACCESS AUTHORITY

Request for Qualifications and Proposals For E-Filing System and Related Services

November 9, 2018

INQUIRIES AND RESPONSES

INQUIRY RECEIVED	RESPONSE POSTED	INQUIRY	RESPONSE
11/21/2018 @ 3:23 PM	11/28/2018	26. Is AD/AD FS integration required for Clerks?	Proposals may address AD/AD FS integration capabilities of the proposed E-Filing System.
11/21/2018 @ 3:23 PM	11/28/2018	27. Is OCR required?	Proposals may address OCR capabilities of the proposed E-Filing System.
11/21/2018 @ 3:23 PM	11/28/2018	28. Are Full-Text search capabilities required?	Proposals may address full-text search capabilities of the proposed E-Filing System.
11/21/2018 @ 3:23 PM	11/28/2018	29. Is mobile access for Clerks/Judges required?	Proposals must address, "Adaptability of solution to mobile applications and touch interface," (RFQ&P, p. 10, §9.0, para. E). Information regarding mobile applications should not be limited to any particular class of users.
11/21/2018 @ 3:23 PM	11/28/2018	30. What is the Internet bandwidth/speed (upload and download) at each of the court locations?	LCRAA does not have information regarding the bandwidth/speed (upload and download) for participating Clerks.
11/21/2018 @ 3:23 PM	11/28/2018	31. What are the Disaster Recovery requirements, i.e. RTO (Recovery Time Objective) and RPO (Recovery Point Objective) for the E-Filing System?	Proposals may address Disaster Recovery capabilities including RTO and RPO for the proposed E-Filing System.