

## **ADDENDUM NO. 2**

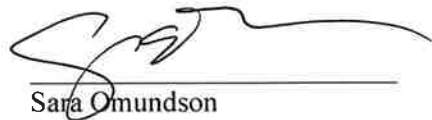
**May 7, 2025**

### **IDAHO SUPREME COURT ADMINISTRATIVE OFFICE OF THE COURTS**

#### **REQUEST FOR INFORMATION Enterprise Court Case Management Software Research Project 2025**

See Attached Exhibit 1, incorporated herein by reference, which consists of Addendum No. 2 to the Request for Information for Enterprise Court Case Management Software Research Project issued by the Idaho Supreme Court through its Administrative Office of the Courts on February 28, 2025.

This Addendum No. 1 issues on the 7th day of May, 2025.



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Administrative Director of the Courts

Posted to <https://isc.idaho.gov/procurement> on May 7th, 2025

**RFI – ADDENDUM NO. 2**  
**Enterprise Court Case Management Software Research Project**

**OVERVIEW**  
**May 7, 2025**

**I. NOTICE TO POTENTIAL RESPONDENTS:**

- A. This Addendum No. 2 shall be considered part of the original Request for Information ("RFI") for Enterprise Court Case Management Software Research Project issued by the Idaho Supreme Court through its Administrative Office of Courts on February 28, 2025.
- B. This Addendum consists of:
  - 1. Cover Sheet and Execution (1 page)
  - 2. Overview (1 page)
  - 3. Questions, Clarifications, and Revisions (5 pages)

**RFI – ADDENDUM NO. 2**  
**Enterprise Court Case Management Software Research Project**

**QUESTIONS, CLARIFICATIONS, AND REVISIONS**  
**May 7, 2025**

1. Except as expressly modified by Addendum No. 1 on April 2, 2025, and this Addendum No. 2, the RFI issued February 28, 2025, is unchanged.
2. This Addendum No. 2, as well as the RFI issued on February 28<sup>th</sup>, 2025, and its Addendum No. 1 issued on April 2, 2025, are available on-line at:  
<https://isc.idaho.gov/procurement>
3. Written questions submitted in accordance with the RFI's requirements and ISC-AOC's responses thereto are as follows:

A. JusticeTech inquiries and ISC-AOC responses.

1. Q: How many court users are expected to access the system at peak?

A: Approximately 1300 users are estimated to access the current systems at peak.

2. Q: What are the primary stakeholder roles at the state level that we will work with throughout the implementation and post-deployment phases?

A: It is important that all potential Respondents clearly understand that this RFI is for review and planning purposes only. It is an informal research tool by which the ISC-AOC hopes to gather information and perspective to help inform potential development of future plans or processes.

As a matter of general custom, decisions about statewide implementation of new court practices or technologies are made upon the review and recommendation of ISC-AOC subject matter experts in AOC Divisions including Information Technology, Court Management, Justice Services, and Finance. These Division recommendations are based in large part on a multi-tiered review process that includes input from District-level officials, including judges, clerks, administrators, and line employees.

3. Q: Will there be a central governance group responsible for decision-making on configuration, workflow changes, and prioritization?

A: Subject to the clarifications outlined above, a centralized decision-

making process is anticipated if procurement and deployment activities eventually occur.

4. Q: Will stakeholder engagement sessions (e.g., workshops, design reviews) be coordinated by the state, or will the vendor be expected to lead those?

A: Subject to the clarifications outlined above, stakeholder engagement sessions would be led by ISC-AOC with significant vendor assistance if procurement and deployment activities eventually occur.

5. Q: Is the system expected to be hosted within a state-managed SaaS or private cloud environment, or should the vendor provide cloud hosting (e.g., AWS, Azure, GovCloud)?

A: The ISC-AOC invites the submission of Information Packages from vendors whose solutions are hosted within either/both environments. With the exception of its desire to receive up-to-date information and perspective about the judicial case management business sector, the ISC-AOC has not predetermined any substantive conditions or outcome associated with this RFI.

6. Q: If the system must be hosted in a state-owned environment, will the vendor have access to that infrastructure for configuration, updates, and maintenance?

A: Subject to the clarifications outlined above, the ISC-AOC anticipates allowing escorted access to any necessary state-controlled infrastructure if procurement and deployment eventually occur.

7. Q: Is there an existing DevOps or infrastructure team we would collaborate with for deployment and ongoing maintenance?

A: Subject to the clarifications outlined above, collaboration with an existing DevOps or infrastructure team would be expected if procurement and deployment eventually occur.

8. Q: Do you currently support e-service of documents? If so, is that currently handled in your e-filing portal?

A: Public information about the ISC-AOC's provision of e-service by online portal is available at <https://icourt.idaho.gov/efileoverview>. Subject to the clarifications outlined above, additional detail would be available if procurement and deployment eventually occur. For the purposes of this RFI, the ISC-AOC welcomes Information Packages that address solutions that support e-service between parties as well as from the court to parties.

9. Q: Do you anticipate charging fees and allowing online payments for public users to access (view/download/print) available court documents?

A: Subject to the clarifications outlined above, the ISC-AOC does not anticipate charging for online public access to otherwise publicly available court documents through the case management system. Information Packages that detail solutions allowing customized integration with existing bespoke portals are very welcome.

10. Q: We would like to discuss pricing models in our response. Would you prefer to receive this as a separate attachment, or may we include sample pricing proposal discussion within our main response document?

A: The ISC-AOC has no preference as to whether or how pricing models or similar information is presented. Please see Part II.F. of the RFI, Public Record, for relevant requirements.

B. Catalis inquiries and ISC-AOC responses.

11. Q: Would the ISC-AOC prefer information on a full suite of products similar to those provided by Tyler Technologies (eFile/Jury Management/Supervision/etc.)

A: The ISC-AOC has not formally researched the current state of the judicial case management business sector in over 10 years and seeks to ensure that it relies upon up-to-date information in planning for the future. The ISC-AOC invites the submission of Information Packages providing as much information and perspective about as many products and solutions as possible.

12. Q: Can the ISC-AOC provide more details or current workflows to the questions asked? Example: How is the state currently retaining records? What is the state currently doing regarding entering and managing court documents within the system?

A: Publicly available information about iCourt can be found at <https://icourt.idaho.gov/>. Subject to the clarifications outlined above, additional detail and workflow information would be available if procurement and deployment eventually occur. For the purposes of this RFI, the ISC-AOC is not pre-committed to any particular approach or solution to any case management related issue.

13. Q: What are the top three current system functionalities that the ISC-AOC is hoping to improve upon?

A: The ISC-AOC respectfully declines to categorize its current system in terms of challenges faced or improvements needed. The RFI should not be understood as a purchasing tool or as implying unexpressed commentary about any need to change or improve current operations. The ISC-AOC hopes only to gather information and perspective to help inform potential development of future plans or process. To that end, the ISC-AOC believes the following functionalities will remain important into the future.

- Stability and consistency in performance, including:
  - o Minimal downtime or disruption;
  - o Intuitive and consistent configuration across tables.
- Auditing ability;
- Customization, including:
  - o Configurability of case and document security by user profile;
  - o User experience that is Idaho-specific (Idaho laws, court structure, etc.);
  - o Flexible forms system allowing court-directed case-by-case editing;
  - o Report configuration;
  - o Data integrations and APIs.

14. Q: Is the ISC-AOC open to RPA (Robotic Process Automation) and AI tools?

A: The ISC-AOC is not pre-committed to any particular approach or solution to any case management related issue. Information and perspective relating to the use of RPA and AI is welcome.

15. Q: Learning from the implementation of the current Court CMS system in 2013, what would the ISC-AOC improve upon if a new system is the best option for the Courts?

A: For context, please see the clarifications outlined above with particular attention to ISC-AOC's answer to question 13. Subject to the clarifications outlined above, and in the event this RFI develops into procurement or deployment opportunities in the future, the ISC-AOC anticipates internal changes in the enhanced priority and emphasis it would independently place on end user training and implementation timelines. The ISC-AOC also anticipates an enhanced continuing focus on case and document security, rights and roles, and mapping business processes to better inform configuration.

16. Q: Are there any bottlenecks or inefficiencies in court workflows that you believe are a result of system limitations?

A: The ISC-AOC believes that just as the work of Idaho's courts is ever-

evolving and necessarily subject to iterative process, so too must the case management system be. Identifying which inefficiencies reflect structural components of Idaho law or the relatively immutable conditions of Idaho's geography and resource availability, and which might be mitigated by developments in the judicial case management business sector could be a collateral benefit of this RFI process.

17. Q: Have you found the system to be adaptable to Idaho's specific treatment and specialty courts? If not, what improvements are needed?

A: Subject to the clarifications outlined above, the ISC-AOC acknowledges that the case management needs of treatment courts can differ from those associated with traditional civil and criminal matters. A customizable case management system with the kind of Idaho-specific flexible configuration described in ISC-AOC's answers to 13 and 15 above that can accommodate a treatment court's phases, offer participant self-service or messaging, and streamlined data entry and reporting abilities will remain important into the future.

18. Q: Can the ISC-AOC describe the current workflow configurability functionality? Can the users modify the system entirely? Not at all?

A: Subject to the clarifications outlined above, additional nonpublic detail and workflow information would be available if procurement and deployment eventually occur. At this time, the ISC-AOC simply seeks information about the state of case management system development, regardless of our current capabilities. Information Packages detailing the advantages and disadvantages of systems that can be modified, in part or entirely, by users are welcome.

19. Q: What are the biggest challenges you've encountered with the current vendors system, particularly in day-to-day court operations?

A: The ISC-AOC respectfully declines to categorize its current system in terms of challenges faced or improvements needed. As noted above, the work of Idaho's courts is ever-evolving and necessarily subject to iterative process and ISC-AOC will continue to require a case management system that accommodates this experience.

20. Q: How much autonomy do users currently have to configure the system without vendor involvement? (e.g., user roles, forms, workflows, reports).

A: Subject to the clarifications outlined above, responsive detail would be available if procurement and deployment eventually occur. For the purposes of this RFI, the ISC-AOC is not pre-committed to any particular approach or solution to any case management related issue.