



STATE OF TENNESSEE
ADMINISTRATIVE OFFICE OF THE COURTS

REQUEST FOR INFORMATION
FOR
INDIGENT CLAIM ENTRY SYSTEM

RFI #30227-10000
JULY 29th, 2015

1. STATEMENT OF PURPOSE:

The State of Tennessee, ADMINISTRATIVE OFFICE OF THE COURTS, issues this Request for Information ("RFI") for the purpose of identifying vendors who have the capacity, technology, and experience to provide a replacement software solution for indigent representation (attorney), interpreter and expert witness claim entry and payment.

Through this RFI, the Tennessee Administrative Office of the Courts (AOC) intends to elicit information on industry solutions that currently exist in a production environment to capture and pay indigent representation, interpreter and expert witness claims. The Administrative Office of the Courts (AOC), State of Tennessee, will review responses to questions contained within this RFI, and intends to observe the functionality of the vendors' solutions in demonstrations. This information will assist in determining how AOC will proceed in acquiring and implementing a new indigent representation, interpreter and expert witness claim solution. This solution shall have the ability to meet the department's strategic vision; utilize modern technology; automate current manual (as is) processes; support future (to be) validated business processes; significantly improve efficiency, accuracy, and timeliness; provide resource and cost savings; and, provide a complete solution for the entry, audit and payment of indigent representation, interpreter and expert witness claims.

We appreciate your input and participation in this process.

2. BACKGROUND:

The Tennessee Indigent Entry System (TIES), Indigent Claim Entry (ICE) and Court Interpreter Claims System (CICS) are the AOC's current solutions for the entry of attorney, interpreter and expert witness claims; the three systems are located on disparate servers that automate the entry, audit and payment of claims for the AOC.

Why AOC is seeking a new solution for claims:

The replacement of TIES, ICE and CICS is one of the primary objectives of the Administrative Office of the Courts due to several factors.

- TIES uses Windows Server 2008 and will be end-of-life in 2020
- Uses outdated DTS Wrapper processes to transfer information between systems that are not reliable
- Lacks the performance speed necessary to audit claims in a timely manner
- Lacks the technological capability that AOC needs to have access to real-time data
- Relies heavily on labor intensive business workflows
- Relies on paper driven manual processes
- Lacks the ability to efficiently and effectively share information and collaborate
- Restricts users ability to create their own Ad Hoc reports

AOC does not intend to replace TIES, ICE and CICS in their current state. An effort is currently underway to identify, validate, and document the current and future business processes and requirements that will lead to the selection of a solution that is based on current technology, increases efficiency, and provides real time data sharing and collaboration. Additionally, there are functional areas that TIES does not provide and that AOC desires to acquire: workflow management, work queues, messaging and approval processes.

Key info on the customer base:

- 25 internal users and 3,815 (approximate) external users of the current system
- External users access the claim entry system via the internet
- Judges, attorneys, interpreters and expert witnesses are geographically located throughout the State of Tennessee
- 31 Judicial Districts

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Elizabeth Stafford for TN Administrative Office of the Courts
 Central Procurement Office
 Department of General Services
 WRS Tennessee Tower, 3rd Floor
 312 Rosa L. Parks Ave.
 Nashville, TN 37243
 Telephone Number: (615) 532-0764
 E-mail: Elizabeth.Stafford@tn.gov

3.2. Respondents should submit a file in PDF format to the contact and address above in 3.1.

3.3. Please reference RFI # 30227-10000, along with the company's name clearly displayed on all pages regarding communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		July 29 th , 2015
2.	RFI Response Deadline	2:00 P.M.	August 12 th , 2015
3.	Review Responses and Schedule Demos	TBD	August 19 th , 2015
4.	Conduct Demos	TBD	August 24 th , 2015 – August 28 th , 2015

5. GENERAL INFORMATION:

- 5.1. 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.
- 5.2. 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.
- 5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

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

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TECHNICAL INFORMATIONAL FORM

1. RESPONDENT LEGAL ENTITY NAME:
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3. Provide a description of your company's experience providing this type or similar claim entry systems.
4. Provide a detailed description of how your company's existing solutions address the following:
a. Describe and provide clarity of existing in-production core and optional solutions.
b. What types of solutions are currently in development?
c. Describe the technical architecture of existing solutions.
d. Describe the use of industry best practices in the development and delivery of similar solutions.
e. Describe and include examples of the process/policy standards you adhere to for data exchange.
f. Provide any examples where the core solution has been fully implemented in a State/County of similar size.
g. Does your company provide implementation services or do you use a third party?
h. Describe the optional modules not included in your core solution.
i. Describe suggested customer and vendor staffing based on your most successful partnership with similar implementations.
j. Describe the expected timeframe to configure, test, train, convert and implement the solution.
k. Describe your training approach (one-on-one, train the trainer, etc).
l. Describe/outline training that could be provided to employees. Is training readily available including on-line formats and easily accessible?
m. Describe any lessons learned the State should consider on a claim entry solution.
n. Describe recommended security measures for claim entry solutions.

COST INFORMATIONAL FORM
PLEASE DO NOT INCLUDE ANY SPECIFIC PRICING

1. Describe your company's various cost modules for this type of solution.
2. What is the total dollar range this type of solution might cost?

ADDITIONAL CONSIDERATIONS

1. Please describe any alternative approach the State might consider.