



**District of Columbia Courts
Procurement and Contracts Branch**

**REQUEST FOR INFORMATION
(RFI) NO. DCSC-25-RFI-1
ONLINE DISPUTE RESOLUTION
SYSTEM**

Date Issued: November 18, 2024

RFI Due Date & Time: Tuesday, December 10, 2024, no later than 2:00 P.M.

NOTE: NO AWARD WOULD BE MADE FROM THIS REQUEST FOR INFORMATION (RFI).

Explanation to Prospective Providers:

Any company desiring an explanation or interpretation of this RFI must request it by **email** to Grace Alao, Senior Contract Specialist, at grace.alao@dccsystem.gov no later than 2:00 P.M. on November 22, 2024.

RFI Submission and Identification:

Your company must submit an electronic PDF copy of your response via email to Grace Alao at grace.alao@dccsystem.gov with the following subject line:

RFI # DCSC-25-RFI-1 ONLINE DISPUTE RESOLUTION SYSTEM

RFI Due Date and Time: Tuesday, December 10, 2024, no later than 2:00 P.M

SCOPE

The District of Columbia Courts, on behalf of the Multi-Door Dispute Resolution Division, Multi-Door's Landlord & Tenant Mediation Program, in collaboration with the Civil Divisions' Eviction Diversion Initiative, would like to establish a pilot program to test the viability of using an Online Dispute Resolution (ODR) platform. The platform would provide litigants and attorneys, the opportunity for early engagement with one another to attempt settlement through negotiation in an online environment.

General pricing information is also sought.

DEFINITIONS

Eviction Diversion Initiative - provides a variety of services to Landlord & Tenant Court litigants who fall within certain program categories. These services include court-referred case mediation provided by Multi-Door.

Multi-Door Dispute Resolution Division - the Superior Court's Alternative Dispute Resolution (ADR) Division, providing mediation and other services to case referred by the various courts comprising the Superior Court.

ODR - an online platform technology that allows case litigants the opportunity to engage in negotiation and case settlement directly with one another using a downloadable application.

BACKGROUND

The Superior Court Civil Division's Eviction Diversion Initiative (EDI), funded in FY 2025, is one of twelve court programs within the United States funded through EDI grants from the National Center for State Courts. As defined, the initiative provides a variety of services to Landlord & Tenant Court litigants who fall within certain program categories. These services include court-referred case mediation provided by the Multi-Door Dispute Resolution Division (Multi-Door).

The Landlord and Tenant Eviction Diversion Program is aware that plaintiff and defendant representatives in many of these cases are not communicating with one another to the extent the court would appreciate in their efforts to resolve filed cases as early as possible. An ODR platform will provide the representatives with a flexible communication mechanism by permitting the representatives to engage with one another in an asynchronous environment at their convenience within a prescribed timeline established by the court, while monitoring and supporting these interactions in both a virtual and asynchronous environment.

During their online engagement, either litigant can request the help of a Multi-Door neutral to join and facilitate the online discussion to support the communication and negotiation between the parties. The ODR platform provides the technology needed for developing and signing any

subsequent agreement between the litigants. In the event the litigants are not able to settle their case using the ODR platform, they can request mediation be scheduled.

REQUIREMENTS

Multi-Door's interest is to meet with the most experienced companies in this field, preview demonstrations of their current ODR products and determine the product that would be useful as a platform for attorneys to communicate with one another and support ongoing communications for discussing cases and negotiating settlements. These meetings would include discussions regarding receiving proposals for developing a pilot project with the court. Interested companies will be able to submit their proposals when the DC Courts puts out a solicitation, Request for Proposals, out to prospective vendors.

The Multi-Door Dispute Resolution Division, Multi-Door's Landlord & Tenant Mediation Program, in collaboration with the Civil Divisions' Eviction Diversion Initiative seeks to modernize its operations and gain business process efficiencies, while maintaining the Courts commitment to efficient and effective use of its information technology, and human capital. The objectives are that the System achieve the following:

- (a) Provide electronic law practice management functionality to support business needs.
- (b) Satisfy core document and case management requirements with minimal customization.
- (c) Automate manual processes using information technology and generative artificial intelligence (AI) to the maximum extent possible to improve workflow.
- (d) Promote document version control with highly secure, accurate, and reliable recordkeeping.
- (e) Enhance case tracking and reporting capabilities.
- (f) Organize files and documents and reduce redundancy.
- (g) Interface with widely used office applications to promote efficiency.
- (h) Promote intuitive, user friendly, and accessible technology with easy user navigation and a modern look and quality.

II. Minimum Technical Requirements

Your system would need to provide or meet the following minimum requirements:

- (a) Document management system with a centralized database, native document management, and searchable repository for sensitive legal files.
- (b) Task and calendar management capabilities with automatic alerts for case tracking and monitoring.
- (c) Web-based solution compatible with the latest versions of Microsoft Edge, Chrome, Firefox, and Safari.
- (d) Accessibility and mobility for easy access anywhere with a secured environment.

- (e) Compatible with Citrix Virtual Desktop Infrastructure (VDI).
- (f) Streamlined, real time matter intake, opening, closure, and matter type tracking.
- (g) Litigation hold tracking with electronic reminders and ability to confirm receipt, e-sign, and record recipient response.
- (h) ShareFile, including securely sharing confidential legal files.
- (i) Real time user response rate for searching, accessing, saving, and uploading and downloading files, including large files.
- (j) Multiple or unlimited number of document profile fields and categories, including case notes field(s).
- (k) Multiuser access with variable access and document rights and version control, e.g., view only, create (or *save as*) new version, edit current version, delete, etc.
- (l) Near real time response rate for generating reports.
- (m) Disaster Recovery.
- (n) Security features to prevent the Contractor, including contractor and subcontractor staff, from accessing, copying, or downloading sensitive and confidential files, documents, records, and other information and materials, including document profiles.
- (o) Section 508 compliant (29 U.S.C. §794d).
- (p) FedRAMP Authorized or Ready designation. (If your system has a Ready designation, it would be expected to obtain an Authorized designation after 12 months.)

III. User Needs

Your system should include the following capabilities:

- (a) Assign matters, tasks, and documents to one or more users.
- (b) Track matter history and outside counsel, clients, and contact information.
- (c) Search by document profile and by full text, including MS Word, Excel, PDF, HTML, and other file types.
- (d) Capture email, documents, attachments, transcripts, video, or audio recordings (including voicemail) and other file types.
- (e) View and print file directly within the System.
- (f) Open files in native application.
- (g) Save multiple document versions.
- (h) Generate, format, print and export reports, including to MS Excel and Word format.
- (i) Assign one or more security profiles to files such as confidential, privileged, or attorney work product, and limit user access accordingly.
- (j) Track document history.
- (k) Version control.
- (l) Create user templates and pre-populated profiles for recurring case or file types.
- (m) Generate template document.
- (n) Built-in system help functions.

IV. Interfacing

Your system would need to interface with the following applications:

- (a) MS Word and Excel.
- (b) MS Outlook for matter files, including MS Outlook add-in (Click-button) option to save emails, attachments, and contact information.
- (c) MS Outlook Calendar, including alerts, deadlines, and reminder to one or more users.
- (d) Adobe Acrobat Pro DC.
- (e) Citrix ShareFile.
- (f) Box.com

V. Additional Tools and Add-ons

Interested vendors should please describe available tools and add-ons, such as, generative AI capability, smart phone app, etc., and general pricing information for such tools and add-ons.

VI. DCCS Enterprise IT Environment

- (a) The following table provides a non-exhaustive overview of the DCCS's enterprise technology environment.

Type	Current Environment, Software, and Hardware
Data Center Server / Storage Platforms	HP C7000 blade servers (and newer), NetApp storage (NAS and SAN) Cluster Data ONTAP version 9.1 (and newer) storage
Operating Systems	Windows 2016 Standard and Data Center Edition Client – Windows 10
End User Platforms	Dell Workstations, peripherals
Client Operating System	MS Windows 10 (and newer)
Cloud Platform	Microsoft Azure FedRAMP Government
Network Equipment	TCP/IP, CISCO routers and switches
Internet Browsers	MS Edge version 105 (and newer), Chrome version 105 (and newer), Firefox version 105, and iOS version 15.6 (and newer)
Authentication	Active Directory Federation Services
Development Environment	J2EE, Oracle Apex, MS Power Apps
Databases	Oracle 12c, MS-SQL 2008, 2012, Azure SQL Managed Instances

Data Warehousing and Business Intelligence	Oracle OBIEE 11g, 12c, Oracle ODI 12c
Application Server	Oracle SOA 12c, Oracle Web Logic
Project Lifecycle Management	IBM Rational DOORS, ClearCase, ClearQuest, and Functional Tester
Security	Network Access Control, CISCO Next Generation Firewall
Load balancer	Citrix NetScaler VPX version 11 (and newer)
Mobile devices	Dell, Apple, and other laptops/tablets; Apple and Android phones
MS Office	MS Word 2016 (and newer)

- (b) Your system could be hosted in the Courts’ Microsoft Azure Gov cloud if your company is able to provide cloud managed services, e.g., migration, configuration, optimization, security, and maintenance. Access would be granted to perform these services.
- (c) Your company would be responsible for supporting the infrastructure to run the application hosted in the Court-owned Microsoft Azure. Administration would entail performing regular maintenance, security patching, and updating infrastructure components required to run the application within MS Azure. It would also entail providing performance monitoring and system health checks. The Court’s IT team would provide the virtual machine(s) per your company’s specifications, configure, and maintain any other infrastructure to ensure all Court locations have the required network, workstation, peripheral, and software to access the applications.

VII. Security Requirements

Your software and system must meet all of the following requirements:

(a)	Comply with NIST-800-53 security controls. A FedRAMP Moderate Cloud Service Provider is required.
(b)	Require user authentication using single sign on with MS Active Directory.
(c)	Support of the configuration of rules for user passwords including frequency of changes, length, character requirements, etc.
(d)	Lock user accounts after a defined number of failed password attempts.
(e)	Secure user information through password encryption.
(f)	Allow the assignment of roles and permissions to users and groups of users.
(g)	Assign users and user groups permissions to access confidential data and documents.
(h)	Allow users to be assigned to multiple roles and resolve access to data accordingly.
(i)	Define permission levels for access to all system components

(j)	Assign confidentiality to case data and documents.
(k)	Prohibit reports containing full social security numbers to be generated without being masked.
(l)	Encrypt all data at rest and in transit.
(m)	Ensure system has MFA (Multi-Factor Authentication) enabled.

VIII. Desired Services

- (a) Project Manager. An experienced Project Manager would be needed for the successful delivery, installation, and implementation of the System.
- (b) Kickoff Meeting. A project initiation/kick-off meeting with staff would be needed to understand the objectives and expectations for the System and to outline the steps and deliverables.
- (c) DCCS IT Division. Your company would need to cooperate fully with the Courts' Information Technology ("IT") Division throughout the System implementation process, installation, maintenance, and user support. The IT Division is responsible for all aspects of business process automation, information systems management, network operations, security auditing, as well as desktop and peripheral support.
- (d) Post-Implementation Support and Training. We would need at least five (5) consecutive days of on-site, post-implementation support, to include up to three (3) days of in-person, facilitated end-user training. Virtual training is desired for new users. Administrator training should be available as necessary.
- (e) Maintenance and End User Support. The Courts would require a Service Level Agreement (SLA) to include high quality maintenance and end-user support following system implementation and throughout the duration of any contract. This could include:
 - (i) Built-in system help functions.
 - (ii) Searchable knowledge base.
 - (iii) Telephone numbers, email contact information, and online chat features.
 - (iv) Tier 1 and Tier 2 end-user support, including for all in-scope requirements, capabilities, modules, functionality, and services. This shall include a phone-based help desk Mondays through Saturdays from 8:00 AM to 6:00 PM Eastern Time.
 - (v) Assume that the Courts IT Division may occasionally provide Tier 1 support to end-users.
 - (vi) Your company would need to provide written documentation as necessary on releases, system updates, enhancements, software patches, and corrections to software bugs.

The Courts will post all amendments and questions and answers on the District of Columbia website at <https://www.dccourts.gov/about/procurement-contracts-branch> and the Federal Government website at <https://sam.gov/content/opportunities>.