

Administrative Office of the Courts

Supreme Court of New Mexico



REQUEST FOR PROPOSALS

STATEWIDE JURY MANAGEMENT SYSTEM (JMS)

Vendor Questions and AOC Answers

Question 1: Approximately how many users will utilize the new system?

Answer 1: New Mexico Administrative Office of the Courts (AOC) anticipates up to two-hundred-fifty (250) users.

Q2: How many summonses are produced annually?

A2: AOC sent approximately two-hundred-thousand (200,000) summons, pre-pandemic.

Q3: Does the AOC desire the winning vendor to print and mail summons?

A3: This is outside the scope of work for the RFP.

Q4: Does the AOC desire the winning vendor to host the solution? Or does the AOC want to host?

A4: The submitting vendor should submit solution options.

Q5: What jury management systems are currently utilized?

A5: AOC currently uses Jury Systems Incorporated, Jury+ Web Generation

- Q6: According to 6.1: Provide the ability to use, import, and populate data fields (scheduling, case parties, trial judge, case numbers, criminal charge(s) or civil cause(s) of actions from the court's Case Management System (CMS), currently Tyler Technologies Odyssey platform. Will they share their data via an API? Will they allow an interface to communicate to and from the Jury System?
- A6: To AOC's knowledge, there are APIs and export mechanisms available for Odyssey. Tyler Technologies has documentation for the APIs.**
- Q7: Are you qualifying jurors first, then summoning from a qualified pool (two separate mailings)? Or are you summoning and sending the questionnaire in one mailing?
- A7: AOC uses a one-step summoning process for qualified jurors from a single pool. The mailing instructs the juror to complete the qualification process and a questionnaire online.**
- Q8: Document scanning/attachment to juror profile was not noted in the RFP. Is this feature not needed?
- A8: Scanning and attaching to a juror profile is desired, please refer to I.D.6., I.E.3, and I.E.4.**
- Q9: Is the ability to interface with Zoom for virtual selection process ability needed?
- A9: This is outside the scope of work for the RFP.**
- Q10: Will the summon and questionnaire be a standard form statewide or will each location have a custom summon and questionnaire?
- A10: The summons and questionnaire is a standard form used statewide. Each location will need to modify portions of the summons with reporting information specific to their location.**
- Q11: Can the AOC confirm that the multi-lingual requirement only applies to the public facing portion of the system (i.e. summons, notices, notifications, public portal, etc.)?
- A11: Yes.**

- Q12: In addition to Spanish, what other languages are required?
- A12: It is contemplated that the solution will be available to as many users as possible, either initially or over time. English and Spanish are acceptable initially. By way of example, the top five (5) languages spoken in New Mexico courts are: English, Spanish, Navajo, Vietnamese, and Mandarin.**
- Q13: Is the AOC looking for a single system for all 76+ locations? Or would each location have its own instance? What level of connection is needed between locations?
- A13: AOC desires a system with 76+ locations in a statewide application. Each court has its own location or node and manages cases and jurors locally. The locations should be able to view juror and case history in all other locations. See Section I.E.10**
- Q14. Cloud based solutions are generally not 100% 508 and/or WCAG compliant out-of-the-box. The Cloud Service Provider's (CSP's) SaaS/PaaS solutions can be configured and customized by the CSP's customers and partners. Customizations can include user interface components, forms, navigation, color selections, embedded videos, tags, labels, and images. Due to this fact, CSP cannot ensure 100% accessibility of the final solution.
Will your organization accept accessibility status as detailed in a VPAT and evaluate overall accessibility capabilities based on final solution design, implementation, and customizations?
- A14: AOC does not foresee issues with its data being in a larger database structure as long as it would be trivial for the vendor to separate and deliver the data when requested.**
- Q15. Your organization states that the “system shall encrypt all data on the data layer”. In a cloud-based, multi-tenant environment, multiple customers share a single database. The PaaS/SaaS offering provides encryption capabilities to encrypt your organization's stored data at the field level in the database, however, whole database encryption is not supported.
If your organization is able to encrypt its data put into the cloud PaaS/SaaS service, but not encrypt the entire underlying PaaS/SaaS database, will this meet your organization's requirement?
- A15: AOC's IT department believes encryption of fields should suffice and would meet the intentions of this requirement.**
- Q16. Requirement 1.10 - Program should have a trial data function that allows tracking of trial statistics such as challenges for cause, excusals, peremptory challenges, participant names, attorneys, etc.

This requirement calls out data that could be considered Criminal Justice Information (CJI) if the trial data is associated with victims, witness, etc. Does AOC anticipate storing CJI data as a part of the solution?

A16: The submitting vendor should submit solution options.

Q17. Salesforce offers market leading Platform as a Service (PaaS) and market leading Software as a Service (SaaS) solutions. As such, Salesforce is a multi-tenant, cloud-based web application. No additional software or infrastructure is required. Salesforce hosts the entire solution, thus freeing up your organization to manage its mission, not manage an infrastructure solution. Additionally, Salesforce is browser agnostic and supports all major browsers (Firefox, Chrome, Safari, Edge). No installations on users' laptops or desktops are required and thus the solution is accessible from anywhere an internet connection and supported browser are available, including mobile devices. As long as the user can access a supported browser to login in to the Salesforce site they will not require local administrator rights to run the application.

That being said will the state accept vendors that offer a multi-tenant architecture?

A17: AOC's IT department finds a multi-tenant solution acceptable if a data breach of one tenet's service would not mean that AOC's data became available as well.

Q18. Whether companies from Outside USA can apply for this?
(like, from India or Canada)

A18: Any offeror must be able to conduct business with the State of New Mexico.

Q19. Whether we need to come over there for meetings?

A19: Physical presence at meetings is not a requirement listed in the Request for Proposals.

Q20. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

A20: Please see A18.

Q21. Can we submit the proposals via email?

A21: Please refer to Sections I.H. and II.B.4.