



**CITY OF EAST PROVIDENCE
PROBATE COURT CASE MANAGEMENT SYSTEM SOLUTION
SPECIFICATIONS
RFP NO. EP21/22-07
REQUEST FOR PROPOSALS
BID OPENING TUESDAY, APRIL 12, 2022 AT 11:00AM**

SCOPE OF WORK

The City of East Providence (City) seeks to replace their court processing, documentation, organization and communication procedures. The City currently runs an on premise solution comprised of local servers, copiers/scanners and Microsoft Access Databases.

The City will require a secure, cloud-native solution that includes, but not limited to the following:

- Case management
- State forms
- Overdue filings
- Court scheduling
- Report Management
- Secure web access
- API integration process
- Backup and site recover
- End-user training
- Data Integration

SYSTEM REQUIREMENTS

- We require case-docketing, reporting and secure document management
- Unlimited storage CJIS, HIPPA and FERPA certified.
- Encryption in transit and at rest
- Windows 10 compatible
- Mobile App preferred
- Schedule case events, set email alerts and triggers for cases
- Workflow assignment
- Customizable Notices and Court Calendars
- Email and Text Notifications for case related information

- Integrated Financial Accounting
- API with Invoice Cloud
- Customizable Public Search features
- Electronic Filings
- Role-based security
- Detailed Audit Trail
- Paperless, e-signature and encrypted technology workspace and process

QUALIFICATIONS

The proposal shall include, at a minimum, the following information with regards to qualifications and references:

- A list of at least three (3) client references including two (2) government clients where you have provided similar goods and services. The reference information shall include the name, address, contact name, email address, phone number, number of cameras in use, number of years each has been using your system and corresponding interfacing systems.
- Identification of any and all parent or subsidiary relationships.

GENERAL CONDITIONS

1. The City reserves the right to reject any/or all companies, to waive any informality in the proposal statement and to accept the proposal of any company based on what the City deems to be in its best interest.
2. The City reserves the right to accept all or part of any proposal and to negotiate a contract for services and cost with the selected Contractor.
3. The Vendor shall provide all necessary personnel, sub-contractors, materials and equipment to perform and complete all work under this proposal.
4. All original documents and drawings shall become the property of the City after completion of the consultant's work.
5. The Vendor shall be prepared to commence work immediately upon execution of a contract with the City.
6. The Vendor will be required to provide the minimum categories and amounts of insurance required for this project including: Commercial General Liability, Products/Completed Operations, Bodily Injury & Property Damage Liability including explosion, collapse and underground coverage, and personal & advertising injury - \$1,000,000 General Aggregate. Auto Liability -\$1,000,000 Bodily Injury & Property Damage and Workers Compensation – Statutory amounts. The City of East Providence shall be named as an additional insured.

7. The Vendor shall forward any questions regarding this request for bids in a formal request for information (RFI) addressed to:

Kelly Ahrens, Chief Information Officer
145 Taunton Avenue, East Providence, RI 02914
kahrens@eastprovidenceri.gov

No later than **TUESDAY, APRIL 1, 2022 at 4:00PM.**