



ADMINISTRATIVE OFFICE OF THE COURTS

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April 11th, 2017

To: Senator James Hamper, Senate Chairman
Representative Drew Gattine, House Chairman
Joint Standing Committee on Appropriations and Financial Affairs
Senator Lisa Keim, Senate Chairwoman
Representative Matthew W. Moonen, House Chairman
Joint Standing Committee on Judiciary

Cc: Peggy Reinsch, Legislative Analyst
Maureen Dawson, Policy Analyst

Re: The Judicial Branch's e-Filing Court Case Management System (eFCMS)

Dear Members of the 128th Legislature,

This communication is intended to provide the report on the progress of the Judicial Branch's e-Filing Court Case Management System (eFCMS) project that is anticipated by LD XXXX. The eFCMS project includes the purchase and implementation of an integrated court case management system with e-filing and public access capabilities for the Maine District, Superior, and Supreme Judicial Courts.

As soon as the project was approved by the Legislature at the end of 2014 fact check, the Judicial Branch began the exacting process of seeking the best contract possible for the task ahead. We first focused on developing a comprehensive Request for Proposals (RFP), along with ensuring that the Judicial Branch selected the right vendor and negotiated a solid contract. The development of over 1400 RFP requirements and the subsequent selection of the best vendor to meet those requirements was a highly collaborative, branch-wide endeavor that included over 60 Judicial Branch personnel, 40 plus outside stakeholders, and several contracted consultants. Members from the various eFMCS committees were in regular communication with the National Center for State Courts, along with court staff and IT leaders from other states that have previously implemented e-filing and court case management systems.

A strong governance model was employed during the selection process to help ensure that the Judicial Branch adequately represented current requirements, as well as requirements of the foreseeable future. The governance model included the following committees and membership:

- Project Oversight Group (POG) – POG members included the Chief Justice, Chiefs and Deputy Chiefs of the Superior and District Courts, the State Court Administrator, Chief of Court Management, Director of Court Operations, and the Judicial Branch's Chief Information Officer. The POG had Executive Oversight of the Requirements, Vendor Evaluations, and Contract Negotiation for the eFCMS Project
- eFCMS Evaluation and Negotiation Teams – Evaluation and Negotiation team members included representatives from judges, the National Center for State Courts (NCSC), Maine Attorney General's Office, Court Operations, Judicial Branch's Finance, and Judicial Branch's Office of Information Technology

The eFCMS RFP was published on September 1, 2015, after 18 months of preparation. Proposals from 6 bidders were evaluated for organizational qualifications and experience, response to 1400 requirements, proposal cost, and economic impact within the State of Maine.

On March 22, 2016, after a thorough evaluation process including site visits to Rhode Island and New Mexico, the Evaluation Team selected Tyler Technologies as the clear winner. Tyler Technologies' proposal represented significant advantages over the other bidders; some of those advantages included the following:

- Low Cost – Tyler Technologies' proposal was *half* the cost of the second place bidder
- Most Comprehensive Solution – Unlike other bidders, Tyler Technologies owns all of the software modules necessary to address all RFP requirements. Some customization will be needed but no subcontracting will be used
- Largest Implementation Base – Tyler Technologies has by far the largest implementation base including statewide implementations completed or underway in 11 states and in over 600 counties nationwide
- Strong Maine Presence – Tyler Technologies currently employs approximately 584 Full-time equivalent (FTE) Maine-based employees with plans to grow by 550 more FTE from 2015 to 2024

On December 9, 2016, the Judicial Branch entered into a multi-year contract with Tyler Technologies for their Odyssey® Court Case Management System. Since that time we have been hard at work with project initiation activities including: scheduling numerous business process review sessions, planning for software environment setup, and engaging in early preparation for migrating data from the old systems to the new.

The project will be implemented in stages, by judicial region (there are 8 regions) over a 54-month period. The Violations Bureau will be implemented first in late 2018, followed by Region 5 in 2019, (Region 5 includes Bangor, Newport, Dover-

Foxcroft, Lincoln, and Millinocket). Statewide implementation is scheduled to complete in 2021.

The design process has now begun in earnest, and we are excited about this project and confident in a successful result. Our confidence is the result of Tyler Technologies' extensive track record of success, along with the Judicial Branch's strong project governance and highly experienced and competent project managers.

The Judicial Branch is grateful for your interest and support. We believe we are moving toward a great improvement in public service and access to justice.

Sincerely,

A handwritten signature in cursive script, appearing to read "James T. Glessner".

James T. Glessner
State Court Administrator