

## Background

(info on organization)

The Sample Court seeks the development of an integrated Online Dispute Resolution system (ODR) to provide a mechanism for the public to handle {what case types} online.

The Sample Court currently handles (##) of small claims and (##) of misdemeanor traffic violations per month and utilizes (##) judges and (##) clerks and other support staff to facilitate current court processes. It is the Sample Court's desire to establish streamline and simplified processes, and to utilize technology to:

- help the public triage legal issues and select an appropriate path to problem resolution.
- facilitate and where possible, automate, problem resolution processes.
- make court processes more understandable, affordable, and accessible to the public.
- enhance the public's experience with the courts.

(anything else about the court)

## Scope of Work

### Project Goals

{Insert business goals here. Sample goals might include reducing default judgments, reducing time to resolution, (other sample goals)}

### Proposer's Responsibilities

The court anticipates the vendor working closely with (what) court personnel to accomplish the following tasks:

1. Identify and engage key stakeholders (the public, court personnel, local bar association, partner agencies, etc.) that would be served by or impacted by the implementation of ODR.
2. Work with key stakeholders to establish objectives for ODR.
3. Work with key stakeholders to document current paper and/or system processes, documents, points of interaction, and outcomes.
4. Identify process redundancies, inefficiencies, bottlenecks, and constraints.
5. Recommend a problem resolution process.
6. Recommend customizable off-the-shelf (COTS) technologies to facilitate the proposed resolution process.

7. Identify potential integration points with existing case management system.
8. Work with designated court personnel and key stakeholders to develop a project plan.

## System Requirements

The court requires a solution that will facilitate online resolution of {case types}. The vendor will propose platform and functionality to meet the court’s current and projected case flow requirements.

Describe how the proposed solution addresses the following:

Case types	Provide a list of case types your organization currently has implemented with other customers.
Triage	How the proposed solution helps a user triage a problem, facilitates triage by the court, and guides the participant to the correct path (guided interview).
Validation	Describe how the system minimizes the potential for unmeritorious complaints.
De-escalation mechanisms	How the proposed solution helps shape and “de-conflictualize” communication between parties. Describe if/how the proposed system detects and neutralizes inflammatory language.
Streamlining	How the proposed solution improves existing processes.
Ability to pay	If/how the proposed solution helps adjudicators understand a defendant’s ability to pay, sets an appropriate payment schedule, provides automated payment reminders, and integrates with an online payment mechanism
Post-adjudication	Describe post adjudication enforcement capabilities (if any).
Automation	Describe the proposed ODR technology in terms of automation and human involvement. In what stages/instances could the process be fully automated?
Transparency	Identify system processes and algorithms that impact decision-making. If AI is used to assist resolution, what are those algorithms?
Data	Identify data collection points in the resolution process. Can users triage an issue without providing personal identifying information? Who owns the data? How long is data retained, by

whom, and where? What data retention and destruction policies are in place and how are they enforced?

Metrics	Describe how is data used to inform decision-making algorithms and improve justice processes. What data elements are necessary, how they will be captured, and what mechanisms are employed to ensure good data hygiene? What reporting tools are included? What information can be gleaned to help meet justice objectives?
Privacy and Security	Explain the proposed solution's data protection, security, redundancy, and disaster recovery mechanisms. If the vendor utilizes a cloud provider, what are the vendor's privacy and security policies and processes? Is a cybersecurity incident recovery plan in place, and if so, what is the victim notification policy and process? Describe adherence to standards such as NIST and laws such as GDPR.
Communications	How does the system facilitates communications and negotiations (chat, video, synchronous, asynchronous, private chat, AI, etc.)?
Documents	Does the system meets the court's current documentation requirements? What automated processes could reduce forms requirements, and how could the implementation address both current and future documentation requirements? Does the system support electronic signatures?
Interfaces to other systems	Describe in terms of the Court Component Model.
Standards	Does the proposed solution adhere to ODR technical and ethical standards?
Support	Automated and human technical and user support mechanisms for both court personnel and the public. Include hours/days of coverage.
Net Promotor Scoring	How the proposed solution quantifies and utilizes net promotor score.
Usability tracking	How the proposed solution tracks and analyzes bounce rates, resolution rates (including resolution before a formal case is filed), and cases that fail to progress.
Technology	Describe the technologies the solution uses – platforms, architecture, etc.

## Pricing

Describe the proposed solution in terms of cost. Identify creative approaches beyond traditional transactional fee model. Describe enterprise pricing, if available.