



**Office of the Chief Justice
Republic of South Africa**

RFI REFERENCE NUMBER	OCJRFI/01/2016
DESCRIPTION	Request for Information: Implementation of Electronic Court Filing Solution
PUBLISH DATE	14 October 2016
VALIDITY PERIOD	120 days from the closing date
CLOSING DATE	04 November 2016
CLOSING TIME	11:00am
BRIEFING SESSION	21 October 2016
RESPONSES DELIVERY VENUE	The Office of the Chief Justice (OCJ) 14TH Road, Noordwyk Midrand, Johannesburg
ATTENTION	Arthur Kekana

Respondents are hereby invited for the supply of information on the Electronic Court Filing System to the Office of the Chief Justice. With this RFI we request information regarding your company and your products / services. This RFI is neither a tender, Request for Proposal (RFP) nor Request for Quotation (RFQ). No conclusions will be drawn between respondents. The OCJ reserves the right to procure the system from any of the suppliers. The purpose of this request is to gather information and to acquire a clear understanding of what the market has to offer regarding the E-Filing solution for the courts

ENQUIRIES SHOULD BE DIRECTED TO BELOW PERSONS

Supply Chain Management	Technical specifications
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1 Introduction

1.1 Overview

The Office of the Chief Justice (OCJ) is a newly established National Department proclaimed by the President of the Republic of South Africa on 23 August 2010. Subsequent to the Proclamation of the OCJ as a National Department, the Minister for Public Service and Administration made a determination regarding the purpose and objectives of the OCJ as follows:-

- 11.1 To ensure that the Chief Justice can properly execute his mandate as both the head of the Constitutional Court and the head of the Judiciary;
- 11.2 To enhance the institutional, administrative and financial independence of the OCJ; and
- 11.3 To improve organizational governance and accountability, and the effective and efficient use of resources.

The main challenge of the courts is that courts handle a lot of paper records throughout the court administration process, these include dockets, case files and judgements. The OCJ would like to implement an electronic court filing (E-Filing) system to manage, secure and ensure sharing of records in order to improve efficiency and improve quality of service to the public. The use of digital technology is critical in managing and securing all records linked to a case. The deliverables include: Verification of the business requirements for the E-Filing system, Case Management System and the Court Performance Management System, thorough analysis to determine the exact functional requirements of the System, design of Information System (E-FILING SYSTEM) that has the functionality as specified in the Business Requirement Specification (BRS), actual development or customization of the E-FILING SYSTEM that has functionality as specified by the Department, deployment of the E-FILING SYSTEM to the OCJ datacentre (SITA), piloting of a functioning system and to ensure that it has no major problems, training of users at nine provincial divisions, provision of support and maintenance of the system for a period of 60 months

1.2 Purpose

The purpose of this RFI is to allow OCJ an opportunity to gather information and have a clear understanding of what solutions are available on the market and the cost implications will also be tested. The RFI process does not necessarily lead to the appointment of the service provider as according to the National Treasury (NT) guide for accounting officers.

1.3 Respondents

Responses are expected from service providers with extensive experience in the ICT field, solid experience with technology solution implementation / software solution implementation. The service provider must have expertise in the implementation of the E-Filing System / Case Management System / Digitization of the courts / Automation of the courts.

1.4 Process

Upon receipt of the RFI responses, OCJ will gather information on how each response addresses the following:

- 1.4.1 How many of critical business requirements can be met by the proposed solution?**
- 1.4.2 What is the total cost of the proposed solution?**
- 1.4.3 How does the costing model fit into the organization?**
- 1.4.4 What implementation methodology and approach will be used to implement the proposed solution?**
- 1.4.5 Availability of skilled resources to implement and maintain the proposed solution?**
- 1.4.6 The ease of integration of the proposed solution with third party systems**
- 1.4.7 The stability of the proposed solution**
- 1.4.8 Scalability of the proposed solution in terms of implementation (Can the system be implemented in exclusion of other modules?)**
- 1.4.9 The duration it will take to complete the project**
- 1.4.10 What licensing model is applicable for the proposed solution?**

1.5 Rules

Responses must include the following:

- 1.5.1 Company profile;
- 1.5.2 Technical solution architecture diagram; and
- 1.5.3 Detailed breakdown of the total cost of the solution.

2 Approach

The respondents have to provide an overview on the implementation approach by addressing the following:

2.1 Methodology

Which best practice solution implementation methodology is going to be used for the project?

2.2 Project Activities

Which activities are going to be executed for the actual implementation of the project?
Which resources are going to be required to execute those activities?

2.3 Timeframes

Which activities will be executed when and which milestone will be achieved by when?
A high level project schedule must form part of the response.

2.4 Pricing

Respondents should provide full details of the cost of ownership of the solution.

A detailed breakdown of:

- 2.4.1 Acquisition Costs (Per Module);
- 2.4.2 Customization and Implementation Costs;
- 2.4.3 Training Costs;
- 2.4.4 Maintenance / Support Costs;
- 2.4.5 Licensing Costs;
- 2.4.6 Project Management Costs;
- 2.4.7 Change Management Costs; and
- 2.4.8 Infrastructure Costs.

3 Solution Overview

Respondents must provide details on their proposed solution regarding the following:

3.1 Technology Platform

Server Infrastructure Requirements

Model	
Processing Power (Number of Processors)	
Memory	
Storage	
Operating System	
Database	
Other	

Other Infrastructure Requirements (e.g. Network, Scanners)

Model	
Other	

3.2 System Capabilities

Item	Remarks
Integration with 3 rd Party Applications (Such as KOFAX, CRT, ICMS and ECMS)	

Modules	
Interfaces	
Customization Complexity	
Maintainability	
Local Support	
Scalability	
Usability	
Application Localized for SA	

3.3 Business Requirements

Respondents must indicate how will the proposed solution address the attached business requirements?



Office of the Chief Justice (OCJ)

Business Requirements Specification: e-Filing



1. eFiling

The eFiling system makes up part of the digital justice system and includes all capabilities for managing, storing, publishing and retrieving case files, case documentation, evidence, court orders, judgements and all other relevant documentation.



1.1. High-level Business Architecture

The business requirements will encompass the following business processes with its related sub-processes:

- Case Initiation and Registration** – This process comprises the submission of the initial documents by the applicant and the registration of a new case by the court
- Pleadings** – This process comprises the exchange of documentation between the parties in dispute and the submission of said document to the court
- Pre-Trial / Hearing Proceedings** – This process comprises all documentation submissions and actions which occur directly before the court proceedings
- Trial Proceedings** – This process comprises the actual trial itself and all relevant actions supporting it including the judgement and sentencing court proceedings
- Post-Trial / Hearing Proceedings** – This process comprises the appeal, review, case monitoring and reporting where relevant



1.2. Overall Business Requirements Specifications

The following requirements apply to the entire value chain:

Requirement Description	Justice Process	Further Details & Comments
Citizens, Litigants, Accused must be able to choose the type of notification channel (email, sms etc) and when the notifications must be sent (after document submissions, after process stages etc)	Civil and Criminal	
Citizens, Litigants, Registrar, Accused, Prosecutor, Control Prosecutor, Clerk or Judge / Magistrate must be able to choose language of choice for the portal	Civil and Criminal	
When Citizens login to the system they should be able to view and access all case folders that they are involved in so that they access and read their case files easily	Civil	
When Litigants login to the system they should be able to view all case folders and files across all cases that they are representing so that they can access and read any case file easily	Civil	
A Registrar should be able to apply a digital signature and automatic case number to online documentation so that they do not need to print and re-upload documents	Civil	
Citizens, Litigants, Registrar or Clerk should be able to scan and upload files directly to the portal thereby eliminating the need to scan, save and upload files	Civil	



Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

Requirement Description	Justice Process	Further Details & Comments
A Registrar or Clerk should be able to open, initiate and file on behalf of Citizens so that they can help them in the event that they are unable to do so themselves	Civil	
Citizens or Litigants completing an online template for submission, known details are pre populated by the system so that it saves time not having to duplicate input details they have previously submitted	Civil	
Citizens, Litigants or Court Employees should be able to see information on submission details including who submitted / edited which document together with a timestamp so that they know who added or edited a document	Civil	
Citizens, Litigants, Registrar, Clerk or Judge involved in a case are the only ones who can view the online case documentation before case finalisation so that a level of security is maintained at all times	Civil	
Citizens, Accused or Litigants should not be able to edit documents that have already been submitted to the case file, although they can at any stage submit an amendment to a document so that the integrity of all documents are maintained	Civil and Criminal	
Court Employee should not be able to edit documents that have already been submitted to the case file, so that the integrity of all documents are maintained	Civil and Criminal	
Citizens or Litigants researching a case should be able to access the portal and view all judgements and relevant case files where applicable so that court information is	Civil	



Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

Requirement Description	Justice Process	Further Details & Comments
easily accessible without having to go into the relevant court		
Registrars should be able to search for court orders so that they can verify that it is real when they are handed one	Civil	
Registrar or Clerk should be able to search for any case file so that they can see the status, submitted documentation and should be able to add documentation if necessary	Civil	
Litigants, Accused or Investigating Officer should be able to copy and paste information in the online templates for completion so that they do not have to retype information	Criminal	
Litigants, Accused, Attorney-General, public Prosecutor, Commissioned Police Officer should be able to choose to download the template so that they can complete it offline and submit it when ready	Criminal	
Litigants, Accused, Litigants, Attorney-General, public Prosecutor, Commissioned Police Officer should be able to resume working on an online template that was previously saved draft so that They do not lose information between online sessions	Criminal	
Litigants should be able to choose to submit documentation and applications on behalf of my client through the online portal so that they can reliably act on their behalf	Criminal	
Litigants, Attorney-General, Public Prosecutor, Commissioned Police Officer or Accused should be able	Criminal	



Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

Requirement Description	Justice Process	Further Details & Comments
to access case documentation so that they can read or append files		
Judge / Magistrate, Control Prosecutor, Clerk and Prosecutor Should be able to login to the system and view all my case files so that they can read or append any files	Criminal	



1.3. Case Initiation & Registration

1.3.1. Process activities

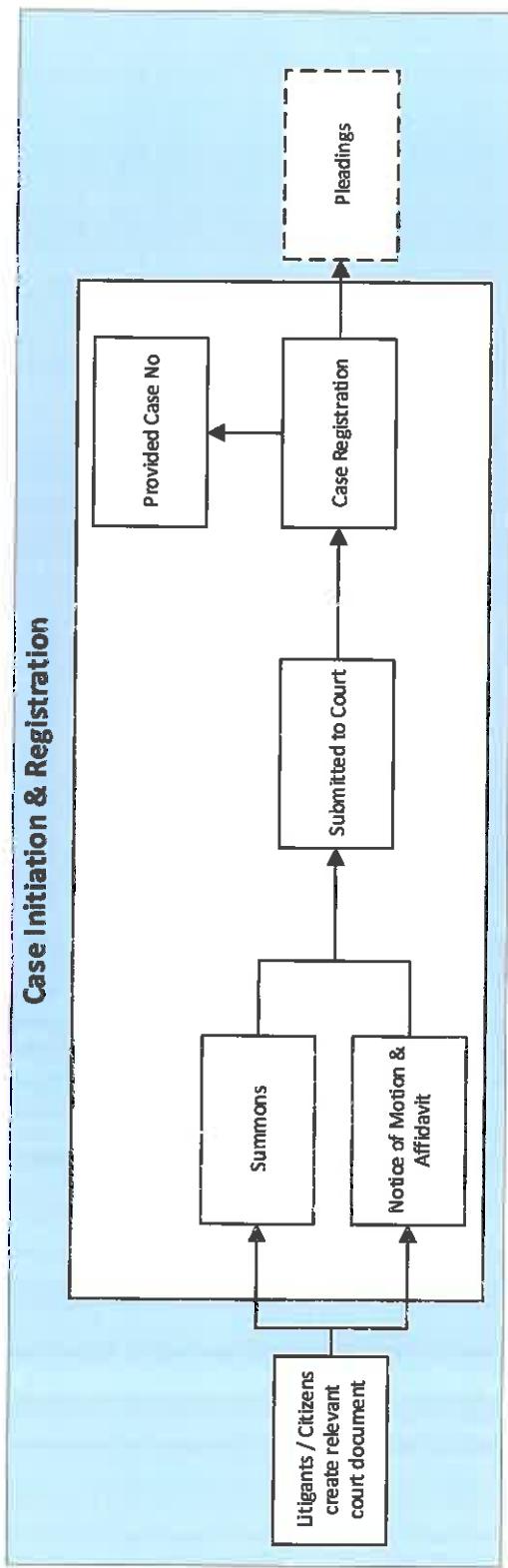


Figure 1: Civil Case Initiation & Registration



Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

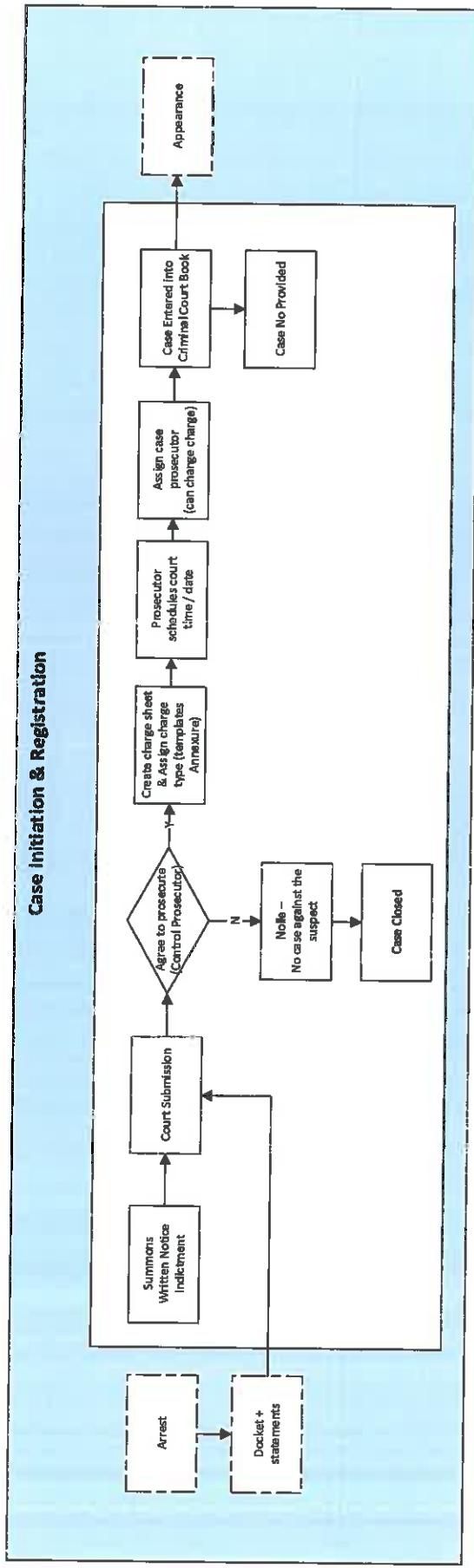


Figure 2: Criminal Case Initiation & Registration



1.3.2. Civil Business Requirements Specifications

Requirement Description	Justice Process	Further Details & Comments
Citizens need to create a once-off online profile so that they can access the court eFiling system	Civil	
Citizens must enter my ID as part of my profile creation, which is verified with the home affairs system along with all my other information so that I am a verified Citizens	Civil	
Litigants need to create a once-off online profile so that they can create and access all my client's case documentation	Civil	
Citizens, Litigants must have the ability to choose the type of notification channel (email, sms etc.) and when the notifications must be sent (after document submissions, after process stages etc.)	Civil	
Citizens, Litigants, Registrar, Clerk or Judge Should be able to choose the language of choice so they can easily use and understand the portal	Civil	
The Litigants once they create an online profile, the details must be verified with the Law society or Advocates Bar to verify practising Litigants	Civil	
Litigants should no longer access the e-filing system if they are no longer registered with the law society or advocates bar so that all cases are created by practising registered Litigants	Civil	
The Judge, must have the option of choosing upon registration of their account as to whether they want files to be presented digitally or in hardcopy.	Civil	



Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

Requirement Description	Justice Process	Further Details & Comments
<p>The Judge, Court Clerk or Registrar must be provided with employee login details to the online web portal so they can view and search for any and all cases</p> <p>The Citizens or Litigants Should be able to complete online templates to create summons and notices of motions so that they can submit the correct documentation in the correct format</p>	Civil	
<p>Citizens or Litigants Should be able to resume working on an online template that was previously saved draft so that they do not lose information between online sessions</p> <p>Citizens or Litigants Should be able to choose to download the template so that they can complete it offline and submit it when ready</p>	Civil	
<p>Citizens or Litigants Should be able to upload their documentation case file in PDF format so that they can work offline and create their own documentation for online submission</p>	Civil	
<p>Citizens or Litigants must be able to copy and paste information in the online templates for completion so that they do not have to retype information</p> <p>When Citizens login to the system they should be able to view and access all case folders their involved in so that they can access and read thier case files easily</p> <p>When Litigants login to the system they Should be able to view all case folders and files across all cases they representing so that they can access and read any case file easily</p>	Civil	



Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

Requirement Description	Justice Process	Further Details & Comments
Registrar Should be able to apply a digital signature and automatic case number to online documentation so that they do not need to print and re-upload documents	Civil	
Citizens or Litigants Should be able to upload the proof of service to the online case file so they can kick-start the case registration	Civil	
Citizens, Litigants, Registrar or Clerk Should be able to scan and upload files directly to the portal thereby eliminating the need to scan, save and upload files	Civil	
The Registrar or Clerk Should be able to open, initiate and file on behalf of Citizens so that they can help them in the event that they are unable to do so themselves	Civil	



1.3.3. Criminal Business Requirements Specifications

Requirement Description	Justice Process	Further Details & Comments
The Investigating Officer, should be able to create their profile online so that they can initiate a case registration	Criminal	
Investigating Officer I must be able to search for accused details/profile in any previous criminal/court matters	Criminal	
The Investigating Officer should be able to upload/scan and upload in PDF format or complete online the docket(with statement and evidence) as prompted by the system	Criminal	
The Control Prosecutor Should be able to login to the system and have a view of all pending documentation that requires my action	Criminal	
The Control Prosecutor should be able to choose to accept the case in which they will choose the type of case based on the criminal activity conducted, and should be able to create the Charge Sheet with automatic case number assignment	Criminal	
The Control Prosecutor should be able to close the case so that status can be updated automatically	Criminal	
If the Investigating Officer's case is queried, they should be able to submit requested information online in response to the Control Prosecutor	Criminal	
When the Magistrate / Judge, login to the system they should have a view of all documents pending that require their approval / rejection	Criminal	

Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)



Requirement Description	Justice Process	Further Details & Comments
The Control Prosecutor , should be able to login and view all pending cases that require approval / rejection for a summons/indictment applications	Criminal	
The Control Prosecutor, after approving the summons/indictment should be able to confirm the charge type and select the case complexity classification so that a Case Prosecutor and case number can be automatically assigned	Criminal	
The Judge / Magistrate, Control Prosecutor, Clerk and Prosecutor Should be able to login to the system and view all my case files so that they can track all changes made to these files	Criminal	
The Litigants, Accused, Investigating Officer, Should be able to submit evidence to the system so that it is stored in the case file for the appearance and trial	Criminal	
The Litigants, Accused, Investigating Officer, Should be able to capture information on where to find filed physical case evidence for material which cannot be digitised	Criminal	



1.4. Civil Pleadings

1.4.1. Process activities

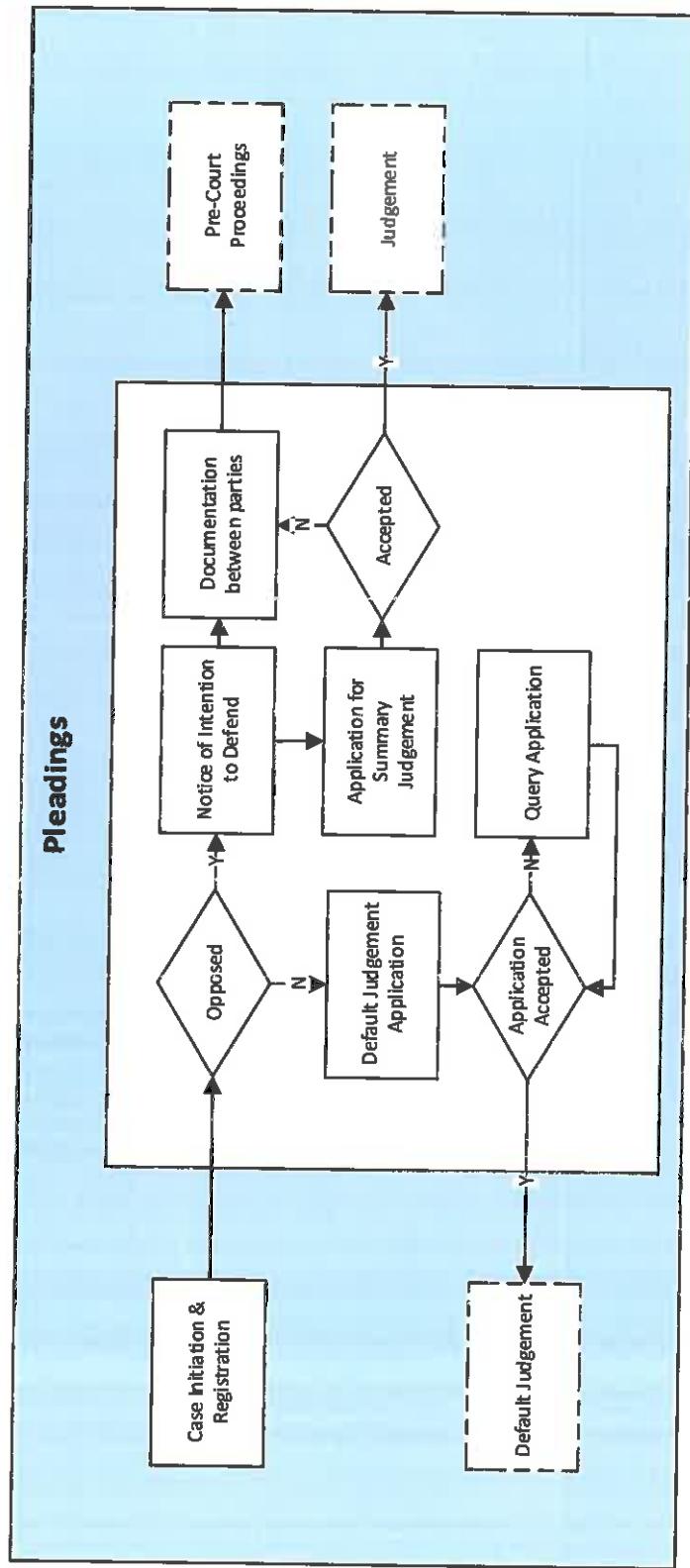


Figure 3: Civil Pleadings Phase



1.4.2. Business Requirements Specifications - Civil

Requirement Description	Justice Process	Further Details & Comments
The Citizens or Litigants should be able to choose the type of document they wish to submit from a dropdown so that they can get access to online templates if required and applicable	Civil	
The Citizens or Litigants should be able to choose the type of document they wish to submit from a dropdown so that the document they submit or upload will be placed into the correct folder or subfolder in the case file	Civil	
The Citizens or Litigants should be shown a confirmation of submission message so I know that my file has been successfully uploaded	Civil	
The Citizens or Litigants should be able to file for a notice of bar through the online system so that they can immediately prevent any further submissions from the other party being recognised by the court	Civil	
The Registrar should have a view of notice of bar applications so that they can grant or reject the application timely	Civil	
The registrar once granted a notice of bar application should be able to generate a court order so the other party can no longer file documents with the court	Civil	
The Registrar should be able to disable a party from submitting documentation to the case file so that a court order barring the party from submitting prevents them from doing so online as well	Civil	



Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

Requirement Description	Justice Process	Further Details & Comments
The Citizens or Litigants should be able to apply for a default judgement online in a case in which they are the plaintiff or applicant so that they can close the case quicker	Civil	
Citizens or Litigants acting plaintiff in a civil case should be able to make an application for summary judgement through the online portal by either online template or PDF upload	Civil	
The Citizens or Litigants acting defendant in a civil case should be able to make an application for exception through the online portal by either online template or PDF upload	Civil	
The Judge should be able to view all applications for summary judgements and exceptions so that they can grant or reject summary judgements and exceptions online	Civil	



1.5. Pre-Trial / Hearing Proceedings or Criminal First Appearance

1.5.1. Process activities

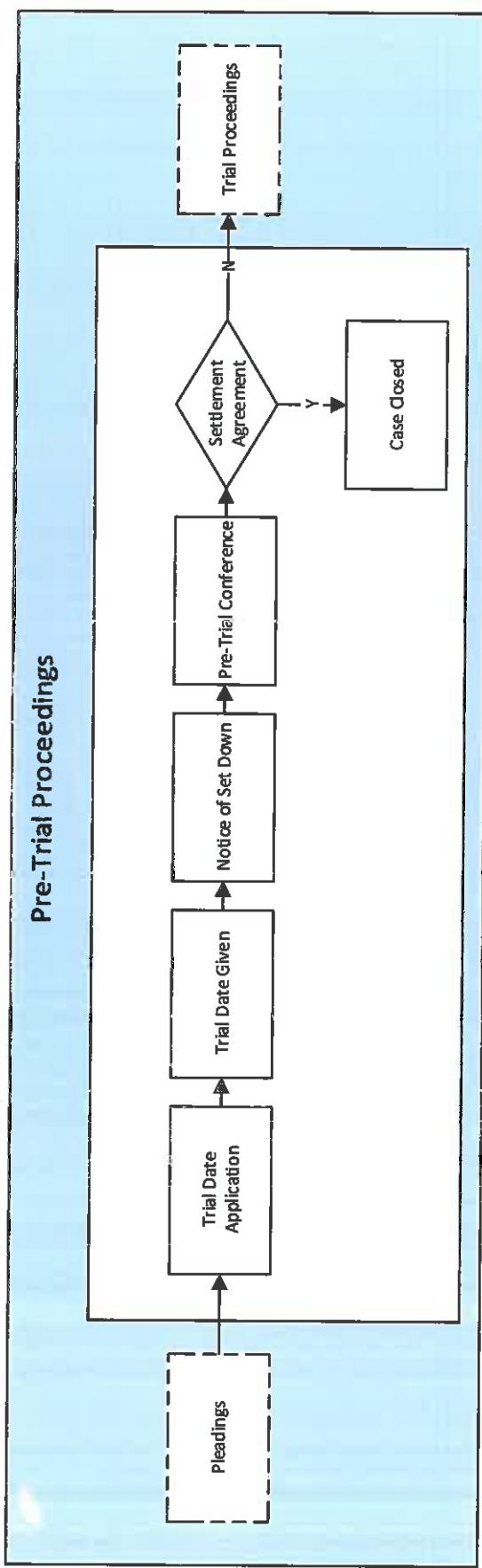


Figure 4: Civil Pre-Trial Proceedings

Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

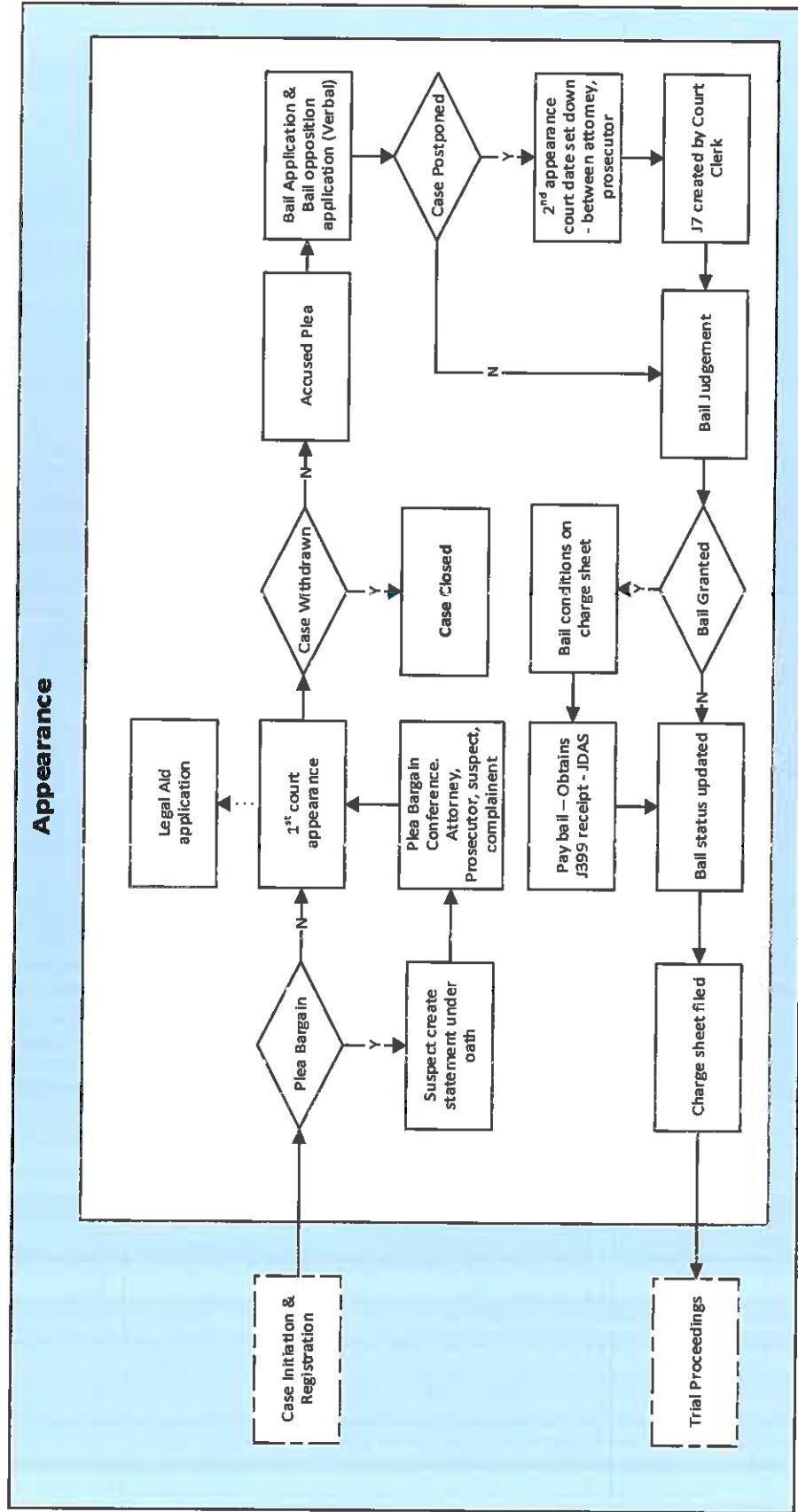


Figure 5: Criminal 1st Court Appearance



1.5.2. Civil Business Requirements Specifications

Requirement Description	Justice Process	Further Details & Comments
The Citizens or Litigants should be able to upload all required documentation not submitted during the pleadings so the case file documentation required for the trial / hearing	Civil	
Citizens or Litigants should be able to complete online templates, submit thier own document or create online a subpoena so that they have the correct documentation format and information needed by the court to issue a subpoena	Civil	



1.5.3. Criminal Business Requirement Specifications

Requirement Description	Justice Process	Further Details & Comments
The Prosecutor should be able to fill out the plea bargain template agreement online with the accused's details and the outcomes from the plea bargain exchange	Civil	
The Investigating Officer, Attorney-General, Commissioned Police Officer or Public Prosecutor should be able to select to withdraw the case so that the case documentation can be archived	Civil	
The Prosecutor should be able to close the case based on the withdrawal so that the case status can be updated and the documents can be archived	Civil	
The Prosecutor should be able to upload any video/voice recordings and minutes from the plea bargaining meetings/exchanges to serve as proof for the plea bargain agreement	Civil	
The Prosecutor should be able to select the type of document I am submitting and so that it is placed in the correct folder hierarchy for tracking purposes	Civil	
The Attorney-General, Public Prosecutor, Commissioned Police Officer should be able to submit an application for a warrant of arrest online	Civil	



Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

Requirement Description	Justice Process	Further Details & Comments
The Judge / Magistrate or Clerk should be able to select to postpone the case, so that the system can automatically generate a new case date taking into account the availability of the trial procession Judge/ Magistrate , Attorney and Prosecutor	Civil	
The Court Clerk should be able to capture all the outcomes from the 1st appearance directly onto the system, which includes an upload option for the Digital Court Recordings	Civil	
The Court Clerk should be able to capture all bail information (bail conditions, bail amount) so that the payment clerk has real-time view of incoming bail payments	Civil	
The Court Clerk should be able to automatically generate the J7 document based on the bail application outcome and notify the relevant correctional services facility	Civil	
The Bail Payment Clerk Should be able to automatically generate a Bail Receipt (J399) with the suspects details as well as the case details and bail information	Civil	



1.6. Trial / Hearing Proceedings

1.6.1. Process activities

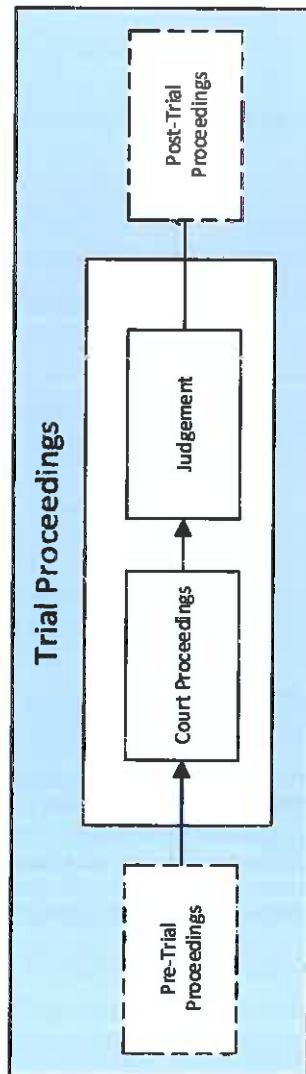


Figure 6: Trial / Hearing Proceedings



Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

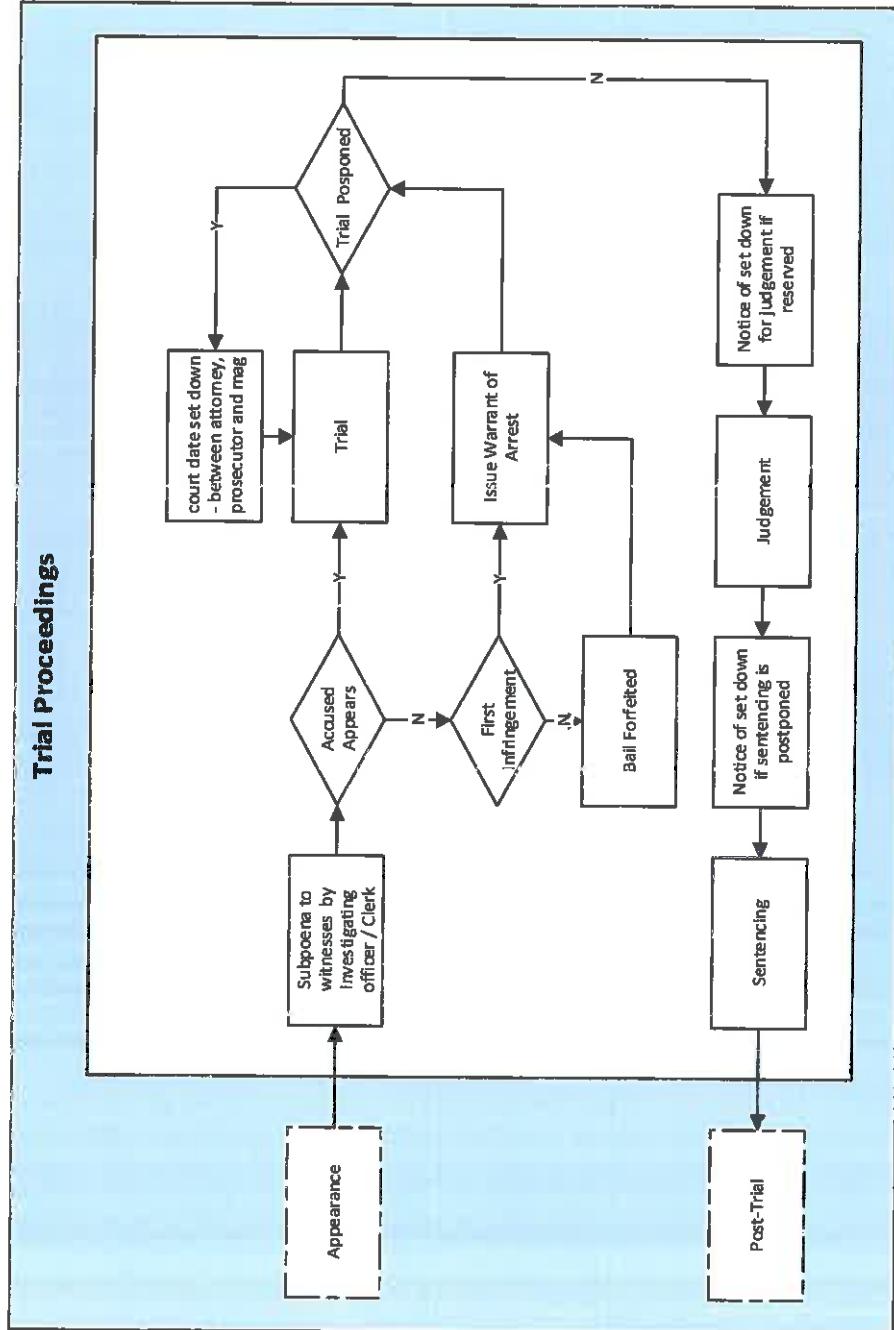


Figure 7: Criminal Trial Proceedings



1.6.2. Civil Business Requirements Specifications

Requirement Description	Justice Process	Further Details & Comments
The Judge should be able to easily search through case documentation, jump to pages and find words in the documents so that they can keep track of details when presented in court	Civil	
The Judge should be able to digitally endorse agreements and draft orders between parties made out of court so that a court order can be easily generated and sent to all relevant parties	Civil	
The Citizens or Litigants should be able to submit documentation to court during the proceedings and when necessary so that any documentation the court may not have can easily be given to the judge while keeping the case file up to date	Civil	
The Judge should be able to compile and submit my judgement via the web portal so that they do not need to write it out in isolation	Civil	
The Clerk or Typist should be able to compile and submit the court order through the portal so that the parties can be informed immediately of the order	Civil	
The Judge should be able to digitally sign the court order captured in the system so that the parties can be informed immediately of the order	Civil	
The Registrar should be able to upload digital sound and / or video recordings and other court proceeding evidence so that it can be kept together with the case file in the event it is needed later	Civil	



1.6.3. Criminal Business Requirements Specifications

Requirement Description	Justice Process	Further Details & Comments
The Investigating Officer or Litigants should be able to create my subpoena online from a template with prepopulated data so that the relevant witnesses can be notified of court proceedings	Criminal	
The Clerk should be able to login and view all pending subpoena applications so that they can attach my digital signature	Criminal	
The Judge / Magistrate or Clerk should be able to select to postpone the case, judgement or sentencing so that the system can automatically generate a new case date taking into account the availability of the trial Judge/Mag, attorney and Prosecutor	Criminal	
The Judge / Magistrate must have the option of terminating the case through the portal so that the case is closed and the case file is archived	Criminal	
The Judge / Magistrate should be able to complete an online template outlining the court case proceedings and any inconsistencies that have occurred	Criminal	
The Clerk should be able to capture all the outcomes from the trial directly onto the system, which includes an upload option for the Digital Court Recordings	Criminal	
The Clerk should be able to automatically generate the SAPS69 document so that the relevant parties are notified timely	Criminal	
The Correctional Services representative, should be able to login to the portal and have a view of incoming criminals	Criminal	



Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

Requirement Description	Justice Process	Further Details & Comments
and access their files so that they can process the criminal accordingly		



1.7. Post-Trial / Hearing Proceedings

1.7.1. Process activities

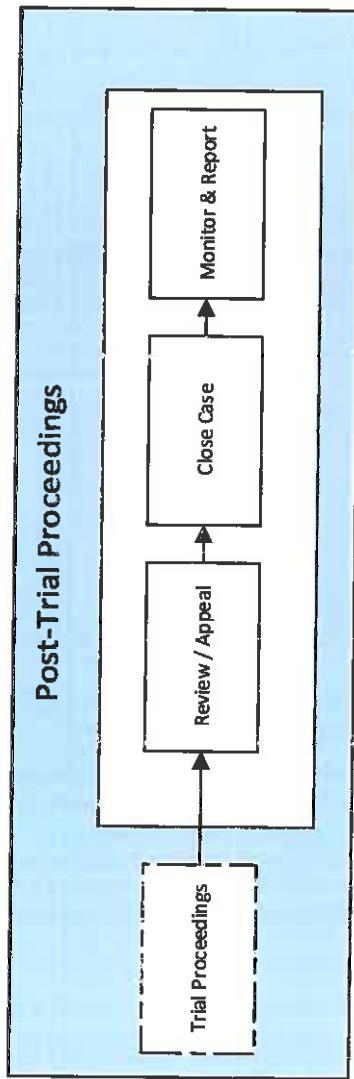


Figure 8: Post-Trial / Hearing Proceedings



1.7.2. Civil Business Requirements Specification

Requirement Description	Justice Process	Further Details & Comments
Citizens or Litigants whom has lost a case Should be able to submit a leave to appeal application online	Criminal	
Registrar Should be able to restrict certain case documentation from public online viewing so that sensitive information is not made public	Criminal	

1.7.3. Criminal Business Requirements Specifications

No	Requirement Description	Justice Process	Further Details & Comments
	The Convict or Litigants should be able to submit an appeal application online using a template with prepopulated information	Criminal	
	The Convict or Litigants who has failed to meet submission deadlines, should be able to submit a letter of condonation through the portal using the template with prepopulated information	Criminal	
	The Clerk must have a view of all deferred fines owing to court, so that they know how much money is being owed to court and when to expect the payment	Criminal	



Business Requirements Specification: e-Filing
Electronic Court Filing System – Phase 1 (Plan and Analyse)

No	Requirement Description	Justice Process	Further Details & Comments
	The Clerk should be able to login and have a of all deferred fine defaulters so that they can initiate proceedings to recover the money	Criminal	