



HIGH COURT OF AUSTRALIA

Request for Proposal (RfP) – Digital Lodgement System

1 Background

The High Court of Australia is the highest court in the Australian judicial system. It was established in 1901 by Section 71 of the Constitution. The functions of the High Court are to interpret and apply the law of Australia; to decide cases of special federal significance including challenges to the constitutional validity of laws, and to hear appeals, by special leave, from Federal, State and Territory courts.

The seat of the High Court is in Canberra, where it is located in its own building within the Parliamentary Triangle. The High Court building houses three courtrooms, Justices' chambers, and the Court's main registry, library, and corporate services facilities. In addition, there are offices of the High Court Registry in Sydney and Melbourne, staffed by officers of the High Court. In Adelaide, Brisbane, Darwin and Perth, registry functions are performed on behalf of the High Court by officers of the Federal Court of Australia, and in Hobart they are performed by officers of the Supreme Court of Tasmania.

Annually, the High Court has approximately 800 cases filed, 500 special leave applications, 60 Full Court hearings and judgments, and approximately 140 single Justice hearings.

2 Service Requirements

The High Court is progressing the development of a multi-phase digital strategy which is integral to its future operations. The Court's strategic intent is to optimise its current technological capacity and leverage this to provide seamless digitised access to justice to the parties who appear before it, its judges and staff and the public. The High Court's strategy currently centres on the retention and development of the Court's Case Management System (CMS).

As a first step the Court proposes to introduce a Digital Lodgement System ("DLS").

Future projects may include:

- Full integration of DLS with the existing digital court file (DCF);
- Automated recording of the lodgement in the CMS;
- Delivery of a portal for parties and the public to search across the CMS (data) and DCF (documents) (subject to permission to do so);
- Automation of links between the Court's website and the CMS for publishing of routine information (i.e. listing information, registers, judgments, transcripts, and webcasts); and
- Integration into Outlook providing access to calendars for Court-related events.

This Request for Proposal (RfP) seeks a Digital Lodgement System to deliver the capacity for parties to lodge material electronically with:

- a. The ability to create a validated identity on the system;
- b. Digital lodgement of eForms and documents;
- c. Online payment of fees; and
- d. Provision for notifications between parties and the Court:

Key requirements of the proposed DLS include:

- 1) Identity management system providing differentiated access to documents subject to permission and the person's role in the matter;
- 2) Ability for the parties and the registry staff to upload forms and documents in designated file formats;
- 3) Ability to make 'read only' uploaded files;
- 4) Ability to upload amended versions of the document, keeping the original;
- 5) Ability for some lodgements to be held pending Registry review before their acceptance for filing;
- 6) Ability to have notifications between the Court and the parties;
- 7) Ability for the Court to accept or reject a lodgement;
- 8) Ability for the parties to pay the prescribed fee;
- 9) Optical Character Recognition (OCR) of documents to make them machine readable (may be a task for parties or a process within the system);
- 10) Ability to stamp documents within the DLS once accepted;
- 11) Ability to download files to the Courts existing digital court file(DCF) which is maintained on a file server in a folder structure; and
- 12) Full auditing ability of who has done what when.

Consequently, the above requirements will specifically allow parties to:

- Initiate;
- File;
- Update;
- Pay; and

receive:

- Notifications; and
- Receipts for payment.

2.1 Context

In responding to the RfP Respondents should be mindful of the future projects identified by the Court and are invited to propose options or strategies relevant to the delivery of the Court's broader strategic intent.

2.2 Case Management System (CMS)

The Court has a functional CMS based on the Lotus Domino platform. The CMS currently performs a critical part of the Court's overall operations and interacts with multiple functions and work areas within the Court (including registry, finance, chambers, judgments, and transcripts).

The CMS is a data repository which has limited document management and workflow capability. Data is entered manually and is used in the production of data integrity and finance reports, statistics and some template documents. An existing DCF is manually maintained outside the CMS on a file server in a folder structure using internal shared drives.

2.3 IT Environment

The Court currently maintains a data centre in Canberra, but is willing to consider the DLS being Cloud-based, subject to appropriate assurances as to data security.

The Court uses a Microsoft Server 2016 Active Directory domain and Microsoft Server 2008 R2 for file and print services. The Court email environment consists of Microsoft Exchange 2016 servers.

3 Request for Proposal

3.1 Instructions to Respondents

The Respondent is required to provide an itemised response to each question following the number scheme and order of the "Solution Proposal" section. In formatting the response, please repeat the question from the statement of requirement and provide an answer below it. The use of separate fonts or italics is recommended to improve reading clarity.

You are welcome to provide additional information in your own format, in the form of appendices, but the formal response must be in the format requested.

The Respondent should provide clear, concise, and reasonable responses.

The Respondent should not postpone a response. "Respondent ABC would be happy to discuss this at a later time" is an example of a postponed response.

The Respondent should not refer in their responses to other documents. "See Product XYZ guide" is an example of a referred response. Where the respondent references other documents, e.g. product collateral, it should only be to provide additional or supporting information to the response made. In making a reference, the Respondent should provide a precise reference including page number to the section of the document that provides additional information to the response.

Your total response should be no more than 10 pages, excluding appendices and sample reports.

3.2 Solution Proposal

3.2.1 Solution Overview

- 3.2.1.1 *Describe, in no more than two pages, your proposed solution to meet the Court's DLS requirements.*
- 3.2.1.2 *Describe the process for transitioning the current paper-based lodgement arrangements to a DLS solution.*
- 3.2.1.3 *Specify what key assumptions you have made for transitioning to an eLodgement solution.*
- 3.2.1.4 *Outline how your proposed solution will address the following issues:*
1. *24 hour, 7 days a week functionality;*
 2. *identity management for legal practitioners and self-represented litigants;*
 3. *how the system will dictate the form and content of the information and documents to be provided;*
 4. *rules needed to accommodate lodgement of confidential material;*
 5. *use of smart forms;*
 6. *ability for parties to auto-populate data;*
 7. *some documents accepted for lodgement automatically;*
 8. *ability for a pending cell for the review of others before acceptance;*
 9. *ability to receive and allow reproduction (and interrogation) of documents and files in any and all of the now commonly used formats including PDF, rtf, doc, and file systems using apple iOS including APFS;*
 10. *payment of fees for some but not all documents;*
 11. *automatic notification to the parties and to the Court of filings and steps to be taken;*
 12. *in the case of the non-filing party, the automatic notification may take the place of traditional service;*
 13. *permission features (who can do what);*
 14. *audit features (who has done what);*
 15. *security features (internal and external); and*
 16. *proposed life of the system.*

3.2.2 Disaster Recovery

- 3.2.2.1 *Describe the disaster recovery arrangement of the proposed solution and how this meets the Court's requirements (maximum 5 minutes outage per week).*
- 3.2.2.2 *Describe the steps to recover back to production environment at the completion of the disaster recovery event.*

3.2.3 Data Protection

- 3.2.3.1 *Describe the data protection arrangements of the proposed solution.*

3.2.4 Training

- 3.2.4.1 *Describe how training will be provided to internal and external users of the eLodgement system, including what resources will be available, timing, and costs.*

3.2.5 Price

- 3.2.5.1 *Specify the once only charges for design, project management, acquisition, and transition to the proposed solution.*
- 3.2.5.2 *Specify any recurring charges for the proposed solution.*
- 3.2.5.3 *Describe the terms and conditions of the proposed solution.*
- 3.2.5.4 *Provide cost estimates relating to any additional proposals/products beyond the specific requirement (optional).*

3.2.6 Additional Information

- 3.2.6.1 *Outline any additional information on future options or strategies that would be relevant to enhancing the court's rollout of a digital environment.*

4 Queries in Relation to this RFP

Any queries in relation to this RFP should be directed to the Project Manager – Digital Program, High Court of Australia.

Contact Officer: Peter Laws, email: tenders@hcourt.gov.au

Closing date: 2pm AEDT on the 08th-February-2019

Size limit of eMail: 10MB

Clarification questions may be directed to the Contact Officer by email. Answers will be posted back on the Court's website at this address <http://www.hcourt.gov.au/about/tenders> . Interested respondents are advised to review that web page regularly.