



SUBMITTED TO

Escambia County

SUBMITTAL DATE

2/16/2023

SUBMITTED BY

West Publishing Corporation dba Thomson Reuters

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Thomson Reuters Case Center
Response to RFQ

Solicitation Title: Digital Evidence Management System
Quote #: Quote DEMS

Executive Summary

In response to your Request for Quote and with these requirements in mind, we are pleased to propose to Escambia County, **Thomson Reuters Case Center**, a web-based SaaS solution for court-focused digital evidence management.

Case Center has demonstrated excellence, experience, and expertise in providing a digital evidence solution for courts around the world for eight years. Case Center is the only solution that was originally purpose-built for courts and their interaction with the wider justice ecosystem. By way of example, the Case Center solution will allow:

- Parties (including attorneys and self-represented litigants) to submit exhibits electronically on any device, including the ability to drag and drop files of any size and format, securely.
- A dedicated hub for each case that facilitates the court to create digital evidence case folders with specific sub-sets of evidence, enabling easier access to evidence for judges, case parties, court staff, and clerks.
- Effective courtroom digital evidence management including in-system stamping that produces automatic exhibit/evidence binders as well as presentation tools that streamline hearings.

With Case Center, we provide unparalleled expertise in court digital evidence management and our superior customer support. This solution that we have proposed in response to this RFQ will enable Escambia County to meet its stated strategic and operational goals with the confidence that your solution is backed by the legal industry's premier and most trusted brand, Thomson Reuters.

Response to Questions

- 1. The Digital Evidence Management Solution (DEMS) must be a secure, cloud-based system, accessible from any internet-enabled device, including mobile phones and tablets.**
 - RESPONSE: Yes, Case Center is a secure, cloud-based system. The system is certified to ISO 27001 and has been independently assessed to be compliant with CJIS requirements in the United States. All data is stored in the Microsoft Azure Cloud in the United States. Data is stored inside an Azure Storage account which is encrypted at rest using 256-bit AES encryption, one of the strongest block ciphers available, and is FIPS 140-2 compliant.

- 2. The DEMS must be capable of storing and indexing all Digital Evidence (DE) in a user-friendly, expedient method. Users must be able to upload quickly and accurately DE themselves, without the need for third-party support.**
 - RESPONSE: Yes, Case Center can store and index all digital evidence in a user-friendly environment. The upload process is simple and does not require third-party support. Users can upload to the system through an HTML 5 compliant browser and can do so from any location that has an internet connection. Therefore, users can upload from SD cards, hard drives, optical disks, and thumb drives. Case Center also allows users to upload digital evidence in both standard and proprietary file types. Users will not need a unique proprietary player or software to play audio and video files in the system. All documents uploaded to Case Center undergo virus checking. Documents and multimedia that do not pass the virus check cannot be uploaded to the system.

- 3. The DEMS must have the ability to organize and index documents, images, videos, and audio into a single case file for efficient review.**
 - RESPONSE: Yes, matters in Case Center are organized by case name and can include other pertinent case information including court case number. This allows for evidence of all types (documents, images, video, and audio) to be accessible immediately on a case level basis and can be organized in different bundles and sections (i.e., Plaintiff and Defendant).

- 4. DEMS Users must be able to show all evidence and play all multimedia directly from the system.**
 - RESPONSE: Yes, Case Center has a dedicated case file review workspace that allows case documents and multimedia to be viewed within the system in a booklet format. In the review workspace, case materials can be viewed in full screen mode, moving seamlessly between different file types - such as from document, to photograph to video. As mentioned previously, Case Center allows end users to upload digital evidence in both standard and proprietary file types. End users will not need a unique proprietary player or software to play audio and video files in the system.

5. The DEMS must be able to index large documents for easy review.

- RESPONSE: Yes, Case Center supports very large file document file sizes and has been used in numerous court cases where over 100,000 pages of documents were indexed and made searchable. All materials uploaded to Case Center are automatically indexed and searchable. All files uploaded to a case are automatically numbered for common reference. Pagination can be configured based on the court's current workflow.

6. Uploading of digital photographs must be seamless and must preserve all Exchangeable Image File (ESIF) data. Batch uploads of all digital files, including video, audio, photos, and documents is also a requirement. Newly uploaded files (incoming evidence) must be placed in a separate section pending review and acceptance into evidence.

- RESPONSE: Yes, access to image EXIF meta-data is available in the evidence review workspace. Metadata includes the date and time the photograph was taken, as well as the make and model of the camera. Our system includes the ability to electronically stamp materials. The stamps can be customized to your court's business practices – i.e., creating stamps such as "marked for identification" and "admitted." Once a file is stamped, the evidence is automatically placed into a sub-bundle, which can be viewed by users with the requisite permission.

7. The ability to easily access and utilize DEMS using smart-phones and tablets is also a requirement. The DEMS user must be able to use their smart device to easily upload DE to the DEMS. The DEMS must be brand agnostic regarding mobile devices.

- RESPONSE: Yes, Case Center can be securely accessed from any modern web browser from a tablet or smart phone, agnostic of brand. Files can be uploaded directly to a case from a smart device easily. On demand, an email or text message to a smart phone can be sent, where the receiver would find a hyperlink to upload. This is a standard feature used by current customers.

8. The DEMS must use templates for standard case setup and initiation.

- RESPONSE: Yes, in Case Center, account administrator end users can set up a case as a template. When a template is used, the front page, sections, invitees, and sub-bundles can be set up automatically when a case is setup.

9. The DEMS must have different levels of permissions for users, supervisors, and administrators to assign and access the different case types containing DE. An option to download certain files must also be granted to those who have permission.

- RESPONSE: Yes, administrator end users can set user permissions. Administrator end users can select access permissions on a user level for different functionality such as: access to specific sub-bundles of case materials, note-taking, and the ability to set time-limitations for access. The ability to download materials is also an access permission set on the user level.

10. The DEMS must allow system administrators to make security permission changes at the security group and system user levels.

- RESPONSE: Yes, organization administrator users can edit the access of all users that are linked to their organization. If an end user is marked as access denied, then that would remove access to all cases and the system. Administrator end users can also specify default permission for each role, which can be edited at the point of invite.

11. The DEMS must be able to securely grant time restricted, file restricted, and redacted case access, with user-specific views for juries and witnesses to use the system while appearing remotely.

- RESPONSE: Yes, time-restricted access to a case can be set on the user level. Access to a case and its materials is done on an invitation basis. Only users receiving an invitation to access a case can see the materials. End user permissions will set the parameters of what type of access they have – i.e., what materials they can access, the time period they can access, whether they can download materials, etc.

12. The DE must be shareable though the use of expiring hyper-text links or a similar method that must be temporary in nature. The amount of time is dependent on the case type or the procedures set forth. This would allow the ability to share the DE to outside entities such as the Bar, Clerk, Prosecution, Public Defenders, and other Law Enforcement agencies.

- RESPONSE: Yes, all materials in Case Center can be accessible and shareable to external stakeholders. Stakeholders in a case (such as prosecutors, public defenders, private bar, etc.) will receive access to a case via invitation. Once invited to a case, users receive an email notification with a direct link to the case documentation. Users must login to review the case. Access to a case can have time limitations.

13. The DEMS must contain a calendar feature to allow for scheduling hearings and linking evidence to a calendar event for a specific hearing. Those events must also allow Zoom or Teams links to be added for ease of attending the hearing.

- RESPONSE: Yes, any case within Case Center can add calendared dates for hearings. The Hearings Manager tool contains a video conference link (regardless of platform: Zoom, Teams, WebEx, etc.) to be stored within a case. When it is time to join a virtual hearing, users can use the Hearings Manager link to join the hearing.

14. The DEMS must provide a uniquely identifying sequential identification number for each DE item record, with tracking for each.

- RESPONSE: Yes, each item record is given a unique document number within its section at the point of upload. Additionally, a unique document ID (like a case key) is assigned to each item record uploaded and can be located within the Update Case screen. Each action on the system is audited and logged as discussed further in #15.

15. The DEMS must provide for an audit trail, logging of who has seen what and when. The DEMS must be able to perform this audit trail automatically. The audit trail must be sufficiently detailed to stand as a record in a court of law.

- RESPONSE: Yes, Case Center contains an audit function accessible to administrator end users who have access to a master bundle within a case. The Audit is split into two sections: Record of User Access (ROUA) and the Record of Document Activity (RODA). The RODA table allows you to check when a file has been uploaded, updated, moved, or removed. Dates and times are tracked, and the file index and name. You can also see who has uploaded or changed the file. Additionally, a detailed audit log is maintained in the background which is only directly accessible to Case Center third line support. Here, all user actions on the system (including login, viewing documents, etc.) are stored in a Log Event database. This database can be used (via service request) to generate a disclosure report which shows all activity for a user or a case. This detailed audit log is the basis for forensic analysis and reporting, which organizations can commission if ever a security incident or data breach is suspected.

16. The DEMS must provide unlimited storage for DE.

- RESPONSE: Case Center is a .Net, MVC architecture that takes advantage of Azure Blob storage, which is an endlessly scalable database technology. The proposal for your court will be enterprise without any storage cap or limit. This means that case uploads are not restricted by document pages uploaded or multimedia minutes uploaded.

17. The DEMS must be able to store digital evidence (DE) in multiple file formats, either in standard or proprietary media. The DEMS must be able to play, view, and share all file formats.

- RESPONSE: Yes, Case Center allows users to upload evidence in both standard and proprietary file types. Users will not need a unique proprietary player or software to play audio and video files in the system.

18. The DEMS must allow enhancing of file images being displayed when required. The system must include a built-in tool that allows for zooming, cropping, and image stabilization. The DEMS must retain the original file/image of any image that is altered for enhancement purposes.

- RESPONSE: Yes, in Case Center, you can zoom in, out, and rotate images and documents. You can also verify that images are authentic by reviewing the metadata. Case Center always maintains/stores the original copy of the evidentiary files and produces a working copy automatically that is presented in the review area to allow annotation, bookmarking/hyperlinking, and notes

19. The DEMS must provide tools for redacting digital images, video, and audio files.

- RESPONSE: Partial, Case Center contains redaction tools for documents and images that can be utilized by court end users with the requisite permissions. The ability to redact audio and video is something that is under review for a future release.

20. The DEMS must have evidence exhibit marking and indexing.

- **RESPONSE:** Yes, Case Center has a built-in stamp functionality that enables documents to be marked electronically. Stamps can be customized for your court and can be identified during implementation. Additionally, materials uploaded to Case Center are automatically indexed and searchable.

21. The DEMS must have tools for note taking. The notes must have sharing levels to allow them to be private or shared with specific user groups.

- **RESPONSE:** Yes, Case Center has a suite of annotation tools. You can take different types of notes including case notes, page notes, multimedia notes and pen notes. Pen notes can be taken with a stylus where you have access to various tools and colors. There are different sharing levels for notes within Case Center: users can keep notes private, they can be shared with a designated share group, or they can be shared globally to anyone with case access.

22. The DEMS must maintain historical tracking of all DE.

- **RESPONSE: Yes,** Case Center provides full chain of custody through the audit trail. On each case, there is a high-level audit trail for all case activity accessible to all end users with access to the master bundle within a case. This high-level audit trail shows when people have been granted access to customer data and by whom, when people have accessed the case for the first time, and when documents have been uploaded or deleted and by whom. Case Center has an audit trail that cannot be altered. Every action in Case Center is audited and stored in an information log. This extremely detailed audit log is maintained in the background which is only directly accessible to Case Center 3rd line support. This detailed audit log is the basis for a forensic analysis and reporting, which organizations can commission if ever a security incident or data breach is suspected. Case Center stores the original file without alteration, which is available for download if necessary to resolve chain of custody issues.

23. The DEMS must be able to encrypt evidence with standard 256-bit encryption.

- **RESPONSE:** Yes, all data is stored inside an Azure Storage Account which is encrypted at rest using 256-bit AES encryption and is FIPS 140-2 compliant.

24. The DEMS must virus scan all uploaded DE.

- **RESPONSE:** Yes, all files uploaded to Case Center undergo virus checking. Documents and multimedia that do not pass the virus check cannot be uploaded to the system.

25. The DEMS must have the ability to produce reports on DE records based on user-defined criteria.

- **RESPONSE:** Partial, administrator end users can utilize Power BI from Microsoft to run a variety of customized reports. This can be setup for you by Thomson Reuters at no cost. As part of a planned upcoming development in-system reporting will be more robust and will include a library of custom reports that can be generated. The release of this development with advanced reporting capabilities is currently estimated to be late 2023 or early 2024.

26. The DEMS must have OCR capabilities and the ability to search by report number, date, address, agency, owner, wildcards, and persons involved across the entire database. The search results must also include any information in handwriting.

- **RESPONSE:** Partial - All documents, including images, uploaded to Case Center, automatically undergo OCR. The OCR engine is based on Microsoft Azure Search which delivers handwriting OCR automatically. This allows both typed and handwritten text to be searched throughout a specific case. Additionally, access to a specific case can be achieved quickly with different search filters on the home page. Performing a text search across the entirety of cases accessible by the end user is under review for future release.

27. The DEMS must have the ability to search all documents in a case, or the documents in a particular folder.

- **RESPONSE:** Yes, all documents in a case are searchable via OCR as discussed above on a case level (including all sub-bundles/folders) or a search can be isolated on the document level.

28. The DEMS must allow for the creation of folders and sub-folders to allow for easier management of DE.

- **RESPONSE:** Yes, Case Center allows for the creation of sub-bundles/folders where you can designate specific sub-bundles to end users. Within each sub-bundle, you create sections of materials.

29. The DEMS must have the ability to upload DE in batch mode. Using batch mode will allow the user to quickly upload large numbers of digital files to the DEMS. The same applies to downloading; the ability to download all digital files associated with a case for movement to other storage and archiving.

- **RESPONSE:** Yes, Case Center allows users to create bulk uploads using composite number bookmarked PDFs, zipped Windows folders, or eDiscovery load files, which have no limits on the number of included files. Case Center also supports drag and drop for up to 100 files in any single upload through a simple upload interface.

30. The DEMS must have the ability to permanently delete DE from the system when necessary (for retention in other systems).

- **RESPONSE:** Yes, case materials can be permanently deleted from the system when necessary.

31. The DEMS must be able to send automated emails and texts notifications to users of the system telling them when and how to upload DE. The notification must include a link for uploading and a passcode for access.

- RESPONSE: Yes, Case Center sends an invitation email that gives an end user access to a case as well as permission to upload into a certain sub-bundle/folder. When accessing Case Center for the first time, the end user must go through a quick registration form. Additionally, materials can be uploaded quickly on demand by sending an email or text message using our “Request Documents” functionality. This allows someone to upload material directly into the appropriate section of a case, even without previously registering in the system. This functionality is extremely helpful for self-represented litigants. The system also has a portal built specifically for witnesses and jurors, allowing them to access the requisite materials through a pin number without registration.

32. The vendor must provide media tools for user training, and in-depth training for selected users.

- RESPONSE: Yes, Case Center provides in-depth training and support for users, which will be outlined in the statement of work in the agreed-upon contract. Regarding on-demand tools available to users, Case Center has a robust support portal available to customers. It is open to the public, regularly updated, and available here - [Case Center Training Resources](#). The support portal is searchable and has a mix of PDF support guides and how-to-videos and can be sorted by user persona (judge, court staff, litigant, etc). A best practice Thomson Reuters recommends is to have space made on the court’s website that points to these resources and describes the product. Here are a few examples of existing clients.
 - <https://www.courts.nh.gov/our-courts/superior-court/caselines>
 - <https://www.dgs.ca.gov/OAH/Case-Types/Special-Education/Self-Help/Electronic-Submission-of-Witness-Lists-and-Evidence-Through-Caselines>
 - <https://www.azcourts.gov/digitalevidence/>
 - <https://www.in.gov/courts/evidence/>

33. The vendor must provide same-day tier two support, and manage and provide all system updates and maintenance.

- RESPONSE: Yes, our team will provide onboarding services, including project management, installation, standardized configuration, and training. Best practice is to identify super users at court level who we will provide Level 1 support. Our team will provide ongoing level 2 & 3 customer support: training materials: including videos and written materials on our support page as well as sessions for external stakeholders to include CLE credit if possible. As a SaaS product, all updates and maintenance of the system are the responsibility of Thomson Reuters and provided at no additional cost.

34. The system must be fully installed, training completed, and fully operational by May 1, 2023.

- RESPONSE: Yes, the Case Center team is ready to deploy with our onboarding and implementation process once the contract is executed. Along with the requisite engagement and participation by the court, it is feasible that the onboarding steps, which include instance configuration, workflow analysis, and training, are completed by May 1, 2023. From our experience, if the solution is mandated, the process is quicker. If the solution is merely offered as an optional tool for the judges, then it's likely the training for judges and staff would extend beyond May. This has been our takeaway regarding supporting change within a court; the reality is some judges will be ready to dive in while others will take a more wait and see approach. Thomson Reuters will support training efforts until all judges and court staff have received the required training.

PRICING QUOTE

Thomson Reuters (d/b/a West Publishing Corporation) proposes to provide digital evidence software to Escambia County. West's pricing proposal is as follows:

Proposed Product: Thomson Reuters Case Center			
Internal User Limit: No limit to internal users (e.g., judges, court staff, court clerks, etc.)			
External User Limit: No limit to external guest users (e.g., lawyers, self-represented litigants, witnesses)			
Divisions: Civil and Family			
Term: 12 months (see multi-year options below)			
Period	Monthly Subscription Fees	Implementation Fees	Annual
12 months	\$4,000	Waived	\$48,000

** Term length: 2 year or 3-year term options are available.

- 1 year term = 6% annual increase
- 2 year term = 5% annual increase
- 3 year term = 4% annual increase

Summary of Implementation (see sample Statement of Work for full description)

- Instance setup
- Workflow analysis
- Training (internal and external parties)
- Project Management

TERMS AND CONDITIONS

West is offering a commercial off-the-shelf item that is available to the general public. West incorporates its standard license terms into all of its agreements, which sets forth the commercial terms that govern the arrangement. As such, West conditions its offer upon the acceptance of its standard license terms.

All access to and usage of the product(s) subject to this procurement is governed by the applicable Order Form, then-current Thomson Reuters General Terms and Conditions, and Product-Specific Terms. The Ordering Documents will be incorporated by reference into and made part of any contract awarded to West pursuant to this proposal. If West is the successful bidder, West is willing to negotiate additional or different terms or conditions to cover any specific requirements unique to this project that are within the scope of West's products and services offerings.

CONTRACTING WITH WEST

Any contract resulting from this proposal will be with West Publishing Corporation



Order Form

Order ID: Q-05473078

Contact your representative with any questions. Thank you.

Sold To Account Address

Account #:
CUSTOMER NAME
CUSTOMER ADDRESS

Shipping Address

Account #:
CUSTOMER NAME
CUSTOMER ADDRESS

Billing Address

Account #:
CUSTOMER NAME
CUSTOMER ADDRESS

This Order Form is a legal document between Customer and

- A. West Publishing Corporation to the extent that products or services will be provided by West Publishing Corporation, and/or
- B. Thomson Reuters Enterprise Centre GmbH to the extent that products or services will be provided by Thomson Reuters Enterprise Centre GmbH.

A detailed list of products and services that are provided by Thomson Reuters Enterprise Centre GmbH and current applicable IRS Certification forms are available at: <https://www.tr.com/trorderinginfo>

West Publishing Corporation may also act as an agent on behalf of Thomson Reuters Enterprise Centre GmbH solely with respect to billing and collecting payment from Customer. Thomson Reuters Enterprise Centre GmbH and West Publishing Corporation will be referred to as "Thomson Reuters", "we" or "our," in each case with respect to the products and services it is providing, and Customer will be referred to as "you", or "your" or "Client".

Thomson Reuters General Terms and Conditions apply to all products ordered, except print and is located at <http://tr.com/TermsandConditions>. In the event that there is a conflict of terms between the General Terms and Conditions and this Order Form, the terms of this Order Form control. This Order Form is subject to our approval.

Thomson Reuters General Terms and Conditions for Federal Subscribers is located at <https://static.legalsolutions.thomsonreuters.com/static/Federal-ThomsonReuters-General-Terms-Conditions.pdf>. In the event that there is a conflict of terms between the General Terms and Conditions and this Order Form, the terms of this Order Form control. This Order Form is subject to our approval.

Subscription & Services

Material #	Product Description & Scope of Use Allowance	Qty	Unit/Type	Monthly Charges	Min-Term (Mos)	Start Date	Order Type	Billing Frequency
43142322	CC ENTERPRISE SUB	1	Each	\$	36		Subscription	Monthly

The scope of use allowance for your subscription is specified above and applies to each annual period. For cases, the allowance is identified by the quantity purchased. All other allowances are defined in the product description. Allowances include deletions. It is your responsibility to report any erroneous uploads prior to the billing. If you exceed this allowance, you will be charged for the excess use at the rates per the attached Case Center Schedule A document and will be billed monthly.

Minimum Terms

Effective Date: Upon our processing of this order form, your "Effective Date", will be the later of (i) the Start Date, if specified in this order form, or (ii) the date we begin making the Service(s) available to you.

Monthly Subscriptions: Your subscription will continue for the number of months listed in the Minimum Term column in the grid above counting from the first day of the month following the Effective Date. If your order is processed after the first of the month, your Monthly Charges will be prorated for the number of days remaining in that month. If your Minimum Term is longer than 12 months, the applicable Monthly Charges for each additional 12-month period are specified in the Attachment to the Order Form. Charges will be billed monthly

Post Minimum Terms

At the end of the Minimum Term, we will notify you of any change in Monthly Charges at least 60 days before each 12-month term starts. Either of us may cancel the Post-Minimum Term subscription by sending at least 30 days written notice.

Federal Government Subscribers Optional Minimum Term. Federal government subscribers that chose a multi-year Minimum Term, those additional months will be implemented at your option pursuant to federal law.

Miscellaneous

Applicable Law. If you are a state or local governmental entity, your state's law will apply and any claim may be brought in the state or federal courts located in your state. This Order Form will be interpreted under Minnesota state law and any claim by one of us may be brought in the state or federal courts in Minnesota. If you are a United States Federal Government subscriber, United States federal law will apply and any claim may be brought in any federal court.

eBilling Contact. All invoices for this account will be emailed to your e-Billing Contact(s) unless you have notified us that you would like to be exempt from e-Billing.

Cancellation Notification Address. Send your notice of cancellation to Customer Service, 610 Opperman Drive, P.O. Box 64833, Eagan, MN 55123-1803.

Credit Verification. If you are applying for credit as an individual, we may request a consumer credit report to determine your creditworthiness. If we obtain a consumer credit report, you may request the name, address and telephone number of the agency that supplied the credit report. If you are applying for credit on behalf of a business, we may request a current business financial statement from you to consider your request.

Product Specific Terms The following terms apply to and are incorporated by reference into this ordering document available at <https://www.thomsonreuters.com/content/dam/ewp-m/documents/thomsonreuters/en/pdf/other/casecenter-pst.pdf>.

Hours of Availability for Support. We will provide the support during our normal business hours, which means Monday through Friday, between 7:30 am and 9:00 pm, Central Time, and excluding any and all then-current holidays which we observe. Technical and product questions should be directed at +1(800) 290-9378.

Termination for Convenience. You may elect to terminate the Order Form upon 30 days prior written notice to us with such termination effective at the end of the current subscription month.

Acknowledgement: Order ID: Q-05473078

Signature of Authorized Representative for order

Title

Printed Name

Date

Sample



THOMSON REUTERS™

Attachment

Order ID: Q-05473078

Contact your representative with any questions. Thank you.

Payment, Shipping, and Contact Information

Payment Method:

Payment Method: Bill to Account

Account Number:

Order Confirmation Contact (#28)

Contact Name:

eBilling Contact

Contact Name

Shipping Information:

Shipping Method: Ground Shipping - U.S. Only

Charges During Minimum Term

Material #	Product Name	Monthly Year 1 Charges	% incr Yr 1-2*	Monthly Year 2 Charges	% incr Yr 2-3*	Monthly Year 3 Charges	% incr Yr 3 4*	Monthly Year 4 Charges	% incr Yr 4-5*	Monthly Year 5 Charges
43142322	CC ENTERPRISE SUB	\$	4.00	\$	4.00	\$	N/A	\$N/A	N/A	\$N/A

Charges During Minimum Term

Pricing is displayed only for the years included in the Minimum Term. Years without pricing in above grid are not included in the Minimum Term. Refer to your Order Form for the Post Minimum Term pricing

Sample

ATTACHMENT 1 TO WEST ORDER FORM

Escambia County

Statement of Work (SOW)

1.0 Introduction

The Thomson Reuters Case Center platform allows users to efficiently and securely prepare, collate, redact, share and present documentary and multimedia evidence in a single system. This Statement of Work details the scope of services included.

2.0 Technical Requirements

Your Thomson Reuters Case Center instance will be located on thomsonreuters.caselines.com. Access will be provided via notification within 10 business days of signing the Master Order.

3.0 Implementation

Thomson Reuters will work in collaboration with the judiciary to set up the Case Center system specifically for the judiciary, such as configuration of templates, business processes, user administration reflecting how the judiciary will use Case Center. The onboarding and implementation services will cover:

3.1 Project Introduction and Planning

- Setup and configuration of Case Center
 - Creation of the customer instance/organization
 - Administrative configurations
- Case Center Implementation Overview
 - Identify project team/stakeholders
 - Schedule planning sessions/preliminary project activities
 - Establish anticipated project duration/timelines
 - Roles & responsibilities discussions
 - Product demonstration(s) for stakeholders
- Workflow Analysis
 - Product overview to assist in workflow analysis
 - Work with customer, Thomson Reuters Workflow Analyst and Trainer to understand, document customer workflow
 - Review/refine workflow, rollout expectations and training approach
- Training Plan
 - Identify user role training sessions and timeline
 - Provide training material/documents
 - Identify training modalities for internal and external participants
 - Establish training schedules for various groups

- Communications Plan
 - Define Communications to internal stakeholders, staff, end users and external participants
 - Establish communication timelines for internal/external
 - Execute collaboratively with client on developing/supporting delivery of communications
- Support Plan
 - Review support process and communications pathways
 - Establish rules of engagement for different levels of support
 - Create necessary support documents (leveraging output from workflow and training documents)

3.2 Soft Launch

- Confirm participants and approach
- Train-The-Trainer Sessions
- Training for participants
- Rehearsal and preparatory sessions
- System Live!
- Review and process refinements

3.3 Full Rollout – Determined by the Judiciary

- Execute rollout schedule
- Periodic check-ins on rollout for necessary refinements

3.4 Transition and Support

- Implementation wrap up and outline of future support

4.0 Onboarding Implementation Services

Case Center Onboarding	Pricing
Onboarding Package:	Waived
Additional User Training:	Train-the-trainer certification training for 2 individuals
Total	Waived

5.0 Roles

5.1 Judiciary roles

- Project Sponsor: Executive leader for the leading change within the judiciary and providing support for key decisions, drive to standardize etc.
- Project Manager: Liaison between Thomson Reuters Project Manager and judiciary colleagues to support the transition between systems/ implementation of a new system.
- Super-User: Highly competent in Information Technology (IT) and process, the Super-User should be able to understand all the product features from bundle build to judiciary's use. The Super- User should be the first point of contact for system queries.
- Trainer(s): Experience of training on IT/Web systems, able to understand the product features from bundle build to judiciary's use. The trainer will complete the Train the Trainer Course.
- Court Support: They Court will provide a Super-User/Agency Expert for each business line who will provide end user support for both internal users and external users as it relates to business processes.
- IT Sponsor: IT department representative.

5.2 Thomson Reuters' Roles

- Project Manager: Project oversight and liaison between Thomson Reuters colleagues and the judiciary's Project Manager to support the transition between systems/ implementation of a new system.
- Solution Specialist: Support business process discovery, mapping and documentation activities. Participate in rollout activities.
- Trainer(s): Conduct end user and train-the-trainer sessions, provide train-the-trainer accreditation and rollout support.
- Technical Consultants: Provide support to implementation team for setting up Case Center, integrations and other technology related areas.
- Customer Support: Provide technical support for judiciary's Super Users.

Board of County Commissioners Escambia County, Florida

Jeff Bergosh
District One
Chairman

Douglas B. Underhill
District Two
Vice-Chair

Lumon J. May
District Three

Robert D. Bender
District Four

Steven Barry
District Five



Wes Moreno
County Administrator
wjmoreno@myescambia.com

February 9, 2023

To: All Known Prospective Proposers

Addendum 1:

Re: Digital Evidence Management System (informal quote)

All,

Your firm recently received an informal request for quotes for a Digital Evidence Management System. This Addendum 1 provides for clarifications on the pages that follow.

This addendum is furnished to all prospective proposers. Please acknowledge receipt of this addendum by returning a signed copy of this page with your firm's proposal.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jeffrey Lovingood", is written over a horizontal line.

Jeffrey Lovingood
Purchasing Director
Escambia County Board of County Commissioners

Acknowledgement of Receipt of Addendum:

Signed: Julie Thomas

Company: West Publishing Corporation

JDL

Enc.

- Q1: Do you have an estimate of the number of people who may be using the system simultaneously?
- A1: On a full implementation from the Judicial side the number could be 160 concurrent users, including Judges (20), Magistrates (20), Judicial Assistants (20), and Clerk staff (20), for a total of 80 internal users.
- Since the other side of this will be attorneys or Pro Se litigants there's not really a number we can provide. This solution is viewed as being open to attorneys to submit evidence for Judicial review for trial.
- Q2: What are the "terms and conditions"?
- A2: The complete General Terms and Conditions document can now be downloaded in Vendor Registry.
- Q3: Are there any MBE/WBE requirements?
- A3: No requirements.
- Q4: DEMS Users must be able to show all evidence and play all multimedia directly from the system.
- A4: The solution must handle all media types and present them to the user in a browser without the need for additional plug-ins.
- Q5: The DEMS must be able to index large documents for easy review.
- A5: Unknown as the files can be very large.
- Q6: Uploading of digital photographs must be seamless and must preserve all Exchangeable Image File (ESIF) data. Batch uploads of all digital files, including video, audio, photos, and documents is also a requirement. Newly uploaded files (incoming evidence) must be placed in a separate section pending review and acceptance into evidence.
- A6: No question provided. Nothing to add to this requirement.
- Q7: The DEMS must be able to securely grant time restricted, file restricted, and redacted case access, with user-specific views for juries and witnesses to use the system while appearing remotely.
- A7: The system must allow for redactions as necessary.
- Q8: The DEMS must allow enhancing of file images being displayed when required. The system must include a built-in tool that allows for zooming, cropping, and image stabilization. The DEMS must retain the original file/image of any image that is altered for enhancement purposes.
- A8: No question provided. Nothing to add to this requirement.
- Q9: The DEMS must provide tools for redacting digital images, video, and audio files.
- A9: No question provided. Nothing to add to this requirement.
- Q10: The DEMS must have evidence exhibit marking and indexing.
- A10: Exhibits must be marked with individual identifiers if they are accepted by the court for the court file.



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- Q11: The DEMS must have tools for note taking. The notes must have sharing levels to allow them to be private or shared with specific user groups.
- A11: No question provided. Nothing to add to this requirement.
- Q12: The DEMS must maintain historical tracking of all DE.
- A12: Yes
- Q13: The DEMS must be able to encrypt evidence with standard 256-bit encryption.
- A13: Encryption must be available for both at-rest and in-transit.
- Q14: The DEMS must virus scan all uploaded DE.
- A14: No question provided. Nothing to add to this requirement.
- Q15: The DEMS must allow for the creation of folders and sub-folders to allow for easier management of DE.
- A15: The folder structure should allow for multiple file types within a folder.
- Q16: The DEMS must be able to send automated emails and texts notifications to users of the system telling them when and how to upload DE. The notification must include a link for uploading and a passcode for access.
- A16: The system must provide for an invitation to be sent to an individual via email or text message with a link allowing that individual one-time access to upload digital evidence.
- Q17: The system must be fully installed, training completed, and fully operational by May 1, 2023.
- A17: No question provided. Nothing to add to this requirement.
- Q18: The DEMS must have OCR capabilities and the ability to search by report number, date, address, agency, owner, wildcards, and persons involved across the entire database. The search results must also include any information in handwriting.
- A19: We understand that OCR may not be able to interpret 100% of handwritten documents. If the handwriting is clear those documents should be included in the OCR process for searching.
- Q20: Please confirm if vendors are to submit the proposal via Vendor Registry or the email address provided for questions.
- A20: Proposals must be submitted via Vendor Registry. Proposals submitted via email are considered non-responsive and will not be reviewed.
- Q21: How much back file of existing digital content, if any, (in terabytes) will the customer require to be immediately available on the DEM cloud hosted solution?
- A21: This is a new process for Escambia County, so there are currently no back files.
- Q22: What is the annual estimate of digital content, in Terabytes, that will be stored on the DEM cloud platform?
- A22: Number 16 in the scope provides for unlimited storage. We estimate that 5TB would be needed annually, but, again, this is a new system, and we are requiring unlimited data storage.



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- Q23: What is the retention period of any digital case files on the cloud platform?
- A23: Five years from the conclusion of the case.
- Q25: In terms of the response format, is it acceptable to provide “yes” or “no” answers to each enumerated item, with an explanation included under each number?
- A25: A “yes” or “no” response with an explanation under each is welcomed.
- Q26: What case management system (CMS) does the court use?
- A26: aiSmartBench from Mentis Technologies.
- Q27: Does the court want to have the Digital Evidence Management System (DMS) to have the ability to be fully integrated with the CMS?
- A27: Not for the initial rollout.
- Q28: Does the court want evidence uploaded into the DEMS to be imported automatically into the case file within the CMS?
- A28: No.
- Q29: Does the court want all reports and records relating to purging to be generated automatically based on the court’s rules and orders?
- A29: Yes.
- Q30: Will evidence uploaded into the DEMS be used for in person hearings and/or trials as well as during virtual hearings?
- A30: Yes, both types of hearing will be utilized.
- Q31: Does the court maintain one docket for both in-person and virtual hearings?
- A31: Yes.
- Q32: Are dates for in-person and virtual hearings being scheduled now in the CMS?
- A32: Yes
- Q33: Does the courts CMS generate all docketing information and related dates for cases including hearings?
- A33: Our CMS integrates with the Clerk’s Case Maintenance System, and we retrieve all docket information through an integration with their system.
- Q34: Will the CMS or DEMS generate notices for in person and virtual hearings?
- A34: Notices for hearings are generally done by the attorneys. If the Court generates notices, it is done in our CMS.
- Q35: Does the court currently use Zoom or Teams to hold virtual hearings?
- A35: Zoom.
- Q36: Does the court currently integrate virtual hearings into the CMS?
- A36: They can be integrated into our CMS.



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