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Instructions: See Herein

Instructions: Voir aux présentes

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Courts Administration
Service

Service administratif des
tribunaux judiciaires

COURTS ADMINISTRATION SERVICE

COURTS AND REGISTRY MANAGEMENT SYSTEM

JUDICIAL AND REGISTRY SERVICES

REQUEST FOR INFORMATION



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1 Background and Purpose

1.1.1 Organizational Overview

The efficient and timely functioning of the justice system is a priority for the Federal Court of Appeal (FCA), the Federal Court (FC), the Court Martial Appeal Court of Canada (CMAC) and the Tax Court of Canada (TCC) (the Courts), the Courts Administration Service (CAS), court users as well as the Government.

The Business of the Courts

The Courts have jurisdiction over a wide range of federal laws and regulations (more than 100 statutes) that have major implications for Canadians, businesses and individuals alike. They deal, for example, with disputes over aboriginal claims, maritime and admiralty matters, immigration matters, as well as intellectual property, in such areas as generic drugs, trademarks on a wide range of commercial products, copyright on publications and technologies, and appeals related to Income Tax Act.

The four Courts supported by CAS are superior courts of record and as such their records are retained in perpetuity.

The Courts are itinerant, sitting and hearing cases across Canada. Consequently, CAS must be able to support approximately 90 members of the Courts (judges and prothonotaries) in preparing files, conducting hearings and writing decisions “anywhere, anytime.”

The FCA has jurisdiction to hear appeals from judgments of the FC and the TCC. In addition, the FCA has jurisdiction to hear judicial review applications with respect to sixteen (16) federal boards and tribunals listed under section 28 of the *Federal Courts Act*. It also hears appeals pursuant to other federal legislation.

The FC is Canada's national trial court which hears and decides legal disputes arising in the federal domain, including claims against the Government of Canada (GC), civil suits in federally-regulated areas and challenges to the decisions of federal tribunals.

The CMAC has jurisdiction to hear appeals of decisions from Courts Martial which are military courts established under the *National Defence Act* (NDA). The Courts Martial have jurisdiction to try military personnel and civilians accompanying them abroad, for crimes and offences against the Code of Service Discipline found in the NDA.

The TCC is a superior court to which individuals and companies may litigate with the GC on matters arising under legislation over which the Court has exclusive original jurisdiction. The bulk of the appeals to the TCC relate to income tax, goods and services tax, and employment insurance. The TCC also hears references from the Canada Revenue Agency (CRA) to provide interpretations of the legislation within its areas of jurisdiction.

The Courts play a vital role in Canada's democratic process. Fair and timely access to justice, which has major implications for individuals, business and government, increasingly depends upon the use of

modern and efficient information technology (IT).

CAS Mandate and Organization

CAS was established in 2003 by the *Courts Administration Service Act* to support the Federal Court of Appeal (FCA), the Federal Court (FC), the Court Martial Appeal Court of Canada (CMAC) and the Tax Court of Canada (TCC) (the Courts).

The Act mandates CAS to provide effective and efficient registry, judicial and corporate services to the Courts. CAS also enhances judicial independence by placing administrative services at arm's length from the federal government, while ensuring greater accountability for the use of public money.

Court and registry services are offered in every province and territory through a network of thirteen permanent offices and agreements with eight provincial and territorial courts. The two locations in Ottawa (90 Sparks and 200 Kent Streets) are headquarters to the four Courts. CAS also has two courtrooms and related support space at the Supreme Court of Canada. The main regional offices are in Vancouver, Toronto and Montréal, and local offices are in Calgary, Edmonton, Winnipeg, Hamilton, Québec City, Halifax, Fredericton and St. John's. Since the Courts are itinerant, they may also need to conduct proceedings in non-court facilities such as hotels and community centres in order to reach Canadians. In addition, CAS has a court records storage facility in Gatineau. In total, across all of its offices, CAS has approximately 620 full-time equivalents¹ (FTEs) to support the operations of the Courts and their members.

Access to justice is a fundamental principle driving CAS priorities, strategies, plans and investments.

CAS's support for Judicial and Registry services is tailored to the particular needs of the individual Courts, while for common areas, such as e-Court and Court Security, as well as internal services, CAS acts as a provider of shared services to the four Courts.

¹ Based on 2017-18 forecast.

As presented in CAS's 2017-18 Annual Report, CAS processed approximately 300,000 documents last year with a growth of 10% per year.

Here are the numbers for each Court.

Court	Proceedings instituted or filed	Dispositions	Active Proceedings as of March 31	Court Judgments, Orders and Directions	Prepared and heard in Court	Total entries recorded	Documents through e-filing	Days in Court
Federal Court of Appeal	422	428	441	1,395	244	18,645	N/A	174
Federal Court	25,961	8,377	4,711	17,157	3,506	212,787	17,161	2,463
Court Martial Appeal Court	3	11	3	30	6	218	N/A	6
Tax Court of Canada	5,132	5,359	10,378	12,968	774	177,431	33,510	2,247
Total	31,518	14,175	15,533	31,550	4,530	409,081	50,671	4,890

At this time, CAS is seeking information from potential vendors about their commercial off-the shelf case management solutions designed for the court and registry business. The objective is to better understand the market of available commercial solutions that could meet CAS requirements.

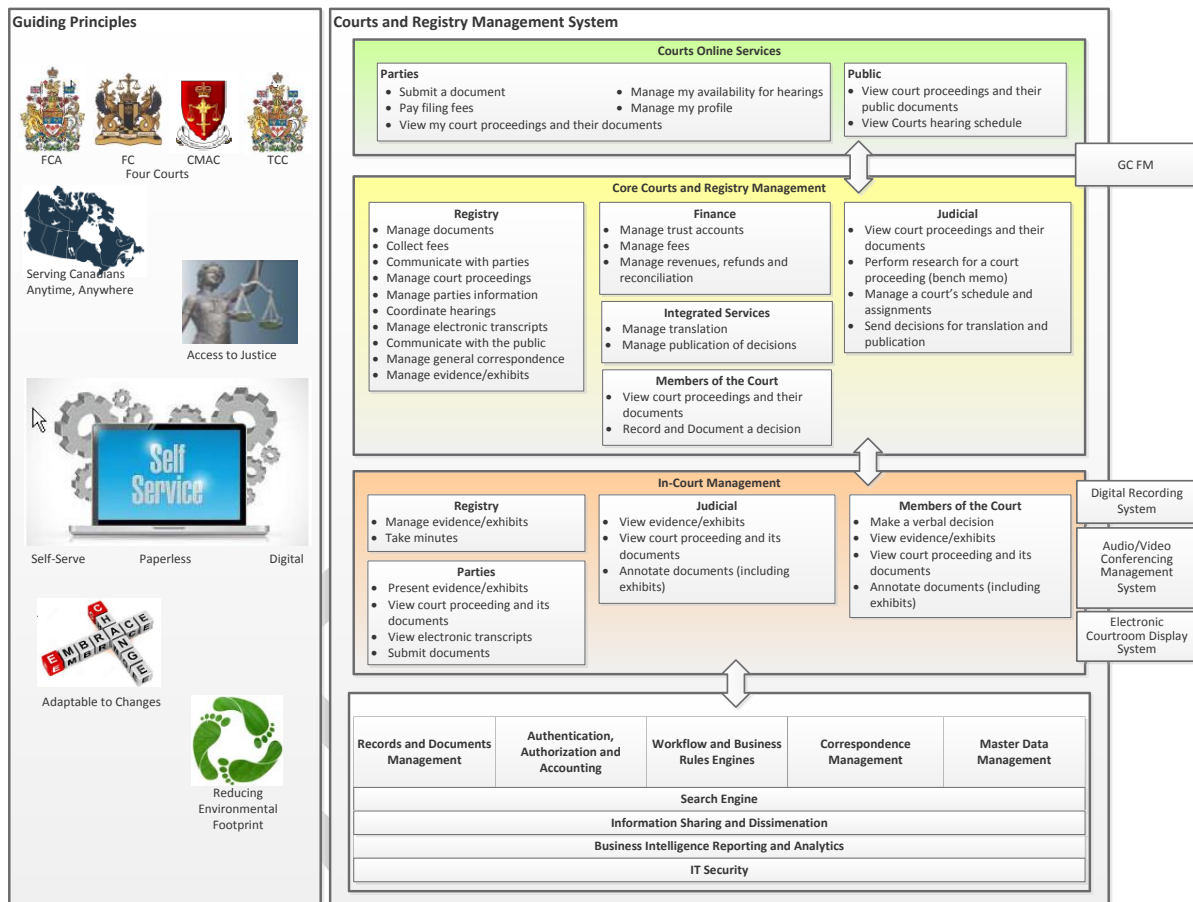
2 Business Need

To provide efficient and effective support to the Courts, CAS must implement a modern Courts and Registry Management System (CRMS). The CRMS is the central element essential to enable the Courts and their Registries and Judicial Services to move to electronic court operations from the moment documents are filed by litigants to the time a decision is made public.

The future state that the Courts and CAS envision for their Courts and Registry Management environment is:

- One integrated, user-centric and adaptable solution serving four distinct and independent Courts.
- The business of the Courts and CAS is mostly done in a paperless and digital environment with self-serve capability where applicable.
 - Court users and the public have access to court information and documents from anywhere at any time, through the internet.
 - Court users submit court proceeding documents and evidence through an online channel.
 - Interactions, processes and correspondence between the Courts, the registries and court users are facilitated by efficient tools and systems.
 - Court hearings can be paperless.
- Workflows and processes are adaptable to court rules changes and most changes can be done by the business owner.
- Court information is electronically and centrally held, readily available and safeguarded against loss and damage.
- Members of the Courts Judicial and Registry Services are supported by a technical team that is responsive to the demands brought forward by a digitized environment in a court context.
- Judicial and Registry Services employees are trained and equipped to leverage technology to better support the Courts and their users.
- CAS and the Courts monitor key performance indicators and track registry activities with complete, reliable and readily available data provided by the solution.
- CAS is aligned with the Government of Canada Financial Management System (GCFM) Solution (SAP S4/Hana) for financial management aspects related to the administration of the Courts.
- CAS is aligned with Policy on Results, Policy on Service, Greening Government Initiative and Destination 2020.

The following diagram illustrates the high-level requirements of court stakeholders, including members of the courts, parties, litigants, the public, as well as the Judicial and Registry Services personnel who support court business directly. Underpinning the functionalities and services needed to meet these user requirements are system capabilities, such as records and document management and search engines.



2.1.1 Courts Online Services

The Courts Online Services offer an authenticated and an unauthenticated zone for court users and the public to interact with the Courts and their registries.

The authenticated zone offers services for court users to manage their profile; submit court documents more efficiently using their profile information, when possible; view all documents contained in the court proceeding e-file; communicate with the Courts and their registries; and, manage their availability for hearings. This authenticated zone is also the entry point for other electronic services.

The unauthenticated zone offers services to court users and the public to view court proceedings and

their public documents; view the Courts hearing schedules; and, submit court documents.

2.1.2 Core Courts and Registry Management

The Core Courts and Registry Management offers an integrated tool to:

- **Manage court documents**, by identifying, validating, reviewing and processing court documents; sending court documents through the applicable workflows; enabling the Registry and the Judiciary to perform the required steps to process a request
- **Manage court proceedings**, by directing a court proceeding to the next step based on the court rules and procedures of each of the four Courts;
- **Manage communications** with parties and the public, by offering diverse communication templates to provide feedback to the court documents review; respond to court proceeding requests received from the parties; prepare court orders and decisions for the parties; and, respond to requests from the public on specific court proceedings or other court matters;
- **Manage hearings**, by performing research for a court proceeding; facilitating the assembly of court documents required for a hearing; managing the Courts' schedules; and facilitating the preparation of court proceeding orders and decisions;
- **Manage decisions**, by directing a court proceeding decision to the appropriate groups (accessibility, translation ...) for the preparation of a ready to be published decision; and, publish a decision (by posting it on the internet);
- **Manage financial information**, by managing the different court fees to be paid by court users; managing the trust accounts created for a court proceeding; and managing the revenues and refunds, as well as facilitating reconciliation, in alignment with the GCFM Solution (SAP S4/Hana).

2.1.3 In-Court Management

The In-Court Management offers the information/documents required by a member of the court to perform electronic hearings (at their discretion). This includes viewing evidence and exhibits; annotating documents as required; and, accessing and viewing proceedings and documents.

2.1.4 Underlying Capabilities

All of the above are supported by underlying capabilities to: manage documents, information, rules and workflows; enable searching, analysis and reporting; and ensure appropriate security.

3 Request for Information

This is not a bid solicitation. This Request for Information (RFI) will not result in any direct request for proposal (RFP) or the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described within this document.

Respondents are requested to provide their comments, suggestions, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied, to the Contracting Authority identified in 3.7. Respondents are invited to respond to Canada's questions and provide comments regarding the content, format of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

- a) **Use of Responses:** The responses received may be used by Canada to develop or modify procurement strategies and/or any contracting documents, clauses, terms and conditions. Canada will review all responses received by the RFI closing date. Canada may, at its discretion, review responses received after the RFI closing date.
- b) **Review Team:** A review team composed of representatives of the GC will review the responses.
- c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the Access to Information Act.
- d) **Follow-up Activity:** Canada may, at its sole discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.
- e) **One-on-one sessions:**
 - i. Canada may, at its sole discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response during one-on-one industry sessions.

- ii. Canada will meet with each respondent upon request. Following the closing date, the Contracting Authority will follow up individually with all respondents who indicate in their responses that they wish to meet with Canada.

This RFI document consists of the following 4 sections:

- Section 1: **Background and Purpose**
This section provides a brief description of the context and the stakes behind this initiative; and the objective of this Industry Engagement process.
- Section 2: **Business Need**
This section provides a high level description of the CRMS solution requirements.
- Section 2: **Request for Information**
This section provides information concerning the preparation, submission of responses to this RFI and the treatment of responses process.
- Section 4: **Vendor Profile**
This section includes specific questions to industry regarding the CRMS Solution Requirements.
- Section 5: **Questions**
This section includes specific questions to industry regarding the CRMS Solution Requirements.
- Section 6: **High Level Overview of CRMS Solution Requirements**
This section includes specific questions to industry regarding the CRMS Solution Requirements.

This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome. If respondents feel a question or key area has been missed, we welcome comments or information to this fact in the response.

- a) Cover Page: If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- b) Title Page: The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - i. the title of the respondent's response and the volume number;

- ii. the name and address of the respondent;
 - iii. the name, address and telephone number of the respondent's contact;
 - iv. the date; and
 - v. the RFI number.
- c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- d) **Number of Copies:** Canada requests that respondents submit 2 electronic copy and paper copies of their responses (the electronic file formats of the responses must be in either Adobe™ Portable Document Format (PDF) or in a file format that is readable by the Microsoft (MS) Office 2007 minimum).

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Brock Flemming

E-mail Address: brock.flemming@pwgsc.gc.ca

Telephone: 613-858-8073

- a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response should send it to the following address by the time and date indicated on page 1 of this document.

Brock Flemming

[Brock.flemming@pwgsc.gc.ca](mailto:brock.flemming@pwgsc.gc.ca)

- b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.
- c) **Bid Receiving Unit Address Solely for Delivery of Responses:** The above address is only for response submission. No other communications are to be forwarded to this address.
- d) **Identification of Response:** Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the outside of the response.

Responses and consultation meetings are to be provided and held in one of the two Official Languages of Canada (English or French).

3.9.1 One-on-One Industry Sessions

A maximum of two (2) hours of One-on-One Industry Sessions, with representatives of Canada, will be held at the date and time provided by the Contracting Authority (agreeable to both Canada and the respondents).

It is the responsibility of the respondents to confirm the date and time of their meeting, as well as their attendance to the Contracting Authority.

These time-limited sessions will provide an opportunity for respondents to seek clarification and to present input for the upcoming requirement. Respondents are asked to please refrain from using their One-on-One Industry Sessions as a forum for marketing purposes.

Participation at the One-on-One Industry sessions is not required in order to submit a response to the RFI. Nor would it be a requirement to responding to any future RFP.

Following the submission of written responses to Canada, respondents may be invited to present their responses at One-on-One Industry Sessions with representatives of Canada.

Respondents may be invited to a One-on-One Session at Canada's discretion. Canada will meet with each respondent that requests a One-on-One Session.

3.9.2 Location of the One-on-One Industry Sessions

The One-on-One Industry Sessions will be occurring at government facilities within the Canadian National Capital Region and their location will be provided at time of registration.

Note: Sessions can be conducted by Teleconference and Videoconference

CAS may request a demonstration of your solution. CAS will prepare a list of the items it would find pertinent to see and will send it one week before the scheduled demonstration.

Providing a demonstration to CAS is not required in order to submit a response to the RFI. Nor would it be a requirement to responding to any future RFP.

4 Vendor Profile

Identify your company and a primary contact for this RFI.

Vendor Profile

Company name	
Address (including city, state/province, zip code/postal code)	
Phone number	
Fax number	
Parent corporation (if applicable)	
Subsidiaries (if applicable)	

Primary contact information

Name	
Title	
Address	
Phone number	
E-mail address	

If you have offices in Canada, please provide the address, phone and fax numbers of each office.

Office	
Address (including city, province, postal code)	
Phone number	
Fax number	

5 Questions

CAS has specific questions about your solution that will help us better understand your product. The following present those questions.

Your Courts and Registry Management Solution

1.	Is the Courts and Registry Management Solution that your company provides considered a commercial off-the-shelf product(s)?
2.	How many years has it been available?
3.	Are you the original owner/developer of the product? If not, indicate any previous ownership.
4.	Approximately how many courts/tribunals are currently using the Courts and Registry Management Solution that your company offers? Name the courts and provide an estimate of the number of proceedings they process yearly.
5.	How many of those courts/tribunals are situated in Canada or from a Commonwealth country? Provide a table identifying the Canadian/Commonwealth courts/tribunals and the year in which they purchased/leased your product.
6.	<i>Describe the evolution of your solution from inception to the present.</i>
7.	<i>Present the 5 to 10 year roadmap of your Courts and Registry Management Solution. Explain how your roadmap is an asset to the administration of the Courts.</i>
8.	<i>Present your vision of the impact of Artificial Intelligence on Court and Registry Management</i>

Licensing

9.	Describe your licensing model including, but not limited to, <ul style="list-style-type: none"> • Any initial (one-time) costs • Annual increases and the rate • Processes for renewal and additional license purchases • Discounts on volume with incremental license purchases • Services offered with the licenses (support, maintenance, upgrades, warranty ...) • Availability of site-specific licenses for unlimited users • Offering of guaranteed cost per user for additional licenses as required (e.g. to respond to growth)
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Costing Model

10.	<i>Describe the costing models of your solution. Explain how the costing is applied for the public and Court Users using the Online Services of your solution.</i>
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Components and Modules

11.	Using the table below, present and describe the current set of modules that are available in
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	your Courts and Registry Management Solution. Explain how modular they are. Indicate which can be used independently from any other modules (Standalone?) and which depend on other modules (Dependency), by stating the modules. Also, provide the price per license for an organization the size of CAS and the Courts; price should be on a per module basis.
12.	Based on CAS and the Courts requirements found in this document, provide a description of how your solution works for a client of similar scope and scale to CAS and the four courts it serves. In the table , identify the modules that would be required to meet the stated requirements from your modules described above.

Table 1 - Modules

Module	Description	Price ²	Standalone?	Dependency	Required for CAS

Online Services for Court Users

As expressed in our requirements, CAS and the Courts want to provide an environment that is conducive to self-service to the Public and its Court Users.

13.	<i>Describe your solution’s Online Services offering.</i>
14.	<i>Describe the online services offered in authenticated and unauthenticated access mode.</i>
15.	<i>Explain how the Public and Court Users can customize the online services, based on a set of predefined elements that can be added or removed.</i>
16.	<i>How does your solution facilitate hearings where the parties and the judge are each at a different location? For example, each participant comes to the hearing through videoconferencing or web conferencing/meeting.</i>

Knowledge Management

17.	<i>Does your solution provide knowledge management? If so, describe how your solution provides this capability.</i>
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Digital Recording Management

18.	<i>Does your solution provide digital recording management? If so, describe the functionality available through this capability.</i>
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² Price per license (based on 750 to 1000 licenses)

Language Localization³

19.	<i>Describe the capability and the process that will be required to adapt the terminology used in your solution to the terminology of the Courts and import it in your solution, for both English and French. Also, describe the capability of your solution and the process required to provide all interfaces in both official languages (English and French), including internal user interfaces used by the judiciary and CAS employees, system interfaces, as well as external user interfaces and web portals.</i>
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Implementation Approach

20.	<i>CAS supports four (4) distinct and independent Courts. Based on the information contained in this document and your solution, how would you propose to concurrently implement a CRMS at CAS for the four (4) Courts? Show how you would organise this into four (4) distinct, concurrent projects. Describe your proposed approach, including the factors you would consider, main phases of the projects and how you would ensure the four (4) projects would learn from each other. Indicate the types of resources, including both your resources and CAS' resources, required for each phase, the number of resources of each type and their estimated effort.</i>
21.	<i>Further to the above question, what would be the ideal conditions to make this project a success for CAS and the Courts? Explain why they are ideal and how you would contribute to ensuring those conditions are achieved.</i>
22.	<i>In addition, how would you propose CAS fully test that the configuration of a functionality and its subsets are working as intended before proceeding to the configuration of other functionalities or subsets? Please keep in mind the dependencies identified in question 11.</i>

Reports and Statistics

23.	<i>Does your solution provide a tool to produce ad-hoc reports and statistics? Is it native to the solution or offered through another tool?</i>
24.	<i>List the types of reports your solution provides out of the box. Also, list reports that you custom built for your courts (if any).</i>

Architecture

25.	<i>Present the different architectures that your solution can be deployed to. Specify the details on the options available to provide the solution and the suite of tools in terms of, but not limited to, architecture, infrastructure and software. Also, indicate how each architecture presented can be scalable to accommodate the yearly growth of proceedings of the Courts.</i>
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³ Language localization is the process of adapting a product that has been previously translated into multiple languages to a specific country or region (from Latin locus (place) and the English term locale, "a place where something happens or is set").

Backup and Restore

26. *Based on each architecture presented above, present your proposed backup and restore procedure and how they interact with your solution. Show what is required so that CAS experiences, at most, one hour loss of data.*

Backup and Restore, Business Continuity and Disaster Recovery

27. *Based on each architecture presented above, propose a business continuity and disaster recovery plan that would need to be in place so that CAS can be back and running within 8 hours.*

28. *Show how your solution could be configured to provide high availability.*

Environments (from development to production)

29. *Present the different environments that CAS will require to deliver CRMS to its users. Explain how the software configuration data, CAS specific configuration data (workflows, templates, reports ...), reference values (drop down lists...) and migrated data and documents are pushed from one environment to another. Also, indicate if CAS will require additional licenses (from the Production environment) to run each of the proposed environments.*

Other product/software/technologies

30. *If your solution is dependent on other products/software/technologies, provide a list, using the [table](#) below, of the products/software/technologies with their provider and version. If your solution supports more than one provider of a product/software/technology, please indicate each provider. Assume that CAS does not own any of the products/software/technologies that your solution depends on.*

Table 2 - Product/ Software/ Technology

Product/ Software/ Technology	Provider	Version	# of licenses required

Archiving

31. *Present your proposed approach for e-archiving and long term retention of records and documents of proceedings, keeping in mind that the Courts are superior courts of record and, as such their records must keep in perpetuity.*

Service Oriented Architecture (SOA)

32.	<i>How does your solution support a SOA?</i>
33.	<i>Describe how CAS would be able to pick and choose the best modules from different vendors to satisfy the requirements and deploy a seamless solution.</i>
34.	<i>Describe how your solution supports or how it can be configured to support and interoperate with other systems. For example, but not limited to, user authentication, open RESTful APIs, standardized file formats (legalXML), GCFM Solution SAP S4/Hana, home grown systems, scheduling modules, digital audio recording ...</i>
35.	<i>Provide details if you aligned or integrated your solution with SAP S4/Hana for financial management for one of your court clients. Show how all relevant selling, financial and workflow approval information is communicated between both systems; transactions are routed from your solution to the proper delegated authority for approval within an implementation of SAP S4/Hana; and, Sales to Settlement (S2S) information and payment information are reconciled between your solution and an implementation of SAP S4/Hana</i>

Contract

36.	<i>Describe what happens at the end of the contract. Identify what CAS is left with.</i>
37.	<i>Provide the average length of your contracts with your clients.</i>

Training

38.	<i>Describe the Training programs you offer to your clients. For example, technical, super users and operations.</i>
39.	<i>Are your training services offered in English and in French?</i>

Data Migration Services

40.	<p><i>Specify the recommended approach for a data conversion and data migration plan including a description of what CAS needs to do to prepare existing data for import and integrity validation into the solution database.</i></p> <p><i>Specify the approach you would take relative to the conversion of existing CAS data to the new solution. Consider the following in the response and explain in detail.</i></p> <ul style="list-style-type: none"> <i>a) Database analysis and data mapping</i> <i>b) Conversion program writing</i> <i>c) Data integrity checking and audit methodology</i> <i>d) Post-conversion clean up</i> <i>e) Methodologies used to keep data in sync between the new and legacy systems during implementation.</i>
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Data Import and Export

41.	<i>What type of tools does the solution support natively for data import and export? Specify and describe.</i>
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42. What are the file format(s) that can be used for import and export? Specify.

Ease of configuration

43. Specify typical CAS internal resource types required to configure, support and maintain the solution, in the [table](#) below. For each of the types of resource required, identify the type of tasks they would perform; the knowledge and skills these resources should possess; as well as, your proposed method of acquiring the knowledge and the skills.

44. What tools are available to assist in the configuration of the various solution components?

Table 3 - Resource types

Resource type	Tasks	Knowledge and skills	Method

Ease of use

45. Describe the skills that a CAS internal user must have to be able to use your solution.

Support

46. What type of online and offline technical support and service do you provide with the solution, but not be limited to:

- support levels
- email
- Interactive Voice Response (IVR) and phone
- web conferences
- toll-free numbers
- weekdays and weekends (regular/extended business hours, 7/24 coverage)
- knowledge base
- forums and blogs
- any other form of technical support?

Specify.

47. Provide details on your support structure and incident management process in terms of, but not limited to:

- prioritization
- escalation paths
- time to respond
- time to resolve

Software - Application

48.	<p><i>Specify and describe the client and server side programming languages and technology platform(s) used for building and rendering either web pages or client interface screens such as, but is not limited to:</i></p> <ul style="list-style-type: none"> • <i>HTML 5</i> • <i>CSS</i> • <i>SVG</i> • <i>Ajax</i> • <i>C#</i> • <i>Other that the solution supports or has been developed under?</i>
49.	<i>Describe the company's policy regarding source code.</i>
50.	<i>Describe the process by which application upgrades (patches) are performed. Also specify the frequency of their availability.</i>
51.	<i>How are requests for enhancements and customizations handled?</i>
52.	<i>How are software and/or database updates provided to customers?</i>

Maintenance Agreement

53.	<p><i>Provide details on the software maintenance options such as, but not limited to;</i></p> <ul style="list-style-type: none"> • <i>the supply of all patches</i> • <i>updates and upgrades released during the contract period,</i> • <i>on demand patches and fixes to correct any bugs or other malfunctions detected in the solution,</i> • <i>consultation and information support to improve the operation of the solution</i> <p><i>Specify and Indicate if there are any limitations and restrictions.</i></p>
54.	<i>Approximately how often are major software updates offered for purchase? What other costs will contribute to the total cost of ownership of this product (for example: support, training and management)?</i>
55.	<i>For hosted solution what has been your average monthly downtime over the past 2 years? Differentiate between planned (maintenance window) and unplanned (outages)?</i>

Service Level Agreement (SLA)

56.	<p><i>Provide a copy of the standard SLA that you offer to your clients, including , but not limited to, the following:</i></p> <ul style="list-style-type: none"> • <i>SLA metrics</i> • <i>SLA commitment</i> <ul style="list-style-type: none"> ○ <i>On standard service levels offered;</i> ○ <i>On customer service delivery methods;</i> ○ <i>On the number and locations of service support offices;</i> ○ <i>On usage limits (number of contact people on campus that can make use of the service)</i>
57.	<i>Describe if there are any underpinning contracts with other vendors or service providers that could</i>

impact your (SLA). Please describe the under-pinning SLA contract agreement with these vendors and service providers.

Other Questions or Information

58. *Is there any questions or information that would be valuable for CAS to know that we forgot to include in this RFI?*

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6 High Level Overview of the CRMS Solution Requirements

The following table provides a brief high level function description of the key areas that the CRMS solution should provide. Indicate if your solution can currently deliver the requirement by indicating if it can fully, partially or cannot deliver. Comments regarding your answer can also be provided.

#	Category	Description	Priority (MSCW)	Fully	Partially	Does Not
1.	3 rd Party Login	The solution allows CAS' Court Users to login to CRMS using the GC Digital ID. https://diacc.ca/2016/08/11/pctf-overview/ https://en.wikipedia.org/wiki/GCKey - being phased out	Should			
2.	Backup and Restore	The solution contains or easily integrates with a backup solution. The solution performs frequent incremental (hourly) backup copies of the information. The solution provides an easy restore solution.	Should			
3.	Business Continuity and Disaster Recovery	The solution supports remote offsite daily backup as well as recovery of the data.	Must			
4.	Business Continuity and Disaster Recovery	Return to operation (RTO) for restore of data from backup is less than 8 hours.	Should			
5.	Business Intelligence (BI)	The solution integrates with a business intelligence? system that can perform, but is not limited to, data mining, online analytical processing (OLAP), balanced score carding, querying and reporting.	Must			
6.	Client Relationship Management	The solution allows for the management of organizations; law firms; lawyers; individuals and their relationships; and, their contact information, (addresses, phone numbers, email addresses...).	Must			

#	Category	Description	Priority (MSCW)	Fully	Partially	Does Not
7.	Digital Recording	The solution allows for the management of digital recordings of a hearing.	Should			
8.	Digital recording	The solution allows for taking minutes as the hearing is being digitally recorded.	Should			
9.	Documents and Records Management	The solution adheres to the Standard for Electronic Documents and Records Management Solutions (EDRMS) and the International Council on Archives Principles and Functional Requirements for Records in Electronic Office Environments – Module 2 (PDF Document) to allow for increased searchability and sorting of relevant content.	Must			
10.	Documents and Records Management	The solution supports the development, revision, versioning, approvals, distribution, import and export, archiving and storage, capture, retrieval (metadata), access rights and permissions, and administration of proceeding documents.	Must			
11.	Documents and Records Management	The solution delivers, enables and supports the functionality to create, update, archive, and provide version control for documents.	Must			
12.	Documents and Records Management	The solution delivers, enables and supports the functionality to design and refine query for the selection of the appropriate document, content and/or template and the assembly of those elements using meta-data applicable to a file (a grouping of related documents) to minimize data entry, reduce time spent proofreading and reduce risks associated with human error.	Must			
13.	Documents and Records Management	The solution captures control information such as but not limited to author, editor and escalation name, user role, creation, modification, expiry date, versioning, status and reason for change.	Must			
14.	Documents and Records Management	The solution allows distribution of documents for revision to specific people and/or groups of people with locked, non-editable portions of the documents.	Should			

#	Category	Description	Priority (MSCW)	Fully	Partially	Does Not
15.	Documents and Records Management	The solution allows for the creation, receipt and capture of documents and records.	Must			
16.	Documents and Records Management	The solution allows for the organization of documents and records.	Must			
17.	Documents and Records Management	The solution allows for the use and dissemination of documents and records.	Must			
18.	Documents and Records Management	The solution allows for the maintenance, protection and preservation of documents and records.	Must			
19.	Documents and Records Management	The solution allows for the disposition of documents and records. <ul style="list-style-type: none"> • Ability to calculate retention periods based on approved retention schedule and trigger • Ability to add holds on specific physical and electronic records for litigation purposes to prevent deletion even if the retention period has already expired. • Ability to run disposition process of records when the retention period has expired and there are no holds. <ul style="list-style-type: none"> ○ Ability to purge the instances of identified records from the system. 	Must			
20.	Evidence Management	The solution allows for the management of evidence before, during and after a hearing.	Must			
21.	Financial Management	The solution allows for the management of fees to be collected when filing a proceeding.	Must			
22.	Financial Management	The solution allows for the management of trust accounts, as per instructions from a Member of the Court.	Must			
23.	Financial Management	The solution allows for the management of revenues, refunds and reconciliation.	Must			

#	Category	Description	Priority (MSCW)	Fully	Partially	Does Not
24.	Financial Management	The solution allows for the consumption of master data record from SAP S4 Hana.	Must			
25.	General	The solution supports four (4) independent Courts, by providing each Court its area to work from; a set of workflows, rules and templates; and, restricted access based on roles provided to users.	Must			
26.	General	The solution supports activities of the staff and Members of the Courts across several time zones of Canada (e.g. Atlantic, Eastern, Central, Mountain, and Pacific; as well as, daylight saving time).	Must			
27.	General	The solution supports mobile devices.	Could			
28.	Host Environment	The solution shall operate within a virtualized environment (VMWare) or within a cloud service.	Must			
29.	Identity and Access	The solution incorporates identity and access management capabilities to manage roles, user access rights and permissions to the various interfaces and components that make up the solution and tools.	Must			
30.	Identity and Access	The solution allows a user with the appropriate credentials to set access to workflows, tasks, dashboards, portals, reports, analytics based on type and role of user or group of users, and other aspects of the solution.	Must			
31.	Identity and Access	The solution delivers, enables and supports manual and automated, rule-based, role-based and/or group-based access control.	Must			
32.	Knowledge Management	The solution allows for the management of knowledge. I.e.: quick cards on how to process a document, answers to frequently asked questions (FAQ), step by step instructions on how to perform an action ...	Should			
33.	Language	The solution supports and is available in both of Canada's official languages: French and English. This includes, but is not limited to, the user interface, including administration	Must			

#	Category	Description	Priority (MSCW)	Fully	Partially	Does Not
		modules; help tools; documentation; user guides; tutorials; job aids ...				
34.	Language	The solution allows CAS to modify the labels, messages, menu items names ... (but not limited to) to the corresponding terminology used by each of the Courts.	Must			
35.	Language	The solution provides an English and French interface to access the solution and allows for 'live toggling' between languages during a working session.	Should			
36.	Language	The solution provides technical support (this would apply to implementation, deployment, launch and maintenance and support) in English.	Must			
37.	Language	The solution provides technical support (this would apply to implementation, deployment, launch and maintenance and support) in French.	Should			
38.	Logging and Auditing	The solution allows audit data and information and other events to be captured in logging files	Must			
39.	Logging and Auditing	The solution allows the audit data and information being captured and reported on to be configurable or altered by authorized users in order to meet changing requirements	Should			
40.	Page Layout	The solution allows for the branding of the solution's interface to each court.	Must			
41.	Page Layout	The solution allows for users to customize their own CRMS welcome page based on a set of predefined elements that can be added or removed.	Should			
42.	Performance	The solution offers optimal performance for 1000 concurrent CAS internal users expandable to support upwards of 2000-3000 users.	Must			
43.	Performance	The solution supports 200 concurrent external court users.	Must			
44.	Performance	The solution offers optimal performance to CAS internal users regardless of external Court users.	Should			

#	Category	Description	Priority (MSCW)	Fully	Partially	Does Not
45.	Performance	The solution presents each page/screen requested by a user in less than a second. N.B.: CAS has users across Canada	Should			
46.	Performance	The solution saves data and stores documents at any given time with minimal impact to performance.	Must			
47.	Performance	The solution handles 10M pages added per year.	Must			
48.	Performance	The solution allows a single implementation of the system to have an electronic record storage space of at least 500TB (or more). Storage is easily expandable to adapt to the demand.	Must			
49.	Performance	The solution provides adequate response times for commonly performed functions under standard conditions, for example: <ul style="list-style-type: none"> • 100% of the total anticipated internal CAS user population (1000 users) logged on and active • 3,000,000 existing proceedings with an average 60,000 proceedings added yearly, with an expected growth of 10% per year; • 50,000,000 pages is the anticipated total volume to be managed by the solution in 4 years' time <ul style="list-style-type: none"> ○ 10,000,000 pages a year with a yearly growth rate of 10% ○ 100,000 pages scanned active proceedings documents ○ 300,000 pages corresponding to 10% of the pages for closed proceedings documents ○ 4,000,000 pages from existing e-documents • users performing a mix of transaction types at various rates; • with consistency of performance over at least ten transaction attempts. 	Must			

#	Category	Description	Priority (MSCW)	Fully	Partially	Does Not
50.	Performance	<p>The solution shall provide response times has follows:</p> <ul style="list-style-type: none"> • Simple Search (using a Proceeding identifier) provides a list of related documents within one second; • A complex Search (using more than four searchable items) provides a list of related proceedings and their documents within five seconds; • When opening a document, <ul style="list-style-type: none"> ○ the first five pages are visible in less than one second for current proceedings ○ the first five pages are visible in less than ten seconds for archived proceedings • A document closes in less than one second. 	Must			
51.	Performance	The upload of a document to the solution, notwithstanding its size, is seamless to an internal user. N.B. the internal user's ability to continue working is in no way limited when uploading a big document.	Should			
52.	Portal and Dashboards	The solution collects information from different sources and creates a single point of access to display content and information based on the intended user and purpose.	Must			
53.	Portal and Dashboards	The solution allows the customization of any inherent dashboard or portal. If no built-ins are available the solution provides the tools to develop and define the content, information and activities that can be performed by the intended user in their respective dashboard and portal.	Must			
54.	Recordkeeping Metadata	<p>The solution adheres to the Standard on Metadata – Appendix B: Recordkeeping Metadata Requirements to allow for increased searchability and sorting of relevant content.</p> <p>The solution captures control information such as but not limited to author, editor and escalation name, user role,</p>	Must			

#	Category	Description	Priority (MSCW)	Fully	Partially	Does Not
		creation, modification, expiry date, versioning, status and reason for change.				
55.	Reports and Statistics	The solution delivers, enables and supports the functionality to allow users to generate reports using predefined formats and ad-hoc formats.	Must			
56.	Reports and Statistics	The solution allows to, but is not limited to, <ul style="list-style-type: none"> create reports using data and meta-data collected by CRMS display and view the data in various formats; tabular, matrix, chart, and free-form report layouts in a dashboard create and save ad hoc reports on the fly. 	Must			
57.	Reports and Statistics	The solution is equipped with but not limited to a range of filters, drop-downs, slicers and search functions, data discovery and retrieval, Online Analytical Processing (OLAP), data mining, interactive data exploration, balanced score carding, analytics and modelling.	Must			
58.	Search Engine	The solution allows for searching on any data field or meta-data collected by CRMS.	Must			
59.	Search Engine	The solution allows for searching the content of documents inserted in support to a proceeding.	Must			
60.	Security	Any data or documents collected by the solution reside in Canada.	Must			
61.	Security	The solution includes security features and functionalities such as but not limited to certificate-based digital signatures, encryption and SSL/TLS secure network communication.	Must			
62.	Security	The solution should conform to CSE ITSG-33 standards ⁴ for protected B.	Should			
63.	Security	The solution meets ISO 27000 series standards where applicable.	Should			

⁴ <https://cyber.gc.ca/en/guidance/annex-3a-security-control-catalogue-itsg-33>

#	Category	Description	Priority (MSCW)	Fully	Partially	Does Not
64.	Security	The solution supports 2 Factor (RSA Token Based) authentication (i.e. user login and password PLUS a Token for authentication).	Must			
65.	Security	The solution leverages existing Directory solutions for accounts and access	Should			
66.	Security	The solution leverages existing Directory solutions for groups management	Should			
67.	Security	The solution is security configured to be accessible by court users and the public via the GC extranet and over the internet	Should			
68.	Stamp Management	The solution and associated tools allow CAS to create stamps to be applied to documents, anywhere on the selected / viewed page, and stamp required information is auto-populated.	Must			
69.	Template Management	The solution allows for the management of document templates with the required information.	Must			
70.	Template Management	The solution allows for the assembly of documents based on a template and the information found in the database, as identified in the template.	Must			
71.	Template Management	The solution allows for the creation of templates using MS-Word 2010 or higher.	Should			
72.	Usage Analytics	The solution provides a tool that collects usage data to enable the organization to understand and optimize the solution's usage. This includes Web analytics and/or user behaviour analytics.	Should			
73.	Web Accessibility	The solution's Web components or Web modules comply with Web Accessibility Initiative (WAI), Web Content Accessibility Guidelines (WCAG) 2.0, ISO/IEC 40500:2012, WCAG 2.0 Conformance, and Standard on Web Accessibility.	Must			
74.	Web Service – Application Programming	The solution allows for communicating with other applications using APIs: SOAP, REST, or others.	Must			

#	Category	Description	Priority (MSCW)	Fully	Partially	Does Not
	Interface (API)					
75.	Web Service – Application Programming Interface (API)	The solution includes Application Program Interfaces (APIs) or provides the building blocks to create them in order to facilitate integration and interaction with internal and external systems and tools. I.e. The solution can support integration to existing GC or to external systems and tools.	Must			
76.	Workflow and rules engines	The solution allows for the creation of new Web pages for the support of the Registry and Judiciary workflows. These new pages could contain information already available in the solution and/or new information required for a workflow.	Must			
77.	Workflow and rules engines	The solution allows the flexibility to design and model manual and automated workflows.	Must			
78.	Workflow and rules engines	The solution allows rule conditions, dependencies and actions to be defined for a single or set of tasks within a workflow.	Must			
79.	Workflow and rules engines	The solution has the ability to adapt and allow adjustments within the workflow for new situations, unexpected difficulties, and failures.	Must			
80.	Workflow and rules engines	The solution allows a user to, but not limited to, plan, schedule, assign, view, notify, and report on the workload.	Must			
81.	Workflow and rules engines	The solution allows a user to view in a graphic format (flowchart) the workflow designed or the workflow being run.	Should			
82.	Workstation System Requirements	The solution supports Internet browser MS IE 11 and MS Edge, and two previous major versions for GC.	Must			
83.	Workstation System Requirements	The solution supports Google Chrome, Mozilla Firefox and Safari.	Should			
84.	Workstation System Requirements	The solution operates under MS Windows 10.	Must			

#	Category	Description	Priority (MSCW)	Fully	Partially	Does Not
85.	Workstation System Requirements	The solution operates under MAC OS.	Should			
86.	Workstation System Requirements	The solution provides optimum performance on a workstation with the following characteristics: 1. Processor: 2.5 GHz Dual Core 2. RAM : 4 GB 3. HDD 320GB 4. Display : 1920X1080	Should			
87.	Workstation System Requirements	The solution supports the use of MS Office 2010, or higher.	Must			

7 CRMS and the CAS capability model

CRMS will contribute in delivering the following capabilities. CAS could use the information collected in CRMS to inform the activities performed in these capabilities.

Capability Level 1	Capability Level 2	Capability Level 3
Legislation and Policy Management	Legislation and Regulations Management	Legislation and Regulations Evaluation
	Policy Management	Policy Assessment and Guidance
Enterprise Planning	Financial Planning	Budget Planning
		Strategic Investment Planning
	Integrated Planning	Portfolio Management
	Program and Service Planning	Enterprise Architecture
Outcome Management	Government and Oversight Management	Program Alignment
	Performance Management	Governance Implementation
	Reporting Framework Management	Performance Measurement
		Strategic, Tactical and Operational Reporting
Government Resource Management	Financial Management	Reports Monitoring
	Human Resources Management	Costing and Funding Management
	Technology Management	Workforce Management
		IT Infrastructure Management
Corporate Management	Communication Management	IT Security Management
		IT Operations
	Business Disruption Management	Public Affairs Management
		Brand Management
		Business Continuity Management
	Change Management	Disaster Recovery Management
		Change Design
Change Implementation		
Outcome Improvement	Change Monitoring	
	Quality Management	
	Business Intelligence	
	Education and Training	
Program and Service Delivery	Continuous Improvement	
	Departmental Security Management	

CRMS will deliver the following capabilities required for the Courts activities. These are the capabilities

that CAS will

Capability Level 1	Capability Level 2	Capability Level 3
Program and Service Delivery	Courts and Registry Management	Document Processing
		Hearing Management
		Decision Making
		Litigant, Party and Intervenor Management
		Proceeding Management
		Evidence Management
	Proceeding and Decision Search and Queries	
	Information Sharing and Dissemination	
	Receipt and Revenue Management	Receipt Management
		Reconciliation Management
		Adjustment Management
		Trust Account Management
		Revenue Recognition Management
		Statement and Report Generation
Fee Management		
Relationship Management	Correspondence Management	Incoming Correspondence Management
		Outgoing Correspondence Management
		Correspondence Content Management
	Stakeholder Management	Identification and Access Management

CRMS will require the following capabilities to support the delivered capabilities.

Capability Level 1	Capability Level 2	Capability Level 3
Business Enablers	Information Security	Protect Data
		Audit Data
		Monitor Data
		Report Data
	Records Management	Retention
		Disposal
		Lifecycle Management
	Document Management	Document Storage

Capability Level 1	Capability Level 2	Capability Level 3
		Document Retrieval
		Metadata Management
		Nomenclature Management
		Version Management
		Physical File Management
		Document Scanning
		Optical Character Recognition
		Document Visualisation
		Document Manipulation
	Process Automation	Business Solutions Management
		Integration Management
		Business Rule Management
	Service Delivery Channel Management	Online
		In Person
		Fax
		Phone
		Mail
		E-Mail

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9 Appendices

Provide all acronyms in full and define all terms required to understand the business case properly.

Acronym	In Full
API	Application Program Interfaces
CAS	Courts Administration Service
CMAC	Court Martial Appeal Court of Canada
CRA	Canada Revenue Agency
CRMS	Courts and Registry Management System
e	Electronic
FAQ	Frequently Asked Questions
FC	Federal Court
FCA	Federal Court of Appeal
FTEs	Full-time equivalents
GC	Government of Canada
GCFM	Government of Canada Financial Management System (SAP S4/Hana)
IT	Information Technology
IVR	Interactive Voice Response
m	Million
MS	Microsoft
NDA	National Defence Act
OLAP	Online Analytical Processing
PDF	Portable Document Format
RFI	Request for Information
RFP	Request for Proposal
RTO	Return to Operation
SLA	Service Level Agreement
SOA	Service Oriented Architecture
STK	Stakeholder
TCC	Tax Court of Canada

Acronym	In Full
WAI	Web Accessibility Initiative
WCAG	Web Content Accessibility Guidelines

Term	Definition
Recorded Entries	Recorded entries are docket entries (made manually or predefined) made in the current business applications that represent documents produced by members of the courts or Court staff, or documents filed by parties. They are also used to record events that do not have a document created or submitted such as an adjournment call.
GCKey	The Government of Canada’s standard for identification of external users.
Proceeding	A legal challenge; all or some part of a cause heard and determined by a court, an administrative agency, or other judicial authority. Any legal step or action taken at the direction of, or by the authority of, a court or agency; any measures necessary to prosecute or defend an action.
GCFM Solution (SAP S4/Hana)	The Government of Canada Financial and Materiel Management (GCFM) Solution is a business system designed to realize the Financial Management Transformation (FMT) vision to modernize and standardize the business model of financial management across government, and is based on the latest SAP technology and best business practices. This business-process driven solution will give managers direct access to consistent and reliable financial and performance information (rather than relying on off-line ‘black book’ spreadsheets).
High availability	High availability refers to systems that are durable and likely to operate continuously without failure for a long time. The term implies that parts of a system have been fully tested and, in many cases, that there are accommodations for failure in the form of redundant components.

Stakeholders include: the Courts and the judiciary; litigants and parties, including government departments and agencies; lawyers; members of the public; Bar associations; CAS as an organization; CAS employees supporting the judiciary (Judicial and Registry Services). Stakeholders are defined below.

Name	Definition
Member of the Court	A Member of the Court is a Chief Justice, Associate Chief Justice, Judge, Supernumerary Judge, Deputy Judge or Prothonotary of any of the four federal Courts.
Party or litigant	A party or litigant is a law firm, a lawyer, a self-represented litigant or a government organization (including departments and agencies, as defined below) litigating a court proceeding with the Courts. Parties and litigants include Department of Justice and CRA.
Government organization	Departments (e.g. Department of Justice, Department of Finance, etc.) and agencies (e.g. CRA) named in Schedule I and other portions of the federal public administration named in Schedule IV of the <i>Financial Administration Act</i> (FAA), as well as administrative tribunals.
Member of the public	A member of the public is an individual who may not be a party but has an interest in a case and/or the business of the Courts.
CAS	CAS is the organization that includes all employees of the Judicial and Registry services and corporate services serving the four federal Courts.
Court	A Court is the representation of the organization supporting the activities of a court. It includes the members of the Court, the Judicial and Registry services.
Registry	The Registries comprise the personnel that are responsible for processing legal documents, providing information to litigants on court procedures, maintaining court records, participating in court hearings, supporting and assisting in the enforcement of court orders, and working closely with the offices of the four Chief Justices to ensure that matters are heard and decisions are rendered in a timely manner. Each Court has its respective Registry, judicial services, and their associated rules and processes.
Judicial Services	Judicial Services provides legal services and judicial administrative support to assist members of the Courts in the discharge of their judicial functions.
Finance	Finance is the aggregate of the personnel supporting the financial activities of CAS.
Court User	Broadly describes persons and organizations that interact with the Courts, including litigants, parties, lawyers and witnesses involved in proceedings, as well as members of the public who attend open proceedings and/or seek information related to the Courts (e.g., a court decision).
User	In the context of the CRMS Solution, the term "user" refers to a person who uses one or more services, systems, functions, portals or interfaces of the CRMS solution. An Internal user is a member of a Court or an employee of CAS. An external user is a person or organization outside of the Courts and CAS.

Here is a sample of the stakeholder requirements identified to date.

Requirement ID	Requirement
STK-01	As a party to a court proceeding, I want to submit court documents electronically.
STK-02	As a party to a court proceeding, I want to pay my court fees electronically when required.
STK-03	As a party to a court proceeding, I want to view my court proceedings and documents electronically.
STK-04	As a party to a court proceeding, I want to manage my availability for hearings.
STK-05	As a party to a court proceeding, I want to manage my profile and the profile of my organization, as applicable.
STK-06	As a member of the public, I want to view the court proceedings and public documents electronically.
STK-07	As a member of the public, I want to view the courts' schedule electronically.
STK-08	As a court's registry, I want to be able to manage court documents submitted.
STK-09	As a court's registry, I want to communicate with parties in the mode of their choice.
STK-10	As a court's registry, I want to manage a court proceeding.
STK-11	As a court's registry, I want to manage party profile information.
STK-12	As a court's registry, I want to coordinate required services as per requirements of the presiding member of the court.
STK-13	As a court's registry, I want to manage electronic transcripts so that they are preserved and available to the Court and the parties.
STK-14	As a court's registry, I want to manage communications with the parties and the public.
STK-15	As a court's registry, I want to manage general correspondence.
STK-16	As a court's registry, I want to support a hearing in court.
STK-17	As a court's registry, I want to manage hearing evidence and exhibits in court.
STK-18	As a court's registry, I want to take hearing minutes.
STK-19	As the court's judicial services, I want to assist with a court proceeding.
STK-20	As the court's judicial services, I want to search court documents and document the research performed for a court proceeding so that I can advise the judge.
STK-21	As the court's judicial services, I want to manage a court's schedule and assignments so that the activities of the court progress efficiently (members of the court, courtroom, staff ...).
STK-22	As the court's judicial services, I want to send decisions for translation and publication to make them accessible to the parties and the public.
STK-23	As a member of the court, I want to view court proceedings and their documents to instruct the Judicial and Registry services and prepare for a hearing.
STK-24	As a member of the court, I want to write a decision so that it can be translated, published and made accessible to the parties and the public.
STK-25	As a member of the court when in the courtroom, I want to annotate court proceedings documents and exhibits.
STK-26	As the registry when in the courtroom, I want to annotate court proceedings

Requirement ID	Requirement
	documents and exhibits.
STK-27	As finance, I want to manage trust accounts.
STK-28	As finance, I want to manage court fees.
STK-29	As finance, I want to manage revenues.
STK-30	As finance, I want to manage refunds.
STK-31	As finance, I want to manage reconciliation.
STK-32	As integrated services, I want to manage the process for translation, accessibility, approval and posting of decisions so that the Courts and CAS can meet their requirements and make them available to the parties and the public in a timely manner.
STK-33	As integrated services, I want to publish decisions so that they are available to the public.
STK-34	As an internal user, I want to search and view court proceedings and associated documents.
STK-35	As a Court, I want to define the courts correspondence template and its content.
STK-36	As a Court, I want to define the workflow required to process a document and a proceeding of my court.
STK-37	As a Court, I want to define the rules governing document processing and proceedings of my court.
STK-38	As CAS and the Courts, I want to produce statistics and reports.