



The Judiciary of Bermuda

SUMMARY OF REQUIREMENTS
for
Electronic Judicial Case Management System

In respect of Request for Proposal No.: **JUD-2025/01**

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***NOTE: This document provides a general outline of the Judiciary’s requirements of a case management system. It should be read in conjunction with:**

- **The Request for Proposal dated**
- **The Questionnaire entitled**

Introduction - The Request for Proposal

1. The Judiciary of Bermuda (the “**Judiciary**”) is inviting tenders for an electronic judicial case management system (“**CMS**”) to replace its current case management system “**JEMS**”, by way of issue of a Request for Proposal (the “**RFP**”). This Summary of Requirements is to be read in tandem with the RFP.
2. The CMS must be able to facilitate a wide range of judicial functions common to judicial case management systems, including all aspects of case management, document management, court calendaring and financial functions within the judicial and administrative functions of the Judiciary.

The Platform

3. The Bermuda Government (the “**Government**”) provides the electronic platform (the “**Platform**”) for the information technology needs of Government ministries and departments by way of the Department of Information and Digital Technology (“**IDT**”). This includes the provision of hardware, software, networks, security and general expertise.
4. The CMS for the Judiciary will be housed on the Platform. Any implementation of a CMS is in consultation with IDT and is obliged to meet all standards and requirements established by IDT.

External Partners

5. The Judiciary operates in conjunction with a number of external partners. Some of those external partners have their own case management systems and are based on the Platform, for example the Transport Control Department which manages vehicles which are licensed to be operated on the roads of Bermuda. Other external partners can be Government organizations, for example, the Bermuda Police Service (“**BPS**”) which operates its own electronic platform and its own case management systems. In either case, the CMS will be required to interface with the case management systems of various external partners.

Overview of the Judiciary and Personnel

6. The Judiciary has four separate levels of Courts. The four levels of courts, from the lowest level to the highest level, are the Magistrates' Court, the Supreme Court, the Court of Appeal and the Judicial Committee of the Privy Council (the "**Privy Council**"), based in London, England.
7. A single case may move between all these levels of Courts over time, generally by way of appeal from a lower court to the next higher level of court. One unified system will be used for the management of cases for the various levels of court, although case management requirements for cases appealed to the Privy Council will be more limited in scope as the Privy Council manages its own cases.
8. The personnel of the Judiciary are as follows:
 - a. Court of Appeal – President and five (5) Justices of Appeal;
 - b. Supreme Court – Chief Justice and five (5) Puisne Judges;
 - c. Magistrates' Court – Senior Magistrate and four (4) Magistrates plus a Special Panel of approximately 40 lay panel members called upon as necessary to conduct cases in the Magistrates Court Family Courts;
 - d. The above members of the bench to be referred to as the "**Judicial Officers**";
 - e. Registrar and several Assistant Registrars – who perform quasi-judicial functions and support the Judicial Officers;
 - f. Several Managers and Assistant Managers – who perform management functions and support the Judicial Officers;
 - g. Administrative staff – who perform administrative function and support the managers, Registrars and Judicial Officers;
9. The Courts and personnel are distributed amongst several buildings including the Dame Lois Browne Evans Building and the Government Administration Building, both located near each other in the City of Hamilton.

The Courts – Kinds of cases and events

10. The Courts conduct cases of various kinds which also create events. A summary of the kinds of cases and events for each level of Court is set out below.

The Magistrates Court

11. The Magistrates' Court includes cases and events of the following kinds:
 - a. Criminal
 - b. Drug Treatment Court
 - c. DUI Treatment Court

- d. Mental Health Treatment Court
 - e. Civil
 - f. Family Court (including Family Support – The Collecting Office)
 - g. Coroner enquiries
 - h. Parking
 - i. Traffic
 - j. Cashier duties
 - k. Search Warrants
 - l. Bailiff duties
12. The Magistrates’ Court will use the CMS to perform all functions required to manage and support cases from creation to finalization.
13. The BPS will be required to use the system to create criminal, parking and traffic cases within the Magistrates’ Court. They will also search for and manage court generated warrants for non-appearance and non-compliance as well as use the information in the case management system to prepare records of convictions.
14. In the Magistrates’ Court, convictions often include a payable penalty not seen in the Supreme Court. The CMS will be required to record the penalty and obligation, accepts payments, and tracks the outstanding balance.
15. The system in the same way manages Family support/child support obligations and payments.

The Supreme Court

16. The Supreme Court includes cases and events of the following kinds:
- a. Criminal
 - b. Civil (inclusive of Family cases which are heard in the same section as Matrimonial cases)
 - c. Commercial
 - d. Matrimonial
 - e. Probate
 - f. Appellate Jurisdiction (appeals from the Magistrates’ Court)
 - g. Bailiff duties
17. In addition to hearing cases commenced in the Supreme Court, the Supreme Court also hears the appeals of cases originally heard by the Magistrates’ Court.
18. All Supreme Court criminal cases are first recorded and mentioned in the Magistrates’ Court. The Magistrates’ Court case may then be transferred to the Supreme Court when the offence is indictable and therefore must be heard in the Supreme Court, or where it is an “either way” offence and the Defendant elects to have the matter tried in the Supreme Court.

19. There are also other requirements and statutory functions which the Supreme Court must carry out which require accurate records to be created and maintained, such as the following:
- a. Supreme Court Cause Book
 - b. Court of Appeal Cause Book
 - c. Bankruptcy Register
 - d. Divorce Register
 - e. Roll of Barristers
 - f. Roll of Notary Publics
 - g. Probate and Wills Index
 - h. Citation generation for published Supreme Court and Court of Appeal Judgments and Rulings
 - i. Jury Management Function
 - j. Production Order Applications filed by the Bermuda Police Service and considered by a judge
 - k. Production Order Applications filed by the Ministry of Finance and considered by a judge
 - l. Registered Associate Applications
 - m. Foreign Service Requests
 - n. Bar Council Disciplinary Matters
 - o. PATI Requests made to the Information Officer for the Judicial Department (currently the Assistant Registrar)

The Court of Appeal

20. The Court of Appeal includes cases and events of the following kinds:
- a. Criminal
 - b. Civil
 - c. Commercial
21. The Court of Appeal hears the appeals of cases originally heard before the Supreme Court which may include appeals from cases that were originally heard in the Magistrates' Court.
22. Court of Appeal cases are heard before a panel of three Justices of Appeal and/or are heard by a Justice of Appeal sitting as a Single Judge of the Court of Appeal.
23. Results of a Court of Appeal case can vary and are as follows
- a. Grant the appeal and set-aside convictions;
 - b. Grant the appeal and substitute the penalty/sentence applied by the lower court;
 - c. Grant the appeal and send the case back down to the lower court for re-trial/reconsideration;
 - d. Grant the appeal and set aside the Supreme Court decision;
 - e. Grant the appeal and substitute the Supreme Court decision with its own; or
 - f. Dismiss/Refuse the appeal.

- g. Where the parties are not satisfied by the Court of Appeal decision, the Court of Appeal will hear application for permission to appeal the matter to the Privy Council.

The Privy Council

24. Persons who are aggrieved of judgments of the Court of Appeal, subject to certain requirements, may appeal to the Privy Council. Such appeals are heard in London. There are hearings, decisions and procedural steps that take place in Bermuda as well as compilation and production of various records and other Court documents for a case that is destined for the Privy Council. After a case has been heard in the Privy Council, there are orders, rulings and judgments of the Privy Council that must be given effect to in Bermuda. All these matters must be managed and recorded in the CMS.

Technical Considerations

- 25. This section covers the technical aspects and functions required for the CMS.
- 26. The CMS must:
 - a. be able to work with local and remote desktop and laptop computers operating on Microsoft operating systems through the Platform or court sponsored network. It would be an advantage if the system had the ability to utilize tablets to perform certain functions such as allowing presiding judicial officers to enter trial notes, displaying documents and allowing presiding judicial officers to sign documents on the system while in court. The CMS must also be able work with scanners and printers through the Platform or court sponsored network.
 - b. be able to integrate with other technologies which may be internal to the court but external to the CMS or may involve the case management systems of External Partners.
 - c. enable case processing among multiple court locations (e.g., filings at one branch, hearings at another branch), transfer of individual cases between locations, and transfer of multiple cases between locations in a single transaction.
 - d. include integration of the case management system with modern courtroom technologies that permit more efficient operations such as electronic court reporting (e.g., digital audio and video recordings (CourtSmart), correlation of video recordings with court records and judges' notes, and single recordation of proceedings with multiple uses in court records, judges' notes, orders, and other documents).
 - e. include error logs with sufficient information to assist in identifying the source or the errors and correcting them. Logs must include network issue logs, i.e. Connection/read write timeouts,
 - f. include file and evidence recording, tracking and management using technology such as bar codes, optical character recognition (OCR), RFID labels and readers, or other technologies.

- g. be able to perform document capture, storage, and retrieval as readable PDFs (not JPEGs) of incoming filings, and outgoing documents,
- h. be able to capture information from incoming documents and convert documents coming into the system to word processing formats using OCR technology.
- i. integrate with Microsoft Office word processing and spreadsheet software to permit easy transport of system data into and out of word processing documents and spreadsheets.
- j. be able to generate official output documents (for transmission or printout) from Microsoft Office word processing documents to imaged documents with official text, seals, and signatures.
- k. be able to integrate with other technologies and systems such as Microsoft calendar and scheduling programs (i.e. Outlook/teams/SharePoint/ individual schedulers (e.g., automatic updates to judges' schedules, extracts of tagged parts from Internet- based court calendars to update law firm schedules), e-mail.
- l. be able to allow systems and users that are external to the court but connected to the CMS system by wireless or internet connections to perform input/update and output functions.
- m. be able to integrate with handheld and mobile computers and printers using wireless communications for remote real-time updates to the CMS, remote enquiry, and limited remote computing. (e.g., for the person, and warrant, enquires, the initiation and entry of parking and traffic cases, printing citations, and performing updates to bailiff service attempts).

Core Requirements of the CSM – An Overview

- 27. This section provides an overview of the main functions required for the CMS. The sections that follow provide a more in-depth description of the requirements.
- 28. At its highest level, the CMS will manage a case from inception to case completion. The progress of a case will involve receiving, drafting and issuing a wide range of documents and notices, management of fees and other financial events, listing and calendaring court appearances, recording court appearances and recording interlocutory and final outcomes,
- 29. The Judiciary's desire is that the system operates primarily as a paperless environment. Any document, filing, or report must have the ability to be printed or scanned in if required, but the default output and source should be assumed to of an electronic nature.
- 30. The CMS and user work together to perform all necessary tasks to record the objects, events and actions that make up a court case and to manage cases through the process from inception to close. Should a hard copy file be required for any particular matter, the entire case and history should be recreated from the information saved to the system. This will include, but not be limited to party information, court documents,

records, events, judgments, rulings, Jury related items, images of all submissions and filings, images of all court generated documents, payments, etc.

31. Cases are initiated through user action.
32. The CSM will utilize manual and automated functions to execute defined workflows.
33. Workflows can be executed through user initiation, date and time displacement, scheduling, and initiation through other workflows. Workflows may require user input or parameters to perform their tasks. It may be required that certain function and workflows may be invoked and performed with limited or no user intervention. A specified selection of court staff will be able to create new workflows when necessary.
34. The CSM tracks the progress of cases through the courts and produces supporting documents and reports. The basic unit of information these systems use covers the individuals and entities involved in the case—plaintiffs, defendants, third parties, interested parties, prosecutors from the Department of Public Prosecutors, witnesses, jury members, judges, other judicial officers, attorneys, and courtroom personnel. Not all party types will exist in all case types.
35. Individuals will submit documents to the court, participate in court events precipitated by those documents, and receive documents produced by the court as the case moves towards final determination. There may be preliminary and/or interlocutory determinations made prior to the final determination. Most events occur in accordance with schedules established by the courts. As events are completed, status and “next step” information is maintained on them. In addition to persons, therefore, basic units of information address events scheduled in the future and events that have already taken place.
36. Each case has a financial element. Civil, commercial, probate and matrimonial cases involve fees, judgments, and charges for court services. Criminal, Traffic, and parking cases can involve fines and fees. Family matters can involve a parent paying funds into court which is soon thereafter transferred out of court to the other parent. The use of the Bailiffs for service of documents, sentences, and penalties, may include non-monetary obligations that must be tracked to produce conviction history reports. and execution documents involve fees.
37. Finally, these systems produce management information and statistics about the case processing and financial activities.
38. The CMS must be capable of:
 - a. Electronic Filing.
 - b. Creating records
 - i. Creating and managing all aspects of the court cases.
 - ii. Creating and managing individuals (individuals, companies, and other entities) involved in court cases.

- c. Allowing searches, inquiry and printing
 - i. Allowing users to use inquiry as a stand-alone function or sub function of case management system data entry.
 - ii. Allowing varied and flexible inquiry keys (e.g., case number, case type, party, citation, attorney, event) and other search criteria as noted below.
 - iii. Identifying all cases associated with a party (Defendant, Applicant, Magistrate, Judge, Registrar, Witness, Prosecutor, Attorney, etc.)
 - iv. Allowing users with authority an option to print any display information on the screen.
- d. Allowing modification - Allowing the modification of displayed information and sorting options on some display screens with proper user authorization.
- e. Restricting access - Restricting access to case and person information to only those authorized to access the information.
- f. Automation of Workflows - Utilizing workflows to automate functions.
- g. Scheduling and calendaring
- h. Scheduling, managing, and recording the date, time, and type, of all case related events, (mentions, hearings, trials).
- i. Sending out Notices
 - i. Sending out automated reminders of key dates to case parties, attorneys, court staff, Magistrates, Registrars and/or Judges electronically.
 - ii. Delivering automated warnings for upcoming events and for non-compliance to court decisions
- j. Providing case tracking and alerts
 - i. Keeping track of case party's details, aliases, cases history, outstanding obligations, sentences, outstanding/active warrants.
 - ii. Providing visual warnings to users if they access a person record which has an active warrant in existence.
 - iii. Providing visual warnings to users if they access a case record where a person with an active warrant is a party.
 - iv. Providing visual warnings to users if they access a person record which has an active look out in existence. Providing visual warnings to users if they access a case record where a person with an active look out is a party.
 - v. Providing visual warnings to users if they access a case record where a case party has a "Security threat warning" attached to their person record.
 - vi. Providing visual warnings to users if they access a case record where a case party is currently incarcerated.
- k. Recording outcomes
 - i. Recording the outcomes of all dispositions and judgments.
 - ii. Recording all sentences, obligations, and penalties placed upon a person or entity by the court.
 - iii. Automatically recording and tracking the costs, fees, and payables due to the courts incurred as a result of court actions, filings, orders, and other events.
- l. Managing and recording funds

- i. Accepting payments and recording payments for the payment of obligations, and escrow as the result of court business.
 - ii. Managing and recording the scheduled disbursement of funds to specified bank accounts based on court orders.
 - iii. Maintaining a payment history and outstanding balance on case parties and cases,
 - iv. Accepting secure payments from the entities and public, via web portals, kiosks, cashiers' desk, and other methods.
 - v. Associating payments to specific party/case/obligation.
 - vi. Automatically offsetting an obligation by payments.
 - vii. Providing visual warnings to users if they access a person record which has a delinquent outstanding financial obligation on record.
 - viii. Providing visual warnings to users if they access a case record where a person has a delinquent financial outstanding obligation on record.
 - m. Use of templates
 - i. Using templates to standardize documents created by the courts.
 - ii. Allowing authorized court staff to create and amend templates.
 - n. Reporting
 - i. Provide extensive reporting
 - ii. Allowing authorized court staff to create new, re-executable, parameter driven custom reports and running pre-defined reports.
 - o. Artificial Intelligence (AI) and Mobile Application development capabilities - Demonstrate capabilities, forward thinking and development initiatives using AI and Mobile Apps:
 - i. Using AI in assisting Judges and Magistrates with analysis of information and drafting of Judgments;
 - ii. Using AI in assisting Court administration with processes and production of Court documents;
 - iii. Using AI and Mobile Apps in assisting with transactions between the Courts and court users. As an example, a member of the public should be able to use a Mobile App to interact with the Court in respect of their own cases for various functions including to review information (current matters, next court dates, payment due dates, outstanding payments etc), obtain reminders, execute court processes, and make payments.
39. *This is not an all-inclusive list. Additional requirements may become evident after discussions with vendors.
40. NB - The Courts currently make use of Crystal Report XI and Microsoft SQL to run ad-hoc and re-executable, parameter driven custom reports. The CMS must include a replacement tool or method to enable authorized personnel with the Courts to continue to produce these types of reports.

Integration with other standard applications.

41. The CMS must allow for integration with other standard applications.

- a. Integration with Microsoft Office Suite or Microsoft Office 365 with the CMS is preferred, in particular Outlook and Calendaring. System functions should be integrated to permit them to operate together and exchange data so users can avoid performing the same function several times and entering the same data into several functions.
- b. Each function should interact with other functions in a completely integrated fashion or preferably with no manual intervention except when the user executes an override.
- c. While integration would extend to all functions throughout the system, examples of some functions that would be integrated are:
- d. Case initiation function interacts with front counter and cashiering function to initiate the case and record filing fees in single procedure,
- e. Listing function supplies basic case information to document generation, calendaring, and other functions that produce documents (e.g., notices, calendars, orders) that contain this information,
- f. Listing function interacts with other functions in handling cases assigned special status, (information is masked redacted on certain types of cases i.e. juvenile, sexual assault,)
- g. Scheduling function operates in conjunction with listing, document generation, calendaring, and other functions,
- h. Scheduling and calendaring functions transfer easily and quickly to and from other parts of system when creating calendars,
- i. Appropriate functions display judges' caseloads during listing, scheduling, and other functions,
- j. Hearings function handles adjournments, continuances, and cancellations in conjunction with listing, scheduling, calendaring, notice generation, and other functions,
- k. Hearing functions operate in conjunction with listing, document generation, and other functions to record hearing results and notify appropriate parties,
- l. Hearings function handles consolidations and bifurcations in conjunction with case initiation, listing, and other functions,
- m. Disposition function operates in conjunction with listing, case close, and other functions,
- n. Execution function operates in conjunction with listing, case close, accounting, document generation, scheduling, and other functions,
- o. Case close function operates in conjunction with listing, case close, accounting, document generation, scheduling, and other functions (e.g., to establish cross references between consolidated cases for listing, scheduling, and notice generation, to permit cases to be closed at cash register), Accounting function supplies fee, payment, account, and other information to case initiation, listing, and other functions

- p. File, document, and property management function interacts with listing, scheduling, and other functions to ensure data validation checks satisfied (e.g., events occur in proper sequence).
- q. Courtroom processing integrates with warrant generation.
- r. In many situations, several functions would be performed contiguously, that is, they would appear to be a single function, or one would immediately follow the other. For example, case initiation, listing, scheduling, noticing, and calendaring are accomplished at the same time, and disposition, sentencing, and case close often are the same function.
- s. Case processing system functions should be automated to the maximum extent possible, however, the system should never be allowed to perform functions or enter data that would be contrary to the interests of the court (e.g., automatically send a warrant for an obligation that has already been cleared and, therefore, whose reason for issuance no longer exists).
- t. A manual override should exist to allow the user to override values supplied by the system or to initiate an action manually, such as generation of a form.

Data Groups

- 42. The CMS must allow for a range of persons and entities to be involved in cases.
- 43. Cross references must exist to connect each case and its parties. All parties associated with a case must be able to be identified via a search by the case number, and all cases associated to a person must be able to be identified by a search on the person.
- 44. The basic data groups contain information about each case and the persons involved in those cases. Other data groups contain information about events, financial activities, documents and reports produced by the system, and systems and utility functions.
- 45. A detailed data standards and a data dictionary/schema diagrams will need to be included as an early deliverable in the project during the system definition and design phases.

Case

- 46. Information maintained on each case includes data such as case number, type, sub-type, status, level and division of court, initial filing information, and cross references to party, magistrate, registrars, judge, attorney, and other data.

Person

- 47. This group consists of information about litigants, attorneys, registrars, magistrates, judges, and other individual and organizational participants in a case.

- a. Party - data on each party (i.e., individual or organization involved in an action before a court such as a plaintiff, defendant, third party, or other party) in a court proceeding including identifier, name, type of party, address(es), personal information, status, aliases, and cross references to case, attorney, financial, and other information.
- b. Participant - data on each individual or organization who is a participant (e.g., court officer, witness, credit agency) in a court proceeding including name, type of participant, address(es), status, and cross references to case, attorney, financial, company, and other information.
- c. Judge - data on each judge including identifier, name, assignment, assignment history, status, and other information with cross references to other data such as cases (for ease of discussion, the term “judge” includes judges and other judicial officers such as Chief Justice, Senior Magistrate, Magistrates, Acting Magistrates, Supreme Court Registrar, panel members, and providers [e.g., mediators, Court appointed social workers, Litigation guardians, Welfare officers, etc.]).
- d. Attorney - data on each attorney including identifier, name, firm name, location(s), e-mail address(es), voice and facsimile telephone numbers, bar association linkages, and status and other information with cross references to other data such as cases.
- e. Included in the information attached to the case will be the parties represented by the attorney/firm, and the from/to dates the attorney is on the record
- f. Non-court agencies - data on agencies external to the courts (e.g., process service, collection agencies, Court Services, etc.) that may participate in a case including name and location with cross references to case number, party, and other information.
- g. Jury - data on each person called or excluded from jury selection including System -Person identifier, name, date of birth. This should link to the system’s person table so that Person case history and jury history can be reviewed. Information should include whether or not the person was selected for a case, position (Foreperson, juror, alternate), payment history. If excluded, the reason for exclusion.

Actions

48. This group consists of data items that contain information on changes of the case status, new scheduling details, adjournment details, bail changes, documents coming into the courts, documents sent out to parties using templates, Caveat expirations dates, warrant issuance, warrant execution, warrant cancellation, etc.

Event

49. This group consists of the information of court events which occurred in the past, and future events in a case. Initial appearances, hearings, mentions, arraignments, trials, case management hearings, sentencing, chambers appearances, etc.

Filings

50. Information on documents (e.g., complaint, petition, applications, citations,) filed with the court.
51. Court personnel require the ability to review filings, but not add them to cases if they are defective or deemed unfit for acceptance. A workflow will be required to allow the court to identify the issue with the filing and notify the party making the submission.
52. Documents are to be held and not considered accepted if the required payment is not received.
53. Filings which are correct will need workflows allowing court staff the ability to read documents so actions are created (e.g. after setting the deadlines for the filing of documents in a case management hearing when the Order is filed, automated calendar entries are created, automated reminders (to attorneys, litigants, judges, court staff, etc.) and non-compliance notifications are sent (to attorneys, litigants, judges, court staff, etc.))
54. The submission of a filing, acceptance of a filing into the system, refusal and return of a defective filing and the like should have an entry in the ACTIONS table.
55. The case management system should provide ability to void a filing. The case management system should also be able to allow a manager to reverse the void.
56. The system must be able to log both events in a change audit log.
57. The system must be able to log access details when individuals access the system.
58. Striking a complaint/petition and/or cross complaint (partial/entire).
59. The system must allow filings, or portions of a filing to be 'struck off' by the presiding judicial officer. The filing, or portion of the filing struck off must not be deleted, but instead, redacted for all users.
60. The struck off items must be able to be reviewed for appeal purposes.

Organization of Functional Standards

61. To the maximum extent possible, the standards reflect the case processing functions in the chronological order a case would flow through a court.
62. This results in the following functions:
 - a. Case initiation and inclusion in search indexes,
 - b. Listings and related recordkeeping,

- c. Scheduling,
 - d. Document generation and processing,
 - e. Calendaring,
 - f. Hearings,
 - g. Determination,
 - h. Execution
 - i. Costs
 - j. Appeals – if any
 - k. Case closed.
63. In addition, the below items will occur through the entire life of the case.
- a. Accounting functions (including front counter and cashiering, back office, and general ledger)
 - b. File, document, and property management,
 - c. Management and statistical reports.

Electronic Registers ,Ledgers and Cause Books

64. The CMS must maintain electronic Registers and Cause Books
- a. Civil / Commercial cause book
 - b. Court of Appeal Cause Book
 - c. Divorce Register
 - d. Bankruptcy Register
 - e. Probate and Wills Index
65. Link to Case Registers (Public accessible records)_
66. The public have a right of access to various court files and documents on application and payment of fees.
67. The above ledgers and registers may contain information for cases which are sealed or contain sensitive of privileged information.
68. In instances where a case is sealed, the only information to be displayed will be the case number and the term “Space Taken”
69. In instance where a case has the appropriate sensitivity, use the case’s ‘Neutral name’ to construct the caption and to hide the actual party information. (Dates of birth, addresses, and other identifiable information to be excluded from the public records.
70. Some instances a case will be anonymized by order of the court which requires public facing documents, such as a Cause Book Entry, will require the case name to have a different reference.

71. Court users must be able to see the actual parties' names as well as the anonymized version. Details to be confirmed during system design to include:
- a. Data items to appear on the registers
 - b. Who will have what permissions on the register
 - c. Access method

Electronic filing – E-Filing

72. The CMS should allow for electronic filing of new cases and all associated documents thereafter, including the submission of official court documents such as pleadings and other filings in electronic form to the court's registry from remote locations (e.g., attorneys' offices, parties' residence, etc.)

73. The E-Filing process should include capabilities for:
- a. Users in the remote locations prepare electronic input documents according to the court's requirements, and they transmit the documents to the court using the Internet and other communications media.
 - b. The Court to confirm receipt of the document.
 - c. Records pertinent information (e.g., sender identifier, time, and date of filing),
 - d. Links the filing to the appropriate case and case party,
 - i. maintains the document
 - ii. in a secure environment,
 - iii. in a verifiable format,
 - iv. saves a copy of the document in searchable PFD format and
 - v. in a manner that allows rapid access,
 - e. and transfers data from the document into the case processing system.

74. The data transferred into the case processing system as a result of electronic filing must provide a means of identifying the data to be transferred on-line by supplying information to blank input templates or forms (e.g., that represent the cover sheets) supplied by either the case processing system or the electronic filing interface to the CSM.

75. The electronic filing capability may help users complete the forms through techniques such as drop-down menus of standard document names, automatic default entries of basic data already in the system, and "smart forms" (e.g., that automatically edit entered data, provide instructions for completing forms, assign temporary case number, or complete notice associated with filing).

76. The system must allow users to:
- a. "sign" the documents;
 - b. transmit the documents between filers and the court (e.g., by the Internet);
 - c. "stamp" the documents as received and acknowledge their receipt to the senders;

- d. Add a link to the search index and store the documents, with proper security, allow internal and external users to access the documents;
- e. Prohibit senders from updating copies of submissions already received by the courts;
- f. describe document structure and content; and
- g. transfer data from the documents to the case processing system.

Change of Parties

- 77. The CMS must allow for changes to the parties involved in a case:
- 78. On occasion during civil cases, a party will be identified as the primary party to the case. As details are uncovered it is discovered that some other party should have been the primary party.
- 79. The system must be able to make a third or other party the primary party to the case and relabel the former primary party as a 'third party' or remove them from the case.
- 80. An event recording the change must be included as 'action' entry with the full details on the change included in the case details.
- 81. All relevant case information must be updated to reflect the changes (i.e. case caption, etc.)
- 82. The former primary party's history is not removed from the case.
- 83. This function must be able to be reversed if need be.
- 84. Logs of changes remain intact
- 85. This function requires elevated security.

Scheduling and Calendaring

- 86. The CMS must provide scheduling and calendaring functions:
 - a. Scheduling - scheduling upcoming events, maintaining, and displaying information on scheduled events, and monitoring adherence to schedules.
 - b. Calendaring - generating and distributing court calendars and sending automated reminders.
 - c. Court listings and related recordkeeping –

- i. initiating and maintaining the court listings or register of actions of activities that are part of the official court record and maintaining the relationships between and accessibility to listing-related information for a given case and cases that relate to it. Include the sending out of invitations Notices of Hearings and Summonses via tracked email, electronic invitations, and physical mail utilizing templates.
- ii. Generating, distributing, and publishing (via web portal for the case management system or some other web portal) individual courtroom listings

Recording and Managing Outcomes

87. The CMS must provide for recording, activating and managing outcomes, including:
- a. Hearings - recording the results of hearings and notifying parties of court decisions.
 - b. Determinations – Preliminary, interlocutory or a final decision
 - c. Non-Compliance notifications.
 - d. Warrant generation.
 - e. Execution - executing court issued documents (Bailiffs)
 - f. Case status has changed due to an request for appeal
 - g. Case close - closing a case because all provisions of the court order have been satisfied
 - h. Case Archive

Electronic document distribution

88. The CMS must allow for electronic distribution of documentation (using the internet or intranet, e-mail, and other technologies (using “push” as well as “pull” technology) which should include:
- a. distribution of electronic court documents (e.g., orders, judgment forms, electronic acceptance notices following electronic pleadings, other types of notices);
 - b. listing summaries;
 - c. calendars; and
 - d. detailed and summary reports.

Document and Report Generation

89. The CMS must provide functions for the generation of official court documents, such as notices, orders, summonses, and reports, which summarize case activities. The functions can include:
- a. Document generation and processing - notifying parties of events and producing other official court documents.

- b. Management and statistical reports - generating caseload, case flow, workload, and other reports.
- c. Financial Reports – Daily, weekly, monthly, quarterly, yearly, per date range, financial reports concerning receivables, payments, deposits, voids, case and party obligations, fines received, family support positions, as a few examples.
- d. System Reports – Security Logs, maintenance logs, configuration reports, change reports, case metrics, data quality and exception reports, etc.
- e. Judicial Officers Performance reports

Financial and Accounting Requirements

90. These functions address financial and accounting activities, which include general, front office and cashiering, back office, and general ledger functions. Thus, the CMS should have an extensive range of actions to record financial transactions related to a justice system including:
- a. The CMS should record the accrual of financial obligations through court fees, filing fees, court decisions, penalties, and other methods of incurring debts. All accruals whether one-time accruals, or scheduled accruals must be able to be identified to the order or document which created the obligation.
 - b. The CMS must be able to maintain links between orders set forth in a case and obligations to the individual(s) the payments are for. (i.e. A respondent is ordered to pay a certain amount for a child)
 - c. Links between orders (i.e. Family Support for minors) and the associated obligations must exist so that reoccurring scheduled accrual can be stopped at appropriate date.
 - d. Record the fulfillment of obligations through monetary and non-monetary payments, court ordered change in obligations, void of payments with the reintroduction of the reversed obligation.
 - e. Where applicable, change of disposition to indicate a ‘Guilty by payment’. Changes to disposition must be able to be automatically reversed when an associated obligation reduction is voided.
 - f. The system will be able to change the case status of specific case types if a payment fulfils all obligations on the case and all dispositions have been completed.
 - g. All financial adjustments must be recorded in the appropriate defined ‘bucket’ for deposit to bank accounts, reporting, and transfer to other systems.
 - h. End of day, end of week, end of month, year-end and user range selected reports must be able to be run or rerun for any period requested.
 - i. Notifications are to be made available to when payments are late so that warrants or other actions may take place: Possible options:
 - i. The person record is flagged,
 - ii. Cases involving the party are flagged,
 - iii. The person is included in a ‘defaulters’ report.

- j. The system must display a notification in a payment is attempted at the courts' cashier window and there is an outstanding warrant for the person. This warning can be overridden by authorized individuals. (Logging required)
- k. The system must be able to interface with the courts' deposit and reconciliation bank requirements and functions. (Family Support bank accounts / Bank deposit accounts / E1)

Electronic Fee Payment

- 91. The CMS should allow for the initiation of fee payment and funds transfers between entities and the courts of various kinds, including.
 - a. With attorneys/firms - types of fee payments (e.g., by attorneys) could include:
 - i. funds transfer between the attorney's and the court's bank accounts
 - ii. debiting accounts established by attorneys/firms to cover court expenses; and
 - iii. debiting attorney/firm credit card accounts.
- 92. With other Government departments and local Banks
 - a. Funds transfers could occur between the courts and other governmental units and between courts and banks (e.g., for deposits into court accounts).
- 93. All transfers must conform to best practice standards for security, formatting, and communications.
- 94. General electronic information exchange – the case processing systems must exchange certain information with the systems of other entities.
- 95. The information exchanged must be limited to the minimal amount required to perform the function and provide tracking.

System Security and Audit

- 96. The CMS should provide security and audit functions. These functions are ancillary to case processing, such as tracking case action metrics; recording changes to data in audit logs; performing control table entry and maintenance; managing business flow / workflow design, maintenance, and functionality; template design and maintenance; and security. The functions should include:
 - a. File and property management - creating, managing, tracking, archiving, and disposing of case records and receiving, tracking, and returning or destroying exhibits and other property.
 - b. Data Integrity management – creates logs, issuing warning notifications, tracks database and program errors such as read/write errors with details required for debugging the source of the errors, creating reports identifying security

violations, control table and data modifications, and situations that can cause data issues.

- c. Security - ensuring security, privacy, and integrity of case processing systems and its data.
- d. Database maintenance – performing housekeep tasks to keep data secure, processing speedy and search indexes maintained.

Search Indexing

97. The CMS should allow a wide range of search capabilities as follows:

- a. Allow users to look up cases or parties and view file information.
- b. Search Indexes should be created at case initiation and maintained throughout the life of a case. The search indexes allow users to make rapid inquiries of the database by searching selected items (or key fields). A user can make increasingly specific inquiries of the database based on the information provided during a preliminary index search.
- c. Information searches such as a person’s role in the case, and whether the party has an attorney, case type, case number, date filed, charges and causes, dispositions, obligations, and serviceable document/warrant details are very common.
- d. Additional search indexes will provide quick access to court schedules, warrant lists, jury information, and other categories as required.
- e. Users who know some specific piece of information about a case—but do not know the case number—may use search functions to look up the case number (i.e. Search for a known party by name). If the system returns multiple matches, the search index helps users find the specific case or party they are seeking and then retrieves basic information from the search index on that case or party.
- f. The search index should allow users easy interfaces with other parts of the system such as listing, scheduling, calendaring, and accounting for potentially all information (including financial information) on that case and related cases

Conclusion

98. The Judiciary seeks a CMS which provides functionality to all parties involved in court cases that move through the Bermuda judicial system. This Summary of Requirements sets out the core requirements for the CMS.

99. For further explanation or clarification, please submit a request in writing as set out in the Request for Proposal.

END OF SUMMARY OF REQUIREMENTS