

## New Hampshire Judicial Branch Online Fine Payment Portal – Request for Information

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## New Hampshire Judicial Branch Online Fine Payment Portal – Request for Information

### 1. Introduction

The New Hampshire Judicial Branch (NHJB) is seeking information from vendors about the vendor's Online Payment Portal products and services for the purpose of collecting fines imposed in criminal cases. We are also seeking information about the portal's ability to collect bail money. Responding Vendors are encouraged to provide best practice solutions and recommendations regarding creation of an online fine payment portal in addition to describing their system's capabilities. All vendor submissions that follow the ***Request for Information (RFI) Process*** described below will be reviewed by online fine payment project team members.

#### ***Request for Information (RFI) Process***

**Issue Date:** December 20, 2022

**Questions Due By:** January 6, 2023 at 4:30 PM Eastern

**RFI Due Date:** January 20, 2023 at 12:00 PM Eastern

**RFI Must Be Received At:** kfriberg@courts.state.nh.us

**Online product demonstrations  
(If requested):** January/February 2023

Please be advised that all notifications, releases and amendments associated with this RFI will be posted at:

<https://www.courts.nh.gov/our-courts/supreme-court/about/administrative-office-courts/rfps-and-rfis>

NHJB will post any and all notifications and amendments associated with this RFI. They will not be emailed directly to any vendor. Vendors are encouraged to periodically check the website for any RFI updates.

This is a Request for Information only. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This RFI does not commit the NHJB to contract for any materials or services whatsoever. Respondents are advised that NHJB will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. No vendor will be selected, pre-qualified, or exempted based on their RFI participation.

Vendors should also be aware that all content provided to the NHJB in response to this RFI should be construed as public information and that it may be made available to others without prior consent from the respondent.

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Any vendor requiring clarification of any section of this RFI or wishing to comment or take exception to any requirements or other portion of the RFI must submit specific questions in writing no later than December 9, 2022, at 4:30 p.m. Questions may be emailed to [kfriberg@courts.state.nh.us](mailto:kfriberg@courts.state.nh.us) Responses to questions will be posted at: <https://www.courts.nh.gov/our-courts/supreme-court/about/administrative-office-courts/rfps-and-rfis>

Every effort will be made to have responses available soon after the question period ends, contingent on the number and complexity of the questions.

Any objection to the RFI that is not raised in writing on or before the last day of the question period is waived.

### *Online Fine Payment Portal*

NHJB Circuit Court and Superior Court seeks to implement an integrated online payment portal for payment of fines imposed in criminal cases.

### *Online Bail Payment Portal*

NHJB Superior Court seeks to implement an integrated online payment portal for payment of bail.

### *Current Fine Payment Portal*

Currently, fines imposed by judges in criminal cases are collected either in person at the clerk's office window (by cash, credit card or check), over the phone (by credit card) or by mail (check only). This means if the payor does not pay by putting a check in the mail, they must appear at the courthouse during business hours, or call the information center during business hours and wait in the queue to be transferred to the court to pay by credit card. See "**3 Current Situation**" in Appendix B for more information on the systems and processes in place today.

### *Online Fine Payment Portal Goals*

NHJB envisions implementing an online payment portal to show payors what is owed, to assist the payor in creating a durable payment plan, to accept a variety of payment types from payors seeking to pay a criminal or motor vehicle fine, and to record immediately into the DASNHFirst system and transfer the payment to the DAS NHFirst system. Also, the portal must be configured so that confidential case information cannot be accessed in a search. NHJB believes the fine collection rate will be substantially higher than it is with the current limited options. The intended Portal goals are:

- Offer a seamless solution for individuals to pay court-ordered fines and for the court to accurately track fine payments.
- Reduce fine payment default rates.
- Reduce staff time spent collecting fines.
- Keep confidential case file information confidential (i.e. inaccessible to filers seeking fine information).

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- Support the procedural needs/requirements of the court and court users in the timely payment of court fines
- Provide useful information to individuals about the current status of their fine(s)
- Extend hours of access for payment (24/7) Offer an opportunity for people to set up automatic, regular payments on a fine amount rather than have to act each month to pay the same amount.
- Facilitate access to justice by eliminating the need for those with particular challenges—such as poor health, disabilities, caregiving responsibilities, etc.—to come to a physical court building for resolution if they are unable to access the court during business hours either in person or by phone.

### 2. Purpose for RFI

The NHJB is issuing this Request for Information (RFI) to solicit information regarding features, functionality, and related matters pertinent to online payment services for self-represented litigants (SRLs) and other payors. NHJB envisions this RFI to further inform its business case for moving forward with an online fine and bail payment portal.

NHJB may also incorporate responses to this RFI into specifications in a formal Request for Proposal (RFP). Neither the NHJB nor the Responding Vendor has any obligations under this RFI, nor is responding to the RFI a prerequisite for any vendor to participate in the RFP process. The RFI is issued as a means for discovery and information gathering. It should not be construed as a solicitation or obligation on the part of the NHJB to purchase products or services from any Responding Vendor.

### 3. Information Requested

#### *Cover Page*

The first page of the vendor's RFI Response must be a cover page displaying at least the following:

1. Response of RFI Title
2. Vendor's Name
3. Contact Person
4. Telephone Number
5. Address
6. Email Address

All subsequent pages of the RFI Response must be numbered. Additional documentation supporting responses is welcome. Final versions must include an index of all materials and an index of external links.

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### *RFI Response*

NHJB is interested in widening its current understanding of online payment products and services to include innovative and creative solutions that champion alternative approaches that will satisfy the **Online Payment Portal Project Goals** listed on page 3. Minimally, responses should cover four subject areas:

1. Organizational Capabilities and Strengths
2. Preferred System Requirements
3. Engagement
4. Pricing

The questions for each category are listed below and can be utilized to prepare your response. Additional detailed information in the Appendices B-D provide further context for formulating responses.

### *Organizational Capabilities and Strengths*

1. How long has your organization provided online fine payment solutions?
2. How long has your organization provided online bail payment solutions?
3. Who is your primary customer base?
4. If your organization has limited experience in working with courts, please describe your approach for bridging this gap.
5. List and briefly describe currently available products and services that support the NHJB's online payment vision.
6. Identify future features and functionality on your product roadmaps and advise on the target timeframe to release them.
7. If your company's product and/or services cannot currently match the NHJB vision, what alternatives would you recommend?

### *Preferred System Requirements*

The court requires a solution that will facilitate efficient and convenient payment of fines online which could be expanded to include online bail payments. Requirements of particular interest are online payment systems that:

- Provide seamless integration of fine or bail payments into the DAS NHFirst system
- Enable payors to easily locate, schedule, and pay their fines and bail online
- Allow a third party to pay the payor's fine or bail online.
- Allow individual and/or third party payors to submit partial payment of the fine owed.
- Allow automatic, regular payments to be set up.
- Provide access to and ownership of a robust data set of all fine payment activity that will enable NHJB to assess the system and the process effectiveness.
- Are vendor hosted with 24 x 7 x 365 availability with minimal downtime (beyond routinely scheduled maintenance).
- Include 24/7 Customer Support (for payors) and Technical Support (Monday – Friday, 8 AM – 5 PM EST) to NHJB IT and court staff.

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### *Engagement*

Describe how your organization will work with court personnel and its external stakeholders to accomplish the following tasks:

1. Identify and engage key stakeholders (the public, court personnel, including NHJB IT and accounting) that would be served by or impacted by the implementation of online fine payments.
2. Work with key stakeholders to establish objectives for online payments.
3. Work with key stakeholders to document current fine and bail payment processes, points of interaction, and outcomes.
4. Identify process redundancies, inefficiencies, bottlenecks, and constraints.
5. Recommend a problem resolution process.
6. Recommend commercial off-the-shelf (COTS) technologies to facilitate the proposed resolution process.
7. Identify integration points with existing case management system, Odyssey.
8. Work with designated court personnel and key stakeholders to develop and execute a project plan.

### *Pricing*

Describe the proposed solution in terms of cost. Identify creative approaches beyond traditional transactional fee model. Describe enterprise pricing, if available.

### *Additional RFI Response Information*

*In addition, NHJB would appreciate responses to any and all applicable questions listed in Appendix A as these provide a level of detail in areas of keen interest to NHJB. Answers to Appendix A – Additional RFI Responses should use the Word template provided with this RFI.*

## Appendix A – Additional RFI Responses

The remaining questions in this RFI are provided to a) guide your general response as requested in **3. Information Requested** and b) help NHJB further understand the technology and services that are available in the online payment portal marketplace. NHJB intends to use this additional information in order to craft a sounder online payment portal vision. ***A brief response to any or all items as applicable for your organization is greatly appreciated.***

### 1) Customers

- a) Provide a list of court jurisdictions and other customers for which you have created and maintain online payment portals.
- b) Provide a list of payment options available to payors in your portal (e.g., credit card, Venmo, etc.)

### 2) Access and Convenience

- a) Describe how your payment portal guides a payor to the correct path to easily locate their fine, submit payment, and receive confirmation of same.

### 3) Streamlining

- a) Describe how you anticipate your portal improves existing processes. Provide your response in terms of Current State (see Appendix B) and Future State (see Appendix C).

### 4) Payment

- a) Describe how your payment portal:
  - i) Helps a payor locate and access a defendant's owed fine(s)
  - ii) Helps parties determine an appropriate payment schedule if payor does not have the ability to pay in full in the first payment.
- b) Describe how your payment portal:
  - i) Integrates the payment into the the DAS NHFirst system
  - ii) Add records payment in Odyssey Financials.

### 5) Data

- a) Identify data collection points in the payment process.
- b) Describe data ownership.
- c) How long is data retained, by whom, and where?
- d) What data retention and destruction policies are in place and how are they enforced?
- e) Can data be accessed by payors after a case is closed? If so, for how long?
- f) Are any private and public data co-mingled? If so, what security controls are in place to prevent unauthorized disclosure?

### 6) Metrics

- a) Describe how data are used to inform decision-making algorithms and improve processes.

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- b) What data elements are necessary, how they will be captured, and what mechanisms are employed to ensure good data hygiene?
- c) What reporting tools are included?
- d) What information can be gleaned to help meet objectives?

### 7) Privacy and Security

- a) Explain the payment portal's data protection, security, redundancy, and disaster recovery mechanisms.
- b) If the vendor utilizes a cloud provider, what are the vendor's privacy and security policies and processes?
- c) Is a cybersecurity incident recovery plan in place, and if so, what is the victim notification policy and process?
- d) Describe adherence to standards such as NIST and laws such as GDPR.

### 13) Communications

- a) How does the portal system facilitate communications (chat, call center, etc.)?
- b) Does the proposed solution provide configurable, multi-channel customer support platform, integrating online chat, call center, and ticketing services?
- c) Does the proposed solution offer configurable chat bots?
- d) Is the proposed solution ADA accessible compliant? Identify the scale of compliance to this and/or other federal standards.
- e) Does the proposed solution allow for communication in different languages, and if so, how?

### 14) Integration

- a) Among those listed below, Indicate how the portal supports integration:
  - i) Partial Integration – the portal relies on certain case management system data
  - ii) Full Integration – the payment is seamlessly integrated into the court's processes for case management and accounting.
  - iii) Extra-judicial – the portal operates without a local court staff needing to be involved.

### 15) Standards

- a) How does the proposed solution adhere to online payment accounting standards?

### 16) Support

- a) What are the automated and human technical and user support mechanisms for both court personnel and the public? Include hours/days of coverage.

### 17) Usability tracking

- a) How the proposed solution tracks and analyzes bounce rates, and payments that fail to post/integrate?

### 18) Technology



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- a) Describe the technologies the solution uses – platforms, architecture, databases, etc.
- b) What browsers are preferred? What browsers are compatible with this product?
- c) What are the minimum system requirements to operate the solution?
- d) Does the solution offer a mobile device/tablet-friendly interface?

### 19) Project Implementation

- a) Describe your organization's implementation methodology.
- b) How does your organization follow a human-centered design process?
- c) Can your organization support observational user testing?

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### Appendix B – Current Situation

Please refer to Appendix C for a pictorial representation of the NHJB’s court case management platform. The following content describes system components and capabilities in more detail.

#### *Case Management*

NHJB uses Odyssey CMS from Tyler Technologies. Currently version 2014.3.42 is in production, and NHJB anticipates running Odyssey 2019.0.19 in production by Q1 2023. Court staff and judges use Odyssey to manually enter case event, including fines owed.

#### *e-Filing Service Providers (EFSP) and Electronic Filing Manager (EFM)*

Self-represented litigants use TurboCourt to complete a guided interview. This system automatically generates forms required for a small claims complaint and/or response based on the responses to the interviews. TurboCourt also assists filers with e-filing related case documents such as motions, objections, etc. TurboCourt is integrated into the CMS via Odyssey File & Serve (OFS).

#### *Customer Support*

NHJB utilizes information on the court’s website to assist members of the public). Plain language information sheets, checklists, and step-by-step instructions are some of the resources available to all filers. Videos and voice-over PowerPoint demonstrations help filers understand court processes and how to use systems.

NHJB also staffs an Information Center for anyone to call with questions about their fine(s) owed in criminal cases, but does not accept payments. It is staffed during business hours (8 a.m. – 4 p.m.). Calls from payors are currently transferred to the court where the fine is owed and payment by credit card is made by phone. There are currently no electronic means to pay a criminal or motor vehicle fine electronically.

Every courthouse in NH has one or more e-filing kiosks located in the court lobbies. Specially trained court staff are assigned to a “kiosk assister” role, and their job is to come out from behind the counter to see if someone needs assistance, then to sit with individuals who require assistance in using the kiosk to complete court filings. NHJB envisions the online fine payment portal being accessible at these kiosks.