



**Commission: Georgia Commission on Dispute Resolution Request for Information
Request for Information for:
Alternative Dispute Resolution Module**

1. Introduction

1.1. Purpose of Procurement

This Request for Information (“RFI”) is being issued to solicit information from interested offerors with respect to an Alternative Dispute Resolution (ADR) Module for the **Georgia Commission on Dispute Resolution** (hereinafter, the “Commission”) as further described in this RFI. The Commission will use the information generated by this RFI in conjunction with other information available to the Commission to determine the solution that it is in the best interests of the Commission to fulfill this need.

Background

The Georgia Commission on Dispute Resolution is the policy-making body appointed by the Georgia Supreme Court to oversee the development of court-connected ADR programs in Georgia. The Commission, composed of judges, lawyers and non-lawyer members, meets on a regular basis to consider issues important to the development of court-connected ADR in Georgia.

The Commission, working through its staff at the [Georgia Office of Dispute Resolution](#), has created a statewide plan for ADR in Georgia. This plan enables any superior, state, probate, magistrate or juvenile court in Georgia to offer litigants alternatives to trial under provisions set forth in the [Georgia Supreme Court Alternative Dispute Resolution Rules](#) and the [filing fee surcharge legislation](#) which supports the administration of local ADR programs.

The Information Technology (IT) division of the Judicial Council / AOC currently designs, develops and supports technology projects and case management solutions for various classes of courts within the judiciary. As part of this ongoing support, IT will assist the Commission with defining and identifying viable solutions for this ADR Module.

Purpose

The ADR Module RFI is a state and local partnership between JC/AOC and the Commission created to achieve optimal pricing for replacement technology software which does not exist or has reached its end of life.

Additionally, this RFI may lead to a Sole Source Contract based on the number and / or quality of responses received. We are aware that there are likely a minimal number of vendors currently doing business in Georgia which meet industry best practices.

Goals

The Commission has defined the process for dispute resolution practices in Georgia and is working towards standardization of forms and data to ensure continued support of the programs. Also, the Commission seeks efficiencies and value through technology and requests that offerors present new, innovative and non-traditional practices and solutions if applicable. Improving ADR in Georgia and being able to analyze effectiveness and costs is essential.

1.2. Overview of the RFI Process

The Commission is an agency of the judicial branch of state government. As such, the Commission is not required to comply with Georgia procurement laws or Department of Administrative Services procurement procedures. The objective of the RFI is to gather information to assist the Commission in its consideration of available resources/methods to fulfill the need/goal identified above. While the RFI method is customarily used as an information gathering tool rather than a competitive solicitation method, such information gathered may be used by the Commission to award a contract.

Offerors are not required to respond to an RFI and a offeror's failure to respond to an RFI will not prohibit the offeror's participation in any competitive solicitation that may result from the RFI, should the Commission choose to develop a competitive solicitation. However, offerors are strongly encouraged to respond to RFIs as this is a great way to ensure the Commission is aware of the offerors' available goods and services.

This RFI does not obligate the Commission to comply with Georgia procurement laws or Department of Administrative Services procurement procedures in the future.

1.3. Schedule of Events

The schedule of events set out herein represents the Commission's best estimate of the schedule that will be followed. However, delays to the procurement process may occur which may necessitate adjustments to the proposed schedule. If a component of this schedule, such as the close date, is delayed, the rest of the schedule may be shifted as appropriate. Any changes to the dates up to the closing date of the RFI will be publicly posted prior to the closing date of this RFI. After the close of the RFI, the Commission reserves the right to adjust the remainder of the proposed dates on an as needed basis with or without notice.

| Description | Date | Time |
|---|-----------------------------------|--------------|
| Release of RFI | Friday, November 30 th | 9:00 a.m. ET |
| Request for Clarifications or Questions | Friday, December 28 th | 5:00 p.m. ET |
| Deadline for Submitting Responses | Monday, January 7 | 5:00 p.m. ET |

1.4. Official Issuing Officer

Tracy Johnson, Executive Director for the Commission of Dispute Resolution

gaodr@georgiacourts.gov

1.5. Definition of Terms

Please review the following terms:

Offeror(s) – companies desiring to do business with the State of Georgia and/or the Commission.

Commission – the governmental entity identified in Section 1.1 “Purpose of Solicitation” of this RFI.

Any special terms or words which are not identified in this Commission RFI Document may be identified separately in one or more attachments to the RFI. Please download, save and carefully review all documents in accordance with the instructions provided in Section 2 “Instructions to Offerors” of this RFI.

2. Instructions to Offerors

By submitting a response to the RFI, the Offeror is acknowledging that the Offeror:

1. Has read the information and instructions,
2. Agrees to comply with the information and instructions contained herein.

2.1. General Information and Instructions

2.1.1. Submitting Questions

All questions concerning this RFI must be submitted in writing via email to gaodr@georgiacourts.gov. Do not use the comments section within the sourcing tool to submit questions to the issuing officer or Commission staff.

2.1.2. State’s Right to Amend and/or Cancel the RFI

The Commission reserves the right to amend this RFI. Any revisions made in writing prior to the RFI closing date and time. By submitting a response, the offeror shall be deemed to have accepted all terms and agreed to all requirements of the RFI (including any revisions/additions made in writing prior to the close of the RFI whether or not such revision occurred prior to the time the offeror submitted its response) unless expressly stated otherwise in the offeror’s response. **THEREFORE, EACH OFFEROR IS INDIVIDUALLY RESPONSIBLE FOR REVIEWING THE REVISED RFI AND MAKING ANY NECESSARY OR APPROPRIATE CHANGES AND/OR ADDITIONS TO THE OFFEROR’S RESPONSE PRIOR TO THE CLOSE OF THE RFI.** Offerors are encouraged to frequently check the RFI for additional information. Finally, the Commission reserves the right to cancel this RFI at any time.

2.1.3. Costs for Preparing Responses

Each response should be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete presentation. The cost for developing the response and participating in this RFI process is the sole responsibility of the offeror. The State will not provide reimbursement for such costs.

2.1.4. ADA Guidelines

The State of Georgia adheres to the guidelines set forth in the Americans with Disabilities Act. Offerors should contact the Issuing Officer at least one day in advance if they require special arrangements when attending the Informational Conference (if any). The Georgia Relay Center at 1-800-255-0056 (TDD Only) or 1-800-255-0135 (Voice) will relay messages, in strict confidence, for the speech and hearing impaired.

2.2. Submittal Instructions

Listed below are key action items related to this RFI. The Schedule of Events in Section 1.3 identifies the dates and time for these key action items. This portion of the RFI provides instructions regarding the process for reviewing the RFI, preparing a response to the RFI and submitting a response to the RFI.

Due to the limited timeframe of this RFI, offerors are being asked to submit any questions and/or concerns by the stated deadlines to ensure an appropriate response or clarification can be made. Any, questions and/or concerns submitted beyond the deadline will be addressed as possible but no guarantee can be made that these will be addressed before the “Final Submission” deadline.

2.2.1. RFI Released

The release of this RFI is formally communicated through the posting of this RFI on the Commission website located at: <http://godr.org/>.

2.2.2. RFI Review

The RFI consists of the following:

1. This document, entitled “The Commission RFI Document”, and
2. Any and all documents provided by the Commission as attachments to the RFI or links contained within the RFI or its attached documents.

Please carefully review all information contained in the RFI, including all documents available as attachments or available through links. Any difficulty accessing the RFI or opening provided links or documents should be reported immediately to the Issuing Officer (See Section 1.4).

2.2.3. Preparing a Response

When preparing a response, the offeror must consider the following instructions:

1. Ensure its response is accurate and readily understandable.
2. Clearly label attachments so that the Commission can easily organize and navigate the Offeror’s response.

2.2.4. Electronic Copies

1. Use caution in creating electronic files (i.e., make sure files do not contain viruses, etc.).
2. Use commonly accepted software programs to create electronic files. The Commission has the capability of viewing documents submitted in the following format: Microsoft Word or WordPad, Microsoft Excel, portable document format file (PDF), and plain text files with the file extension noted in parentheses (.txt).

2.2.5. Submitting the Response

Judicial Council / Administrative Office of the Courts
Ms. Tracy Johnson, Executive Director, GODR
ADR Module. RFI
<mailto:gaodr@georgiacourts.gov>

3. Requested Information for Offeror

- 3.1 Name of Organization
- 3.2 Address
- 3.3 Point of Contact Information
- 3.4 Do you currently do business in Georgia?
- 3.5 Do you have an existing ADR Module/CMS?
- 3.6 Do you have court/judicial references in the ADR space?

4. Related Information for Responses

1. ADR Module needs
 - a. DV Screening Tool
 - b. Ability to search GCIC TPO Registry from inside module
 - c. Generate documents and forms
 - d. Store electronic documents
 - e. Generate reports
 - f. Email from module
 - g. Store notes
 - h. Automated reminders
2. Data to be extracted from CMS
 - a. Case Number
 - b. Case Style
 - c. Class of court
 - d. Judicial Circuit
 - e. Parties and contact information
 - f. Attorneys and contact information
 - g. File date

- h. Referral date for ADR (if specified)
- i. Referral source
- j. Assigned Judge
- k. County
- l. Date of Service
- m. Date of Answer
- n. Type of offense

3. Data to be managed in the ADR Module

- a. ADR Program Name
- b. ADR Session date
- c. ADR Session type/process
- d. ADR Session location
- e. ADR session mediator
- f. ADR session outcome
- g. ADR session management (rescheduling, cancellation)
- h. ADR session fees owed
- i. Case disposition for ADR
- j. Special Accommodations
 - i. Interpreter – language
 - ii. ADA
 - iii. Other
- k. Number of sessions
- l. Session time
- m. Withdrawal date
- n. Reason for withdrawal
- o. Existence of TPO
- p. Existence of IPV/A (DV)
- q. Parties representation at mediation
- r. Parties representation for case
- s. Party information:
 - i. Ethnicity
 - ii. Gender
 - iii. Educational level
 - iv. Grade level
 - v. Indigent service
 - vi. Age
- t. Volunteer mediator management

4. Forms

- a. Surveys
- b. Mediator reports

5. Reports

- a. State required
- b. Local

5. Response Format

The Judicial Council AOC and the Commission are in the preliminary stages of analyzing software options for this module and welcome any relevant feedback that enables integration, improves procedural efficiencies and permits statewide reporting. The format(s) used by the offeror should be organized to best highlight the offeror's solutions and abilities to provide new solutions for the Commission.

Additional screenshots, process flows, data mappings or other artifacts that support the explanation of the solution(s) would be useful to provide.

The overall solution that is being sought could extend being the actual ADR Module for current and future integration and reporting needs. Input criteria originating with Case Information (CMS) or Screening methodologies should be referenced if they sustain the full ADR lifecycle.

Again, all materials should be provided in electronic format via email to the address noted in section "2.2.5. Submitting the Response". Please allow time for any issues related to connectivity or size restrictions. If your email attachments exceed 10mb, please submit subsequent emails clearly noting the relationship to any previously submitted emails.