

North Dakota Court System  
Office of the State Court Administrator  
600 E. Boulevard, Mailstop 180  
Bismarck, North Dakota 58505

# Request for Information

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## Redaction Software

Date of Issue: March 25, 2021  
RFI No. 180-21-01

# North Dakota Court System

## Redaction Software Request for Information

### **Intent and Process**

Information is requested to gain an understanding about vendor's products features and costs to satisfy the requirements and desired features specified below concerning redaction software.

### **Current Technical Environment**

1. Tyler Technologies Odyssey Case Management System, ran on premise servers w/backup environment
2. 53 County Clerk locations interface with Odyssey
3. Tyler Technologies File & Serve version

### **Mandatory Requirements**

1. Describe the ability to work within the court's environment.
2. Describe the ability to meet court's technical requirements.
3. Describe the ease of installation and/or upgrades. Describe the process and costs associated with upgrades.
4. Describe the ability to integrate with ND Courts Odyssey system. Describe interaction points within Odyssey.
5. Describe how the solution permanently removes information from the document
6. List of 3 to 5 user references.

### **Technical Requirements**

1. Which image formats does it support?
2. What automated rules can the software currently support? (i.e. Dates of Birth, SSN's, Names)
3. How do you calculate the accuracy of your software?
4. What type of reporting capabilities are available with your software? Summary reports on number and types of incidents.
5. Can the software process documents immediately upon upload? Describe.
6. Can the software provide an interface for failed redaction attempts? Describe.
7. Describe the ability for customized scanning rules.
8. Describe the ability to correct documents incorrectly redacted.
9. Does the software allow for identification of which documents are to be redacted? How is that defined?

### **Desired Features**

1. Mostly Automated Solution
2. Ability to create manual rules not previously defined.
3. Simplified user interface. Describe.

### **Cost Estimates**

1. Software
2. Hardware
3. Any additional support or installation costs as part of implementation
4. Training
5. 5 year cost for maintenance and support
6. Any 3<sup>rd</sup> party costs
7. New functionality/new feature – costs for additional rules
8. Any costs not previously mentioned

### **Timelines**

1. Estimated installation/implementation timeline
2. Estimated training timeline