



Michigan Supreme Court

State Court Administrative Office
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Milton L. Mack, Jr.
State Court Administrator

MEMORANDUM

DATE: May 3, 2017

TO: Judges
County Clerks
Court Administrators
Probate Registers

FROM: Milton L. Mack, Jr.

SUBJECT: ImageSoft Chosen to Provide Statewide E-Filing and EDMS

ImageSoft Chosen to Provide Statewide E-Filing and EDMS

I am pleased to report that the State Court Administrative Office (SCAO) has chosen Michigan-based ImageSoft, Inc. to develop and implement an e-filing and electronic document management system for trial courts statewide. Their technology solution will ultimately enable the public to file from anywhere at any time without having to wait in line.

A critical component of the ImageSoft solution is an integrated electronic document management system (EDMS) that will increase court efficiency by reducing the need to receive, process, store, and retrieve paper files.

Why ImageSoft?

ImageSoft was selected based on the results of a comprehensive evaluation process that included a review of vendor proposals, software demonstrations, and request for best and final offers. Evaluators came from a cross-section of courts, including those who already have pilot e-filing programs. Key factors involved in the decision to choose ImageSoft include:

- All functional specifications included in the RFP will be met, including integration with Michigan Legal Help for the submission of filings from persons representing themselves.
- The system shows a high degree of flexibility to meet courts' needs today and in the future.

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- Proposal includes a market-leading EDMS.
- Proposed pricing is cost effective.

Thank You to Stakeholders Who Helped

Thanks are in order to the courts that have already implemented e-filing. Their experience and input throughout the process has been invaluable. We are also grateful to the other courts and stakeholders that provided input on the RFP specifications and the vendor presentations conducted in January. Finally, we thank our Evaluation Team members for countless hours of work studying the proposals, asking questions, and making sure the selection process met the goals set in the RFP.

Court Input Remains Important

While the major task of choosing a vendor is complete, there are key roles for the courts to fulfill in making sure that the e-filing and the EDMS system meets both filer and court needs. We'll need court participation in the following areas:

1. **System configuration:** The solution's high degree of flexibility allows the system to be configured to best meet the needs of Michigan trial courts. SCAO will need help defining the standard configuration used by filers and EDMS workflow options available for courts to choose from.
2. **Modifications:** As questions arise regarding modifications that directly relate to court usage, we will be soliciting input from selected representatives during the build-out process. These questions might relate to the "look and feel" of the user interface and other issues that inevitably must be addressed because of the complexity of our judicial system.
3. **Communications and outreach:** As the key users of the statewide e-filing system, SCAO and ImageSoft will work with courts to develop a communications and outreach strategy that makes sure court users are fully informed about the new system, receive easy access to training, and make effective use of it.
4. **Ongoing governance:** Technology changes at a dizzying pace, so the e-filing platform will undoubtedly need to be changed and enhanced over time. SCAO will count on court staff to identify potential enhancements for consideration based on their usage and possibly serve on a committee to review and set priorities for implementation of such items.

We will be providing more information in the coming weeks regarding how you can participate in each of these activities.

Next Steps

The implementation of e-filing will be completed in a series of multiple phases, the first of which will focus on the conversion of the five pilot courts (3rd, 6th, 13th, 16th, and 20th Circuit Courts) to

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the statewide solution. The identification of courts for subsequent phases will be based on various factors, including complexity and readiness. In collaboration with our new partner, we will be gathering information that will help determine where each court fits in the project timeline. We thank you in advance for providing information about your court as it will be critical in establishing a clear path forward.

Statewide e-filing and EDMS are the biggest changes in a generation for Michigan's judicial system. With input from our courts, this initiative will be a great success, helping filers gain from the convenience of filing from anywhere at any time and helping courts be more efficient in providing even better service to the public.