

Business Requirements		Priority M-Mandatory (for small claims and other case types) M(SC) - Mandatory for Small Claims only D-Desired F-Future
1.0 General eFiling System Requirements for Trial Courts		
1.	The system (eFiling system) must be Web-based and accessible over the internet through a web-browser and must also support mobile devices. The system must not be dependent on any browser plug-ins to be downloaded for the application to work.	M
2.	The system must be scalable and be able to support users, statewide. The system must be capable of resource pooling based on the number of concurrent users logged into the system and be capable of assigning priority access based on user profiles/roles (e.g. Judge).	M
3.	The system must be accessible from the NH Judicial Branch Portal and also on public access terminals (public computer with internet connection) at every court location in NH.	M
4.	The system must allow for quick and easy configuration for all case types (Small Claims, Civil, Criminal, etc.). This must include items such as navigation, look and feel, fees, questions, forms, alerts, business rules/court policy, etc.	M
5.	The system must allow for easy customization of Web-based forms (e.g. Complaint) and Guided Interview Questionnaires.	M
6.	The system must be ECF (Electronic Court Filing) 4.0 conformant.	M
A. User Interface and Display		
1.	The system must have a common, consistent end user Web interface.	M
2.	The system must provide a consistent and user-friendly interface that allows for rapid data entry for the filers to file cases and for the court staff to review and process filings.	M
3.	The system must provide a user interface that operates in the same manner for similar functions with the same look and feel, and support consistent data entry and maintenance.	M
4.	The system must provide a user interface which minimizes screen scrolling as much as possible.	M
5.	The system must provide the capability to mark or highlight all required data items on a data entry page.	M
6.	The system must provide the capability to prevent read-only data items from being modified.	M
7.	The system must provide the capability to highlight input errors (e.g. missing data, incorrect format, DOB is in the future) and prompt user for correction.	M
8.	The system must provide the capability to display clear error messages that can help a user understand and resolve the encountered error.	M
9.	The system must provide proper validation to prevent invalid data from being entered or saved in the system.	M
10.	The system must provide the capability to prompt the user to save or cancel if user attempts to log out of system with unsaved changes.	M
11.	The system must provide the capability to dynamically display functions and capabilities consistent with the user's privileges (e.g. Add, View, Edit, Delete).	M
12.	The system must provide the capability to display dynamic dropdown pick lists, where the value chosen from one list determines the list of values on another list.	M
13.	The system must provide the capability to alert the user of certain special conditions (e.g. this is a in-camera review document, sealed document).	M
14.	The system must provide the capability to provide data entry formatting in applicable input fields (e.g. phone number, DOB). The system must allow for both calendar widget pick as well as direct data entry in the fields.	M
15.	The system must provide the capability to alert the user of certain special conditions/requirements.	M

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16.	The system must provide the capability to provide an edit mask or validation on appropriate input fields to facilitate data entry and ensure accuracy.	M
17.	The system must provide the capability to customize or set up court specific menus or menu bars.	M
18.	The system must support multiple major browsers such as IE, Firefox, Chrome, etc.	M
	B. Navigation	
1.	The system must provide the capability to prompt the user for confirmation upon a user requested "save" or "cancel" action.	M
2.	The system must provide the capability to alert a user if an attempt is made to exit the screen without saving data.	M
3.	The system must provide the capability for users to choose a displayed page other than the system default page from a pre-defined list of pages.	M
4.	The system must provide the capability for users to choose their landing page upon successful login.	M
5.	The system must provide the capability for users to customize their screens.	M
	C. Security and Access Rights Management	
1.	The system must allow for multiple methods of authentication - LDAP, Active Directory, Form based authentication, etc.	M
2.	The system must support single sign-on and allow users to enter user id and password only once and access the efilng application from the portal.	M
3.	The system must provide the capability to authenticate incoming connect request by username and password.	M
4.	The system must provide the capability for registered users to recover/reset their username and password.	M
5.	The system must provide multi-level security to control access.	M
6.	The system must provide the capability to ensure that a user, once authenticated, can perform operations (view, add, update, delete) on the data and only the data he or she is authorized to access.	M
7.	The system must provide administrative functions allowing authorized users to delete a user but retain all history associated with the user's activity.	M
8.	The system must provide for the capability to designate users as administrators and to change those who have that designation by a super administrator.	M
9.	The system must provide administrative functions allowing authorized users to lock a user out of the system or unlock a user to allow user to re-gain access.	M
10.	The system must provide for role based access control - only authorized users will be able to see or view certain information (e.g. sealed documents).	M
11.	The system must provide administrative functions allowing authorized users to manage users' access rights. The administrative functions will include but not be limited to grant/revoke security roles to/from a user, view granted roles (group) and associated access rights, search user by pre-defined search criteria.	M
12.	The system must provide administrative functions allowing authorized users to manage security roles (groups). The administrative functions will include but not be limited to view existing roles (groups) and associated access rights, create a new role (group), grant/revoke access rights to/from a role, view users with the role.	M
13.	The system must provide the capability to configure the system time out feature based on NHJB policy (TBD).	M
14.	The system must provide the capability to automatically disconnect a user from the system after a pre-configured timeout criteria (based on NHJB policy) is met.	M
15.	The system must provide the capability to ensure screens, functions or menu items are only visible to authorized users.	M

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16.	The system must provide the capability to ensure that sensitive or confidential information on any displayed page is only viewable by users with the required authorization.	M
17.	The system must provide the capability to provide secure electronic transmission as required by generally accepted security protocols.	M
18.	The system must provide the capability to log security violations.	M
19.	The system must have security and control features that detect and prevent unauthorized access to the system.	M
20.	The system must allow security changes made by security administrators to take effect immediately or at a specified time.	M
21.	The system should provide the capability for security administrators to terminate a user's session immediately.	M
22.	The system must allow administrators to assign a user to multiple groups.	M
23.	The system must provide the capability to allow security to be managed by multiple administrators so each administrators can manage their own court if needed.	M
24.	The system must provide the capability for security administrators to define security roles which control user's abilities to access screens, data and perform system functions.	M
25.	The system must encrypt passwords and prevent password from being displayed and printed.	M
26.	The system must require the password be changed at defined intervals and allow password reset time to be different based on user security roles.	M
27.	The system must provide the capability to prevent printing of designated information even by users authorized to view such information.	M
	D. Code Table Management	
1.	The system must allow for configuration and management of code values for the eFiling system.	M
2.	The system must provide the capability to allow authorized administrators to maintain code values used to configure the proper functioning of the application.	M
3.	The system must provide the capability to allow authorized administrators to expire codes for future selection without impacting cases already using these codes.	M
4.	The system must provide the capability to set future effective dates for codes.	M
5.	The system must provide the capability for courts to share the same code values if so desired.	M
6.	The system must provide the capability to search code tables.	M
7.	The system must provide the capability to modify description of codes without impacting cases using these codes.	M
8.	The system must provide the capability to allow each organization unit (e.g. circuit court, superior court) to set up and maintain their own code values based their specific needs.	M
9.	The system must provide the capability to have subgroups of code values, e.g. civil case types vs. criminal case types.	M
10.	The system must allow for court staff or filer to be able to enter by code description or by code (e.g. 1st Degree Murder or 630:1-a) and have the system auto-populate the required code values or description depending on what is entered.	M
	E. Audit Trail	
1.	The system must track all failed connect requests including date/time, IP address, browser type and version.	M
2.	The system must track user actions requiring auditing based on business rules. Tracking must include but not limited to action date/time, user who performed the action, action taken or changes made, business entities affected by this action, field values before and after changes are made, etc.	M

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3.	The system must allow authorized users or administrators to search and view the audit log as well as the archived audit logs.	M
4.	The system must provide the capability to archive audit logs.	M
5.	The system must provide the capability to determine who did what and when for any add, change, delete actions performed in the system	M
F. Search (Judicial Branch Users)		
1.	The system must provide the capability to support searching by metadata (e.g. case type, case ID, transaction ID, case name, filing date)	M
2.	The system must allow the user to configure how many search results they can view per page.	M
3.	The system must provide the capability to support simple and advanced searches (or quick and complex searches).	M
4.	The system must provide the capability to sort search results based on relevancy.	M
5.	The system must provide the capability to sort search results on the fly.	M
6.	The system must provide the capability to display search results along with the metadata used in search.	M
7.	The system must allow users to perform searches using a combination of search criteria.	M
8.	The system must provide the capability to filter search results.	M
9.	The system must support wild card search and exact match search.	M
10.	The system should allow for search results to be saved in other file formats like PDF or Excel.	M
11.	The system must allow for Soundex searches.	D
G. Help and Documentation		
1.	The system must provide an option for the filer to take a self-help tutorial (e.g. How to efile?).	M
2.	The system must allow users to access documentation online.	M
3.	The system must provide the capability for authorized users to define and maintain content of the help.	M
4.	The system must provide the capability to have online help accessible from each screen.	M
5.	The system must support an online tutorial where relevant.	M
6.	The system must provide online FAQ functionality.	M
7.	The system must provide online screen-level help.	M
8.	The system must provide an online user manual.	M
9.	The system must have capability to provide on-screen help for individual fields.	M
10.	The system must have the capability to make court-specific documentation, policies, procedures, statutes, court rules, etc. accessible on the help menu.	M
11.	The vendor must provide a data dictionary detailing data stored in the system.	M
12.	The vendor must provide a data model detailing data stored in the system.	M
13.	The system must provide an online-chat capability for filers and court staff to ask any technical questions in real-time with the vendor (within business hours).	D
H. Reporting		
1.	The system must support standard (pre-defined) and ad hoc (user defined) reporting.	M
2.	The ad hoc reporting system should be user-friendly with GUI based screen(s) for creating customized reports without the need for in-depth knowledge of SQL or the database schema.	M
3.	The system must provide the capability to schedule reports to run at specific time.	M
4.	The system must make reporting data model available for authorized users to create own reports.	M
5.	The system must provide the capability to download report data to PDF, Word or Excel.	M

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1.1	eFiling system (Electronic Filing for Trial Courts)	
A.	Registration	
1.	The system must allow the filer (e.g. Pro Se, Attorney, Business, Governmental Entities (Municipalities, Counties, State Agencies, etc.)) to register on the eFiling system and select a username and password for filing cases online with the NH courts.	M
2.	The system must allow the filer to select the type of filer (e.g. Pro Se, Attorney, Business, Governmental Entities (Municipalities, Counties, State Agencies, etc.)) and require authentication of filer type based upon business rules. (e.g. valid bar number, corporate resolution)	M
3.	The system must allow the legal staff of a law firm to be able to register under the law firm.	M
4.	The system must prompt the filer to accept the disclaimer and terms and conditions before registration is complete.	M
5.	The system must be able to automatically accept or reject registrations based on configurable business rules.	M
6.	The system must allow the filer to update registration information (e.g. address, phone number, email address).	M
7.	The system must allow the filer to use the same registration (username and password) for filing future trial court cases with the NH courts.	M
8.	The system must allow for integration with a central user ID management for authenticating users in the future with single-sign-on (e.g. A filer can use the portal registration ID and password to access eFiling).	M
9.	The system must allow for capture of year of birth during registration for age validation and party matching, wherever applicable.	M
10.	The system must validate if the filing attorney's NH Bar Number is active. The system must be able to validate with the NHBA (New Hampshire Bar Association) CMS system on a real-time basis (e.g. through a web-service call).	F
11.	The system must provide the capability to disallow a person to register as an attorney if the NH Bar Number is inactive or suspended, as may be determined by NHJB court policy.	M
12.	The system must display a message with the reason for rejecting a registration.	M
13.	The system must allow the filer to maintain the filer's profile information (e.g. address, phone number, firm affiliation, email address).	M
14.	The system must have the capability to allow/reject registration based on business rules that can be configured.	M
15.	The system must send a confirmation email after a filer has registered successfully with the system.	M
16.	The system must have the capability for the court staff/admin staff to approve or reject new registrations.	M
17.	The system must have central administration capability to add, edit and delete court users/staff with appropriate rights management - Judge, Centralized Staff, Local Court Staff, etc.	M
B.	Login	
1.	The system must allow filers, court staff, and judicial officers to login using their approved username and password.	M
2.	The system must allow filers, court staff and judicial officers to recover/reset their username and password.	M
C.	Case Search by Filers for Their Cases	
1.	The system must allow filers to perform a case search by Case #, Case Name, Transaction ID, Party Name, Filing Date, etc.	M

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2.	The system must return the search results with links to case details and case documents (e.g. clicking on the case # could display the Case Summary Screen from Odyssey along with links to related case documents).	M
	D. Case Filings (Case Initiation/Response/Pleadings)	
1.	The system must allow staff of a law firm to be able to create and prepare the case filings on the attorney's behalf and save them for later access by the attorney to review, sign, and submit the case.	M
2.	The system must give the filer the option to file "new" cases as well as file to an "existing" case (e.g. Motions, Affidavits, Pleadings).	M
3.	The system must allow the filer to file to an existing case by entering the Case #, Transaction ID or Case Name. The system must display the case summary information (e.g. party, case type, case #, filing date) from the CMS as well as events/registry of actions (ROA). The system must provide the capability to filter the events/registry of actions by document type, filer, date/date range, etc.	M
4.	The system must be capable of providing the filer with a choice of Web-based form filing or guided interview based case filing and be able to upload documents for that case (e.g. Military Affidavit, POA).	M
5.	The system must provide the capability for the filer to fill out Web-based forms directly by-passing the Guided Interview questions.	M
6.	The system must display, at/near the beginning of filing, the appropriate fees for the case or pleading being filed along with an explanation of the fees and payment options.	M
7.	The system must have the capability to display a message to the filer based on business rules that the relief they are seeking is not available on-line (e.g. ex-parte filing).	M
8.	The system must allow the filer to file multiple cases/pleadings without having to log back in.	M
9.	The system must provide the capability to allow the filer to file multiple cases in the same session on behalf of the same plaintiff. The system must pre-fill all the plaintiff information and prompt the user to add the defendant information and upload documents, if any.	M
10.	The system, wherever applicable, must be capable of providing an option for the filer to indicate time/date availability for a hearing.	M
11.	The system must auto fill filer information where appropriate/necessary based upon the filer's registration profile (e.g. name, address).	M
12.	The system must alert user upon click of submit button that once submitted the user has filed their new case or pleading with the court.	M
13.	The system must be able to generate the required forms automatically (e.g. small claim complaint, pleadings) with pre-filled data once the guided interview is completed.	M
14.	The system must prompt the user to provide proof of authority if filing on behalf of a corporation, any other person or entity. Such proof may be provided by a guided interview questionnaire or by upload of the appropriate documentation.	M
15.	The system must prompt the non-attorney user to provide information related to court rules (e.g. District Division Rule 1.3D or any substantially similar rule) if filing on behalf of another person or entity. Such proof may be provided by a guided interview questionnaire or by upload of the appropriate documentation.	M
16.	The system must allow for the capture of multiple plaintiffs and/or defendants in one case.	M
17.	The system must allow the filer to file a response and link to one or multiple events (pleadings) on a case and select the type of document they are filing. (e.g. Filing a response/objection to Motion 1 and Motion 2)	M

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18.	The system must filter the list of responses based upon selected pleading and business rules. (e.g. Objection to Attach if there was a Petition to Attach filed/requested). This only applies to the filer who is filing a response to a existing pleading.	M
19.	The system must provide the capability to allow the filer to indicate the need for interpreter/translator (e.g. having a checkbox) and also to select the appropriate language for future hearings.	M
20.	The system must display a notification or explanation of fees (filing and payment type options) if the Defendant/Respondent/3rd party filer is filing a counterclaim.	M
21.	The system must allow defendant/respondent to file a response to the original complaint. The system will guide the defendant/respondent through a series of questions to file the answer and automatically generate the response form in PDF or fill out the Web-based form.	M
22.	The system must allow filers to upload documents.	M
23.	The system must provide an option for filers who are registered/ logged in as attorney to file an Appearance on behalf of a party or parties and by-pass the authorization requirements (Power of Attorney, Corporate Resolution) of any applicable court rules.	M
24.	Unless registered/logged in as an attorney or self-represented individual, the system must prompt the user to upload certain court required documents (e.g. proof of authority if filing on behalf of a corporation, any other person or entity).	M
25.	Unless registered/logged in as an attorney or self-represented individual, the system must prompt the user for information related to court rules, such as District Division Rule 1.3D (documents which indicate the number of times a non-attorney has appeared in court on behalf of someone else and which represent that the filer is a person of good character) and Probate Division Rule 14 if filing on behalf of a corporation, another person or entity.	M
26.	The system must alert user on click of submit button that once submitted the user will have filed/answered a legal action or pleading.	M
27.	The system must validate the case # against the CMS and pre-populate the fields (meta-data) on the standard forms based on the case # entered.	M
28.	The system must provide the capability to allow the filer to re-open a closed case (brought forward in Trial Courts).	M
29.	The system must force the filer to update parties' contact information if the filing is on a closed case.	M
30.	The eFiling system must provide the capability to automatically generate additional documents (e.g. instructions for the plaintiff for service of process) based on the filing type and make them accessible for the filer.	M
31.	The system must provide the capability to send a copy of the filing document by email to additional parties, if necessary.	M
32.	The system must provide the capability for a party to waive formal service of process for that case.	M
33.	The system must provide the capability to allow county attorneys, attorneys, pro se parties, public defender, Attorney General's Office, appellate defender, etc. to file their appearances on one or multiple cases with a click of a button.	M
34.	The system must provide the capability to allow the parties to file documents while the court is in session and to be routed in real-time to the "Judge's Bench" work queue. The system must provide the capability to allow the filer to flag such documents (e.g. check box for "In Court Filings").	M
E.	Interview Based Questionnaire	
1.	The system must allow for easy customization of questions (guided interview) by an administrator on the eFiling system. The system must provide drop down values for easy selection where dictated in the questionnaire.	M

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2.	The system must allow the administrator to customize the guided interview questions as mandatory or not, such that a failure to respond to a question(s) deemed to be mandatory will prevent the filer from moving to the next question or filing the intended document/pleading.	M
3.	The system must provide capability to enter text in "Rich Text" format in the text area boxes as part of the questionnaire.	M
4.	The system must have the capability of limiting the court in which the case would be filed.	M
4.1.	The system must have the capability of limiting the court in which the small claim would be heard by RSA 503:3-a and 503:3-b and District division rule 4.3 (i.e. prompt filer with options based off of plaintiff address, defendant address and/or location of event if defendant not resident of NH).	M (SC)
5.	The system must prompt filer to indicate if the complaint involves a trust, estate, conservatorship or guardianship (RSA 547:3-l).	M
6.	The system must have capability to add additional court locations/divisions to available courts (in the drop down) if the complaint involves a case that is heard in that court location/division.	M
7.	The system must notify (e.g. pop-up) the filer of any case related alerts based on answers to questions specific to particular case types.	M
7.1.	The system must notify (e.g. pop-up) the filer if the claim is subject to mandatory mediation if claim amount is between \$5001 and \$7500 and also alert the filer of jury trial if the amount is greater than \$1500.	M (SC)
7.2.	The system must alert the filing party that if the claim exceeds the jurisdiction of small claims they may continue with the small claims process on condition that they waive any amount above the jurisdiction of small claims. The system must provide the filer with a means by which to waive that added amount. (e.g. plaintiff is owed \$10,000 and the jurisdiction limit is only \$7,500, the system must alert the party that they are waiving the \$2,500 in total amount owed.)	M (SC)
8.	The system must alert the filer if any of the mandatory questions are not answered completely and should not allow the filer to submit the filing.	M
F.	Web-Based/Online Forms	
1.	The system must provide the capability to enter case/pleading information (e.g. complaint info) directly into a Web-based form (e.g. small claims complaint form) and generate the PDF version automatically.	M
2.	The system must be able to validate the data entry based on court rules/business rules.	M
2.1.	The system should not accept the filing if the claim is more than \$7,500.	M (SC)
3.	The system must allow the administrator to customize the fields as mandatory on the web-based forms.	M
4.	The system must allow user to select Web Based Case Filing (mainly for attorneys) or Guided Interview Based Case Filing (mainly for self-represented).	M
5.	The system must have the capability of limiting the court in which the case would be filed.	M
5.1.	The system must have the capability of limiting the court in which the small claim would be heard by RSA 503:3-a and 503:3-b and District division rule 4.3 (i.e. prompt filer with options based off of plaintiff address, defendant address and/or location of event if defendant not resident of NH).	M (SC)
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8.2.	The system must alert the filing party that if the claim exceeds the jurisdiction of small claims they may continue with the small claims process on condition that they waive any amount above the jurisdiction of small claims. The system must provide the filer with a means by which to waive that added amount. (e.g. plaintiff is owed \$10,000 and the jurisdiction limit is only \$7,500, the system must alert the party that they are waiving the \$2,500 in total amount owed.)	M (SC)
9.	The system must alert the filer if any of the mandatory questions are not answered completely and should not allow the filer to submit the filing.	M
G. Upload Documents		
1.	The system must allow for the upload of supporting documents in PDF or Word (e.g. Affidavits, Exhibits).	M
2.	The system must allow the filer to select a document type (e.g. Affidavit of Military Service) from a drop down list before uploading a document to the case.	M
3.	The system must have a visual display of the documents that were uploaded.	M
4.	The system must provide the capability to delete or edit a document that was uploaded by the filer (before submission).	M
5.	The system must provide the capability to convert documents into PDF format automatically at the time of document upload.	M
6.	The system must provide the capability for the filer to flag a document as sensitive or redacted and select reason(s) from the drop down (e.g. contains SSN, bank account #). The system must display a message to the filer consistent with filing sensitive documents per NHJB privacy policy.	M
7.	The system must allow the filer to enter any additional comments for the document being filed.	M
8.	The system must allow the filer to flag whether the document being uploaded is an original or a copy.	M
H. Service Options		
1.	The system must provide the capability to allow the filer, on certain case types, to select the service option based on the applicable law (e.g. US Mail, Certified Mail).	M
2.	The system must provide the capability of displaying any messages concerning additional fees (e.g. Sheriff fees).	M
I. Review Filings		
1.	The system must allow the filer to "view" the completed filing /pleading as well as supporting documents before submission.	M
2.	The system must allow the filer to "edit" the filings/pleadings and supporting documents before submission.	M
J. Payment/Fees		
1.	The system must auto assess total fees based on amount of claim or the type of document type/filing type selected as determined by court rule, statute or other.	M
2.	The system must seamlessly integrate with the state's merchant card processing vendor - TBD (through a secured payment hosted page or APIs) and allow for the filers to pay the appropriate fees online. The system will direct filers to the merchant card processing vendor's hosted payment page for transaction processing and re-direct the filer once a payment is made.	M

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3.	The system must secure all data exchanged with the merchant card processing vendor using HTTPS links and with 256 bit encryption strength.	M
4.	The system must provide the capability for the NHJB to allow the filer to file without payment if the payment option selected is "Pay at Court" or if no payment is required by law. These filings will be displayed in a separate queue for the court staff to review and process.	M
5.	The system must provide the capability for the filer to submit certain cases without submitting payment online and to place any such filing in the court staff review holding queue (e.g. Ex Parte Petitions/requests) Note: Other rules may be developed for specific case types.	M
6.	The system must provide a confirmation code/message once payment is approved.	M
7.	The system must be able to allow select state agencies to file cases with "zero" court filing fees.	M
8.	The system must provide the capability to allow the filer to submit case filings without payment if "Motion to Waive Fees" is filed with the original case filing.	M
9.	The system must provide the capability to automatically prompt the filer with additional questions regarding additional fees for particular case types. This fee will then be automatically added to the total filing fee (e.g. Guardianship, \$6).	M
10.	The system must be PCI compliant.	M
11.	The system must accept XML transaction data from the merchant card processing services vendor for consumption by the CMS. The XML data will include: Authorization code, payer's first and last name, payer's address, payment amount, payment type, and payment date/time.	M
12.	The system must create an online receipt that can be printed and/or saved as a file by the filer.	M
13.	The system must provide a payment holding queue in scenarios when the CMS is offline (e.g. closing of the till) and not available to accept transaction data. Holding payments in a queue should NOT prevent cases from being created.	M
14.	The payment holding queue must have the capability to be manually activated and de-activated by court staff as needed. The queue will be active when the CMS is offline (e.g. during the time when tills are being reconciled, and/or during end-of-month and end-of-year reconciliation periods).	M
15.	The system must be able to send payment data to multiple tills in the CMS and be configurable. Note: More than one till will be opened to accommodate the filings.	M
16.	When the payment holding queue is manually deactivated, all payment data in the queue must be sent to the CMS automatically.	M
17.	The payment queue must be configurable: 1) To schedule automated activation and deactivation of the queue, and to 2) To determine the appropriate payment till to use in the CMS system. The parameters for determining the correct till are date, time, day of the week, month, and year.	M
18.	The system will automatically use the correct payment till based on the configuration settings whenever the payment queue has not been manually activated.	M
19.	When the system attempts to send data to the CMS and the CMS is unable to accept data (i.e., it is offline or not functioning), court staff will receive notification that such an event has occurred. This notification should be an on screen display and an email alert to appropriate staff.	M
K.	Electronic Signature	
1.	The system must provide the capability for the filer to sign electronically based on the standards set by the NHJB which may include "/s/" and/or a graphical representation of signature.	M

Business Requirements		Priority M-Mandatory (for small claims and other case types) M(SC) - Mandatory for Small Claims only D-Desired E-Future
L. Save		
1.	The system must provide the capability for the filer to save the case before submitting it to the courts.	M
2.	The system must provide the capability for the filer to save at any point in time (temporary saves) while filing a case/pleading.	M
M. Submit Filings		
1.	The system must display a message and prompt the filer to accept the terms and conditions before submission.	M
2.	The system must provide an option to "save and archive" or "cancel" the case if the filer doesn't accept the terms and conditions for submission.	M
3.	The system must provide an option to display a message saying "the case may not be further processed" if the filer has not paid any filing fee(s) in full except for filings identified as exclusions (e.g. Ex Parte).	M
4.	The system must automatically send confirmation email (eNotify) of case filed with the courts with the filing date/time and Case # assigned, if available.	M
5.	The system must automatically send confirmation email (eNotify) of pleadings filed with the courts with the filing date/time.	M
6.	The system must automatically create a docket entry in the Odyssey CMS when a file is submitted and display the Case # and Case Status (e.g. Accepted) in the eFiling system unless the filing fee has not been paid or other business requirements are not met.	M
7.	The system must auto generate a unique transaction ID for the submission and auto stamp the documents (including uploaded documents) with that transaction ID.	M
8.	The system must have the capability to generate barcodes/QR codes and auto stamp the documents (including uploaded documents).	D
9.	The system must allow the filer to send an email/notification to other parties of any pleadings filed on a case.	M
10.	The system, after a case or pleading has been submitted successfully, must auto stamp (human readable) the document with Filing Date and Time, Case #, Clerk Signature and Court Name and store and index in the DMS.	M
N. My Filings		
1.	The system must provide a dashboard of all filings and/or cases in which the filer is a named party or a participant. This only applies to cases or pleading filed through the eFiling system.	M
2.	The system must provide the capability for filers to view but not edit all cases and associated court documents along with the status of that filing, docket #, filed/submitted date, next hearing date, etc.	M
3.	The system must provide the capability to perform a search on the cases filed by the filer. The search may include filters such as Case #, Parties, Case Name, Filing Date Range, Case Category, Court, Next hearing date, Pleading Type, etc.	M
4.	The system must allow the filer to access the official electronic court copy (stamped copy) through a link displayed next to their case (e.g. Official Court Copy of the Complaint).	M
5.	The system must allow the filer to click on the Case # and view the Case Details Summary (read-only page populated from Odyssey).	M
O. Court Staff (Review and Process)		
1.	The system must have individual secure logins for court staff and judges to login, review, accept and reject filings.	M
2.	The system must provide the court staff/judge with a filing review screen. Examples of columns displayed on the review screen may include: Date Filed, Case Type, Document Type, Case #, Court, Status, Alert (e.g. Pay at Court, Ex Parte).	M

	Business Requirements	Priority M -Mandatory (for small claims and other case types) M(SC) - Mandatory for Small Claims only D -Desired F -Future
3.	The system must allow the court staff/judge to assign/transfer filings for review to other staff's or judge's work queue (e.g. to transfer a filing to a different court or another location). Please provide screenshots of this functionality.	M
4.	The system must provide the capability for the Court Staff to notify (eNotify) the filer (by email and on the eFiling system) of any missing or insufficient information.	M
5.	The system must be able to sort/queue filings by the different column headings (e.g. filing date, court, status).	M
6.	The system must allow multiple court users to be able to access the same queue at the same time and display only the filings based on their user roles and privileges (e.g. Concord District Court Staff can only see Concord case filings in the Review Queue whereas a centralized court staff will be able to see all case filings coming in through the eFiling system).	M
7.	The system must make filings unavailable/locked for other court staff to edit or process once a staff user has selected a filing from the queue and is working on the filing.	M
8.	The system must allow the court staff the ability to assign various statuses to filings (e.g. pending).	M
9.	The system must allow court staff the ability to print the filings.	M
10.	The system must have the capability to automatically stamp the filing with a Return Date based upon business rules (e.g. 30 days from the date of processing), Court Seal and Clerk's signature.	M
10.1.	The system must allow court staff the ability to regenerate the complaint with a new Return Date for filings that have been returned as undelivered .	M(SC)
11.	The system must alert the Court Staff that a response includes a request for a jury trial.	M
12.	The system must allow court staff the ability to upload/attach any documents (e.g. Official Court Notices or Court Orders) to a particular case and be accessible to both parties on the case to view and print.	M
13.	The system must provide the capability to configure who can view incoming case filings based on user roles and permissions (e.g. court, filing type).	M
14.	The system must automatically eNotify parties (by email and on the eFiling system) of new case events created in Odyssey (e.g. status change, hearing scheduled, orders issued).	M
P.	eDelivery	
1.	The system must provide the capability to deliver electronic copies of party filings and court documents (orders, notices, etc.) and electronic notifications to the parties through the eFiling system.	M
Q.	Work Queues/Work flows	
1.	The system must provide the capability to create unlimited individual work queues (e.g. Judge, Staff, Clerk) as well as unlimited shared work queues (e.g. court staff).	M
2.	The system must be intelligent and capable of automatically moving cases to respective work queues based on business rules (e.g. if the filing has a military affidavit showing the defendant is in active service).	M
3.	The system must provide the capability for the administrator to configure and create workflows (e.g. automatically routing cases to a judge for review if ex parte, routing cases to a court staff or particular court for scheduling). Please describe your workflow functionality and provide sample screenshots.	M
4.	The system must provide the capability for parties to send documents to each other through the eFiling system (e.g. plaintiff sending a copy of the motion filed to the defendant). Please provide sample screenshots of your workflow between parties.	M

	Business Requirements	Priority M -Mandatory (for small claims and other case types) M(SC) - Mandatory for Small Claims only D -Desired F -Future
R.	Print	
1.	The system must provide functionality to view and print case filings/documents based on user authorization and access rights (e.g. only parties on the case will be able to print their case for free).	M
S.	Acceptance of Service	
1.	The eFiling system must provide the capability for a party on the case to accept service electronically (e.g. self-serve divorce petitions). The eFiling system will require the user to verify their identify and accept the disclaimer (TBD) that they are waiving formal service of process.	M
T.	Notice Generation	
1.	The EFM must provide the capability to automatically generate notices based on actions performed by the Court Staff and business rules. The notice may include the case #, clerk's signature, date and time stamp, return date, etc. on the notice. Please describe your automatic notice generation functionality and provide relevant screenshots in your response.	M
U.	Notification/Alerts	
1.	The system must provide the capability to generate and display alerts on the eFiling system based on certain events/statuses and must be configurable (examples of events: acceptance of filing, hearing date scheduled, Notice of Decision issued, Court Order issued, Defendant Notice issued, Counterclaim, Voluntary Non-Suit). Please describe your notification/alerts functionality and provide relevant screenshots in your response.	M
2.	The system must provide the capability to send alerts (email/text) to parties (if they choose to receive them at the time of registration) based on certain court events (examples of events: acceptance of filing, hearing date scheduled, Notice of Decision issued, Court Order issued, Defendant Notice issued).	M
3.	The system's EFM must provide the capability to notify the parties (by email/text and as alert on the eFiling system) when something has been updated on their case (e.g. notifying the plaintiff when the respondent has filed on that case).	M
4.	The system must provide the capability to alert the staff if the filer has identified any special needs (e.g. Interpreter Requested).	M
5.	The system must provide the capability to alert the staff if the case is subject to mandatory mediation based on court rules.	M
6.	The system must provide the capability to alert the court staff and the judges on their work queue when an ex parte relief is requested.	M
7.	The system must provide the capability to alert the staff (email and display on the system) that the filing is past due based on business rules (e.g. if a motion was filed past the deadline).	M
8.	The system must provide the capability to alert the staff if either party indicates they need an extended hearing pursuant to established business rules.	M
9.	The system must provide an alert to the court staff when an objection is filed to a petition to attach or ex parte attachment that require it to be scheduled within 14 days.	M
10.	The system must provide an alert (e.g. email alert) to parties regarding retrieval of exhibits presented during a case according to NHJB policy. (e.g. alert notifying the party that they have 15 days to collect their exhibits).	M
V.	Reports	
1.	The system must allow authorized staff to generate standard reports from the eFiling system - examples include: Daily Case Filings (by Court, Type, Claim Amount, Case #, Defendant, Plaintiff, Status, etc.), Financial Reports. Please provide a list of standard reports along with screen shots/sample reports available in your system.	M
W.	Integration with CMS (Odyssey)	
1.	The eFiling system must integrate with the trial courts Odyssey CMS (ODY).	M

	Business Requirements	Priority M -Mandatory (for small claims and other case types) M(SC) - Mandatory for Small Claims only D -Desired E -Future
2.	The eFiling system (EFM) must create an automatic docket entry and update the CMS (with filing data, case event, case status, etc.) once the filer submits a new case or pleading . This is with or without clerk/staff review.	M
3.	The eFiling system (EFM) must create an automatic docket entry of filing fees paid and update the Odyssey CMS once the filer submits a new case or pleading on the eFiling system. This is with or without clerk review.	M
4.	The eFiling system (EFM) must return case #, case events/updates (e.g. status, filing date, accepted date, hearing date) generated in the Odyssey CMS back to the eFiling system.	M
X.	Integration to Document Management System	
1.	The system's EFM (Efilng Manager) must be capable of integrating with the state of NH's future stand-alone DMS (TBD) and provide access to electronic case documents from the eFiling system through a link. Please describe your integration with stand-alone DMS systems (e.g. OnBase, Alfresco, Intellidact)	M
2.0	e-Portal for NHJB (including Trial Courts and Supreme Court)	
1.	The vendor must provide a Web-based Portal - ePortal for the public to access various online services/applications. This ePortal will be the landing page for all online services offered by NHJB.	M
2.	The ePortal must be configurable to link future online services offered by the NHJB (e.g. Online Public Access for Case Search).	M
3.	The ePortal must have the capability to provide a common registration/login feature and provide a single-sign-on for access to different online services. (e.g. logging into the ePortal should not require the filer to login again to the eFiling system).	D
4.	The ePortal must allow for links to be displayed. This may include specific court rules and/or statutes for reference (e.g. link to NH.gov).	M
A.	Courtroom Check-ins	
1.	The ePortal must provide the capability to allow for courtroom check-ins. The check-in process may be performed through a portable device like a tablet or a iPad or at kiosks located in the courthouse. The system will display and alert the courtroom staff/clerk or the court security officer in real-time if the defendant/party has not checked in to their courtroom.	D
B.	Witness Log	
1.	The ePortal must provide the capability for the public to enter their name, address, case #, SSN#, etc., and for witness to upload subpoena (if any) and to check-in at the kiosk. In the case of law enforcement officers, a badge # and the police department fields may be required.	D
2.	The ePortal must provide the capability to send the witness check-in data and the uploaded subpoena to the Attorney General or Judicial Council.	D
C.	Certified Copies	
1.	The ePortal must provide the capability for the user to request certified copies and select the case # , document type, and the number of certified copies they are requesting.	M
2.	The portal must provide the capability to calculate the total cost based on the number of pages requested and accept payment electronically.	M
3.	The portal must provide the capability to link to the online certification application (TBD) to certify documents electronically based on NHJB policy (TBD). If the vendor has an online certification application that can be accessed through the ePortal, please describe your solution.	D

Business Requirements		Priority M-Mandatory (for small claims and other case types) M(SC) - Mandatory for Small Claims only D-Desired E-Future
D.	Transcripts	
1.	The ePortal must provide the capability for a web link to the third party transcript provider (AVTranz) for users to request/order, pay fees, and print transcripts if already available.	M
E.	Copies of Audio	
1.	The ePortal must provide the capability for the user to request copies of court audio files. The system must prompt the user to fill out and submit a request form and payment (if necessary), electronically.	M
F.	ePay	
1.	The ePortal must host the NH's ePayment vendor link on the portal for the public to pay their court fines and fees electronically.	M
G.	Checklist/Links to Forms	
1.	The ePortal must provide the capability for quick links to access all court forms electronically and for printing of those forms.	M
2.	The ePortal must provide the capability to display a checklist for filing different case types. The checklist can be a simple upload of PDF document for the different case types.	M
H.	Court Rules/Statutes	
1.	The ePortal must provide the capability for easy access links to NH court rules and statutes.	M
I.	Procedural Help ("How do I?")	
1.	The ePortal must provide links to FAQs for people seeking procedural help (i.e., "how do I?"). Examples include: Family Law Matters Civil Matters Small Claims Landlord-Tenant Criminal Matters Supreme Court Appeals Probate Matters	M
2.	The ePortal must provide the capability for a search feature to easily navigate through the FAQ.	M
J.	Request Reports	
1.	The ePortal must provide the capability for the public/media to request court reports - annual reports, statistical reports, performance measure reports, etc.	M
K.	Efiling	
1.	The portal must provide a quick link to the Efiling system/application for users to file cases electronically with the courts.	M
L.	Other links	
1.	The portal must provide the capability for a quick link to access the Child Support Calculator. This link is provided by the DHHS (Department of Health and Human Services).	M
M.	Directions/Phone Numbers	
1.	The portal must provide the capability to display general NHJB information with directions, maps and phone numbers for all courts in NH.	M