



## Request for Information

Forensic Navigator Case Management System

Posted: Monday March 2<sup>nd</sup>, 2026

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## Minnesota Competency Attainment Board's Commitment to Diversity and Inclusion

The Minnesota Competency Attainment Board, as a judicial branch agency, joins the State of Minnesota in its commitment to assuring diversity and inclusion in its public procurement process. The goal is to ensure that those providing goods and services to MNCAB are representative of our Minnesota communities and include businesses owned by minorities, women, veterans, and those with substantial physical disabilities. Creating broader opportunities for historically under-represented groups provides greater competition and additional options in the marketplace, creates stronger relationships and engagement within our communities, and fosters economic development and equality.

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## Introduction

The Minnesota Competency Attainment Board (MNCAB) was established within the judicial branch by legislative action in 2022 to administer a statewide, independent competency attainment system. See Minn. Stat. §§ 611.40 – 611.59. This includes certifying competency attainment programs across the state and utilizing forensic navigators to support individuals in the competency process.

MNCAB is interested in acquiring a fully functional case management system providing the following features: case intake & tracking, communications, document management, secure access control, robust reporting, dashboards, workflows, high availability and compatibility with non-proprietary data exchange API's. As a first step in identifying a Forensic Navigator Case Management System, MNCAB is issuing this Request for Information (RFI). MNCAB may choose to contract directly with a responder for amounts under \$50,000.00. For amounts over \$50,000.00, this RFI will not result in a contract, but the information obtained from responders may provide a basis for further procurement. There is no guarantee that any such further contract or procurement process will be issued.

MNCAB is not obligated to respond to any submission, nor is it legally bound in any manner whatsoever by the submission of a response. MNCAB does not have any liability to any responder for any costs or expenses incurred in connection with this RFI or otherwise. Any amendments to this RFI will be posted on the MNCAB website (<https://mn.gov/cab>).

## Purpose and Goal

MNCAB is considering the feasibility of migrating from our current case management system to a more, efficient, robust, flexible and purpose-built solution.

## Requested Features & Capabilities

1. System Architecture & Deployment
  - a. Cloud native
  - b. High availability
  - c. Secure, role-based access control via Microsoft Entra Single Sign On (SSO)
  - d. Disaster recovery and high availability features to ensure business continuity
2. Core Case Management Features
  - a. Centralized case tracking for the Agency
  - b. Automated workflows to support case progression and legal deadlines
  - c. User-friendly dashboards with real-time case updates
  - d. Advanced search and reporting capabilities for data analysis and compliance
  - e. Audit trails and logging for accountability and transparency
  - f. Compatibility with network printing and scanning
  - g. Ability to send e-fax
  - h. Multiple Operating System Compatibility (Windows 10/11, MacOS, iOS)

- i. Ability to create custom front end reports
- 3. Integration & Data Sharing
  - a. API Compatibility with MNCIS data integration services for e-filing, notifications and case queries
  - b. Microsoft Suite integration (Outlook, Word, Excel, OneDrive, Teams, SharePoint)
  - c. Email integration for streamlined case-related communications
  - d. Mobile application for secure, remote access by authorized users
- 4. Data Migration & Conversion
  - a. Ability to migrate data from MNCAB's existing case management system
  - b. Secure and efficient transfer of structured and unstructured case data
  - c. Data integrity preservation during migration
- 5. Security & Compliance
  - a. Compliance with CJIS, NIST, and federal security standards
  - b. Multi-factor authentication (MFA) for enhanced user access security.
  - c. Encryption for data at rest and in transit
  - d. Access logs and monitoring to ensure data integrity and security
  - e. Front end (GUI) menus/admin console for IT to perform administrative tasks
  - f. Role based access control synchronized with MNCAB EntraID
- 6. Support & Maintenance
  - a. Vendor-managed ongoing support and system updates
  - b. Customizable user training and onboarding programs
  - c. Scalable infrastructure for future enhancements
  - d. Defined service-level agreements (SLAs) for uptime and performance guarantees

It is the goal of this RFI to identify vendors capable of providing the Forensic Navigator Case Management System and to understand the options and costs associated with acquiring the system.

This RFI asks vendors to describe their case management system, and their ability to meet the above requirements for the Forensic Navigator Case Management System.

## Background

The Minnesota Competency Attainment Board is currently using a case management system that was originally developed for a partner state agency and MNCAB opted to utilize a customized version of the original system to expedite the Agency's ability to perform the core functions of our mission. Because the current system is using underlying code, data structures, workflows and user interface from an application developed with other requirements, many of the features needed for the type of case management MNCAB performs, are not ideally suited for the Agency's workflow. We seek to gain a better understanding of the feature differences, workflow logic and user interface of the commercial case management system marketplace. We also seek to determine the feasibility of migration to a new system and the total costs associated with the acquisition, implementation, and medium & long-term support costs.

## Information Requested

Vendors are asked to provide the following:

1. Company Overview
  - a. Name, address, and contact details
  - b. Overview of experience providing case management solutions for government agencies
  - c. Relevant certifications and compliance standards
2. Proposed Solution
  - a. Description of the system's architecture, capabilities, and user interface
  - b. Explanation of how the solution meets MNCAB's requested features and integrations
  - c. Approach to data migration from existing systems
  - d. Security and compliance measures implemented in the solution
3. Technical Capabilities
  - a. API documentation and third-party integration capabilities
  - b. Mobile application functionalities and supported platforms
  - c. On-premises and cloud deployment options
4. Implementation & Support
  - a. Estimated timeline for system deployment
  - b. Training, support, and maintenance offerings
  - c. Disaster recovery and backup solutions
5. Cost Estimates
  - a. General pricing structure (licensing, implementation, and ongoing support)
  - b. Scalable pricing models and cost-saving options

Vendors may be invited to provide a product overview and demonstration based upon the information provided in response to the RFI. MNCAB will contact vendors to schedule demonstrations. MNCAB reserves the right to cancel appointments if the vendor's product is deemed to be unacceptable, or if conflicts in scheduling occur.

## Instructions for Responding

We appreciate your consideration of the questions listed in this RFI. Please answer as completely and with as much detail as possible. Please submit responses via email to:

Darrell Hill – Technology Manager  
Minnesota Competency Attainment Board  
darrell.hill@mncab.us

**DEADLINE:** Please submit your response by 4:30 p.m. on Friday, May 1st, to the contact listed above.

Materials submitted in response to this RFI become the property of MNCAB. Costs associated with preparation of material for the response are the responsibility of the submitter.

### **Publicly Accessible Notice:**

Submissions become accessible to the public once they are opened, with the exception of any protected trade secret information. Do not include any information that you do not want revealed to the public.

The [Rules of Public Access to Records of the Minnesota Judicial Branch](#) protect submissions that include common law trade secret or a trade secret as defined in Minn. Stat. § 325C.01 that is required to be submitted in accordance with a judicial branch bid or procurement request provided that: (1) the submitting party marks the document(s) containing the trade secret “CONFIDENTIAL;” (2) the submitting party submits a written response to maintain confidentiality as part of the response; and (3) the trade secret information is not publicly available, already in the possession of the judicial branch or MNCAB, or known to or ascertainable by MNCAB or the judicial branch from third parties.

If a Responder’s submission leads to a contract, the following information will also be accessible to the public:

- The existence of any resulting contract,
- The parties to the contract, and
- The material terms of the contract, including price, projected term, and scope of work.

## Questions

Submit any questions via email by 4:30 p.m. on April 30th 2026 to Darrell Hill – darrell.hill@mncab.us. Questions and responses below.

1. Number of internal users: **Currently 61. Projected to reach 150 within next 24 months**
2. Is there a need for a portal for certified providers and/or providers seeking certification? **No. The agency’s Forensic Navigators are trained and certified internally**
  - a. If so, the number of external users
3. How long do the managed cases stay open? **Case length can vary depending on the nature of the offense, disposition of the defendant, and other factors.**
4. For the Printing, Scanning, and e-Fax, are you looking for full integration with the case management system, or just integrated with your document management system? **Integrated scanning and faxing within the case management system is desired. Integrated printing is a lower priority feature that would be assessed for benefit vs cost.**
5. What hardware, software, and programming language(s) is the existing system built on/with? **The current system is running in our Azure tenant and comprised of java embedded in html accessing data stored in SQL DB.**
6. Roughly how much data needs to be migrated? **Less than 5GB**
7. Are there any 'nice to have's' that didn't make the list of Requested Features & Capabilities that you'd like us to include in our response? **No**
8. Are there any other systems not mentioned in the Requested Features & Capabilities that you need or would like to have integrated with the case management system? **No**