



**TENNESSEE ADMINISTRATIVE OFFICE OF THE COURTS;
STATUS REPORT ON THE TENNESSEE STATEWIDE COURT
INFORMATION SYSTEMS TECHNOLOGY SOLUTION**

Report submitted on February 2, 2026, pursuant to Tenn. Code Ann. § 16-3-822

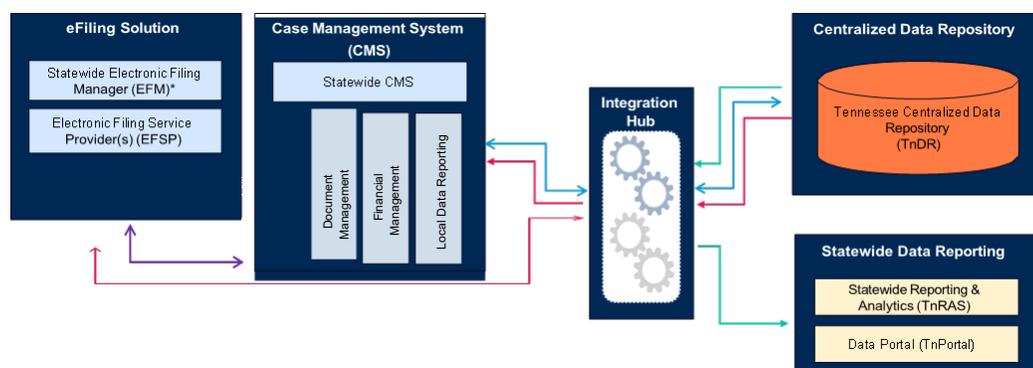
INTRODUCTION

In 2024, the Tennessee General Assembly passed Public Chapter 947, establishing T.C.A. § 16-3-822, which requires the Administrative Office of the Courts (“AOC”) to create a centralized system for the entire court system. Specifically, it directs the AOC to: “define and develop a centralized system of case management, document management, electronic case filing, electronic payment methods, data reporting, and any other capability deemed necessary for collection and reporting of all state and local public case-level data.” (T.C.A. § 16-3-822(a)). Tennessee Code Annotated § 16-3-822 also requires the AOC to submit a written update on the project every six (6) months to the Governor and certain members of the General Assembly. This is the third report to update the AOC progress toward achieving a centralized case management and eFiling system for the judicial branch and the citizens we serve.

The AOC is fulfilling the statutory requirements by navigating courts away from siloed court/case management systems to a centralized, modern technology solution capable of uniform case and document management, statewide eFiling and data reporting. Through months of intensive work, the AOC examined current systems, collaborated with court clerks to understand processes and system requirements, and identified current technological barriers preventing achievement of the anticipated result.

With the consultation of industry experts, the AOC has adopted a Target State Design (TSD) that 1) resolves the barriers and challenge, 2) is a modern architectural framework to evolve as technology evolves, and 3) provides a centralized case management, document management, electronic case filing, electronic payment methods, data reporting, and other capabilities to ensure accurate uniform collection and reporting of all state and local public case-level data. The design, at its most fundamental level, is comprised of 3 major components – the core court system application which includes eFiling and case management; an integration hub; and the core data management component which includes a statewide data repository and data reporting tools. The pairing of the core system applications and data management components with the integration hub is a modern architecture for delivery and control of large complex systems with multiple applications and voluminous data. (see diagram)

Target State Design for the Statewide Court Technology Solution



The Target State Design uses a modern modular architecture to create a solution that will enable TN AOC to quickly adapt in an ever-changing technological landscape. The architecture provides

opportunities for continual improvements, future development, and deployment of new and modern tools and capabilities. The Target State Design also provides adaptability for future innovation and development and allows for the incremental replacement of legacy systems, while enabling TN AOC to realize benefits more quickly, thereby experiencing some “early wins”. The key benefits of the Target State Design are highlighted as follows:



Since its last report, the AOC has taken the first steps toward implementation of the TSD by engaging with the TN Department of General Services Office of Central Procurement (CPO) in a competitive procurement of the core court system application. With the assistance of CPO, a Request For Proposals (RFP) for the core court system application was released July 31, 2025 and a Notice of Award was issued on December 16, 2025.

OVERVIEW OF THE RFP

The Department of General Services Office of Central Procurement (CPO) assigned a Solicitation Coordinator to serve as the primary procurement contact and to manage all procurement processes and procedures. On July 31, 2025, the CPO issued an RFP for a statewide case management system and eFiling application – the core court system application - for Tennessee’s courts including Circuit, Chancery, Criminal, Probate, General Sessions and Juvenile courts. The procurement was for a commercial off-the-shelf (COTS) end-to-end Software as a Service (SaaS) core court system application.

The RFP required responses in two parts, a Technical Response and a Cost Proposal. The Technical Response included mandatory minimum requirements including confirmation that the proposed solution had been successfully implemented in at least 3 court jurisdictions in the United States and general qualifications pertaining to the company’s experience and approach to the delivery and statewide implementation of system/solution requirements. The Cost Proposal required vendors to detail their approach and financial strategy for the implementation and long-term operation of the core court system application.

A total of eleven (11) vendors submitted responses to the RFP. A total four (4) vendors were either bypassed for submitting an incomplete proposal or otherwise disqualified. The remaining seven (7) vendor proposals were submitted to a team of evaluators to review the Technical Response. The team of evaluators selected by the AOC included court clerks, AOC IT personnel, Davidson, Knox and Shelby County IT personnel and the Appellate Court Clerk. This team reviewed all

Technical Response submissions and individually scored them according to a scoring matrix. Next, three (3) vendors were invited to provide an Oral Presentation. Oral Presentations were conducted from November 12, 2025 to November 14, 2025 with each vendor demonstrating the capabilities of their solution and responding to questions from the evaluators. Following scoring of the Oral Presentations, the team of evaluators unanimously selected a vendor and CPO issued the Notice of Award on December 16, 2025.

CURRENT ACTIVITIES

- **Pre-Implementation Readiness**

As the AOC prepares to engage with a vendor, it is essential to determine the standard base configuration required for the system and, before attempting implementation of the vendor product, to align the desired base configuration to the vendor product through customization and/or configuration. This is a critical step for any large-scale technology transformation—especially one as significant as modernizing and centralizing the State’s court system technology. This upgrade represents a once-in-a-generation shift, the stakes are high: the new system must be configured correctly, adopted smoothly, and supported consistently across diverse environments. Achieving that level of success should not be left to a vendor; it requires far more than traditional vendor oversight. It demands coordinated, hands-on preparation that brings every stakeholder into alignment before the first line of new code goes live.

For the court system, this means the Administrative Office of the Courts (AOC) is engaging implementation consultants who will work directly with local courts, legacy system vendors, AOC ITSD, and a vendor solution provider. This collaborative model ensures that pre-implementation readiness activities—such as data preparation, workflow validation, infrastructure alignment, and user engagement—are not theoretical exercises but practical, boots-on-the-ground efforts tailored to each court’s operational reality.

Strong pre-implementation readiness also helps identify and address barriers early. Implementation strategies will be designed to overcome these barriers, accelerate progress, and sustain improvements over time. By investing in pre-readiness up front, the AOC is reducing the risk of delays, misconfigurations, or disruptions that could undermine confidence in the new technology. Instead, the rollout becomes thoughtful, coordinated, and paced in a way that supports long-term success. In short, pre-implementation readiness is a strategic necessity for success.

- **Creation of a Transformation Office**

This transformation of Tennessee’s courts marks a pivotal new chapter—one defined by modernization, collaboration, and a commitment to the efficient effective administration of justice. To guide this effort and a continuous cycle of improvement, the Tennessee Supreme Court and the Administrative Office of the Courts is establishing a new office - the AOC Transformation Office.

The Transformation Office is established to provide focused management of initiatives driving strategic change across the judiciary. Regarding, the TSD, the Transformation Office’s purpose is straightforward and ambitious: to ensure that the judiciary’s largest technology initiative is

implemented with clarity, consistency, and long-term success.

The Transformation Office will provide the methodologies, governance, and specialized resources required to guide large-scale transformation. Its role is not simply to oversee projects, but to embed best practices, align efforts across the judiciary with the Tennessee Supreme Court strategic goals, and help courts navigate the complexities of modernization. At the heart of the functioning of the Transformation Office is focused program management to ensure robust governance, financial and resource management, identification and promotion of uniform standards and processes, monitoring key performance indicators and ensuring stakeholder engagement, communication and collaboration. Much like pre-implementation readiness, the Transformation Office is a strategic necessity for the success of this modernization and other future statewide court system initiatives.

FUTURE ACTIVITIES

The Action Oriented Roadmap (below) identifies the major initiatives to guide the AOC through the successful implementation of the Target State Design. The initiatives are designed to address the gaps between current systems and processes and the Target State. The resolution of the gaps creates the roadmap for critical next steps. The initiatives are ongoing, and all initiatives will be addressed, often simultaneously, to accomplish the Target State Design. The table below provides a summary of each initiative:

ACTION ORIENTED ROADMAP

Initiative Name	Initiative Description
Initiative 1. Procure and Implement Statewide CMS and eFiling Solution(s)	Outline the key steps and sub-initiatives necessary to select CMS and eFiling vendor(s), select the CMS and eFiling solutions, and implement the solution(s) statewide. A major component of Initiative 1 is the release of the RFP for the competitive procurement of the CMS and eFiling Solution(s), which is scheduled to be released on July 31, 2025. In progress.
Initiative 2. Plan, Procure (if needed) and Implement Integration Hub and TnDR	Develop requirements for the Integration Hub and centralized data repository, assess state resources for suitability, procure (if needed) the necessary platform and System Integrator, implement these solutions, and migrate data. In progress.
Initiative 3. Develop Sourcing Strategy	Outline TN AOC's strategy to procure software and/or services, such as a System Integrator or Vendor, to support the Project.
Initiative 4. Develop Resource Plan	Determine resourcing needs, current capacity, skills, and gaps, and devise mitigation strategies, including the need for staff augmentation to support implementation.

Initiative 5. Establish a Court Technology Transformation Office	Create a Court Technology Transformation Office (CTTO) as a unified support center. The CTTO provides the foundation needed to oversee initiatives, enhance consistency and accountability, and ensure the successful rollout of new technology, tools, and processes. In Progress.
Initiative 6. Develop Statewide Standardization Efforts	Establish a set of standards, rules, processes, and/or policies that all courts must follow to support this Project.
Initiative 7. Develop Data Migration Strategy from CMS to Centralized Data Repository (TnDR)	Develop the standards, processes, and expectations for migrating data from each court system into the centralized data repository.
Initiative 8. Develop and Execute a Change Management Plan	Design and execute a comprehensive organizational change management plan with a structured communication framework to effectively manage transitions, engage stakeholders, plan for training, and ensure the organization's smooth adoption of new technologies.
Initiative 9. Develop and Execute a Vendor Management Plan	Formulate a governance plan for vendor management, aligning on funding expectations and establishing processes for contract management, risk assessments, training, and performance monitoring to ensure Project success.
Initiative 10. Develop Artificial Intelligence (AI) Strategy	Create a statewide AI strategy for this Project that includes clear goals and guiding principles for using and implementing AI, ensuring alignment with judicial objectives and ethical standards.
Initiative 11. Procure Jury Management Solution	Formulate plan to procure a jury management solution that can be integrated into the Court Case Management System.

FINANCIAL MATTERS

A detailed breakdown of expenditures to date for the current and previous fiscal years is provided in the table below. Expenditures for FY22-23 from one-time \$1.5 million appropriation¹ for a statewide e-filing study and expenditures for FY23-24 from one-time \$75 million appropriation² for project implementation combine for a total expenditure to-date of approximately \$1.2 million. Now that the project has reached the competitive procurement stage, the AOC will soon select a vendor and begin customizing and configuring an off-the-shelf solution for the eFiling and Case Management. Upon contracting with a vendor for the Core Court System application, the customization, configuration, implementation and deployment of all components of the Solution will accelerate spending in subsequent fiscal years. The implementation and ongoing maintenance

¹ A non-recurring appropriation of \$1.5 million was categorized as a miscellaneous appropriation and administered by the Tennessee Department of Finance and Administration (F&A) for FY22-23. See 2022 Public Chapter 1130, Section 1, Title III-22, Item 10.26, and 2023 Public Chapter 418, Section 1, Title III-22, Item 10.26.

² A non-recurring appropriation of \$75 million was categorized as miscellaneous appropriations and was also administered by F&A for FY23-24. See 2022 Public Chapter 1130, Section 1, Title III-22, Item 10.26, and 2023 Public Chapter 418, Section 1, Title III-22, Item 10.26.

of the solution will require additional appropriation. In the FY'27 Court System Budget Request, the AOC requests a total of 18 positions and approximately \$53 million, which consists of approximately \$13.4 million recurring funding and \$39.6 million non-recurring funding, to complete the project.

Expense Category	Amount
Statewide E-Filing Study	\$ 130,494
Gartner Consultation & Pre-Implementation	\$ 945,000
Developer & Operational Costs	\$ 79,654
Total Expenditures to Date	\$ 1,155,148

CONCLUSION

The improved use of statewide technology will bring greater efficiency, accessibility, and transparency to the court system. All who are served by or provide services in our court system will benefit. The AOC is encouraged by the progress of this Project and anticipates the engagement of a qualified vendor to move from design to implementation of a unified modern court technology solution for Tennessee. The Court and the AOC appreciate the thoughtful participation of court clerks, justice partners, attorneys, and court users in fact-gathering, design development, and procurement activities to-date. The Court and the AOC extend continued gratitude for the support of the Executive and Legislative Branches in this strategic effort.