

Maryland Electronic Filing System Vendor Electronic Filing Service Provider (VEFSP) Certification Process

Organizations interested in becoming a Vendor Electronic Filing Service Provider (VEFSP) in Maryland must complete the following steps for technical and administrative certification.

PART 1: Preparation / Informational

#	Step	Contact/Questions	Responsibility
1	Review the VEFSP FAQ. https://mdcourts.gov/mdec/VEFSPfaq	mdcourts@service-now.com ATTN: MDEC File & Serve Support	VEFSP
2	Attend the EFM Orientation with Tyler Technologies. You will need to initiate the registration for the orientation by emailing EFMinfo@tylertech.com . (Occurs 1 st Wednesday every month)	EFMinfo@tylertech.com	VEFSP

PART 2 Technical Certification – Tyler Technologies

Initial certification includes all the following steps. Re-certification includes steps 8 and 9; re-certification is on an as-needed basis determined by Tyler Technologies.

#	Step	Contact/Questions
1	Request access to Tyler’s EFM SharePoint.	EFMinfo@tylertech.com
2	Register with Tyler’s Customer Portal to open support tickets ‘Tyler Customer Portal Guide’ will be provided after completing EFM Orientation.	
3	Submit a completed Tyler EFSP Participation Agreement.	Tyler Customer Portal
4	Submit a completed Tyler ACH Authorization form.	Tyler Customer Portal
5	Review and complete the Tyler ‘EFM API Implementation Checklist.xlsx’ found in Certification folder of the Tyler SharePoint.	Tyler Customer Portal
6	Submit a VEFSP logo (preferably 200x76 pixels) for inclusion in notification e-mails. (Optional)	Tyler Customer Portal
7	Participate in the monthly EFM Compass Checks calls.	Facilitated by Tyler Technologies
8	Develop and self-test the VEFSP solution in the EFM stage environment using the EFSP Certification tests. During the self-test submit envelope numbers in the stage environment that demonstrate the following: <ul style="list-style-type: none"> • Single case filings • Failure to Pay Rent- Batch filings (if applicable) (150-300) • Confidential pleadings • Etc. 	
9	Submit your request for certification by Tyler. Follow the process for requesting certification provided in the Tyler certification document found in the Certifications folder of the Tyler SharePoint at the following link: https://tylertech.sharepoint.com/sites/Client/cj/EFile/SitePages/Home.aspx	EFSPCertificationTeam@tylertech.com

PART 3 - Maryland State Certification – Administrative/Contractual

Initial certification includes the following steps.

#	Step	Contact/Questions	Responsibility
1	<p>After completing Tyler Technical certification in Part 2 above, the VEFSP should begin the Maryland certification process by completing and signing all necessary forms and submitting to the Department of Procurement, Contract & Grant Administration (DPCGA) at the following link: https://mdcourts.bonfirehub.com/portal/?tab=openOpportunities</p> <p>Organizations will be required to submit the following documents:</p> <ul style="list-style-type: none"> • Attachment A – Administrative Office of the Courts VEFSP Agreement • Attachment B: Tyler Technologies Electronic Filing Service Provider Agreement (*Note -this must be signed by both the potential VEFSP AND Tyler Technologies before you submit to MD) • Attachment E – Proposal Affidavit • Attachment F – Affidavit agreement • Attachment H – Non-Disclosure Agreement 	procurement@mdcourts.gov	VEFSP
2	The DPCGA receives and reviews Attachment A – Administrative Office of the Courts VEFSP Agreement		DPCGA
3	<p>The DPCGA collects signatures on the following documents:</p> <ul style="list-style-type: none"> • Attachment A – Administrative Office of the Courts Vendor Electronic Filing Service Provider Agreement • Attachment H – Non-Disclosure Agreement <p>Judiciary signatures required:</p> <ul style="list-style-type: none"> • AOC - Director of Procurement • AOC - Chief Information Officer JIS • AOC - Managing Legal Counsel • AOC - Procurement 		DPCGA
4	The DPCGA provides a copy of all executed documents to Judicial Information Systems (JIS) and VEFSP.		

PART 4 - Maryland State Certification – Testing

#	Step	Contact/Questions	Responsibility
1	After VEFSP has been notified by DPCGA that documents have been executed, they should email JIS at mdcourts@service-now.com to begin Maryland State Certification - Testing.	mdcourts@service-now.com Attn: File & Serve Support	VEFSP / File & Serve Support

	JIS will determine the testing criteria, based on the following determinations: <ul style="list-style-type: none"> • Batch Filer, Single Filer, or Both. • Court locations and case types filed into. 		
2	Initiation of Testing: JIS will provide VEFSP with a questionnaire, which must be completed prior to the distribution of the testing plan. The questionnaire will help JIS determine the testing criteria. The testing plan will be sent through ServiceNow via email. <i>(*Note – this is different from Tyler Technologies technical certification which tests technical capabilities; this testing is to make sure that those technical capabilities are being used to meet the judiciary’s business case scenarios.)</i>	mdcourts@service-now.com Attn: File & Serve Support	File & Serve Support
3	VEFSP will use the testing plan to complete the requirements in the Stage environment. This testing is interactive between the VEFSP and JIS because there are dependencies upon submittals, reviewing, and acceptance, of filings. JIS will work directly with VEFSP to coordinate the interactive testing process.	mdcourts@service-now.com Attn: File & Serve Support	VEFSP / File & Serve Support
4	Upon successful completion of Maryland State Certification Testing, JIS will: <ul style="list-style-type: none"> • notify VEFSP via ServiceNow that they have completed the Maryland State Certification. • email Tyler Technologies and their VEFSP certification distribution list EFSPCertificationTeam@tylertech.com that VEFSP has passed the Maryland State Certification. 	mdcourts@service-now.com Attn: File & Serve Support	File & Serve Support
5	VEFSP to submit CRM ticket to Tyler asking for Production access.		VEFSP
6	Tyler notifies JIS once Production access is granted.		Tyler Technologies
7	JIS notifies Webmaster that VEFSP can be added to E-filing Service Providers on the Maryland Website: https://www.courts.state.md.us/mdec/efilingproviders		File & Serve Support