

# 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 <a href="https://mdcourts.gov/mdec/VEFSPfaq">https://mdcourts.gov/mdec/VEFSPfaq</a>	<a href="mailto:mdcourts@service-now.com">mdcourts@service-now.com</a> ATTN: MDEC File and Serve Support	VEFSP
2	Attend the EFM Orientation with Tyler Technologies. You will need to initiate the registration for the orientation by emailing <a href="mailto:EFMinfo@tylertech.com">EFMinfo@tylertech.com</a> (Occurs 1 <sup>st</sup> Wednesday every month)	<a href="mailto:EFMinfo@tylertech.com">EFMinfo@tylertech.com</a>	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	<a href="mailto:EFMinfo@tylertech.com">EFMinfo@tylertech.com</a>
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	<p>Develop and self-test the VEFSP solution in the EFM stage environment using the EFSP Certification tests</p> <p>During the self-test submit envelope numbers in the stage environment that demonstrate the following:</p> <ul style="list-style-type: none"> <li>• Single case filings</li> <li>• Failure to Pay Rent- Batch filings (if applicable) (150-300)</li> <li>• Confidential pleadings</li> <li>• Etc.</li> </ul>	
9	<p>Submit your request for certification by Tyler</p> <p>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:  <a href="https://tylertech.sharepoint.com/sites/Client/cj/EFile/SitePages/Home.aspx">https://tylertech.sharepoint.com/sites/Client/cj/EFile/SitePages/Home.aspx</a></p>	<p><a href="mailto:EFSPCertificationTeam@tylertech.com">EFSPCertificationTeam@tylertech.com</a></p>

**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 &amp; Grant Administration (DPCGA) at the following link:  <a href="https://mdcourts.bonfirehub.com/portal/?tab=openOpportunities">https://mdcourts.bonfirehub.com/portal/?tab=openOpportunities</a></p> <p>Organizations will be required to submit the following documents:</p> <ul style="list-style-type: none"> <li>• Attachment A – Administrative Office of the Courts VEFSP Agreement</li> <li>• 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)</li> <li>• Attachment E – Proposal Affidavit</li> <li>• Attachment F – Affidavit agreement</li> <li>• Attachment H – Non-Disclosure Agreement</li> </ul>	<p><a href="mailto:procurement@mdcourts.gov">procurement@mdcourts.gov</a></p>	<p>VEFSP</p>

2	The DPCGA receives and reviews Attachment A – Administrative Office of the Courts VEFSP Agreement		DPCGA
3	The DPCGA collects signatures on the following documents: Attachment A – Administrative Office of the Courts Vendor Electronic Filing Service Provider Agreement Judiciary signatures required: <ul style="list-style-type: none"> <li>• AOC - Director of Procurement</li> <li>• AOC – Chief Information Officer JIS</li> <li>• AOC – Managing Legal Counsel</li> </ul> Attachment H – Non-Disclosure Agreement <ul style="list-style-type: none"> <li>• AOC - Procurement</li> </ul>		DPCGA
4	The DPCGA provides a copy of all signed documents to MDEC File and Serve Support	<a href="mailto:mdcourts@service-now.com">mdcourts@service-now.com</a> Attn: MDEC File and Serve Support	

#### PART 4 - Maryland State Certification – Testing

1	After VEFSP has completed part 3 for Maryland State Certification – Administrative/Contractual above, MDEC File and Serve Support will determine which test plan is needed for the business case testing, based on the following determinations: <ul style="list-style-type: none"> <li>• Batch Filer, Single Filer, or Both</li> <li>• Standard Filer, Firm Filer, Limited Filer, or Third-Party Filer</li> </ul>	<a href="mailto:mdcourts@service-now.com">mdcourts@service-now.com</a> Attn: MDEC File and Serve Support	MDEC File and Serve Support
2	Initiation of Business Case Testing: MDEC File and Serve Support will provide VEFSP with a copy of the specified test plan that VEFSP will need to follow to complete administrative certification. (*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)	<a href="mailto:mdcourts@service-now.com">mdcourts@service-now.com</a> Attn: MDEC File and Serve Support	MDEC File and Serve Support
3	VEFSP will complete MD Judiciary Testing in Stage Environment following the test plan. This testing is interactive between the VEFSP and the Judiciary MDEC File and Serve Support because there are dependencies upon submittals, reviewing, and acceptance, of filings. MDEC File	<a href="mailto:mdcourts@service-now.com">mdcourts@service-now.com</a> Attn: MDEC File and Serve Support)	VEFSP / MDEC File and Serve Support

	and Serve Support will work directly with VEFSP to coordinate the interactive testing process		
4	<p>Upon successful completion of Business Case Testing, MDEC File and Serve Support will make following notifications:</p> <ul style="list-style-type: none"> <li>MDEC File and Serve Support will notify VEFSP via email that they have completed MD Certification Testing (and copy Tyler Technologies EFSP certification distribution list <a href="mailto:EFSPCertificationTeam@tylertech.com">EFSPCertificationTeam@tylertech.com</a>)</li> <li>Notify Tyler Technologies that VEFSP has passed Maryland State Certification Testing</li> </ul>	<a href="mailto:mdcourts@service-now.com">mdcourts@service-now.com</a> Attn: MDEC File and Serve Support)	MDEC File and Serve Support
5	VEFSP to submit CRM ticket to Tyler asking for Production access		VEFSP
6	Tyler notifies MDEC File and Serve Support once Production access is granted		Tyler Technologies
7	<p>MDEC File and Serve Support notifies Webmaster that VEFSP can be added to E-filing Service Providers on the Maryland Website:  <a href="https://www.courts.state.md.us/mdec/efilingproviders">https://www.courts.state.md.us/mdec/efilingproviders</a></p>		MDEC File and Serve Support