
[Law Firm]

Request for Proposal
Case Management

Prepared by

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Introduction

Information contained in this Request for Proposal (RFP) is confidential among case management system developers, the firm and the Legal Technology Institute. By agreeing to receive this request, the developer agrees not to disclose any of its contents to parties not involved in the preparation and evaluation of proposals.

This RFP will be sent simultaneously to several case management system developers. We realize that different developers offer different configurations and we wish to use your expertise in the system configuration. We have simply furnished recommendations that will meet the client's needs. If you have questions or concerns about this RFP, please bring them to our attention immediately.

Evaluations of proposals will be performed by [Law Firm] and the Legal Technology Institute. Based on information provided in the proposals, certain developers will be selected for system demonstrations. Upon completion of the demonstration phase, the firm expects to proceed with negotiation of a contract with the selected developer. If the firm is unable to successfully negotiate with the developer, the firm reserves the right to begin negotiations with another developer.

[Law Firm] is appreciative of the need to establish a strong and comfortable relationship with the successful case management system developer and will make every effort to impartially answer your questions and assist you in providing the firm with the best proposal.

Overview

The law firm of [Law Firm] is located in [City, State]. The firm's major practice area(s) [is/are] [Major Practice Areas]. There are [#] attorneys in the firm with a total of [#] workstations. The firm has [#] offices, located in [office locations].

The firm is using a variety of computer hardware platforms on a local area network with [#] file servers. Details of the server and desktop hardware are included in this RFP. Currently, there is no case management system software in use, though several case management functions are implemented with different software programs. In your proposal, please include your recommendations for file server *and* desktop workstation *minimum* hardware requirements.

Included in this RFP is a list of case management system requirements as defined by the firm and by the Legal Technology Institute.

Training will be required for attorneys and staff for the case management system. The firm will also require annual maintenance and support on the installed case management system. The firm's system administrator will also require additional "Case Management System Administration" training. A suggested training outline is included with this RFP.

Case Management Goals and Objectives

The following goals and objectives were relayed by the firm's management, staff, and attorneys. These goals and objectives represent the overall firm's long-range commitment for technology.

- **Improve overall office productivity, including attorneys & staff**
The firm wishes to improve attorney & staff productivity by becoming more efficient in client and case management and handle a greater caseload without increasing staff.
- **Improve client communications and work product delivery**
The firm requires the capability to better communicate with clients, provide immediate information on case status to clients, and to have a quicker turn around on work product.
- **Ease of use**
The system should be easy to use and flow with the information and procedures of the firm.
- **Flexible System**
The firm should be able to either customize the system in house, or request the developer to customize the system, based on the firm's requirements.
- **Training**
Training is essential to any new implementation. Computerized case management is no exception and the firm should commit to full and complete training.

Current Computing Environment - Hardware

File Server Details

- Server Manufacturer
- CPU Processor Speed
- RAM Memory
- Hard Drive Configuration/RAID Configuration
- Monitor
- Network Operating System
- Tape Drive Backup System & Strategy
- UPS

Desktop Workstations and Notebook Computers Details

QTY	CPU	RAM	HD	CD ROM	Monitor	Desktop OS

Communications System(s) Details

- Communications Server Details
- Internet Connection Details
- Wide Area Network Details
- Remote Access Details

[Law Firm]

Request for Proposal - Case Management

Current Technology Environment - Software

Word Processing	
Desktop Suite	
Email	
Calendar	
Web Browser	
Time & Billing, Accounting	
Forms	
Other	

Case Management System Requirements

Client Rolodex

- Unlimited number of clients & interested parties
- Ability to add, delete or modify data fields in all screens
- One time entry for clients and interested parties
- Centralized “rolodex” that keeps the latest information on file

Case Database

- Unlimited number of cases
- Ability to add, delete or modify data fields in all screens
- Look up tables for client rolodex data
- Case number assignment either automatic or manual
- Case number structure alpha/numeric
- Case lookup table by name, client, number, attorney
- Cost tracking per case

Document Generation

- Merge client rolodex & case database with [Microsoft Word, Corel WordPerfect] documents
- Firm will provide master forms for merging (will need merge codes added)
- Add, delete, or modify data fields within the merge document
- Merge several documents simultaneously
- Merge must allow user to enter information in document during merge if information not available in data field
- Auto-merge on preset dates
- Auto-merge on preset events

Calendar/Tickler

- Calendar-type appointments
- “Rules-based” calendaring system, configurable by firm
- Individual calendars, group calendars, firm calendar capabilities
- View individual calendars, data changes only by authorized users
- Ability to mark selected items on calendar for individual user privacy
- Standard description for categorized appointment type
- Task list assignment with reporting
- Calendar view on screen by attorney, by group, by case, by client
- Print calendars by attorney, by group, by case, by client
- History of calendar appointments rescheduled
- Canceling calendar entry requires a reason
- Audit trail of date entries, modifications
- Print out either appointments, deadlines, tasks or all with select period range
- Calendar alarms, both color-coded and audio, selectable by firm

Case Notes/Case Diary

- Automatic time, date, user stamp
- Free form entry with no restrictions
- Automated diary entries for certain events
- Full text search

Reporting

- Case expense tracking & reports
- Statute of limitation report
- Conflict of interest check, including client names, trademarks, patent key words
- Case archive with reporting
- Document history report
- Deadlines & categories by attorney for all discovery due on any particular date
- Report on interrogatories not answered
- Report on witnesses listed in discovery (deposed, retained)
- Custom report writer
- Query any and all fields, sortable by a minimum of six selection criteria
- Case export capabilities to database, spreadsheet, word processor
- Boolean search through all data fields, all cases with wild card search

Document Management

- Automatic time, date, user stamp
- Full-text search
- Auto archive on document type
- Incoming faxes stored as images linked to case
- Graphic images linked to case

Email Interface

- [Microsoft Outlook, Novell GroupWise, Lotus Notes] interface
- Internet email gateway for use with Internet email system

Other Requirements

- Network Operating System: [Microsoft Windows NT, Novell NetWare]
- Internet Web Browser Interface for remote access via Internet
- Designed for 32-bit system
- Download info to laptop with synchronization capabilities
- Personal Digital Assistant synchronization capabilities
- Stability of CMS company
- Company installations & experience
- Initial response time for questions from firm
- Toll-free support
- On-site response time for firm

Training Requirements

Professional training is critical to the success of this project. The firm is committed to having all staff receive the best possible training in a reasonable time period. In your proposal, please make your recommendations for firm training. Below is a *suggested* training outline of functions with respect to the firm.

Description	Attorney	Paralegal	Secretary	Admin
System overview	✓	✓	✓	✓
Case & client data input	✓	✓	✓	✓
Calendar entries	✓	✓	✓	
Document merge		✓	✓	
Requesting & printing reports	✓	✓		✓
Creating reports		✓	✓	✓

- **Initial training**
Initial training of the CMS system should be mandatory for all attorneys and staff and should include an overview of the system. Initial training is typically handled by the CMS developer during the initial installation and implementation.
- **On-going and Follow-up training**
After the initial training, the firm will transition into the new system. This transition will cause the firm an initial drop in productivity as attorneys and staff get used to the new system(s). As the firm progresses with the new system, follow up training will help to increase and optimize productivity for all users.
- **System Administrator training**
The firm will require additional training for the Case Management System administrator. This training should include, at a minimum, all customization capabilities, document generation and management, rules-based customization and report writing.

Proposal Considerations

Purpose

The purpose of this document is to solicit proposals for providing the law firm of [Law Firm] a computerized case management system, including software, installation, integration, training and support.

Tentative Schedule of Events

The RFP will be issued to selected developers on or about [RFP issue date]. Developers must provide their written responses by [RFP response due date]. The firm anticipates selection of a developer in [CMS selection date] with the implementation of the system rollout beginning in [CMS implementation rollout date].

Deadline for Submission

A response will be considered to have met the deadline for submission if the response, in duplicate, is actually received on [RFP response due date] in [Law Firm] office in [City, State]. It is a requirement that each responding developer send two complete copies of its response directly to the firm's office.

Proposals may be mailed to:

[Contact Name]
[Firm Name]
[Firm Address]
[Firm City, State, Zip]
[Firm Phone #]

Lateness or Non-compliance

In the interest of a timely and demonstrably fair process, late submissions will not be accepted, except in very extraordinary circumstances where lateness is beyond the control of the developer.

Incomplete, qualified or conditional responses will not be accepted. However [Law Firm] reserves the right, without prejudice to its right, to reject responses for non-compliance, to request clarification where, in [Law Firm's] opinion, the developer's intent is unclear.

Irrevocable

Responses must be submitted on a fixed price basis and shall remain irrevocable for 90 days following the deadline for submission noted above except in the case of a material decrease in price which shall be passed through.

Questions

If you have any questions concerning the content of this RFP or wish to clarify any information, you are encouraged to contact [Law Firm] directly at [Law Firm Phone #]. Each developer should, forthwith upon receipt of the RFP, designate a single representative with whom the firm may communicate regarding this RFP and the developer's response.

Subcontracting

The response should indicate whether the developer proposes to use subcontractors for any aspect of the work and must identify the proposed subcontractor in sufficient detail. No subcontracting shall be permitted without the prior approval of [Law Firm]. The developer shall remain fully liable under its contract with [Law Firm] regardless of any subcontract and regardless of [Law Firm's] approval of any subcontractor.

Return of RFP

If, notwithstanding having expressed an interest in receiving the RFP, a developer determines that it will not submit a response or for any reason fails to submit a response, such developer agrees, by its initial acceptance of this document, forthwith to return the RFP and all copies or any portion thereof to [Law Firm].

Limitation of Liability

The firm will not furnish remuneration for preparation of proposals. Receipt of proposals from developers in no way obligates the firm to the offeror. [Law Firm] reserves the right to reject any and all proposals.

Additional Information

Throughout the proposal, developers should provide additional information regarding all capabilities that will be present in the proposed system, even where no specific information has been requested. All functions and applications available on the proposed system should be included.

Proposal Content

1. **Proposal summary:** All proposals should begin with the first page headed as “I. Proposal Summary,” containing the following information:
 - a. The name and address of the developer, the person to be contacted in case of questions, and the telephone number at which that person may be contacted.
 - b. The name of the case management system that is described in detail in the proposal. Summarize the modules, capabilities, unit prices and annual maintenance.
 - b. Delivery dates for the installation, implementation, and training.
3. **Company history:** please enclose a description of your company, organization, history, qualifications and experience in the legal case management field. Please describe the kinds of service and support provided by your company, all of its certifications, and provide summary resumes of key technical staff personnel, including their relevant certification, who would most likely be responsible for initial and ongoing service and support.
4. Prices on all items and services offered (line item pricing).
5. An estimated timetable for conversion to the new system. Include milestones for delivery, installation and setup, conversion from the present system to the proposed system.
6. Purchase alternatives, such as cash, lease, net, etc.
7. At least three (3) references for which you have completed a similar installation that can be contacted. Please include the type of case management system referenced to the type of network, including topology, operating system, number of workstations, and the number of offices under the wide area network. The names, titles, and telephone numbers of contacts for each reference should be given. Unless you specify otherwise [Law Firm] will be free to contact these references.
8. Detailed warranty & maintenance information, including on-site service policies.
9. Training information and course outlines.

Evaluation Criteria

The firm intends to establish a long-standing relationship with the selected developer, and will select a developer based on the following qualifications:

1. Demonstrated understanding of the law firm's goals, including immediate needs, long-range plans, and current problems;
2. Ability to implement successful CMS installations;
3. Amount and quality of on-site installation, system training and maintenance support;
4. The number of referenceable, comparable CMS installed;
5. Financial stability of developer;
6. Responsiveness to ongoing technical support questions;
7. Price competitiveness of proposal;
8. Qualification of key staff;
9. Proposed system matched to RFP requirements.

The selected developer will be asked to assume all of the following responsibilities for the installation and integration:

1. Work with the Systems Integrator in integrating Case Management System with the following:
 - a. Selected desktop operating system;
 - b. Selected word processing suite;
 - c. Selected electronic mail system;
 - d. Selected network operating system; and
 - e. Selected Web browser.

Oral Presentation By Proposers

The law firm, at its sole discretion, shall have the right to request an oral presentation without charge to the firm.