

## ATTACHMENT A

### *SCOPE OF WORK*

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## **Introduction**

### ***Purpose***

The Office of the Indiana Attorney General (OAG) is seeking to replace or upgrade its current computerized Case Management System (CMS) and the purpose of this document is to solicit proposals for such information system. The proposals should include software installation, integration, configuration, data conversion, training, maintenance, and support.

This Request for Proposal (RFP) provides vendors with adequate information to formulate their responses, which will assist OAG in the selection of the vendor or vendors eligible to proceed to the next phase of negotiating contractual arrangements for specific product and services.

This RFP provides a complete understanding of OAG's case management product and services needed, and contains all matters upon which agreement must be reached. OAG reserves the right to include additional or modified requirements upon selection of final supplier.

**Goals**

The goals of this revamped CMS are to:

1. Increase case and matter management efficiency
2. Increase caseload without increasing staff
3. Manage deadlines in a more efficient and reliable way
4. Check statute of limitations
5. Check conflicts of interest
6. Share case information among sections/practices
7. Improve staff productivity and teamwork
8. Improve responsiveness and communications

All goals must be accomplished while making sure to keep low overall costs to the OAG.

**Current CMS environment**

The Indiana Office of the Attorney General (OAG) represents the State of Indiana, its agencies, officials and employees in suits and claims in which the state has an interest. The OAG has 20 sections (or practices) currently utilizing Law Manager (LM) as its Case Management System (CMS). The following is a list of those sections:

|  |
|--|
| Administrative and Regulatory Litigation |
| Advisory                                 |
| CAB Habeas                               |
| Civil Rights/Employment                  |
| Consumer Litigation                      |
| Consumer Mediation                       |
| Criminal and Civil Appeals               |
| Environmental                            |
| Habeas Corpus                            |
| Homeowner Protection                     |
| Identity Theft                           |
| Medicaid Fraud                           |
| Medical Licensing                        |
| Professional Licensing                   |
| Solicitor General                        |
| Tax/Revenue                              |
| Tobacco Litigation                       |
| Tort Investigations                      |
| Transportation Practice                  |
| Victims Assistance                       |

The OAG currently owns 220 perpetual Law Manager licenses that allow attorneys, paralegals, law clerks and administrative assistants to keep track of over 25,000 new

cases/matters per year and such workload is expected to grow 10% annually. OAG users are located at 3 distinct offices connected through fiber optic and T1 links.

Law Manager is a client-server application running on a Microsoft (MS) SQL 2000 backend database server. All clients (workstations) run MS Windows XP with Internet Explorer 7, Office 2003 suite (Word, Excel, Outlook) and Payne Metadata cleaner.

Autonomy's iManage version 8.3 is the current Document Management System (DMS) with approximately 360,000 documents directly linked to a Law Manager case/matter or contact (entity).

The OAG internal network utilizes Cisco 10/100/1000 switches. All of the OAG servers utilize Windows 2003 as operating system and run services such as MS Windows 2003 Active Directory, MS Exchange 2007, MS File and Print servers, MS SQL 2005 and MS Sharepoint (MOSS 3.0) Intranet. All mission-critical servers connect to an EMC Storage Area Network (SAN).

Remote access is accomplished through Citrix presentation servers and faxing from/to desktop is carried-out with Omtool's Genifax server. Scanners: a mix of Kodak i40s and Canon multi-function devices and Adobe Acrobat Professional is used for Optical Character Recognition (OCR).

## Requirements

### *Functional requirements*

Vendor shall provide answers to the following functional questionnaire. A bidder who cannot provide all of the items marked as "mandatory" on this questionnaire may be disqualified. This table is an Excel-based spreadsheet and includes a reference number. Vendor shall detail and/or explain alternatives/exceptions utilizing reference numbers.

| Ref | Functional questionnaire  | Level | Provided?<br>Y/N | Alternatives/exceptions |
|-----|---|-------|------------------|-------------------------|
| 1   | Contact Database  |       |                  |                         |
| 1.1 | Unlimited number of clients and interested parties (players)                    | M     |                  |                         |
| 1.2 | One-time entry for clients and interested parties                               | M     |                  |                         |
| 1.3 | Ability to add, delete or modify data fields in all screens by authorized users | M     |                  |                         |
| 1.4 | Centralized Rolodex that keeps the latest information on file                   | M     |                  |                         |
| 1.5 | Ability to designate any fields as mandatory input                              | M     |                  |                         |
| 1.6 | Search entire Rolodex with wildcard characters                                  | M     |                  |                         |
| 1.7 | Notes field for each contact entry  | M     |                  |                         |
| 2   | Matter Database   |       |                  |                         |
| 2.1 | Unlimited number of matters   | M     |                  |                         |
| 2.2 | Ability to add, delete or modify data fields in all screens by authorized users | M     |                  |                         |
| 2.3 | Matter deletion requires confirmation, auditing                                 | M     |                  |                         |
| 2.4 | Deleted matters can be restored   | M     |                  |                         |
| 2.5 | Drop-down lists for Rolodex data  | M     |                  |                         |
| 2.6 | Matter number assignment either automatic or manual                             | M     |                  |                         |
| 2.7 | Matter number structure alphanumeric  | M     |                  |                         |

|      |  |   |  |  |
|------|--|---|--|--|
| 2.8  | Matter lookup table by name, client, number, lawyer  | M |  |  |
| 2.9  | Ability to designate any fields as mandatory input   | M |  |  |
| 2.10 | Ability to keep matter captions history as matter progresses   | M |  |  |
| 2.11 | Ability to define and keep general matter information by division  | M |  |  |
| 2.12 | Ability to track different phases in the life of a matter  | M |  |  |
| 2.13 | Ability to document final disposition of the matter  | M |  |  |
| 2.14 | Ability to send reminders, alerts to lawyers and staff of active and closed matters                              | M |  |  |
| 2.15 | Ability to manage "class-action like" cases  | M |  |  |
| 2.16 | Budgeting  | M |  |  |
| 2.17 | Cost tracking  | M |  |  |
| 2.18 | Time tracking  | M |  |  |
| 3    | Document Generation  |   |  |  |
| 3.1  | Merge with Microsoft Word (boilerplate documents); office will provide master forms for merging                  | M |  |  |
| 3.2  | Add, delete, or modify data fields within the merge document by authorized users                                 | M |  |  |
| 3.3  | Merge several documents simultaneously   | M |  |  |
| 3.4  | Merge must allow users to enter information in document during merge if information not available in data field. | M |  |  |
| 3.5  | Auto-merge on preset dates   | M |  |  |
| 3.6  | Auto-merge on preset events  | M |  |  |
| 4    | Calendar/Tickler   |   |  |  |
| 4.1  | Calendar appointments  | M |  |  |
| 4.2  | Rules-based calendaring system; office will provide rules  | M |  |  |
| 4.3  | Calendar assignments by single user and/or all in a division   | M |  |  |
| 4.4  | Standard description for categorized appointment type  | M |  |  |
| 4.5  | Task list assignment with reporting  | M |  |  |
| 4.6  | Ability for secretaries to schedule events for different lawyers that show up in the lawyers' calendars          | M |  |  |
| 4.7  | Calendar view on screen by lawyer, by group, by matter, by client  | M |  |  |
| 4.8  | History of calendar appointments rescheduled   | M |  |  |
| 4.9  | Audit trail of date entries, modifications   | M |  |  |
| 4.10 | Print out either appointments, deadlines, tasks, or all with select period range                                 | M |  |  |
| 4.11 | Ability to produce a trial schedule  | M |  |  |
| 4.12 | Search on events   | M |  |  |
| 4.13 | Transfer events and tasks from one user to another   | M |  |  |
| 4.14 | Calendar and reminder alert pop-ups and sent via email   | M |  |  |
| 4.15 | Integration with Microsoft Outlook – full bi-directional synchronization   | M |  |  |
| 5    | Matter Notes/Diary   |   |  |  |
| 5.1  | Automatic time, date, user stamp   | M |  |  |
| 5.2  | Free-form entry with no restrictions   | M |  |  |
| 5.3  | Automated diary entries for certain events   | M |  |  |
| 5.4  | Full text search   | M |  |  |
| 5.5  | Ability to log personal events   | M |  |  |
| 6    | Timekeeping  |   |  |  |
| 6.1  | Ability to transfer matters and events to other timekeepers  | M |  |  |
| 7    | Reports  |   |  |  |
| 7.1  | Matter expense tracking and reports  | M |  |  |
| 7.2  | Time tracking and reports  | M |  |  |
| 7.3  | Statute of limitation report   | M |  |  |
| 7.4  | Conflict of interest check   | M |  |  |
| 7.5  | Matter archive with reporting  | M |  |  |
| 7.6  | Document generation history report   | M |  |  |
| 7.7  | Custom report writer   | M |  |  |
| 7.8  | Query on any and all fields  | M |  |  |

|      |   |   |  |  |
|------|---|---|--|--|
| 7.9  | Matter export capabilities  | M |  |  |
| 8    | Email Interface   |   |  |  |
| 8.1  | Microsoft Outlook   | M |  |  |
| 8.2  | Ability to drag and drop received documents/attachments directly to matter      | M |  |  |
| 9    | Other Requirements  |   |  |  |
| 9.1  | Security by user down to record or tab  | M |  |  |
| 9.2  | File room records management  | M |  |  |
| 9.3  | Supports Governmental Regulatory and Accounting Reporting standards             | M |  |  |
| 9.4  | Download info to laptop with synchronization capabilities                       | M |  |  |
| 9.5  | PDA integration; bi-directional synchronization capabilities                    | M |  |  |
| 9.6  | Web interface   | M |  |  |
| 9.7  | Quick stats landing page displaying latest cases worked on, tasks, to-dos, etc. | M |  |  |
| 9.8  | Configuration of "matter intake form" per section                               | M |  |  |
| 9.9  | Configuration of "document generation" per section                              | M |  |  |
| 9.10 | Configuration of "rules-based calendar" per section                             | M |  |  |
| 9.11 | Creation of customized reports per section                                      | M |  |  |

Legend: M = mandatory, E = expected (can be added later)

## ***User configuration***

The OAG has several different sections (practices) and will need to configure the system for these groups. Vendor shall address the various levels of configuration in detail that are available. Include who would do the configuration and the steps required to configure the system. The OAG is interested in building its in-house IT expertise for configuring the system and knowledge transfer is vital. Vendor shall include pricing schedule for configuration of at least 3 sections (practices), easily creating data fields and reports. User configurations should be available in the following areas:

**Matter Intake Form** – The system should provide capabilities for configuring the matter intake form. This allows the OAG to begin with a basic intake form (the same basic initial information for all matters), then customize a sub form (or on the same form) with additional required information based on the type of matter or other triggers. The configuration should allow for creating data fields and the ability to drag and drop where that data field will be located on the intake form.

**Document Generation** – The system should integrate directly with Microsoft Word. The purpose is to allow the end user to generate standard documents or forms with a simple merge. The OAG will determine a standard set of these boilerplate documents, then assemble the required data fields into the document.

**Calendar** – The system should provide a rules-based calendar system, allowing the OAG to create a number of rules based on the type of matter, the jurisdiction or court, or any number of criteria. These can be actual dates and deadlines or tasks associated with the individual matter. Once the rule has been applied, it should appear in the calendar system and in Microsoft Outlook.

**Reporting** – The ability to create customized reports is of paramount importance to the OAG. If the data is in the system, it should be easily extracted in any

format designed by the OAG. Typically, reports are created based on selection criteria, as well as format. Once the report is created and saved, the user only needs to select and run the report.

### ***Training requirements***

Professional training is critical to the success of this project. The OAG is committed to having all lawyers and staff receive the best possible training within a reasonable time period. In this case, the system training must be integrated with additional training by the implementation of changes in the business processes, new policies, and directives that will be implemented in support of the new system. Therefore, the vendors will need to work with the OAG to incorporate needed training with the design of operational change training. As such, the vendors are requested to describe their approach and methodology with regards to:

- Preparation of a training plan;
- Delivery of system training as provided to other clients;
- Training collateral such as participants' guides, workbooks and training aides;
- Technology enhanced training such as computer-based or video-based training; and
- Online training support,

and explain how their training approach will best fit with their implementation plan of the proposed systems. Vendor shall indicate the types of training available, amount of training recommended per position (lawyer, legal assistant, administration staff), and provide a training outline and/or training manual. Suggested training includes:

**Initial training** – Initial training of the matter management system should be mandatory for all lawyers and staff and should include an overview of the system. Initial training is typically handled by the vendors during the initial installation and implementation. In your proposal, indicate the recommended amount of time for initial training.

**Ongoing and follow-up training** – After the initial training, the OAG will transition into the new system. This transition will most likely cause the OAG an initial drop in productivity as lawyers and staff get used to the new system. As the users progress with the new system, follow-up training will help to increase and optimize productivity for all users. In your proposal, indicate the recommended amount of time for floor support following initial training.

**Administrator training** – The OAG will require additional training for the IT matter management system and database administrators. This training should include, at a minimum, all customization capabilities, document generation and management, rules-based customization, and report writing. Vendor shall indicate the recommended amount of time for administrative and technical training.

## Technical requirements

Vendor shall provide answers to the following technical questionnaire. A bidder who cannot provide all of the items marked as “mandatory” on this questionnaire may be disqualified. This table is an Excel-based spreadsheet and includes a reference number. Vendor shall detail and/or explain alternatives/exceptions utilizing reference numbers.

| Ref | Technical Questionnaire   | Level | Provided?<br>Y/N | Alternatives/exceptions |
|-----|---|-------|------------------|-------------------------|
| 1   | Information system  |       |                  |                         |
| 1.1 | Designed for either Corporate Law Firms or Government agencies to ensure system has the ability to handle multiple and disparate legal practices  | M     |                  |                         |
| 1.2 | Designed to manage caseloads of medium-size (between 50 and 100 lawyers) firms or a large (over 100 attorneys) organization   | M     |                  |                         |
| 1.3 | Vendor abides by Indiana Code 4-13.1-3, which was created to ensure all state information technology equipment, software and systems used by the public or state employees comply with the accessibility standards of Section 508 of the Federal Rehabilitation Act of 1973 (Section 508) | M     |                  |                         |
| 2   | Servers   |       |                  |                         |
| 2.1 | Server operating system: MS Windows 2003 (or later)   | M     |                  |                         |
| 2.2 | How many servers are required for the production and test environment including servers needed for optional modules such as Web services?   |       |                  |                         |
| 2.3 | What components are installed and run on the server(s)?   |       |                  |                         |
| 2.4 | What is the estimated amount of workload placed on the server and the estimated amount of workload placed on the client?  |       |                  |                         |
| 2.5 | Do you include a separate license (without additional license fees) for a test environment?   | E     |                  |                         |
| 3   | Database and reporting  |       |                  |                         |
| 3.1 | MS SQL 2005 (or later) as backend database server   | M     |                  |                         |
| 3.2 | Data structure “configurations” shall not affect future product upgrades  | M     |                  |                         |
| 3.3 | What features exist to support “configuration” management and “configurations” designed to support interoperability with other applications?  |       |                  |                         |
| 3.4 | OAG Database Administrators (DBAs) query database directly  | M     |                  |                         |
| 3.5 | Data warehouse structure in place   | E     |                  |                         |
| 3.6 | Data model provided   | E     |                  |                         |
| 3.7 | Describe reports that come standard with system, describe the methodology used to create new reports after system go-live. Provide samples of standard reports and ad-hoc queries.  | M     |                  |                         |
| 3.8 | What reporting tools are included or can be used with the application?  | E     |                  |                         |
| 4   | Interoperability  |       |                  |                         |
| 4.1 | How does product accommodate interoperability with Customer Relationship Management systems?  | E     |                  |                         |
| 4.2 | How does product accommodate interoperability with Peoplesoft Financials?   | E     |                  |                         |
| 4.3 | How does product accommodate interoperability with Autonomy’s iManage 8.3 DMS?  | M     |                  |                         |
| 4.4 | How does product accommodate interoperability with Microsoft’s Sharepoint MOSS 3.0 DMS?   | E     |                  |                         |
| 4.5 | How does product accommodate interoperability with Symantec’s Enterprise Vault?   | E     |                  |                         |
| 5   | Maintenance   |       |                  |                         |
| 5.1 | How often are patches and major upgrades released?  |       |                  |                         |
| 5.2 | How are those installed on the server?  |       |                  |                         |

|      |   |   |  |  |
|------|---|---|--|--|
| 5.3  | Does the application include an archive utility?  |   |  |  |
| 6    | Integration   |   |  |  |
| 6.1  | Application integrates with Microsoft Word  | M |  |  |
| 6.2  | Application provides full bi-directional integration with Microsoft Outlook (e-mail and calendar)   | M |  |  |
| 6.3  | Application fully integrates with Autonomy's iManage Document Management System (DMS) version 8.3   | M |  |  |
| 6.4  | Application fully integrates with Microsoft's Sharepoint (MOSS 3.0) Document Management System  | E |  |  |
| 7    | Implementation  |   |  |  |
| 7.1  | Who installs the software? Customer? Consultant? sw developer?  |   |  |  |
| 7.2  | Who integrates/configures the sw into the OAG's environment? Customer? sw developer? Consultant?  |   |  |  |
| 7.3  | Who develops custom programs/modifications if needed? Customer? sw developer? Consultant?   |   |  |  |
| 7.4  | Who manages data conversion? Customer? Sw developer? Consultant?  |   |  |  |
| 7.5  | Who manages document migration? Customer? Sw developer? Consultant?   |   |  |  |
| 8    | Training  |   |  |  |
| 8.1  | Typical amount of training recommended for: lawyer, staff, IT (sysadmin and DBAs)   |   |  |  |
| 8.2  | Training conducted on-site (train users), on-site (train the trainer), webex, video?  |   |  |  |
| 8.3  | Training plan including initial and follow-up (floor support) training  | M |  |  |
| 8.4  | Who does training? SW developer? Consultant?  |   |  |  |
| 8.5  | Are training materials provided? If so, please explain  | M |  |  |
| 9    | Support   |   |  |  |
| 9.1  | Software covered by a warranty for at least 6 months from the acceptance date of the system, during which time, maintenance and support will be provided at no additional cost                          | M |  |  |
| 9.2  | Any software that is not covered by a warranty must be clearly indicated and the reason for the exclusion must be explained   |   |  |  |
| 9.3  | Toll free phone support   | M |  |  |
| 9.4  | EST hours of support; describe costs for different service levels (if any)  | E |  |  |
| 9.5  | If the vendors' service level includes a response time for critical issues/problems that is different from that of a non-critical issue/problem, vendor must identify what constitutes a critical issue | E |  |  |
| 9.6  | E-mail technical support available?   | M |  |  |
| 9.7  | Remote support available?   | M |  |  |
| 9.8  | Web FAQs available?   | M |  |  |
| 9.9  | Web user access available (password protected)?   | M |  |  |
| 10   | Workstation   |   |  |  |
| 10.1 | MS Windows XP (or later) client operating system  | M |  |  |
| 10.2 | How are client upgrades installed?  |   |  |  |
| 10.3 | Are any additional hardware peripherals required?   |   |  |  |
| 11   | References  |   |  |  |
| 11.1 | Do you currently have other Attorney General's Offices as clients? If so, which ones?   | E |  |  |
| 11.2 | If not, do you have other State government agencies similar in size and complexity as clients?  | M |  |  |
| 11.3 | Provide contact information for item(s) above   | M |  |  |
| 12   | Migrating data  |   |  |  |
| 12.1 | Experience converting Law Manager data. Describe projects in terms of complexity and volume and provide client information  | M |  |  |

|       |   |   |  |  |
|-------|---|---|--|--|
| 12.2  | Vendor shall describe approach to minimize downtime impact for migration to new CMS. Vendor shall describe its migration methodology and services, such as transition support and equipment preparation                               | M |  |  |
| 12.3  | Is there an existing data mapping for Law Manager database structure?   | E |  |  |
| 12.4  | Leverage OAG's in-house DBAs minimizing consultant cost   | M |  |  |
| 12.5  | What is, based on your experience, the clean-up process recommended?  |   |  |  |
| 12.6  | Are there tools to check for duplicate names and other duplicate data and processes to correct data?  |   |  |  |
| 12.7  | Does solution provide other software tools and/or best practices to perform/assist with conversion tasks?   |   |  |  |
| 13    | Migrating documents   |   |  |  |
| 13.1  | Product provides built-in Document Management System  | M |  |  |
| 13.2  | Does provided built-in DMS interoperates with Symantec's Enterprise Vault?  | E |  |  |
| 13.3  | Methodology for migrating documents   | E |  |  |
| 13.4  | Do you have experience migrating iManage documents?   | E |  |  |
| 13.5  | Do you provide tool to check for duplicate documents?   |   |  |  |
| 14    | Security  |   |  |  |
| 14.1  | Are transmissions (outside the server/system) encrypted including authentication and data transfer? If so, by what method?  | E |  |  |
| 14.2  | How is the data stored on the system (user accounts database, configuration files, customer data, etc.) secured and/or encrypted?   | E |  |  |
| 14.3  | By default, user accounts do not have domain admin permissions. Is this a foreseeable issue for the application's integration or functionality?   |   |  |  |
| 14.4  | Active Directory integration for users' log on (single sign-on)   | M |  |  |
| 14.5  | Does the application require a specific system account, or does it use the local system account?  |   |  |  |
| 14.6  | What permissions does the administrator of the application require on the server?   |   |  |  |
| 14.7  | Does the application support Microsoft Windows' updates set to automatically download/install the latest critical patches?  |   |  |  |
| 14.8  | Does the application provide integration with Microsoft Windows' Event Viewer or its own logging/auditing mechanism? Alerting/monitoring integration with Microsoft Operations Manager?   | E |  |  |
| 14.9  | Does the application provide any performance monitor counters (to integrate with Microsoft PerfMon utility)   |   |  |  |
| 14.10 | Product provides an audit trail that includes transaction detail, date and time of transaction activity, and identification of the person entering the on-line transactions. Describe any reporting mechanism for these audit trails. | M |  |  |
| 15    | Other requirements  |   |  |  |
| 15.1  | Software code held in escrow  | M |  |  |
| 15.2  | Does software have practice libraries? If so, please explain  |   |  |  |
| 15.3  | Is there any other legal specific software provided by your company?  |   |  |  |

Legend: M = mandatory, E = expected (can be added later)

### ***Migration information***

Vendor shall describe approach to minimize/avoid downtime impact for migration to new CMS. Vendor shall describe its migration methodology and services.

The following information is provided in case a solution other than Law Manager is selected.

The Indiana Office of the Attorney General (OAG) implemented Law Manager (LM) as its Case Management System (CMS) in 1997. However, data conversion from the prior Wang system was finally completed in 2001. Today, there are 16,000 open cases, 234,000 closed cases and 2,000 inactive cases. All 252,000 cases/matters (open, closed and inactive) are required to be converted/migrated to the new system. Our contact (also known as “players” such as Deputy Attorneys General, Complainant, Respondent, Defendant, Plaintiff, etc.) database contains 1,900,000 entries. There are 42 tables (with an average of 15 columns per table) in the Law Manager database. Below is a listing of the tables with the most records/data:

| Table name      | Brief description  | Record count |
|-----------------|--|--------------|
| Object          | Master table works in combination with Matter, Entity, Calendar, Address, Email Address, Phone, Note, Task, etc. | 6,013,639    |
| Relation        | Players (contacts) info  | 3,876,631    |
| Calendar object | Calendar and Financials (combined with Object table)   | 3,738,352    |
| Entity object   | Entity info (combined with Object table)   | 612,716      |
| Matter object   | Matter info (combined with Object table)   | 425,338      |
| Note object     | Note info (combined with Object table)   | 153,366      |
| Record object   | Archive info (combined with Object table)  | 250,479      |
| Campaign object | Campaign info (combined with Object table)   | 12,939       |

The following information is provided in case OAG decides to migrate existing DMS documents from iManage to either solution’s built-in or MS Sharepoint DMS.

The OAG currently utilizes Interwoven/Autonomy iManage 8.3 as its Document Management System (DMS). iManage utilizes a SQL2005 backend to store documents and user-level permissions. Fifty percent of documents stored within the DMS are directly linked to a Law Manager case/matter or entity. More specifically, there are 330,000 documents associated with Law Manager cases/matters and 30,000 documents connected to Law Manager entities. Upon decision, all 360,000 documents are required to be migrated without loss of reliability.

### **Implementation approach**

Vendors shall describe and demonstrate how their methodology and approach to manage a project of this scope will be applied to this project. Describe how you would involve the OAG stakeholders, including the IT Department, in the design process. Also describe the project scheduling, monitoring, and controlling mechanism that will be used. Describe your recommended process for change control including process for recommending changes, participating in the decision process, and for documenting and implementing the approved changes.

The vendors must provide an implementation methodology and plan to demonstrate how the design, development, delivery, installation, configuration, test, and integration of the proposed solution will be approached. The vendors must take into account the OAG's intent to have its administration and IT staff trained and involved in the implementation of the system. The OAG prefers a staggered approach to the implementation.

In your proposal, please provide detailed recommendations regarding how the matter management system should be rolled out to the OAG.

The plan will be refined with the OAG during negotiations of the contract. It must identify and describe tasks, deliverables, resources, roles and responsibilities, and schedules required to successfully implement the solution. It should be based on the vendors' prior experience with similar implementations.

The implementation plan must include expectations or assumptions regarding the number and type of OAG resources required to implement the plan, which must be identified for each phase of the plan. The vendors' staffing estimates should also be demonstrated. The vendors must provide adequately trained staff onsite during the implementation to deal with any difficulties that may arise.

### ***Quality assurance and testing approach***

Vendor shall provide a QA and testing approach to demonstrate how high-quality goods and services will be delivered to the OAG. This approach must cover all deliverables and services proposed by the vendors. Vendors should identify all resources required for testing including all hardware and software required.

Testing of the new system shall be performed to identify and expose all issues and associated risks, communicate all known issues to the project team, and ensure that all issues are addressed in an appropriate manner before release. This requires careful and methodical testing of the software to first ensure all areas are scrutinized and, consequently, all issues found are dealt with appropriately.

As part of the final agreement, vendor shall submit a plan that will detail how they will accomplish testing of all delivered software. This approach shall recommend an approval process for all testing elements, as well as sign-off procedures for pass/fail items.

### **Vendor information**

1. Identify the qualifications that Vendor brings to this project.
2. Explain what differentiates your products or services from others in the market.
3. Describe the adequacy of staff, equipment, research tools and administrative resources; quality and appropriateness of technical or support staff; and past performance of the organization relevant to this project.
4. Describe product roadmap.

5. Identify any strategic alliances that you currently participate in.

**Project understanding**

Please describe your organization’s understanding of the RFP and project requirements.

1. What do you understand to be the purpose and scope of this project?
2. What are the pertinent and potential issues related to this project?
3. What benefits can OAG expect?

**Pricing and service availability**

Vendor shall modify Excel-based form **example** below to provide pricing information. Vendor shall provide description of each item:

| Topic          | Unit | Item                                  | Brief description                                    | Price | Extended price |
|----------------|------|---------------------------------------|--|-------|----------------|
| Licensing      | 1    | Server license                        |  |       | \$0.00         |
| Licensing      | 250  | User license                          |  |       | \$0.00         |
| Licensing      | 1    | Data warehouse                        |  |       | \$0.00         |
| Licensing      |      | Additional                            | any additional software                              |       | \$0.00         |
| Maintenance    | 250  | Annual fee                            | 15% of user license fee                              |       | \$0.00         |
| Maintenance    |      | Additional                            | any additional recurring costs                       |       | \$0.00         |
| Implementation | 1    | Software installation                 |  |       | \$0.00         |
| Implementation | 3    | System implementation (configuration) |  |       | \$0.00         |
| Implementation | 0    | System customization                  | custom programming per hour                          |       | \$0.00         |
| Implementation |      | Additional                            | any additional one-time costs                        |       | \$0.00         |
| Migration      |      | Data conversion                       | data mapping and conversion of 252,000 cases/matters |       | \$0.00         |
| Migration      |      | Documents migration                   | conversion of 330,000 documents                      |       | \$0.00         |
| Migration      |      | Additional                            | any additional migration costs                       |       | \$0.00         |
| Training       |      | Attorney training                     | on-site training per day                             |       | \$0.00         |
| Training       |      | Staff training                        | on-site training per day                             |       | \$0.00         |
| Training       |      | Train the trainer                     | on-site training per day                             |       | \$0.00         |
| Training       |      | IT sysadmin and DBAs                  | on-site training per day                             |       | \$0.00         |
| Training       |      | Floor support training                | on-site training per day                             |       | \$0.00         |
| Training       |      | Additional                            | any additional training costs                        |       | \$0.00         |
| Training       |      | Travel expenses                       |  |       | \$0.00         |

Describe any discounts that have been included in the pricing. Describe any license exchange (trade-in) program your organization might offer. Describe any additional discounts, for example, volume or term discounts which OAG may be eligible for.

As discussed earlier in this RFP, the OAG will require various levels of user configuration to accommodate practice areas (sections). In your proposal, please provide cost ranges for the types of configurations and services your company will perform for the OAG.

Vendor shall describe its billing/invoicing process.

### ***Value-added products or services***

Vendor shall list and describe additional products or services that may provide value-added advantages.

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

### ***Subcontracting***

The response should indicate whether the vendor proposes to use subcontractors for any aspect of the work and must identify the proposed subcontractors in sufficient detail. No subcontracting shall be permitted without the prior approval of the OAG.

### ***Service Level Agreement***

Service Level Agreements (SLA) shall be negotiated and written in a way that can provide effective reporting. Tracking mechanisms should be available and clear to ensure compliance and that compensation is appropriate.

In the event that the Vendor does not consistently meet its service level agreement, a breach of contract will occur, which will constitute termination of contract between vendor and OAG. The Vendor shall provide a “ramp-up” period in which current services/applications are affected minimally during the course of the transition to a different vendor.

The Vendor shall provide a monthly Service Level Agreement report detailing the services rendered and work completed during the month. Additional costs incurred to OAG must be explained within this report.

Average response time service levels will be defined and agreed upon in advance. The vendor shall define a mechanism by which average response time can be reasonably measured and a procedure by which OAG can view those statistics.