

IN THE COUNTY LEGISLATURE OF JACKSON COUNTY, MISSOURI

A RESOLUTION transferring \$33,500.00 within the 2011 General Fund, \$18,500.00 within the 2011 Park Fund, and \$19,414.00 within the Special Road and Bridge Fund and awarding a contract for the furnishing of Legal Files Case and Matter Management System for use by the Office of the County Counselor to Legal Files Software of Springfield, Illinois, at a cost to the County not to exceed \$67,914.00, as a sole source purchase.

RESOLUTION #17684, September 26, 2011

INTRODUCED BY Scott Burnett, County Legislator

WHEREAS, the Office of the County Counselor currently uses a case management program that was developed by the County's Information Technology Department; and,

WHEREAS, this system is no longer meeting the Counselor's Office's needs and the County Counselor recommends the purchase of a more advanced commercial case management system; and,

WHEREAS, additional computer hardware will also be required to use in conjunction with the new software; and,

WHEREAS, section 1030.1, Jackson County Code, 1984, eliminates the requirement for competitive bidding when items to be purchased can be obtained from only one source and requires notification of and approval by the Legislature on such sole source purchases exceeding \$25,000.00; and,

WHEREAS, the Director of Finance and Purchasing recommends the award of a contract for Legal Files Case and Matter Management System software to Legal Files Software of Springfield, Illinois, as a sole source purchase based upon the determination that this proprietary software package provides unique features that are not available from any other source and that this software best meets the Counselor's Office needs; now therefore,

BE IT RESOLVED by the County Legislature of Jackson County, Missouri, that the following transfers be and hereby are made:

| <u>Department/Division</u> | <u>Character Description</u> | <u>From</u> | <u>To</u> |
|--|------------------------------|-------------|-----------|
| General Fund County Counselor | | | |
| 001-1101 | 55010 - Regular Salaries | \$33,500 | |
| 001-1101 | 58171 - Personal Computers | | \$ 3,500 |
| 001-1101 | 56661 - Software Purchase | | \$30,000 |
| Park Fund County Counselor | | | |
| 003-1101 | 55010 - Regular Salaries | \$18,500 | |
| 003-1101 | 56661 - Software Purchase | | \$18,500 |
| Special Road & Bridge Fund County Counselor | | | |
| 004-1101 | 55010 - Regular Salaries | \$19,414 | |
| 004-1101 | 56661 - Software Purchases | | \$19,414 |

and,

BE IT FURTHER RESOLVED by the County Legislature of Jackson County, Missouri that the purchase be made as recommended by the Director of Finance and Purchasing, and that the Director be, and is hereby, authorized to execute for the County any documents necessary for the accomplishment of the award; and,

BE IT FURTHER RESOLVED that the Director of Finance and Purchasing is authorized to make all payments, including final payment, on the contract.

Effective Date: This Resolution shall be effective immediately upon its passage by a majority of the Legislature.

APPROVED AS TO FORM:

W. Dwyer
Senior Deputy County Counselor

W. Stephens
County Counselor

Certificate of Passage

I hereby certify that the attached resolution, Resolution #17684 of September 26, 2011, was duly passed on September 26, 2011 by the Jackson County Legislature. The votes thereon were as follows:

Yeas 6 Nays 0
Abstaining 0 Absent 3

9.27.11
Date

Mary Jo Spino
Mary Jo Spino, Clerk of Legislature

Funds sufficient for this transfer are available from the sources indicated below.

ACCOUNT NUMBER: 001 1101 55010
ACCOUNT TITLE: General Fund
 County Counselor
 Regular Salaries
NOT TO EXCEED: \$33,500.00

ACCOUNT NUMBER: 003 1101 55010
ACCOUNT TITLE: Park Fund
 County Counselor
 Regular Salaries
NOT TO EXCEED: \$18,500.00

ACCOUNT NUMBER: 004 1101 55010
ACCOUNT TITLE: Special Road & Bridge Fund
 County Counselor
 Regular Salaries
NOT TO EXCEED: \$19,414.00

There is a balance otherwise unencumbered to the credit of the appropriation to which the expenditure is chargeable and there is a cash balance otherwise unencumbered in the treasury to the credit of the fund from which payment is to be made each sufficient to provide for the obligation herein authorized.

ACCOUNT NUMBER: 001 1101 56661
ACCOUNT TITLE: General Fund
County Counselor
Software Purchase
NOT TO EXCEED: \$30,000.00

ACCOUNT NUMBER: 003 1101 56661
ACCOUNT TITLE: Park Fund
County Counselor
Software Purchase
NOT TO EXCEED: \$18,500.00

ACCOUNT NUMBER: 004 1101 56661
ACCOUNT TITLE: Special Road & Bridge Fund
County Counselor
Software Purchase
NOT TO EXCEED: \$19,414.00

September 21, 2011
Date


Director of Finance and Purchasing

REQUEST FOR LEGISLATIVE ACTION

Completed by County Counselor's Office:

Res/~~Ord~~ No.: 17684

Sponsor(s): Scott Burnett

Date: Sept. 26, 2011

| | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|-------------|--|----|--|-------------|--|-------------|---|--|--|-------------|---|-------------|---|-------------|--|-------------|--|-------------|---|-------------|---|-------------|
| <p>SUBJECT</p> | <p>Action Requested <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance</p> <p>Project/Title: <u>Transferring \$71,414.00 within the Counselor's Office Budget and authorizing the purchase of a Legal Files Case and Matter Management System for the Counselor's Office from Legal Files Software of Springfield, Illinois in the amount of \$67,914.00 as a Sole Source; the remaining funds will be spent on Computer Hardware (via an existing County Term and Supply Contract) to use in conjunction with the Legal Files Case and Matter Management System.</u></p> | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>BUDGET INFORMATION <i>To be completed By Requesting Department and Finance</i></p> | <table border="1"> <tr> <td>Amount authorized by this legislation this fiscal year:</td> <td>\$71,414.00</td> </tr> <tr> <td>Amount previously authorized this fiscal year:</td> <td>\$</td> </tr> <tr> <td>Total amount authorized after this legislative action:</td> <td>\$71,414.00</td> </tr> <tr> <td>Amount budgeted for this item * (including transfers):</td> <td>\$71,414.00</td> </tr> <tr> <td>Source of funding (name of fund) and account code number;</td> <td></td> </tr> <tr> <td>FROM : 001-1101-55010 General Fund, Counselor's Office, Regular Salaries</td> <td>\$33,500.00</td> </tr> <tr> <td>TO: 001-1101-56661 General Fund, Counselor's Office, Software Purchases</td> <td>\$30,000.00</td> </tr> <tr> <td>001-1101-58171 General Fund, Counselor's Office, Personal Computers</td> <td>\$ 3,500.00</td> </tr> <tr> <td>FROM: 003-1101-55010 Park Fund, Counselor's Office, Regular Salaries</td> <td>\$18,500.00</td> </tr> <tr> <td>TO: 003-1101-56661 Park Fund, Counselor's Office, Software Purchases</td> <td>\$18,500.00</td> </tr> <tr> <td>FROM: 004-1101-55010 Road & Bridge Fund, Counselor's Office, Regular Salaries</td> <td>\$19,414.00</td> </tr> <tr> <td>TO: 004-1101-56661 Road & Bridge Fund, Counselor's Office, Software Purchases</td> <td>\$19,414.00</td> </tr> </table> <p>* If account includes additional funds for other expenses, total budgeted in the account is: \$</p> <p>OTHER FINANCIAL INFORMATION:</p> <p><input type="checkbox"/> No budget impact (no fiscal note required) <input type="checkbox"/> Term and Supply Contract (funds approved in the annual budget); estimated value and use of contract: Department: Estimated Use: \$</p> <p>Prior Year Budget (if applicable): Prior Year Actual Amount Spent (if applicable):</p> | Amount authorized by this legislation this fiscal year: | \$71,414.00 | Amount previously authorized this fiscal year: | \$ | Total amount authorized after this legislative action: | \$71,414.00 | Amount budgeted for this item * (including transfers): | \$71,414.00 | Source of funding (name of fund) and account code number; | | FROM : 001-1101-55010 General Fund, Counselor's Office, Regular Salaries | \$33,500.00 | TO: 001-1101-56661 General Fund, Counselor's Office, Software Purchases | \$30,000.00 | 001-1101-58171 General Fund, Counselor's Office, Personal Computers | \$ 3,500.00 | FROM: 003-1101-55010 Park Fund, Counselor's Office, Regular Salaries | \$18,500.00 | TO: 003-1101-56661 Park Fund, Counselor's Office, Software Purchases | \$18,500.00 | FROM: 004-1101-55010 Road & Bridge Fund, Counselor's Office, Regular Salaries | \$19,414.00 | TO: 004-1101-56661 Road & Bridge Fund, Counselor's Office, Software Purchases | \$19,414.00 |
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| FROM : 001-1101-55010 General Fund, Counselor's Office, Regular Salaries | \$33,500.00 | | | | | | | | | | | | | | | | | | | | | | | | |
| TO: 001-1101-56661 General Fund, Counselor's Office, Software Purchases | \$30,000.00 | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>PRIOR LEGISLATION</p> | <p>Prior ordinances and (date): Prior resolutions and (date):</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>CONTACT INFORMATION</p> | <p>RLA drafted by (name, title, & phone): Barbara Casamento, Purchasing Supervisor, 881-3253</p> | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>REQUEST SUMMARY</p> | <p>The Counselor's Office requires a Case Management Software System and additional computer hardware to use in conjunction with that system for their offices. Research has determined that the Legal Files Software is the only software available that meets the Counselor's Office's needs and works with their existing software. The additional computer hardware will be purchased via existing County Term and Supply Contracts.</p> <p>Pursuant to Section 1030.1 of the Jackson County Code, 1984, the Director of Finance and Purchasing requests authorization for the purchase of a Legal Files Case and Matter Management System for use by the Counselor's Office from Legal Files Software of Springfield, Illinois in the amount of \$67,914.00 as a Sole Source. The Director of Finance and Purchasing has determined that this Software System can only be obtained from one source.</p> <p>The Director of Finance and Purchasing also requests the transfer of \$71,414.00 within the Counselor's Office Budget as follows:</p> | | | | | | | | | | | | | | | | | | | | | | | | |

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|--|---|------------------------|--------------------------|------------------------|--|-------------------------|-------|-------------------|--------------------|----------------------|----------------------------|--|-------|
| CLEARANCE | <input type="checkbox"/> Tax Clearance Completed (Purchasing & Department) N/A <input type="checkbox"/> Business License Verified (Purchasing & Department) N/A <input checked="" type="checkbox"/> Chapter 6 Compliance - Affirmative Action/Prevailing Wage (County Auditor's Office) | | | | | | | | | | | | |
| ATTACHMENTS | Quote from Legal Files Software and a Memorandum from Mr. Jay Haden, Chief Deputy County Counselor | | | | | | | | | | | | |
| REVIEW | <table border="1"> <tr> <td data-bbox="1071 661 1599 766">Department Director</td> <td data-bbox="1071 766 1599 1396"><i>W. Stephen Wilson</i></td> <td data-bbox="1071 1396 1599 1501">Date: <i>9/20/2011</i></td> </tr> <tr> <td data-bbox="1071 766 1599 871">Finance (Budget Approval): <i>If applicable</i></td> <td data-bbox="1071 871 1599 1396"><i>Richard J. Bauer</i></td> <td data-bbox="1071 1396 1599 1501">Date:</td> </tr> <tr> <td data-bbox="1071 871 1599 976">Division Manager:</td> <td data-bbox="1071 976 1599 1396"><i>[Signature]</i></td> <td data-bbox="1071 1396 1599 1501">Date: <i>9/21/11</i></td> </tr> <tr> <td data-bbox="1071 976 1599 1396">County Counselor's Office:</td> <td data-bbox="1071 1396 1599 1701"></td> <td data-bbox="1071 1501 1599 1701">Date:</td> </tr> </table> | Department Director | <i>W. Stephen Wilson</i> | Date: <i>9/20/2011</i> | Finance (Budget Approval): <i>If applicable</i> | <i>Richard J. Bauer</i> | Date: | Division Manager: | <i>[Signature]</i> | Date: <i>9/21/11</i> | County Counselor's Office: | | Date: |
| Department Director | <i>W. Stephen Wilson</i> | Date: <i>9/20/2011</i> | | | | | | | | | | | |
| Finance (Budget Approval): <i>If applicable</i> | <i>Richard J. Bauer</i> | Date: | | | | | | | | | | | |
| Division Manager: | <i>[Signature]</i> | Date: <i>9/21/11</i> | | | | | | | | | | | |
| County Counselor's Office: | | Date: | | | | | | | | | | | |

| | | |
|-------------|--|-------|
| | <p>FROM: 001-1101-55010 General Fund, Counselor's Office, Regular Salaries \$33,500.00 TO: 001-1101-56661 General Fund, Counselor's Office, Software \$30,000.00 001-1101-58171 General Fund, Counselor's Office, Personal Computers \$ 3,500.00</p> <p>FROM: 003-1101-55010 Park Fund, Counselor's Office, Regular Salaries \$18,500.00 TO: 003-1101-56661 Park Fund, Counselor's Office, Software \$18,500.00</p> <p>FROM: 004-1101-55010 Road & Bridge, Counselor's Office, Regular Salaries \$19,414.00 TO: 004-1101-56661 Road & Bridge, Counselor's Office, Software \$19,414.00</p> | |
| CLEARANCE | <input type="checkbox"/> Tax Clearance Completed (Purchasing & Department) N/A <input type="checkbox"/> Business License Verified (Purchasing & Department) N/A <input checked="" type="checkbox"/> Chapter 6 Compliance - Affirmative Action/Prevailing Wage (County Auditor's Office) | |
| ATTACHMENTS | Quote from Legal Files Software and a Memorandum from Mr. Jay Haden, Chief Deputy County Counselor | |
| REVIEW | Department Director: | Date: |
| | Finance (Budget Approval): <i>If applicable</i> | Date: |
| | Division Manager: | Date: |
| | County Counselor's Office: | Date: |

Fiscal Information (to be verified by Budget Office in Finance Department)

- This expenditure was included in the annual budget.
- Funds for this were encumbered from the _____ Fund in ____.
- There is a balance otherwise unencumbered to the credit of the appropriation to which the expenditure is chargeable and there is a cash balance otherwise unencumbered in the treasury to the credit of the fund from which payment is to be made each sufficient to provide for the obligation herein authorized.
- Funds sufficient for this expenditure will be/were appropriated by Ordinance #
- Funds sufficient for this appropriation are available from the source indicated below.

| Account Number: | Account Title: | Amount Not to Exceed: |
|-----------------|----------------|-----------------------|
| | | |

- This award is made on a need basis and does not obligate Jackson County to pay any specific amount. The availability of funds for specific purchases will, of necessity, be determined as each using agency places its order.
- This legislative action does not impact the County financially and does not require Finance/Budget approval.



OFFICE OF THE COUNTY COUNSELOR

JACKSON COUNTY COURTHOUSE
415 EAST 12TH STREET
KANSAS CITY, MISSOURI 64106

816-881-3355
Fax: 816-881-3398

MEMORANDUM

TO: BARBARA CASAMENTO
PURCHASING SUPERVISOR

FROM: JAY D. HADEN *JDA*
CHIEF DEPUTY COUNTY COUNSELOR

DATE: SEPTEMBER 19, 2011

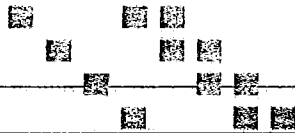
RE: REQUEST FOR SOLE SOURCE DETERMINATION, LEGAL
FILES SOFTWARE, INC.

As you may be aware, this office has determined that its existing county-designed case management system is no longer meeting the office's needs. The IT department has advised that it is not currently staffed so as to be able to upgrade or replace the current system for us. Accordingly we are pursuing the acquisition of a new, commercial case management system. County Counselor Steve Nixon has investigated and analyzed numerous commercial proprietary software packages and has determined that the package provided by Legal Files Software, Inc., of Springfield, IL, as outlined in the attached proposal, best meets the office's needs. Legal Files Software's windows-based product provides all the functionality we are looking for, at a competitive cost. Further, of all the packages analyzed, it is the most compatible with the other software systems the office is using, specifically Microsoft Office. As this package is proprietary to its designer, Legal Files Software, it is not available from any other source. Accordingly, we request that you declare Legal Files Software, Inc., to be a sole source for this product within the meaning of section 1030.1 of the county code, so that we may submit the acquisition of this product to the county legislature for approval, without the requirement of a formal competitive bid. Please let me know if you need anything else from us on this.

Jackson County, MO



Cost Summary For Legal Files Case & Matter Management System September 7, 2011



Prepared by:
Michael Pratt
Legal Files Software, Inc.
801 S. Durkin Drive, Springfield, Illinois 62704
800.500.0537, ext. 239
mike.pratt@LegalFiles.com



Introduction

Legal Files Software was founded in the mid 1980's and incorporated in Springfield, Illinois, in 1990. Since that time, Legal Files has grown to become the leader in case and document management systems by providing a superior product, customer service and support that is second to none, and by delivering on our promises.

The Legal Files solution is being used at a very diverse set of customers who range in size from 2 users, to just under 2,000 users. This scalability, logical program design, intuitive user interface, and tremendous flexibility enable the system to "mold" to any organization with case management needs. Today, Legal Files has become the premier case management solution for the legal market and supports customers in every area of the United States.

The Legal Files advantage is that it offers an application that is very easy to customize to individual requirements, while still maintaining a true off-the-shelf solution. This environment keeps Legal Files' support costs low, allowing us to invest a greater amount into research and development, which means the product, is constantly improving and staying ahead of the competition.

Legal Files averages a new release for our customers every twelve months. Each release includes new functionality and enhancement ideas that have come from our customers who benefit from one another, and continually improve their own operations. Legal Files also ensures that all new releases are compatible with all of the customization and configuration that our customers have already performed so they never have to waste time and money re-configuring their system after installing a new release.

Any questions or comments about this proposal can be directed to your Legal Files account manager.

Michael Pratt
Legal Files Software
801 S. Durkin Drive
Springfield, IL 62704

Phone: 800.500.0537 x 239
Fax: 217.726-7777

E-Mail: mike.pratt@LegalFiles.com

This proposal contains proprietary and confidential information that the customer is required to maintain as confidential. Customer may only use this proposal to evaluate a possible business arrangement with Legal Files Software, Inc., and customer may not disclose to any third party without advance written consent of Legal Files Software Inc. The pricing contained in this proposal is good for 60 days from the date on the proposal.



Solution Cost

Legal Files Software, Inc. is pleased to present our Legal Files Case and Matter Management System to Jackson County, MO. We believe the Legal Files solution will provide a robust matter and document management application that complements the existing software applications and technology currently in use at your offices.

Below is a summary of the costs the department could expect to incur during the implementation of Legal Files (Browser version), assuming 15 user licenses are acquired. Legal Files licensing costs are based on a per user license. All implementation services and training are based on a per day charge. The costs for onsite services do not include reasonable travel expenses incurred by Legal Files that are billed back to the client at cost.

| Quantity | Legal Files Software | Cost |
|-----------------------|--|--------------------|
| 15 | Legal Files User License Fee - (\$1,190/user) User License Includes Desktop Integration Suite: - Microsoft Outlook - MS Office - Drag & Drop Zone - Internet Explorer | \$17,850.00 |
| 1 | Server License Fee | 2,495.00 |
| TOTAL SOFTWARE | | \$20,345.00 |

| Quantity | Implementation Services | Cost |
|--------------------------------------|---|--------------------|
| 1 | Onsite System Administration Training (\$1,500/day) | \$1,500.00 |
| 2 | Onsite Implementation Assistance-Admin Setup (\$1,500/day) | 3,000.00 |
| 5 | Onsite End User Training (\$1,200/day) | 6,000.00 |
| 6 | Remote Project Management (\$200/hour) (Requirements Analysis & Post Implementation Review) | 1,200.00 |
| 50 | Data Conversion (Best Guess Estimate at \$200/hr.) Basic Conversion Includes: File Setup, Notes, Name Cards (address, phone numbers and email addresses), File Related People, Users and up to 4 file/case level custom windows. | 10,000.00 |
| 94 | Data Import to Legal Files Project is a manually initiated import utility that will read staging tables within the LFS schema. Data to be created includes: File Setup File Status (current) Name Cards/File Related People 2-3 File level Custom windows Mail Message sent to site level team re: case creation Import screen can report any errors received | 18,800.00 |
| 2 | Data Conversion/Import Project Time (\$1,500/day) | \$3,000.00 |
| 4 | Remote Installation (Legal Files and Desktop Integration) | No Charge |
| TOTAL IMPLEMENTATION SERVICES | | \$43,500.00 |



**COST SUMMARY FOR LEGAL FILES
CASE & MATTER MANAGEMENT SYSTEM**

JACKSON COUNTY, MO

| Quantity | Maintenance and Support | Cost |
|-----------------|--------------------------------------|--------------------|
| 15 | User Licenses (\$238 per user) | \$3,570.00 |
| 1 | Server License | 499.00 |
| | TOTAL MAINTENANCE AND SUPPORT | \$4,069.00 |
| | TOTAL COST SUMMARY | \$67,914.00 |



Onsite End User Training

The end-user training will instruct users on the use of the case management and groupware features of the application. An end-user training manual is utilized and students are encouraged to take this manual with them for future reference upon completion of the training.

It is strongly recommended that staff not be exempted from training. Special training should be set up for employees with scheduling conflicts or staff desiring separate training.

Legal Files also offers a portable training lab that can be utilized if computer equipment is not available. There is a \$50 per computer additional rental charge for training conducted using Legal Files Software, Inc.'s equipment. The rental charge does not include shipping costs, which are billed back to the client at cost.

Project Management

The Legal Files solution is a true off-the-shelf (COTS) application; however, we believe every customer requires a customized approach to implementation. Customers have their own unique business requirements, technical environment, data sources, interfaces, training needs, and solution expectations that all must be taken into consideration in order to successfully implement Legal Files.

Legal Files' approach to implementing the system is built on more than 15 years of experience in installing and configuring the application. Our approach has been continually refined to minimize the risk and ensure the highest level of customer satisfaction throughout the entire process. Legal Files project manager will assist with managing deliverables, organizing project activities, defining business requirements, configuring and implementing the application and following up after implementation.

Business Requirements Analysis

We believe that a successful Legal Files implementation begins with a clear understanding of your organization's business requirements and the development of a roadmap for configuring the Legal Files system to best meet your objectives. Therefore, before any training begins, Legal Files will conduct a series of online pre-implementation sessions with key representatives from your organization in order to learn more about your organization and its unique case/matter management needs.

These high-level business requirements analysis sessions will be conducted via phone and/or online by a Legal Files trainer or project manager who fully understands the capabilities of Legal Files and the many ways in which the system can be configured and customized for maximum effectiveness in different legal environments. The information gathered in these sessions will enable both the Legal Files implementation team and your management to make better decisions regarding the specific modification options which will be discussed in greater detail during your onsite Legal Files administrative training session.

Post-Implementation Review (or Checkup)

The first few weeks and months after you "go live" with Legal Files represent an important phase which is critical to the success of your implementation. Inevitably, questions will arise during this time. To help you and your staff make the best possible use of Legal Files in your office, your post-implementation process will include a series



Description of Software

Software License Fees

The Legal Files solution is licensed per user, which allows each user to have a unique login to the program. A user license will be needed for each user that needs to access, update and enter data into Legal Files. The unique login serves many purposes, but most importantly it is a critical component in assigning and maintaining system wide security, insuring that only appropriate users have access to sensitive case/file related data. Additionally, the unique login allows the system to deliver user-specific information via features like Manage my Day and Heads Up.

Description of Implementation Services

Legal Files backs its product with outstanding implementation assistance, customer support, training and software maintenance. Our customers are our number one priority and Legal Files built its business model around this belief.

Software Maintenance & Support

Legal Files offers an annual maintenance & support agreement to ensure that you receive regular software upgrades and unlimited Legal Files Software support.

Legal Files provides three levels of support for problems or questions relating to our software: telephone and e-mail user support for every-day "how-to" questions, telephone and e-mail technical support for "talk-through" system maintenance, and on-site technical support for "walk-through" system administration. On-site technical support is reserved for Legal Files specific problems that cannot be resolved over the phone or via a remote connection and that interrupt your business operations.

All support calls follow the same problem management escalation procedures. Any questions that the Help Desk specialist cannot answer are assigned to the product manager or the development department. The Legal Files solution is a mature application. However, as with any software program, no amount of product testing and quality assurance will catch every software "bug." As a result, Legal Files releases periodic software fixes to address bugs that are discovered by Legal Files staff, or reported through the Help Desk. These fixes are distributed on electronic media to all clients as part of the maintenance agreement.

In addition, Legal Files is constantly adding functionality to the program to provide the latest in technological advances and fulfill requests from our customers. All requests for enhancements, whether originating from a customer or internally within the company, are routed to the product manager where they are prioritized based on the potential benefit to the largest number of customers.

Once prioritized, the requests are taken to the development staff where a development plan and schedule is established, beginning with the highest priority items. A new release is offered, on the average every nine months and updated documentation and online help are available with every release.

Legal Files ensures all new releases are compatible with the customization and configuration that our clients have made to the system. All configuration and customization is handled through the application (and controlled by security) so an administrative user does not need to know about the database and its structure.



Changes to the database are limited to major releases and our upgrade routine automatically makes the required changes to the database during the upgrade process. This approach keeps our client's support costs low and greatly reduces the amount of time it takes to install a new release of the program.

With every new release, Legal Files produces a new features guide, which can be supplied in an electronic format at no charge.

Legal Files Software Inc. also publishes a client-only section of its web site. In the Legal Files Client Resource Center, a user may read current and all past issues of Hints & Helps, our Help

Desk publication; downloaded "What's New" to learn about the newest features and enhancements; and access the latest versions of all training manuals, Help documentation, and Build Notes.

Legal Files has built its reputation on serving our customers and delivering upon our promises. Our maintenance and support agreement is a key component in keeping our customers up to date with the most current release, while continuing to enhance the application through feedback from our customers.

System Administration Training

The Legal Files case and document management solution is a robust, professional case management system. It is reasonably easy to learn and use; however, Legal Files recommends a serious and disciplined approach to training. Maximum effectiveness and efficiency will only be acquired if management requires all appropriate employees to receive the training and practice necessary to become proficient in the use of the software.

Legal Files recommends that the key employee or employees who will be responsible for the ongoing administration of the Legal Files solution complete, at a minimum, one day of administrative training.

The System Administration Training will enable the employees to establish the system options and preferences. After training, the employees will be able to:

- Set up file/case menus
- Create custom pick list entries
- Establish appropriate user workgroup
- Decide and establish system security
- Create workflow wizards
- Create document assembly templates

Implementation Assistance/Admin Setup

In order to ensure a successful implementation at the company, Legal Files proposes two days of Implementation Assistance to assist with the initial configuration and rollout of the system. During this time, a Legal Files consultant will work closely with your own administrator(s) to facilitate an additional level of knowledge transfer between the parties.

The Legal Files consultant and your own system administrator(s) will then work together to configure the system.

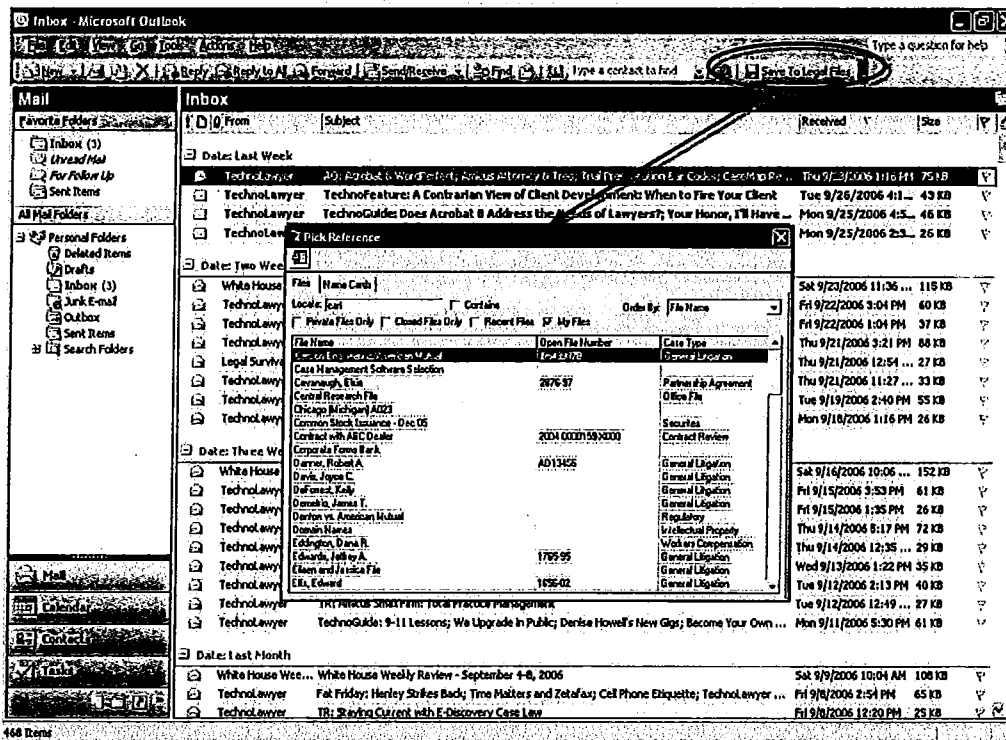
of six, one-hour interactive online sessions, which will take place on a scheduled basis from one to six months after your Legal Files rollout. Your post-implementation review sessions will be conducted by a Legal Files trainer or project manager who will provide you with "best practices" consultation to help you best utilize the power of Legal Files. These sessions can address any number of relevant topics, including an assessment of how your employees are working with Legal Files, and can help identify areas which provide additional opportunities for improvement. Our customers have found that these follow-up sessions play an important role their long-term success with Legal Files.

Product Information

Microsoft Outlook Integration

E-mail integration with Microsoft Outlook:

Legal Files Software, Inc. developed a Com Add-In to provide a tool that quickly and easily links e-mail from any Outlook folder to a Legal Files case. The Com Add-In places a "Save to Legal Files" button on a user's Outlook Toolbar. Clicking on the "Save to Legal Files" button opens a file selection window where the user simply selects the case where the e-mail should be copied, and Legal Files automatically copies the message (with attachments) to the appropriate file. The Legal Files client does not need to be running to use the Com Add-In.



E-mail items saved from the Sent Items folder in Outlook are placed in the Sent view of Legal Files' E-Mail Selection window. E-mail items saved from any other folder in Outlook are placed in the New view of Legal Files' E-Mail Selection window.

E-mail saved from Outlook to Legal Files contains all of the text from the Outlook e-mail. The Outlook e-mail (and any attachments included with that e-mail) is attached to the Legal Files e-mail item. E-mail saved from Outlook to Legal Files can be deleted in Outlook without removing the item from Legal Files and vice versa.

Calendar and task integration with Microsoft Outlook:

Legal Files Software, Inc. developed the Com Add-In to provide a bi-directional tool that quickly and easily creates an Outlook appointment and/or task from a corresponding Legal Files calendar or to-do. Saving the item automatically creates and links the corresponding event in Outlook (or Legal Files) to each other.

The Com Add-In for calendars and tasks places a "Save to Legal Files" button on the appointment and task window, as well as the user's Outlook Toolbar. Clicking the "Save to Legal Files" button opens a file selection window where the user simply selects the case where the appointment or task should be created, and Legal Files automatically creates the appointment or task in the appropriate case file. The Legal Files client does not need to be running to use the Com Add-In.

Customization of Legal Files

The customization tools of Legal Files were designed to allow non-technical administrators the flexibility to mold Legal Files to different practice groups.

Legal Files was designed to allow non-technical users to administer and customize critical aspects of the application, including security, file menus, custom windows, document templates and office defined look-up tables. Legal Files can be easily customized from within the program itself. Legal Files has four segments of customization: custom menus, custom windows, custom prompts and custom-defined look-up tables. Legal Files supports an unlimited number of each of these. Following is a brief explanation of the capabilities of each:

Custom Menus:

Legal Files custom menus allow cases or file structure to be customized based on the types of cases the organization handles. A Legal Files menu will exist for each type of case. Legal Files contains many pre-made case/file management windows as well as offering a Custom Windows features, for creating windows that suit specific needs. Users can control the size, color, content and text of any menu, allowing the creation of a customized system of menu templates specific to the practice group within the organization. Both the pre-made and custom windows reside on Legal Files Custom Case Menus. Through Legal Files unique Custom Case Menu, a user can, with the proper security, decide which windows and language are used for each type of case/file and hide those that aren't used. The result is a clean case menu that displays only the information the practice group requires.

Custom Windows:

Legal Files Custom Windows is a powerful tool that is simple to create and can be attached to any Name Card or file/case. The Legal Files' Custom Windows feature provides the ability to design windows that meet specific needs and the flexibility to change when office needs change. Data from Custom Windows can be used in ad hoc reports and merged into documents using document assembly features. Each template can have up to 300 fields. Legal Files treats Notes on a Custom Window just like every other note, Custom Window notes can be included in queries and tagged as priority items.

Custom Windows can contain default values so when the Custom Window is first created the value already exists for either a Name Card or file. Custom Windows also can contain required controls, displaying a prompt in the user's *smart color* prompting. The Custom Window validates that required fields have a value input.

When a Custom Window is attached to a Name Card, it is stored with all other Name Card data. A Name Card can also have a default custom window for every new Name Card added to the system.

Because Legal Files is flexible, Custom Window Templates can be attached to more than one file. When a template is attached to a file, it becomes a Custom Window. Though based on the same template, Custom Windows can have a unique name in each file.

Legal Files Custom Windows are attached to a file using the file menu structure. This allows the user to create menu items that will go directly to a particular Custom Window. There is no limit to how many custom windows may be on a file menu. Legal Files also gives the user the ability to create and label multiple Tabs on a Custom Window. When adding a Tab to a Custom Window Template, the user can select it as a control type. Tabs may contain between 1 and 10 controls and the user can determine which controls should appear on which Tab. Custom Window Control (Field) Types include Entry, Date, Money, Number, Pick List, Drop Down List, Check Box (Yes/No), URL, Decimal, Calculated, Note, Attachment, External Integration, AddOns And Tab.

Custom Prompts:

Legal Files Custom Prompts allow the flexibility to change the field labels on some existing Legal Files windows. Custom Prompts enable users to leverage the powerful pre-built screens within Legal Files, while still allowing the flexibility necessary for users to incorporate customized language

Custom-Defined Look-Ups:

Legal Files Custom-Defined Look-Ups allow for the customization and control of a certain type of field called Pick Lists. Legal Files Pick Lists benefit end users in three ways: Providing the flexibility to incorporate customized language, providing ease of use to speed data input and providing the necessary structure to standardize data entry.

ANY NON-TECHNICAL PERSON, WITH THE PROPER SECURITY AND TRAINING, CAN EASILY PERFORM ANY OF THE CUSTOMIZATION LISTED ABOVE.

Document Management

Legal Files offers a complete and fully functional document management program that is built-in to the native application. With Legal Files Document Management, users have at their fingertips every document or file anyone has created or copied into Legal Files. The Document Management System can store and index any file type such as Microsoft Office, PDF, WordPerfect and TIFF image files. Legal Files offers multiple ways to access and search documents. The unique design of Legal Files follows the same logic as all groupware items allowing a user the ability to view and search an index of documents by the case/file or the creator across all cases/files.

Document Profile Searching

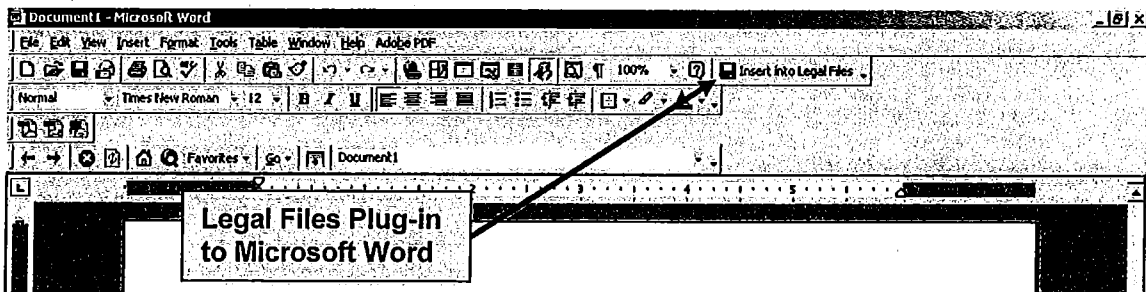
Document Profile Searching provides users the ability to search documents by name, date, status, number, type, classification, or created by in any combinations. Document profile searching can be completed at either the case or user level. The results from a document profile search will provide users with the ability to hyperlink into the documents.

Document Text Searching

Once documents are within the Legal Files Document Management System, Document Text Searching can be conducted, allowing users to query the text of documents using a Boolean type search. Documents are automatically indexed upon the saving of the document. The indexing service automatically categorizes key words within the body of documents. Legal Files utilizes Microsoft indexing service which can index/search most any file type such as Word, PDF, WordPerfect and even Outlook message files.

Microsoft Office Applications Plug-in

Legal Files Document Management System also offers the Microsoft Office plug-in, which allows users to quickly and conveniently store any document that is opened within an Office application in Legal Files. The plug-in allows users from within the application interface to store documents to the appropriate case in Legal Files without leaving the Office applications. The Plug-in is available in Word, Excel, PowerPoint, Outlook and Internet Explorer.



Other Advantages of Legal Files Document Management:

- Document Numbering: Document Numbering is the capability to associate a document number with a document during document creation. The document number uniquely identifies the document in the system.
- Document Routing: Legal Files Document Management System includes a feature called Document Routing, which allows users to electronically route documents to a single user or to multiple users at the same time with a note attached.

Scanned Documents/Images

Legal Files provides the ability to attach any type of file (image, document, PDF or video) to Legal Files through the attachment field. Attachment fields are available in many places within Legal Files windows, such as the Mail Log, To-do, Document Profile and many other places.

Legal Files also provides a generic index within the case where users can attach and index any type of file such as PDF's, images and documents.

Legal Files also provides a drag & drop zone on a user's desktop allowing users to drag and drop a file/document quickly into Legal Files. Once the file/document is activated over the zone, it allows the user to categorize it and provide the appropriate case/file reference. In



in addition to the desktop the drag and drop zone can also be placed on the "send to" menu in Microsoft Explorer, which provides the ability to store files within Legal Files right from the file icon.