Dallas County Public Works
Cost Summary for Legal Files
Matter and Document Management System
September 13, 2019

Submitted by:
Hope Engelmann
Legal Files Software, Inc.
801 S. Durkin Drive
Springfield, IL 62704
(800) 500-0537
HEngelmann@LegalFiles.com

LegalFiles
Managing what matters to you.
Solution Cost

Legal Files Software, Inc. is pleased to present our Legal Files Matter and Document Management System to Dallas County Public Works.

Below is a summary of the costs the organization could expect to incur during the implementation of Legal Files, assuming four (4) user licenses are acquired. Legal Files licensing costs are based on a per user license and are one-time fees. All implementation services and training are based on a per hour or per session charge. The costs for onsite services include reasonable travel expenses incurred by Legal Files Software.

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Legal Files Software Licensing</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Legal Files User License Fees ($1,190/user)</td>
<td>$4,760.00</td>
</tr>
<tr>
<td></td>
<td>User License Includes Legal Files Desktop Integration Suite:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Microsoft Office (Outlook, Word, PowerPoint &amp; Excel)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Acrobat X, XI &amp; DC</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Drag &amp; Drop Zone</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Legal Files Server License Fee (Includes license to admin console)</td>
<td>$4,995.00</td>
</tr>
</tbody>
</table>

**TOTAL SOFTWARE**

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Maintenance and Support</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Annual Maintenance and Support – Year 1</td>
<td>$1,951.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Implementation &amp; Training Services</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Onsite Admin Training and Configuration Assistance ($2,100/day)</td>
<td>$4,200.00</td>
</tr>
<tr>
<td>1</td>
<td>Onsite End User and Walk Around Training ($2,100/day)</td>
<td>$2,100.00</td>
</tr>
<tr>
<td>12</td>
<td>Remote Project Sessions ($200/hour)</td>
<td>$2,400.00</td>
</tr>
<tr>
<td>8</td>
<td>Remote Installation Support</td>
<td>No Charge</td>
</tr>
</tbody>
</table>

**TOTAL IMPLEMENTATION & TRAINING SERVICES**

**TOTAL COST SUMMARY**

<table>
<thead>
<tr>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>$20,406.00</td>
</tr>
</tbody>
</table>

Annual Maintenance and Support – Year 2

<table>
<thead>
<tr>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,951.00</td>
</tr>
</tbody>
</table>

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. All pricing is valid for 60 days for the date of this proposal.
Optional Software and Services | Cost
--- | ---
Mobile Application for iPad & iPhone | $295/user
Legal Files Test Environment License | $1,500
Email-Document Download Utility | $9,995
Email Notification Service | $4,995
Auditing Module | $4,995
Document Archive Utility | $4,995
Legal Files Enterprise System (unlimited sites) | $19,995
Legal Files Client Portal User License | $795
Legal Files Portal User License | $595
LFNET API Suite | $25,000
Maintenance and Support on Optional Software | 20% of Cost
Custom Programming ($200/hour) | Per Bid
Data Conversion ($200/hour) | Per Bid
Custom Report Writing ($200/hour) | Per Bid

**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.

**System Administration, Configuration Assistance & End User 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 administrative training and configuration assistance.

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
- Create custom windows
- Establish appropriate user workgroup
- Decide and establish system security
- Create workflow wizards
- Create document assembly templates
During this time, a Legal Files consultant will work closely with you to facilitate an additional level of knowledge transfer between the parties. You and the Legal Files consultant will then work together to start configuring the system.

Legal Files recommends that each end-user, at a minimum, receive the equivalent of 1-2 days of training prior to using the Legal Files solution. The end-user training will instruct users on the use of the case management and action item features of the application. An end-user training manual is utilized and an electronic copy is provided to customers at no charge; students are encouraged to utilize this manual with them for future reference upon completion of the training. In addition to the classroom training Legal Files provides one on one training or walk around training which is helping users at their desk reinforcing what was covered in the classroom training.

**Project Management**
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.

**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.
Funding Approval for Legal Files Software System for Centralized Control and Management of Civil DA's Electronic Documents and Civil Case Filings

On a motion made by Commissioner Mike Cantrell, District 2, and seconded by Commissioner Dr. Elba Garcia, District 4, the following order was passed and adopted by the Commissioners Court of Dallas County, State of Texas:

BRIEFING DATE: 4/19/2016
FUNDING SOURCE: 195.1090.08640 (software) & 195.1090.05590 (professional services)

Be it resolved and ordered that the Dallas County Commissioners Court does hereby approve the purchase and implementation of the Civil DA's electronic documents and civil case filings from Legal Files Software, authorize the County Judge to sign all the corresponding contract documents for this purchase and implementation, approve and allocate the funding in the amount of $120,916.00 from the Major Technology Fund – Unallocated Reserves, and authorize the transfer of approved funding to the appropriate project accounts as outlined in the corresponding Court briefing.

Done in open court April 19, 2016, by the following vote:

IN FAVOR: Honorable Clay Lewis Jenkins, County Judge
Commissioner Mike Cantrell, District 2
Commissioner John Wiley Price, District 3
Commissioner Dr. Elba Garcia, District 4

OPPOSED: None
ABSTAINED: None
ABSENT: Commissioner Dr. Theresa M. Daniel, District 1

Recommended by: Stanley Victrum
Originating Department: Information Technology
BACKGROUND:
On February 2, 2016, the Commissioners Court awarded the RFP No. 2015-057-6511 to the provider Legal Files to implement an office-wide document control and case management system for the County Civil DA’s Office. It is envisioned that the new system once implemented will help eliminate the Office’s manual storage efforts and provide consistent centralized electronic management of documents. Legal Files Software is expected to provide a single office solution for document management, MS Office interfaces, full text indexing, contact management, civil litigation case management, docketing and calendaring and file management.

The purpose of this request is to obtain Commissioners Court’s approval to purchase and implement the Legal File Software System for the Dallas County Civil DA’s Office.

OPERATIONAL IMPACT:
Legal Files Software system provides:

- Civil DA application control through training of Legal Files Software System Administrators. They will configure the application and control access;
- Common legal MS SQL 12.0 R2 Database with test, staging, and production environments;
- IT Interfaces for database, networking, storage, and processing configuration and support;
- Application support with Civil DA’s office and Legal Files Software Help Desk;
- Ability to archive documents and retrieve those archived documents as needed;
- Administrative tools for creating custom reports or generating standard reports.

FINANCIAL IMPACT:
The Legal Files Software System’s implementation support, software and hardware, contingency and networked office scanner, as reflected below, will be funded through the Major Technology Fund (MTF) – Unallocated Reserves for the total cost of $120,916.00 and will be transferred to the applicable project accounts as noted below. This amount is less than the $150,000 amount estimated for the project.
The summary costs are:

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal Files Software</td>
<td>$99,266.00</td>
</tr>
<tr>
<td>o Software - $49,805 (195.1090.08640)</td>
<td></td>
</tr>
<tr>
<td>o Prof Services - $39,500 (195.1090.05590)</td>
<td></td>
</tr>
<tr>
<td>o Maintenance and Support - $9,961 (195.1090.6520) – will be funded annually until the system is no longer utilized.</td>
<td>$1,497.00</td>
</tr>
<tr>
<td>o Scanner; Canon Scan Front 330 (195.1090.2093)</td>
<td>$20,153.00</td>
</tr>
<tr>
<td>Hardware and Software Contingency (20%)</td>
<td></td>
</tr>
<tr>
<td>o Professional Services $10,000 (195.1090.05590)</td>
<td></td>
</tr>
<tr>
<td>o Software $10,153 (195.1090.08640)</td>
<td></td>
</tr>
<tr>
<td>Total Costs:</td>
<td>$120,916.00</td>
</tr>
</tbody>
</table>

LEGAL IMPACT:
Legal Files Software contract documents are attached. They have been approved by the Civil DA’s Office and Legal Files Software Office.

PROJECT SCHEDULE:
Project task dependencies and task durations will be coordinated with Legal Files Software and the Dallas County Implementation Team. Environment configurations and database builds are planned after the Records Building move. The Head of the Civil DA’s Office is an active implementation team member and the business owner. He will serve as a critical part of communications and priority setting. Any potential project schedule adjustments will be vetted and approved through the Civil DA’s Office.

M/WBE PARTICIPATION:
NA

STRATEGIC PLAN COMPLIANCE:
This request is consistent with Strategy 1.4 – “Improve the Customer Experience by Implementing Standards of Operation, Innovation, and Technology” as well as Section 8.) of the County IT Strategy Plan – “Leverage Technology to Improve and Enhance End User Productivity”.

RECOMMENDATION:
That Dallas County Commissioners Court approve the purchase and implementation of the Civil DA’s electronic documents and civil case filings from Legal Files Software, authorize the County Judge to sign all the corresponding contract documents for this purchase and implementation, approve and allocate the funding in the amount of $120,916.00 from the Major Technology Fund – Unallocated Reserves and authorize the transfer of approved funding to the appropriate project accounts as outlined in this Court briefing.