

# Los Angeles Unified School District

## REQUEST FOR INFORMATION



### INFORMATION TECHNOLOGY DIVISION / OFFICE OF THE GENERAL COUNSEL

### ENTERPRISE LEGAL MANAGEMENT SYSTEM

### RFI No. 202111

#### 1.0 Overview

- 1.1. The Los Angeles Unified School District ("LAUSD" or "District") is seeking information from interested parties who can provide an Enterprise Legal Management system. The desired features are listed within this request. The provider should also provide full implementation and user support services and be experienced in an environment which supports business rules in an Enterprise Legal Management system.
- 1.2. THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP), an Invitation for Bid (IFB) or a promise to issue an RFP or IFB in the future. This request for information does not commit the District to contract for any supply or service whatsoever. Any, and all, costs associated with or arising from this RFI process incurred by the interested party shall be absorbed by the Interested Party, without reimbursement by the District.
- 1.3. Further, the District is not at this time seeking proposals and will not accept unsolicited proposals. Interested parties are advised that the District will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the Interested Party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be synopsisized on the LAUSD Procurement Services Division (PSD) website at <https://psd.lausd.net/Vendors/>. It is the responsibility of the interested parties to monitor these sites for additional information.

#### 2.0 Background and Requested Information

##### **ABOUT LAUSD**

As the largest school district in California and the second largest in the nation with an operating budget of almost \$8 billion, LAUSD enrolls more than 500,000 students in kindergarten through 12th grade at over 900 schools and has more than 60,000 employees. . The District also enrolls approximately 90,000 adult students at 11 adult schools. The District's boundaries extend across more than 710 square miles and include the mega-city of Los Angeles along with all or portions of 26 cities and unincorporated areas of Los Angeles County.

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### **ABOUT THE INFORMATION TECHNOLOGY DIVISION**

The Information Technology Division (ITD), led by the Chief Information Officer, is responsible for supporting the District's instructional mission and operations through deployment of the most current, robust, user-friendly, and cost-effective technology solutions.

### **ABOUT THE OFFICE OF THE GENERAL COUNSEL**

The Office of the General Counsel (OGC), led by the General Counsel, is responsible for handling all legal matters for the entire District with over 40 in-house attorneys. The OGC is comprised of six legal teams:

- Administrative Legal Services
- Business & Government Services
- Compliance & Performance Monitoring
- Education Legal Services
- Facilities Legal Services
- Labor & Employment Services

At any given time, the OGC handles thousands of legal matters covering a wide variety of areas, special education, teacher dismissals, personal injury, labor/employment, real estate, construction, eminent domain, civil rights, etc. In addition to handling such matters, the OGC also oversees outside counsel who represent the District in various litigation actions in state and federal court.

The OGC supports the District's vision that all of our students will graduate college prepared and career ready. This is accomplished by providing effective and proactive legal advice/services and quality representation to District schools and administrative offices. The OGC is driven by innovation, trust, and integrity in support of effective teaching and learning for all District students.

### **3.0 Desired Solution Features**

The Enterprise Legal Management system should include support for the following areas of solutions:

#### 1. System Requirements:

- The system shall be a cloud based or web hosted solution and the administration and security for the Enterprise Legal Management system software adheres to all CIPA and COPA requirements in addition to tracking and monitoring usage. The application must adhere to all State and Federal regulations relating to student data privacy and confidentiality. This

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includes, but is not limited to, the Family Educational Rights and Privacy Act (FERPA), Individuals with Disabilities Education Act (IDEA), and the Health Insurance Portability and Accountability Act (HIPAA).

- The system shall integrate with the District's One Access system for role management and account provisioning (API Based).
- The system shall have an ADA compliant interface.

### 2. Functional and Non Functional Requirements:

#### Client & Contact Management

- The system shall have the ability to create and preserve outside counsel and client contact information.
- The system shall have the ability to make calls via computer and to track and report phone calls.

#### Case Matter Document Management and Collaboration

- The system shall have the ability to show how information is organized and displayed.
- The system shall have the ability to provide logical structure and efficient file organization such as subfolders, matters, files, documents, etc. in order to manage cases and documents.
- The system shall have the ability to provide document templates of any file formats (e.g., .DOCX, .PDF, .PPTX, etc.).
- The system shall have the ability to pull cases by Date of Loss (DOL), Claim #, Board File #, Case Category (Lit Lib), and Case Type.
- The system shall have the ability to provide real time, seamless and secure sharing, and collaboration with outside contractor/consultant and within organization from anywhere on any device.
- The system shall have the ability to provide a familiar Windows Explorer interface to access documents, work offline, then automatically sync when online.
- The system shall be able to store all types of files (including audio and video) and can accept a minimum of 5 gigabytes of data for each file/document.

#### Calendaring and Timekeeping

- The system shall have the ability to provide smooth synchronization with calendars such as Outlook, Microsoft 365, and others.
- The system shall have the ability to track times and status of cases, upcoming dates, and deadlines.
- The system shall have the ability to provide deadline calculation based on state/federal court's rules of procedure and custom rules and look up matter timeline.

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- The system shall have the ability to provide calendaring management with capability to set rules, add triggers, and appointments.
- The system shall have the ability to provide standard and customized reports for calendar items (e.g., hearing calendar, trial calendar, trial date, # of cases during certain period of time, settlement, payments, etc.).
- The system shall have the ability to log the working times on cases automatically.
- The system shall have the ability to change when codes change and automatically recalculate remaining calendar dates.
- The system shall have the ability to send multiple reminder emails and have the flexibility to allow users to set when reminders should be sent such as 21 days, 14 days, 7 days before.

### Ease of Use and Accessibility

- The system shall have the ability to search and retrieve case documents and private confidential matters easily and sort quickly without having to scroll through numerous tabs left to right.
- The system shall have the ability to search for specific types of documents globally (e.g., "MSJ," "decl," or "stip") in a user-friendly matter, locate templates easily and search for documents by document number without knowing which matter it is saved in.
- The system shall have the ability to provide easy, simple, fast, innovative and smart search capabilities with clear and intuitive navigation instructions to deliver personalized results.
- The system shall have the ability to search text in Word documents, email, and PDF with OCR content extract.
- The system shall have the ability to provide ease of use, reliability, remote accessibility, efficiency and fast processing speeds.
- The system shall have the ability to name and access case information through standard fields (e.g., court case number, type, parties involved, staff, trial dates and times) as well as custom data fields (e.g., school name, local district, date, court and judge name).
- Standard and custom data fields shall be rich text and/or long text with the ability to utilize the maximum standard length/size for each field.
- The system shall have the ability to provide a standard naming convention and assist users to enter information/data correctly with auto-fill capabilities.
- The system shall have the ability to save multiple versions of same document with fast and efficient archive system and saving in bulk.
- The system shall have the ability to preview a document in a viewing pane without opening the document.

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- The system shall have the ability to provide a template section that auto fills case information such as pleadings, caption, department, judge, proof of service, etc.
- The system shall have the ability to provide more options such as delete, change, add new, save, Due Process Hearing (DPH) Time, and DPH start/end switch and automatically populate trial cases.
- The system shall have the ability to provide user-friendly interfaces/features, training and technical support.
- The system shall have the ability to provide remote accessibility and can have anytime anywhere access to documents.
- The system shall have the ability to display document history in timelines, to identify changes at a glance so that everyone can see who made changes including system administrators prior to making system changes.
- The system shall have the ability to assist users in organizing information efficiently by analyzing and predicting user actions as well as utilizing smart document previews, suggested filing locations, and flexible work folders.
- The system shall have the ability to provide migration of existing matters/cases/documents.

### Security Requirements

- Certification – The vendor must be ISO 27001 or SOC2 certified for information security and upon request, provide an active copy of the certification, if cloud option is exercised.
- File sharing – Enterprise Legal Management System should allow secured file sharing vendor-managed in the cloud with internal employees and external entities.
- File sharing – Enterprise Legal Management System shall have the ability to "export" and "import" data from other databases (e.g., Microsoft Access, Excel, etc.).
- Authentication – Enterprise Legal Management System must integrate with the District's SSO system via SAML to authenticate District employee users
- Authentication – Enterprise Legal Management System should require a login or passcode for external users of sensitive District data.
- Authentication - Multifactor Authentication (MFA) is required for administrators to access the file system.
- Authentication - Enterprise Legal Management System should be able to automatically lock a user's account after repeated consecutive failed attempts.
- Security Monitoring – Enterprise Legal Management System should provide an API interface with IBM QRadar to monitor security events (we should be adding cloud environments to QRadar whenever possible)
- Storage Regions – No files can be stored outside the continental United States of America

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- Licensing – Enterprise Legal Management System must not allow unlimited client users so as not to exceed budget and reduce licensing compliance exposure.
- Licensing - Enterprise Legal Management System must notify users of the number of licenses allowed and deny access if it exceeds.
- Encryption – All Enterprise Legal Management System information is encrypted to ensure the highest levels of protection and compliance with client requirements and regulatory policies.
- Encryption (In transit) – All files must be encrypted in transit using TLS 1.2
- Encryption (at rest) – All files must be encrypted at rest using no less than 256 bit AES keys
- Encryption – Enterprise Legal Management System must enforce encryption on mobile devices and not allow “jailbroken” mobile devices to access the system
- Alerting – Enterprise Legal Management System must immediately send email alert notifications based on appropriate action criteria such as when a file is added, downloaded, modified, renamed, or deleted.
- Alerting – Enterprise Legal Management System should automatically recognize file activity anomalies and notify District administrators to prevent data breaches.
- Management – Enterprise Legal Management System must provide a web-based administration console to perform management functions
- Management – Enterprise Legal Management System must allow District administrators to transfer files belonging to employees to other directories and/or employee accounts.
- Access Control - Enterprise Legal Management System shall have the ability to provide different levels of security against unauthorized changes.
- Access Control - Enterprise Legal Management System shall have ability to support policy – based access and create security profiles to assign to sets of users.
- Access Control – Enterprise Legal Management System must be capable of setting automatically revoking access based on configurable expiration policies
- Access control – Enterprise Legal Management System must support customized access controls that separate users into roles with tiered privileges (e.g. download-only access, view-only, read-only...)
- Reporting – Enterprise Legal Management System must provide access to sharable detailed information about file and user activity, usage, storage and user permissions.
- Audit Controls - Enterprise Legal Management System must automatically time-stamp and make audit records unmodifiable by system users.

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- Audit Controls - Audit and transactional records must be able to be exported to a common delimited electronic file format or other human readable file format for review and analysis.
- Audit Controls - Legal Management System must be able to remove a user's privileges without having to delete their account and reset their password without knowing it.
- Audit Controls - Enterprise Legal Management System must automatically log user authentication attempts, application events, security events, setup events, system events, database server restarts, major application configuration changes (e.g. configuration files), administrator commands issued by users with root system privileges, and printed reports.
- Audit Controls - Audit logs must be retained for 365 days on active on-line storage devices. Audit logs older than 365 days should be passively archived on near-line or off-line storage media, unless otherwise required by applicable District retention requirements.
- Security Controls - Enterprise Legal Management System providers must certify that their software was subject to a quality assurance review that includes an evaluation of its susceptibility to common application security risks (e.g. OWASP top 10) prior to procurement. Evidence of the security review must include any (1) one or more of the following articles which, must be accompanied with relevant findings and remediation plans:
  - a. Vulnerability scans of all tiered system components
  - b. Risk assessment
  - c. 3rd party security audits
  - d. Penetration tests
  - e. Source code audits
- Security Controls - Enterprise Legal Management System must be evaluated regularly for IT security threats as part of a patch management schedule. Enterprise Legal Management System must be certified to continue to work when host operating system are updated or patched. Vendors should provide their patch release history in relation to responding timely to software vulnerabilities.
- Security Controls - Enterprise Legal Management System must not allow users to log into the application on more than one occasion at a time and automatically logoff users after a predetermined period of inactivity.
- Security Controls - Enterprise Legal Management System must be certified to operate in an enterprise environment where common virus scanning technologies are implemented to remove malicious software.
- Record Controls - Enterprise Legal Management System must be able to automatically create encrypted full, incremental, and differential backups to data storage media.

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- Process Controls - Enterprise Legal Management System must be able to establish role-based authority levels to segregate work actions.
- Development Controls - Enterprise Legal Management System must provide documentation on how security is integrated into their software development lifecycle and any specific security and privacy controls used for outsourced development, if applicable.

### Billing Function (Internal Staff)

- The system shall have the ability to provide efficient/fast and easy navigation to the billing process.
- The system shall have the ability to provide cost.
- The system shall have the ability to provide appropriate billing codes.
- The system shall have the ability for attorneys, paralegals, and other staff to bill time.
- The system shall have the ability to waive Billing Requirement
- The system shall have the ability to monitor user activity for billing purposes.
- The system shall have the ability to display Billable records of any kinds (Documents, Email, etc.) in one page and each item shall display details, if user expand the list.

### Invoicing Function (External Outside Counsel Firms and Vendors)

- The system shall have the ability for outside counsel firms and vendors to invoice by matter so that all costs for that matter are captured.
- The system shall have the ability for multi-level review and allow reviewers to make adjustments to the invoice.
- The system shall have the ability to integrate with SAP to process payment of approved invoice.
- The system shall have the ability to have collaborative review during invoice review period to have consensus of adjustments prior to invoice approval to prevent appeals.
- The system shall have the ability to upload backup documents for expenses in all format types (e.g., email, PDF, Word, Excel, etc.)
- The system shall have the ability to make automatic adjustments based on pre-determined billing guidelines/rules.
- The system shall have the ability to record approved timekeeper rates and allow changes for specific periods easily.
- The system shall have the ability to record budget, track budget changes, send notifications when invoices are close to exceeding budget, and calculate budget availability for the matter.
- The system shall have the ability to generate standard and custom reports related to invoices, budgets, expenditures, funding, etc. that can be exported.



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- The system shall come equipped with financial and performance stand and customizable dashboards.
- The system shall have the ability to limit who can view the invoice/matter.

### Report Generation

- The system shall have the ability to create customized/ad-hoc reports/charts/templates and provide access to authorized users.
- The system shall have the ability to provide strong reporting capabilities and consistency to make meaningful reports and charts.
- The system shall have the optional ability to export from the entire database (archive and/or active) at one time so users will not have to run separate reports.

### Email Management

- The system shall have the ability to provide document and email storage and retrieval.
- The system shall have the ability to save and attach documents to email at a fast pace.
- The system shall have the ability to add multiple attachments to emails.
- The system shall have the ability to consolidate emails and documents into a single project or matter file, so all relevant materials are saved and accessible, shared and governed in the project file.
- The system shall have the ability to save emails with a minimum size of 5 gigabytes.

### Integration with other Applications such as Microsoft Office Suite including Word and Outlook

- The system shall be "cloud-based".
- The system shall provide seamless integration and synchronization with Adobe Acrobat, Microsoft 365, Microsoft Outlook, Microsoft SharePoint, and other Microsoft products.

### Legal Holds

- The system shall have the ability to send notifications for Legal Holds.
- The system shall have the ability to track Legal Hold notifications.
- The system shall have the ability to store notification templates.

### 3. Lifecycle Management:

- The system shall be able to support licensing and role assignments based on user profiles or specific user attributes.

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- The system shall be able to create and deactivate accounts in application based on lifecycle state.
- The system shall be able to provide workflow support for approval and delegated approvals for access and New User Account Request.
- The system shall be able to provide real time account provisioning/de-provisioning via Web API with the District's One Access user role management system.

### 4.0 Questions

Questions regarding this announcement shall be submitted in writing by e-mail to the assigned Analyst via [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net). Verbal questions will NOT be accepted. Questions shall NOT contain proprietary or classified information. The District does not guarantee that questions received after **January 29, 2021, 5:00 PM PT** will be answered.

### 5.0 Submission Date and Instructions

5.1. Interested parties are instructed to respond to this RFI as instructed below.

- Submittals must be in Microsoft Word or Adobe Acrobat compatible formats and are due no later than **February 25, 2021, 5:00PM PT**.
- Responses (not including additional optional submittals) shall be submitted via email with the subject heading "**RFI No. 202111**" to [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net). Proprietary information, if any, should be minimized and **MUST BE CLEARLY MARKED**. To aid the District, please segregate proprietary information. Please be advised that all submissions become District property and may not be returned.

Submittal requirements must include the following:

- I. Cover letter
- II. Description of Organization
- III. Answers to the following questionnaire:

#	Question
A	Vendor Information
A.1	Contact details of the person responsible for the information contained in this RFI <ul style="list-style-type: none"> <li>• Name</li> <li>• Telephone number Fax number</li> <li>• Email address</li> <li>• Web page</li> </ul>
A.2	Organization size (number of employees)

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A.3	Have you implemented an assessment management system, which serves a school district of comparable size to Los Angeles Unified School District?
A.4	How many customers do you have within the education, government space?
A.5	Please provide information on your implementation methodology.
A.6	What documentation is provided with the software / system and in what format?
A.7	What is your product road map?
<b>B</b>	<b>Training / Anticipated Learning Curve</b>
B.1	Do you offer formal user training? If yes, please provide details.
	<ol style="list-style-type: none"> <li>1. What types of courses do you run and what are their durations?</li> <li>2. What level of training would you recommend?</li> <li>3. Describe any training materials offered?</li> </ol>
B.2	What is your anticipated learning curve for administrators, developers, end-user admins / approvers?
<b>C</b>	<b>Infrastructure Requirements</b>
C.1	Is the software installed on premise or is it cloud-based?
C.2	What is your minimum Client PC/Laptop requirements?
C.3	Recommended Client PC/Laptop requirements
C.4	Requirements for future scaling. Is there a limit on tenant users if in cloud?
<b>D</b>	<b>Capabilities &amp; Requirements</b>
D.1	Does your software integrate with Active Directory and LDAP
D.2	Name all browser versions that your system has known compatibility with.
D.3	Will your product work from a mobile device?
D.4	What is the typical turnaround time to address bugs and severity 1 security risk?
D.5	What software language, database, and cloud hosting solution were used in the system?
<b>E</b>	<b>Third Party Integration</b>
E.1	Number data sources that can be simultaneously accessed?
E.2	Types of data sources supported?
E.3	Does your system provide APIs?
<b>F</b>	<b>Consulting Services</b>

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F.1	Describe your experience to implement your software at an organization comparable to LAUSD.
F.2	Do you provide any additional consulting services (data conversion, data migration, application integration, etc.)?
G	Detailed Cost Model
G.1	What is your licensing model?
G.2	What is the list price of your product, annual maintenance, and training to support the requirements in this RFI?
G.3	Is there anything that would require an additional or third-party purchase to meet the requirements outlined in this RFI? If yes, provide third-party details.
G.4	Product Support (Hours, methods of contact)

- IV. Based on the submittals, the District may select a group of respondents to the RFI and schedule corresponding interviews and/or product demonstrations. Presentations may be scheduled after **March 15, 2021**.

### 5.2 Errors and Omissions in RFI Document

If the Interested Party discovers any discrepancy, ambiguity, error, or omission in this RFI or any related documents, the Interested Party should notify the District's Analyst immediately and request clarification or correction. Any such errors or omissions, if verified by the District, will be corrected by written addendum to the RFI

### 6.0 Communications

- 6.1. All communications with the District regarding this RFI shall be governed by the District's Contractor's Code of Conduct using the link <http://ethics.lausd.net/FTP/Contractor Code of Conduct.pdf>.
- 6.2. All communications regarding this RFI between Interested Parties and the staff of the District and consultants engaged by the District shall be addressed only to the Analysts identified in the RFI Letter. At no time "PRIOR" to the District's Notice of Award, during the RFI or RFP phase shall Proposer(s) contact District officials or personnel regarding this RFI or RFP or any contract(s) to be awarded in response hereto. To do so may subject the Proposer to disqualification during the RFP phase.

### 7.0 Proof of Concept

Responses provided by Interested Parties shall be reviewed and evaluated by the District's ITD and OGC. As a result of this RFI, respondents to this RFI may be invited to

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present supplemental information on package/s they provide and/or to give a demonstration. All applicable District terms and conditions will apply.

As a result of the evaluation of this RFI, respondents to this RFI may be invited to perform a no-cost proof of concept and must acknowledge and provide strict adherence to all provisions of the District's Code of Conduct:

[http://ethics.lausd.net/FTP/Contractor\\_Code\\_of\\_Conduct.pdf](http://ethics.lausd.net/FTP/Contractor_Code_of_Conduct.pdf). There will not be any cost reimbursement provided by LAUSD for the Proof of Concept.

### **8.0 Marketing**

Making any references to the District in any literature, promotional material, brochures, or sales presentations is strictly prohibited without the express written consent of the District.

### **9.0 Future Request for Proposal (RFP) or Request for Quote (RFQ)**

The District reserves the option to issue a solicitation based on information gathered through this RFI. In the event a solicitation is issued, the District anticipates soliciting proposals through open competition and shall then select one firm to provide a solution that will meet the requirements of the District.

The submission of a response to this RFI is not a precondition for submitting a proposal in response to a future solicitation. Such interested parties or participants shall have no priority in consideration of responses to the future solicitations.

**END**