
**RFI Response - Audit Documentation and Management
Solution from Legal Files Software, Inc.**

In response to K645-RFI-2011

Responses due: 5 p.m., local time on 12/4/20



Submitted by:
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Introduction to Legal Files Software

Legal Files Software, Inc. is pleased to present Legal Files, a documentation and management solution for government entities, for your information. Legal Files Software, Inc. has extensive experience in implementing Legal Files for public sector customers. Of course, each customer has unique and specific requirements and environments, but most of them share the same challenges and overall requirements to become more efficient, while providing a higher level of service. That is why our vast experience in successfully implementing software for government customers is so important. Our record of accomplishment speaks for itself. Some of our public sector customers include:

☆ Alberta Municipal Government Board	☆ Arizona Attorney General
☆ Arkansas Attorney General	☆ Bernalillo County Attorney's Office
☆ Bradley County, Tennessee	☆ Charles County, Maryland
☆ City of Alexandria	☆ City of Arlington, Texas
☆ City of Atlanta	☆ City of Baltimore
☆ City of Casa Grande	☆ City of Colorado Springs
☆ City of Fort Worth	☆ City of Leduc
☆ City of Memphis	☆ City of North Las Vegas
☆ City of North Port	☆ City of Pasadena
☆ City of Raleigh	☆ City of Regina
☆ City of St. Paul	☆ City of San Angelo
☆ City of St. John's	☆ City of Tempe
☆ City of Thornton	☆ City of Thousand Oaks
☆ City of Tucson	☆ City of Vallejo
☆ City of West Allis	☆ Cook County Sheriff's Office
☆ Connecticut Office of the Child Advocate	☆ Connecticut Office of the Healthcare Advocate
☆ Dallas Area Rapid Transit-DART	☆ Florida Department of Health
☆ Florida Department of Highway Safety and Motor Vehicles	☆ Florida Attorney General
☆ Greeley City Attorney's Office	☆ Halifax Regional Municipality
☆ Illinois Office of the State Appellate Defender	☆ Jackson County, Missouri
☆ Housing Authority of New Orleans	☆ King County Hearing Examiner
☆ Kentucky Lottery Corporation	☆ Leech Lake Band of Ojibwe Child Welfare Office
☆ Legal Services Branch Ministry of the Attorney General for British Columbia	☆ King County Prosecutors Office-Civil Division
☆ King County Office of Public Defense	☆ Maryland Department of Labor Licensing & Regulation
☆ Maui County, HI	☆ Minnesota Department of Transportation

☆ Michigan Attorney General	☆ North Carolina Secretary of State - Securities Division
☆ Mississippi Department of Environmental Quality	☆ New Hampshire Department of Health & Human Services
☆ New Hampshire Board of Tax & Land Appeals	☆ New Hampshire Department of Revenue Administration
☆ New Jersey Administrative Office of the Courts	☆ New Jersey State Police
☆ New Jersey Turnpike Authority	☆ Ontario Attorney General - OIPRD Unit
☆ Ohio Lottery	☆ Ontario Municipal Board
☆ Ontario Environmental Review Tribunal	☆ Regional Municipality of Peel
☆ Prince George's County Attorney's Office	☆ Southeastern PA Transportation Authority
☆ Richmond City Attorney's Office	☆ SBA office of Inspector General
☆ South Florida Water Management District	☆ St. Charles County, Missouri
☆ Texas Department of Licensing & Regulation	☆ Texas Commission on Environmental Quality
☆ Town of North Hempstead (New York)	☆ U.S. Commodity Futures Trading Commission
☆ U.S. Dept. of Energy Hearings and Appeals	☆ USDA Office of Inspector General
☆ U.S. Navy Recruiting Command	☆ U.S Patent & Trademark Office
☆ U.S Securities and Exchange Commission	☆ Utah Attorney General
☆ Weld County Colorado	☆ West Virginia Department of EPA

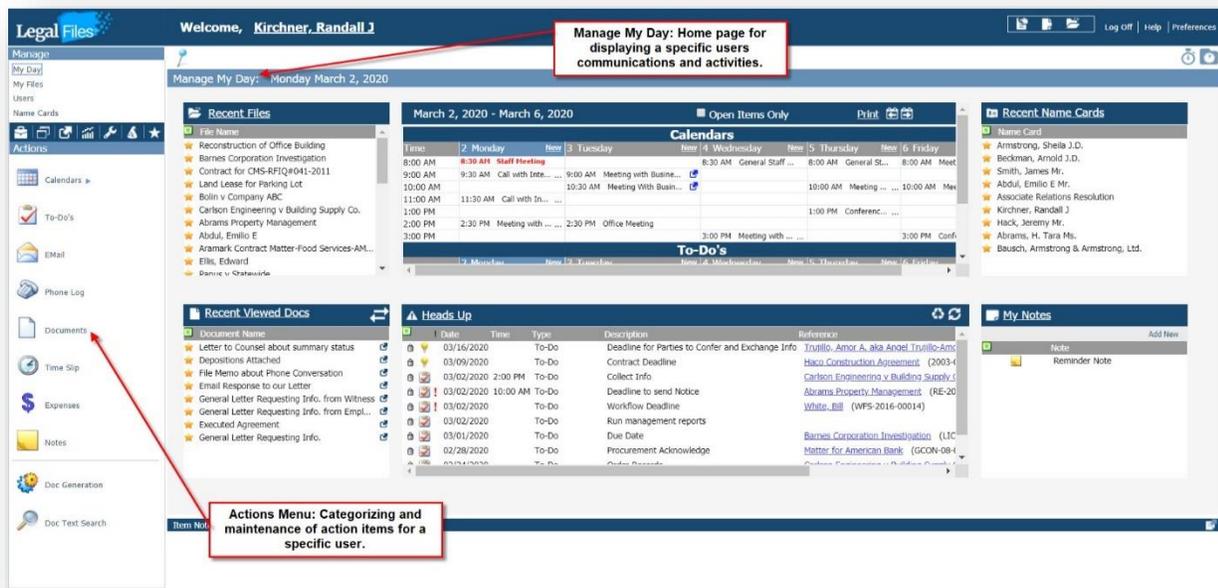
Software Requirements

1. Allows for efficient documentation and review of audit work and recommendations in compliance with professional standards, accommodating a wide variety of external audit types and sizes

Legal Files response: Legal Files is a file management system that allows our customers to create, manage and report on any type of audit or project file. When a user first logs into Legal Files, the Manage My Day window displays a list of the user’s specific tasks, appointments, notifications, etc. From here, a user can access his or her detailed calendar, task list, documents and notes (all of the Action items) by selecting the appropriate icon. A powerful feature of Manage My Day is the automatic notification system, which is called Heads Up. Legal Files allows repeat notification of due dates or tasks through Heads Up. Heads Up messaging automatically notifies users of calendar items, to do’s, past to-do’s, reminders, email, phone messages, documents, notes and mail messages on one screen, so important information yet to be resolved is quickly brought to their attention.

Legal Files is centered on “Manage My File,” which is a home page/dashboard for a specific file/file that provides quick access to data, communications, documents, activities and deadlines all from one screen. “Manage My Day” is a home page/dashboard for a specific user that provides quick reference to files/files, notifications/reminders and user activity all from one screen. Both home pages use a navigation menu and vertical icons containing hyperlinks to the desired information, and are detailed in the following screen shots.

Manage My Day-Users Home Page



When a user first logs into Legal Files, the Manage My Day window (above) displays a list of the user’s specific tasks, appointments, notifications, etc. From here, a user can access his or her detailed calendar, task list, documents and notes (all of the Action items) by selecting the appropriate icon on the left.

Manage My File-File/File Home Page

Navigation Menu: Home page for case/matter information displaying specific data elements and summary information based on the type of case/matter.

Actions Menu: From Manage My File the actions menu categorizes and maintains all communications and activities for a case/matter.

Name	Role	Company	Email	Phone
Armstrong, Sheila J.D.	Outside Counsel	Bausch, Armstrong & Armstrong, Ltd.	Sarmstrong@BAAAD.com	(312) 345-1234, Ext. 247
Baker, Tony Esq.	Opposing Counsel	Burnsfield & Baker, PC	Tony@Baba.com	(217) 789-5500, Ext. 1250
Bennett, Joseph Mr.	Judge	King County District Court	Jbennett@KingCounty.gov	(206) 629-8912
Bullino Susan, Center	Defendant			
Carlson Engineering	Plaintiff			(217) 295-3400

Primary For	Relationship	Companion To	Relationship
Turner v Statowitz (cm345000)	Sub-Matter		

The Manage My File window (above) displays the Navigation and Actions menus that together provide the home page for the audit or project file. Together, both menus provide file related data, documents, email, tasks, appointments, etc. all in one place.

Legal Files provides one central location for all information related to each audit or project file, regardless of the type of file. Your Legal Files database has a place for everything and everything is stored in one place. That means one central location for all information related to each file or document, including contacts, email and attachments, any types of image files plus notes, alerts, and reminders. The multiple data relationships built into Legal Files means there is no redundant data entry. Legal Files brings a true team concept to knowledge and file management, sharing and integrating the varied responsibilities and work products of all staff members. Legal Files works the way you work, storing an unlimited amount of information for an unlimited number of files and walking you through every aspect of file development.

Legal Files is fully customizable and you can determine the look and language that is meaningful to your organization, or a particular department or location. So, while the system may be named for a particular market vertical, Legal Files offers flexibility and extensive configuration/customization capabilities, enabling Legal Files to proudly serve customers in numerous industries and agencies at all levels of government.

In addition to standard Legal Files windows, file data may be stored within Custom Windows. Legal Files Custom Windows is a powerful, yet simple tool that enables your own users to create custom windows and attach them to any file type, Name Card (contact record) or even an Action item (calendars, to-do's, email, etc.). Legal Files' Custom Windows feature provides the ability to design windows that meet specific needs and the flexibility to change when office needs change. Each template can have up to 300 fields and customers can have an unlimited number of Custom Windows.

2. Customizable User Interface, perspectives (user views) and terminology that allow the workflow to be Customized

Legal Files response: Legal Files is an extremely flexible application and includes built-in configuration/customization features all from within the application. Legal Files was designed to allow non-technical users to administer and customize critical aspects of the application including security, custom windows, document templates, custom prompts, workflow templates, wizard trigger templates and file menus. Using the administrative features of Legal Files, your own users, with the proper training and security, can easily customize Legal Files. These administrative features are not custom programming.

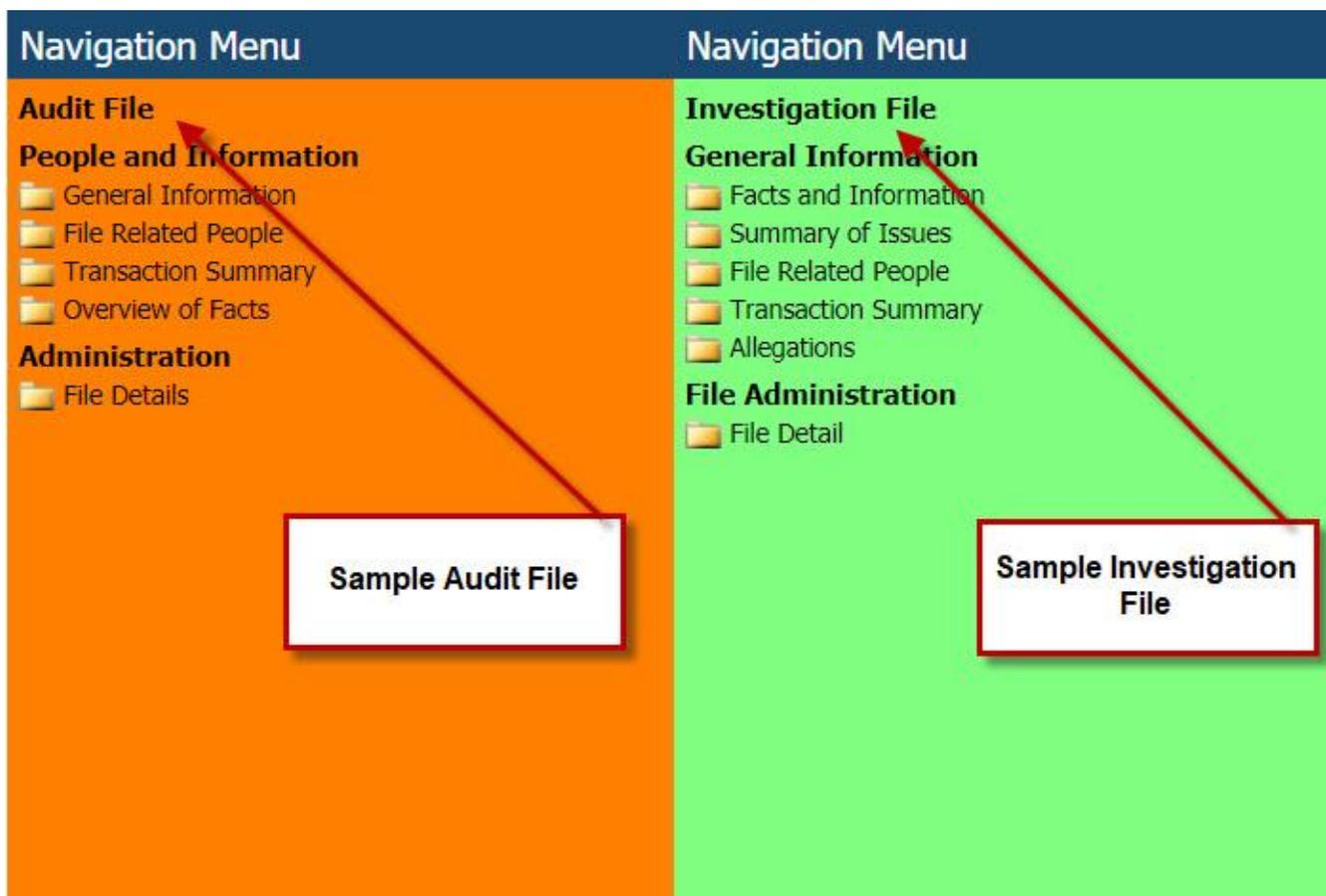
Customers can build an unlimited number of file menu templates that correspond to the different types of audits and projects being handled. Legal Files provides a standard File Setup Window that will become the basic form for data elements for all files. Additionally, an unlimited number of custom windows can also be created and “attached” to the applicable file menus where specific information needs to be tracked.

Legal Files can be easily customized from within the program itself using non-technical tools. 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 file structure to be customized based on the types of audit and project files the customer handles. A Legal Files menu can exist for each type of file. Legal Files contains many pre-made file management windows, as well as offering 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 work group. Both pre-made and custom windows reside on Legal Files Custom File Menus. Through Legal Files’ unique Custom File Menus, a user can, with the proper security, decide which windows and language are used for each type of file and hide those that aren’t used. The result is a clean file menu that displays only the information each group requires.

This flexibility makes it possible to provide a truly custom view of the file based on the data requirements of each file or group (See the screenshots below).



Custom Windows

At the file level, Legal Files provides the ability to add an unlimited number of custom fields and screens. In addition to file level custom windows, Legal Files also provides the ability to add custom fields and screens to any Action item such as a calendar, to-do, mail log, phone log, document profile, time entry and expense entry. For pre-built windows, Legal Files provides a custom prompt capability to modify certain field properties on existing windows. A detailed description of the capabilities of the customization features on the Legal Files file screens follows.

Legal Files Custom Windows is a powerful tool that is simple to create and can be attached to any audit or project file. In addition to custom windows on a file, custom windows, can be stored on a Name Card (contact record), File Related Person, Calendar, To-do, Expense, Time Entry, Document Profile, Mail Log and Phone Log. 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 the system's built-in 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 an asterisk (*) next to the field prompt. The Custom Window validates that required fields have a value input.

When a Custom Window is attached to a file, it is stored with all other file's data. 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 custom menu. 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-Section to a Custom Window Template, the user can select it as a control type. Custom Window Control (Field) Types include Entry, Date, Custom Window, Money, Number, Integration, Add-ons, Tally, Attachment, Pick List, Drop Down List, User/Date stamp, Check Box (Yes/No), URL, Decimal, Calculated, Note 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/terminology.

Custom Defined Lookups

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/terminology, providing ease of use to speed data input and providing the necessary structure to standardize data entry information.

3. In addition to laptops and desktop computers, ability to use mobile devices and tablets for access

Legal Files response: Legal Files is a browser-based application, so any device that can utilize Internet Explorer 11, Edge (Chromium based) or Chrome can access the application and is sized appropriately for the desktop or tablet version of the browsers. Legal Files Software, Inc. also provides an optional iPad/iPhone application from the native device. The app provides a portal view into your Legal Files database using either an iPhone and/or iPad.

If users simply want their calendars and tasks to appear on their devices, as long as they are synching the device with the organization's email server and synching their Outlook with Legal Files, then they would appear on the device.

4. All associated server environment data (operating system, database brand and architecture, required framework and/or stack)

Legal Files response: The Legal Files program runs entirely through Microsoft Internet Explorer, Chrome or Microsoft Edge (Chromium based) and is installed on a customer's own hardware. The database is Microsoft SQL Server 2012, 2014, 2016, 2017 and 2019 or Oracle 11g or 12c. (Additional

installation charges apply for an Oracle database). Legal Files stores documents externally to the database in a customer defined location, such as a file server or storage area network (SAN). A Windows UNC path to your document store is specified in the Legal Files System Configuration settings during system installation.

A brief description of the Legal Files browser version requirements is listed below: (Please note that Legal Files supports virtual environments, and that the server components can be consolidated. We recommend that the database and application reside on separate virtual or physical hard drives.)

- Web Server – where the Legal Files web application is installed
- Database Server – where the database resides
- Reporting and Document Generation Servers – where the .NET generation services are installed for reports and document assembly
- A Legal Files client – used by the end users to access the application through Internet Explorer, Edge or Chrome.

The Legal Files web application requires a servlet container that can be installed on an existing application server or a dedicated application server. Before the Legal Files web application can be installed, the application server must have the following component functioning correctly:

- Java SE JDK 8 or Open JDK

*Note: A servlet container running off of the above Java SE JDK or Open JDK. Examples of compatible servlet containers are Tomcat, ServletExec, JBoss or WebSphere.

**Contact Legal Files Technical Support for the latest version information at (217) 726-6400.

Legal Files Reporting and Document Generation Services

If Document Assembly or custom Crystal Reports will be utilized through Legal Files, these services must be installed. Prerequisites for the services include the following:

- .NET Framework 4.6.1 or higher is required on the server and workstations.

<https://docs.microsoft.com/en-us/dotnet/framework/deployment/deployment-guide-for-developers>

Single Sign On-SSO (if required)

Legal Files may integrate with Microsoft Active Directory via Jespa using NTLMv2 for Single Sign On requirements. If SSO is needed, Jespa will need to be licensed directly.

Legal Files Workstation

The Legal Files workstation requires Microsoft Internet Explorer version 11, Chrome or the Chromium based Edge browser in order to operate on a Microsoft supported operating system. No additional software, browser plug-ins or local installations are required in order to access the application.

Integration with Microsoft Office 2010 through 2019, Adobe Acrobat 10 (X), 11 (XI) and DC and GroupWise 2014 are supported through COM add-ins. Lotus Notes 7, 8 and 9 are supported through agents installed on the local workstations. Integration with Gmail is supported through a Chrome Extension.

Although not required, if a customer wishes to have Legal Files deployed using Citrix or Terminal Services, Single Sign On-SSO will be required in order for the plug-ins to operate.

General Server Specifications for a Single-Consolidated Server Solution - (25 users or less) *

Component	Minimum
Processor	2.0 GHz Intel Xeon Processor with 4 cores
Memory (RAM)	16 GB
Hard disk available storage space	120 GB

General Server Specifications for a Single-Consolidated Server Solution - (26-50 users) *

Component	Minimum
Processor	2.0 GHz Intel Xeon Processor with 8 cores
Memory (RAM)	24 GB
Hard disk available storage space	250 GB

*These are minimum suggestions only. The single consolidated server solution specifications above assume that the architecture is specific to the Legal Files implementation and is not shared with other solutions. Actual hardware requirements should be based on business needs, current IT infrastructure and data conversion factors.

General Server Specifications for a Multi-Server Solution - (51-100 users) *

Web Server:

Component	Minimum
Processor	2.0 GHz Intel Xeon Processor with 4 cores

Memory (RAM)	16 GB
Hard disk available storage space	120 GB

Database Server:

Component	Minimum
Processor	2.0 GHz Intel Xeon Processor with 4 cores
Memory (RAM)	16 GB
Hard disk available storage space	250 GB

Document/Report Generation Server:

Component	Minimum
Processor	2.0 GHz Intel Xeon Processor with 4 cores
Memory (RAM)	16 GB
Hard disk available storage space	250 GB

*These are minimum suggestions only. Actual hardware requirements should be based on business needs, current IT infrastructure and data conversion factors.

General Server Specifications for a Multi-Server Solution - (100+ users) *

Web Server per 100 Users:

Component	Minimum
Processor	2.0 GHz Intel Xeon Processor with 4 cores
Memory (RAM)	16 GB
Hard disk available storage space	120 GB

Database Server:

Component	Minimum
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Processor	2.0 GHz Intel Xeon Processor with 8 cores
Memory (RAM)	24 GB
Hard disk available storage space	250 GB

Document/Report Server:

Component	Minimum
Processor	2.0 GHz Intel Xeon Processor with 4 cores
Memory (RAM)	16 GB
Hard disk available storage space	500 GB

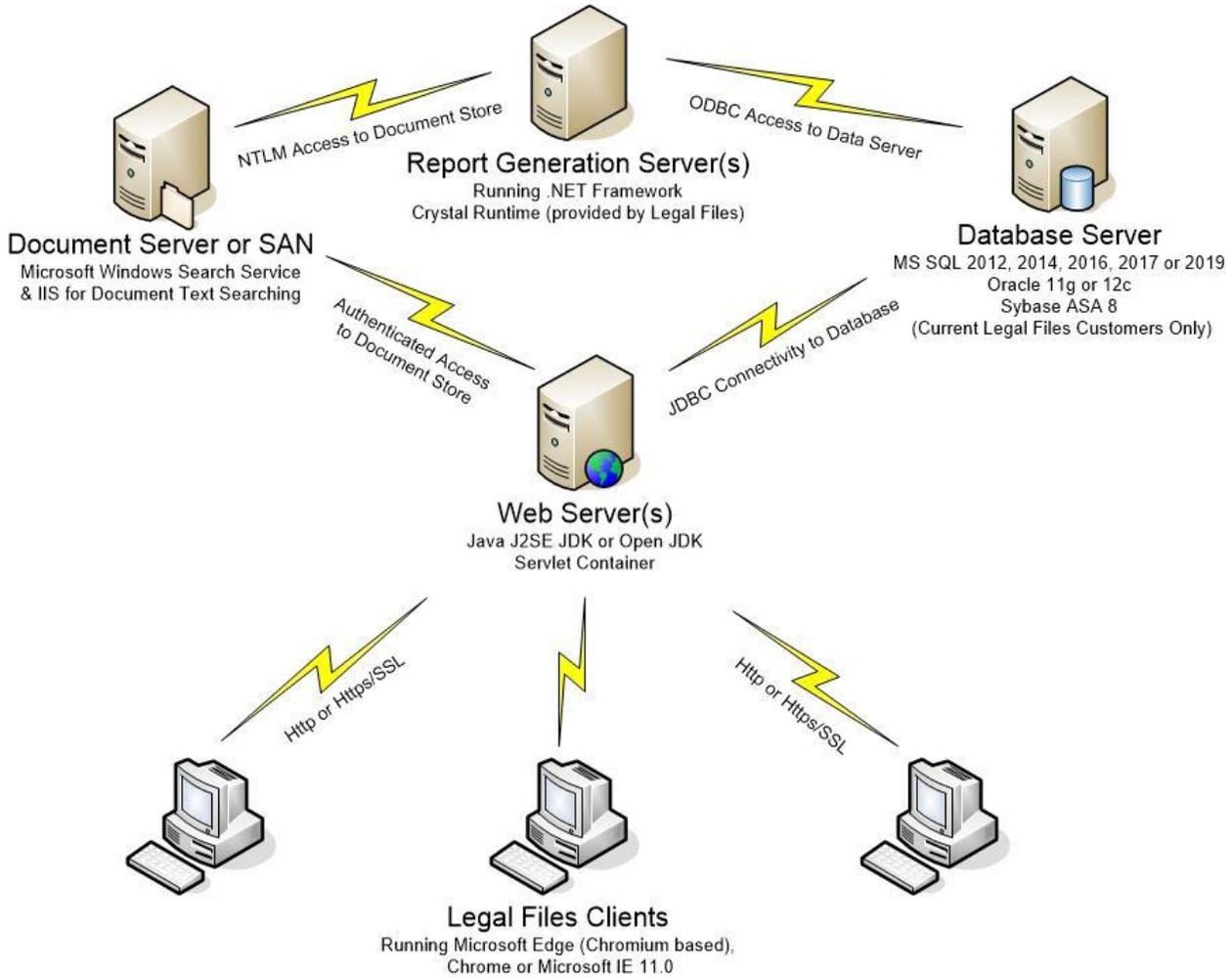
Report Server:

Component	Minimum
Processor	2.0 GHz Intel Xeon Processor with 4 cores
Memory (RAM)	8 GB
Hard disk available storage space	120 GB

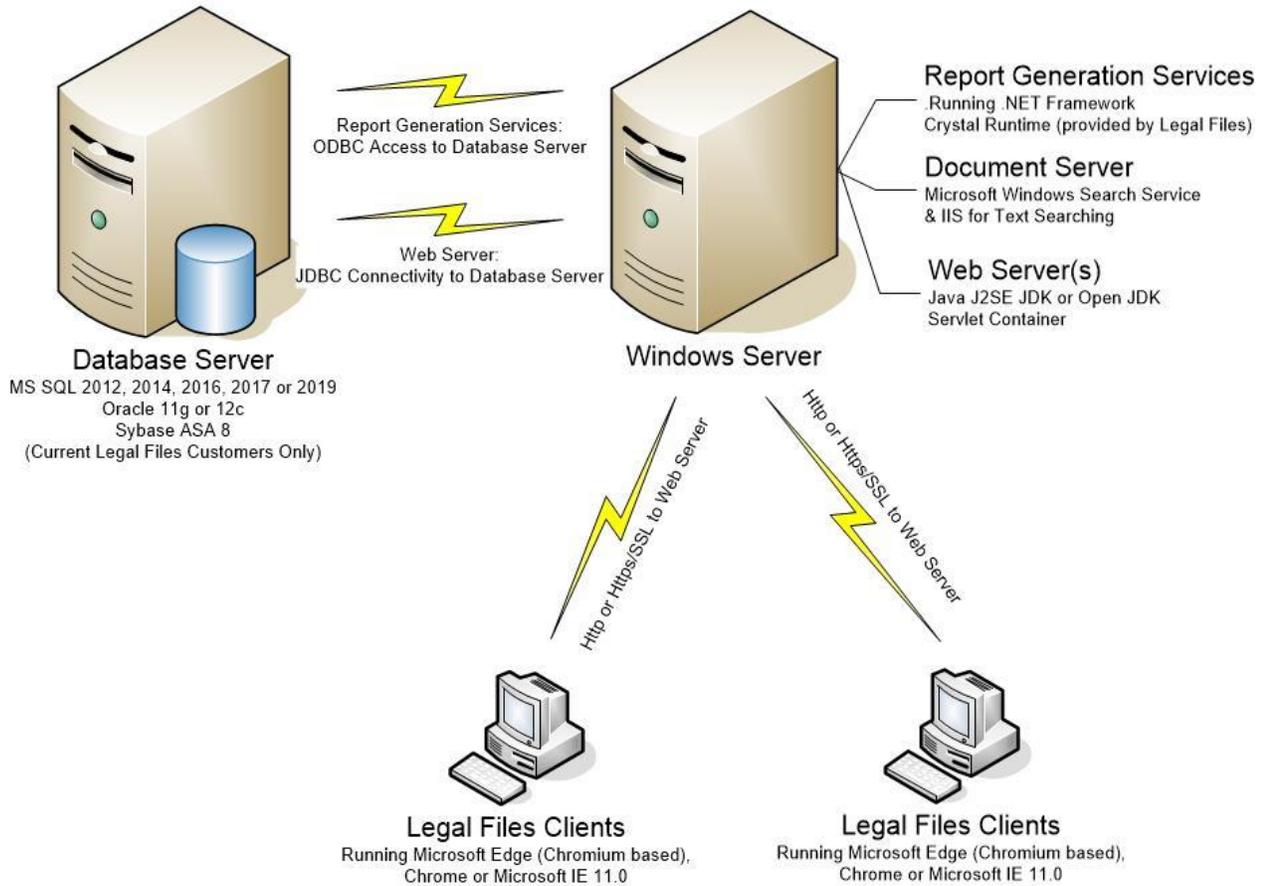
*These are minimum suggestions only. Actual hardware requirements should be based on business needs, current IT infrastructure and data conversion factors.

Detailed Web Architecture:

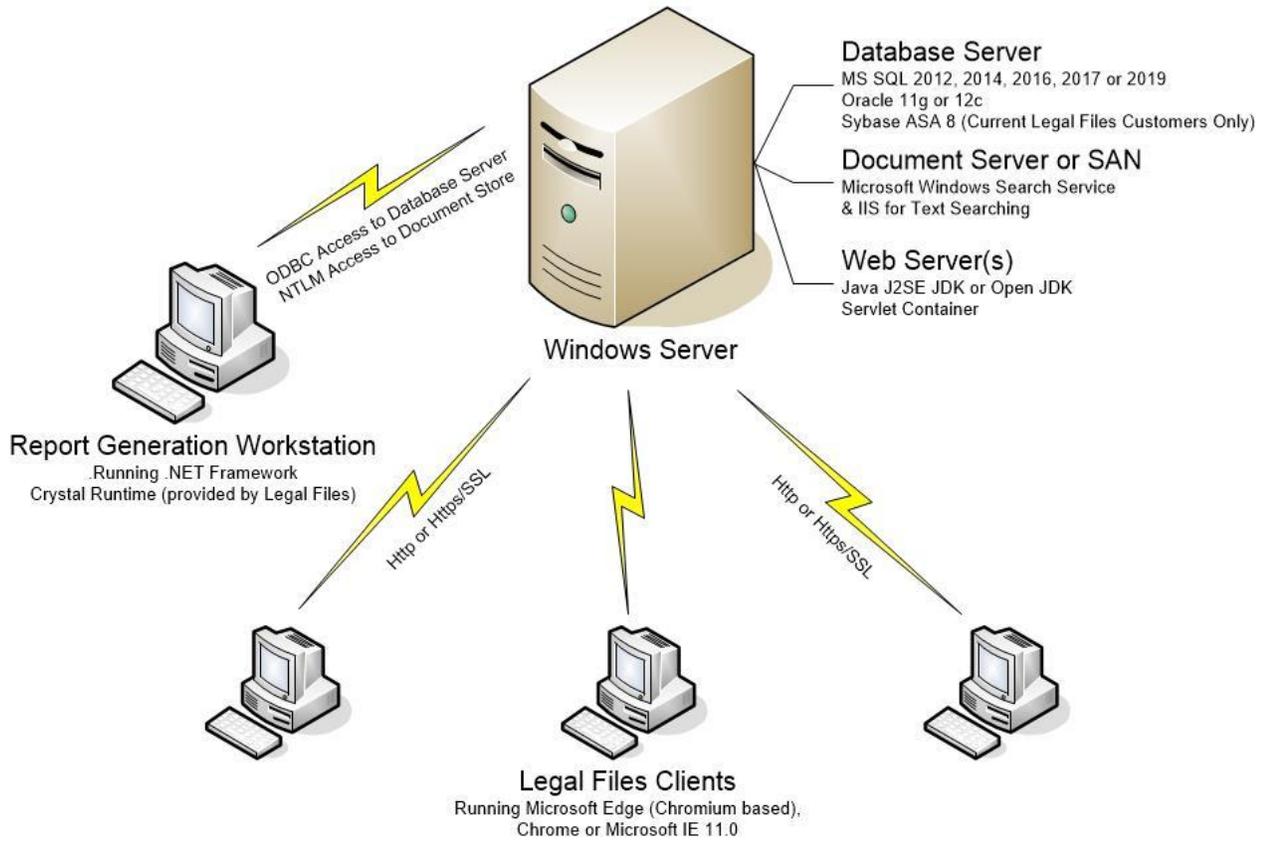
Legal Files *Web* Distributed Server Environment



Legal Files Web Dual Server Environment



Legal Files Web Consolidated Server Environment



Supported Web Server/JSP Containers

	Windows			Linux	Solaris	HP-UX	AIX	zOS
Servlet Container/App Server	2012 R2	2016	2019	Red Hat 7 or later	9 or later	10 or later	5L or later	1.6 or later
Tomcat 8.x	X	X		X	X	X	X	X
Tomcat 9.X		X	X	X	X	X	X	X
IBM WebSphere 7.X	X			X	X	X	X	X
IBM WebSphere 8.x	X			X	X	X	X	X
IBM WebSphere 9.x	X	X	X	X	X	X	X	X
Jboss 5.x				X	X	X (11.X-later)	X	
Jboss 6.0	X			X	X	(11.X-later)	X	
ServletExec 6.0 / IIS				X	X	X	X	
ServletExec / 2012	X							
Current Legal Files Customers-Deployment Method					Versions listed above are subject to change.			

5. Ability to operate on current MS Windows 10 OS and future patch releases and updates

Legal Files response: Legal Files plans to support Windows 10 as long as Microsoft does.

6. Compatible and fully integrated with latest versions of MS Office Products, including Office 365 (cloud and desktop clients) and Office 2016

Legal Files response: Legal Files supports all versions of Office that Microsoft supports. Legal Files Office integration requires a fully installed instance of Microsoft Office or “Click to Run” instances of Office 365. Legal Files supports Adobe Acrobat 10, 11 and DC.

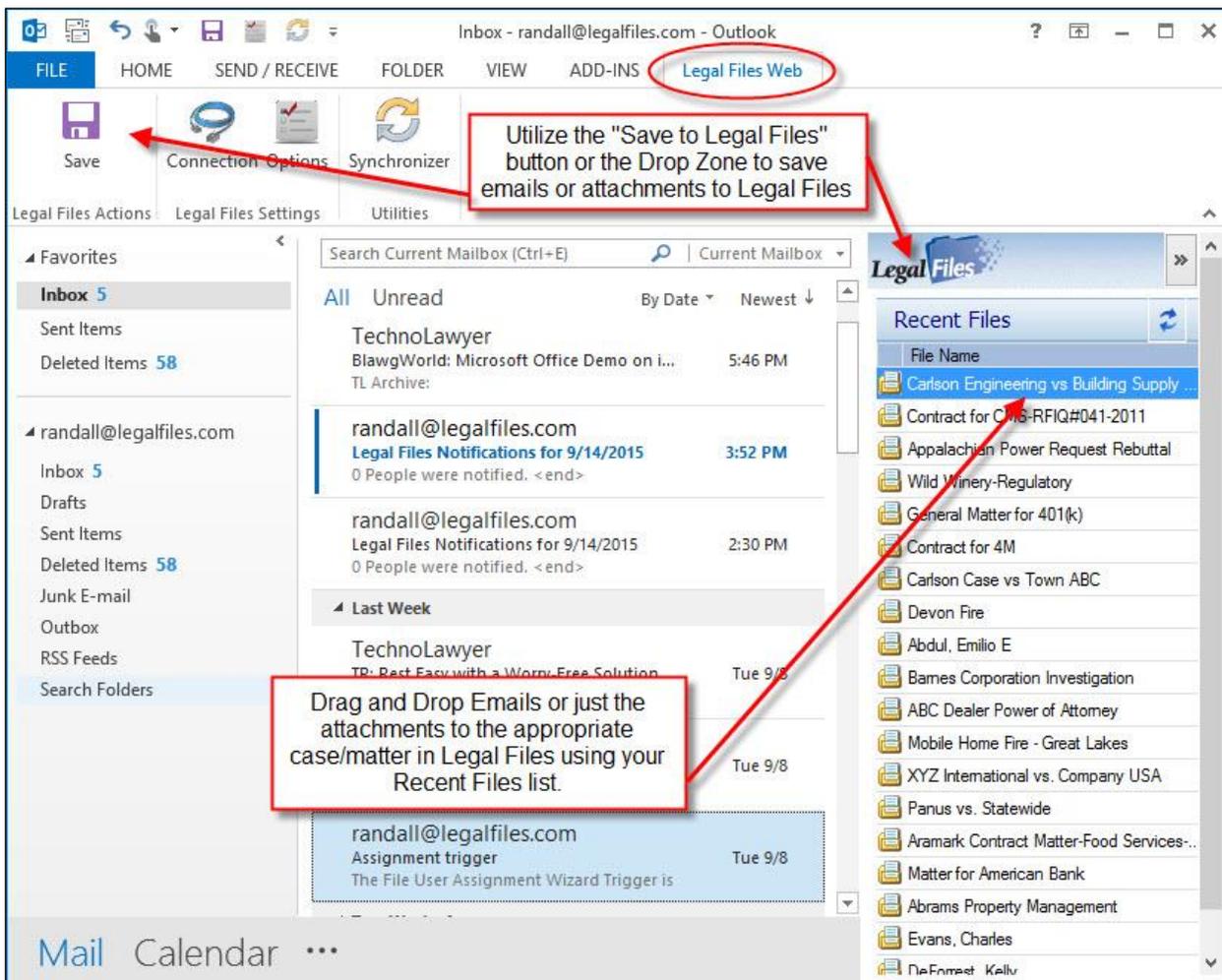
Microsoft Word, Excel, PowerPoint and Acrobat Integration

The Legal Files Document Management System also offers the Microsoft Office and Acrobat integration, which allows users to quickly and conveniently store any document that is opened within an Office or Acrobat application in Legal Files. The integration allows users from within the application interface to store documents to the appropriate project or audit file in Legal Files without leaving the Office or Acrobat application. Additionally, once documents are profiled, the Office and Acrobat integration offers a real-time, save-to-Legal Files function—whether you are on your network or accessing the system remotely. The “Save to Legal Files” function provides users with a one-step process to edit existing documents in real time from the word processor and save changes to the document management system—without having to upload the document manually. This functionality provides the users with an easy and seamless way to edit and save documents via the Microsoft Office and Adobe products installed locally on the workstation, while the Legal Files document management system is installed and running on a web server. The integration is available for Office 2010 and above, and Adobe Acrobat X (10), XI (11) and DC.



Microsoft Outlook Email Integration

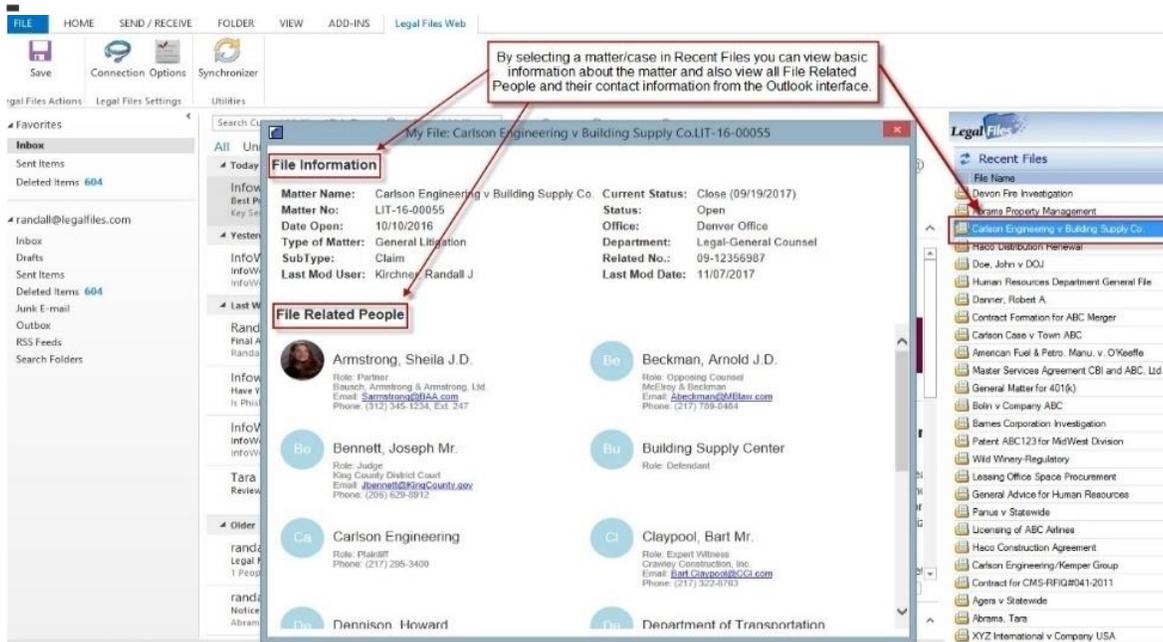
Legal Files Software, Inc. developed the Outlook add-in to provide a tool that quickly and easily saves an email from any Outlook folder to a Legal Files audit or project file. The add-in creates a Tab or Ribbon in Outlook called Legal Files. The integration places a “Legal Files web” tab on a user’s Outlook Ribbon. Clicking on the tab’s “Save” button opens a file selection window where the user simply selects the file where the email 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 add-in. In addition to the “Legal Files Web” button, the integration also provides an interactive drag and Drop Zone pane within Outlook containing the user’s “Recent Files” list. Dragging email(s) to the appropriate file automatically copies the email(s) into Legal Files.



Email saved from Outlook to Legal Files contains all of the text from the Outlook email. The original Outlook email (and any attachments included with that email) is attached to the Legal Files’ document profile or to the email item. Email saved from Outlook to Legal Files can be deleted in Outlook without removing the item from Legal Files and vice versa.

Legal Files also provides you with the ability to email documents directly from the Outlook email. With a simple mouse click, Legal Files can automatically place the document(s) or file(s) as an attachment to a new email. Since the file name of the attachment is taken directly from the document profile card, the attached document is *not* given a meaningless, “system” generated name, but one that makes sense to the sender and the recipient.

Legal Files integration with Microsoft Outlook includes the ability from within the Outlook interface to view information directly from Legal Files. Additionally, users will have the ability to save information directly to the file from the Outlook interface.



The integration provides the ability to view the basic information of any audit or project file that is contained within the recent files pane including file type, categories, current status, etc. Additionally, users will have access to all file related people from within the file and all their contact information from the Outlook interface. The Legal Files Outlook integration also provides the ability, from the Recent Files list, to create a file note, phone log or time slip entry from within the Outlook interface.

Microsoft Outlook Calendar and Task integration

Legal Files Software, Inc. developed the Office/Outlook 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 Outlook 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 audit or project file where the appointment or task should be created, and Legal Files automatically creates the appointment or task in the appropriate file. The Legal Files client does not need to be running to use the add-in.

Legal Files includes a synchronization program to keep a user's personal Outlook calendar and tasks in synch with Legal Files. Calendar items and tasks added in Outlook will automatically be created and displayed in your Legal Files system—with no user intervention. Changes made to calendars and tasks—in either system—are automatically updated in the corresponding system, independent of where the information was originally created.

Microsoft Outlook Contact integration

Legal Files Software, Inc. developed the Outlook add-in to provide a that quickly and easily creates a Legal Files Name Card (contact record) from a corresponding Outlook contact. Saving the item automatically creates and links the corresponding contact in Outlook (or Legal Files) to each other.

The add-in for contacts places a "Save to Legal Files" button on the contact window, as well as the user's Outlook Toolbar. Clicking the "Save to Legal Files" button automatically creates the Name Card in Legal Files. The Legal Files Outlook plug-in provides direct entry of a Name Card in Legal Files from the Outlook interface.

7. Compatible with latest versions of common web browsers (Google Chrome and Microsoft Edge)

Legal Files response: Legal Files supports the latest version of Chrome and Edge (Chromium based).

8. Compatible with common electronic document file types and associated 3rd party software, including but not limited to .PDF portable document files (Adobe and Nitro Pro), .JPEG and BMP digital images, .TXT text files, and .ZIP compressed data files

Legal Files response: Legal Files provides a fully functional document management system as part of the base product. With Legal Files, a customer may centralize its document store to provide a knowledge base of past documents. Users will have at their fingertips every document or file anyone has created or copied into Legal Files (based on their security settings) stored at the appropriate file and creator. The Document Management System can store and index any file type, such as Microsoft Office, Outlook messages, .pdf, Audio and video files. Files are displayed and edited using the native application.

9. Ability to attach external files (i.e. pdf, docx, xlsx, jpg, bmp, tif, etc.) to all work flow items

Legal Files response: Calendar and To Do items provide the ability to attach documents/files to the events or to-do's.

10. Workflow tracking (edit history) including status designations (such as prepared and supervisor reviewed)

Legal Files response: Document versioning enables the user to track multiple versions of the same document, while maintaining the history of the current version. The Document Detail Window, Folder view and Word integration automatically captures the version of the document being used. Documents

either saved from with Word or Outlook can save a new version of a document already stored within Legal Files. Legal Files relies upon Microsoft Word or other programs to red/black line documents.

Each document attached to Legal Files contains a document profile, which is a link to the document and provides important information, such as document name, created date, modified date, creator, author, type or classification. The information on the document profile becomes searching parameters to find the document or like documents to view, edit or use in a different file within Legal Files.

11. Electronic workpaper management including version control and automated assignment of workpaper identification numbers (audit reference codes)

Legal Files response: Legal Files provides a fully functional document management system as part of the base product. With Legal Files, a customer may centralize its document store to provide a knowledge base of past documents. Users will have at their fingertips every document or file anyone has created or copied into Legal Files (based on their security settings) stored at the appropriate file and creator. The Document Management System can store and index any file type, such as Microsoft Office, Outlook messages, .pdf, audio and video files. Files are displayed and edited using the native application.

Legal Files provides structure in the saving, security and storage of documents. Each document attached to Legal Files contains a document profile, which is a link to the document and provides important information, such as document name, created date, modified date, creator, author, type or classification. The information on the document profile becomes searching parameters to find the document or like documents to view, edit or use in a different file within Legal Files.

Legal Files Document Profile Searching provides the ability to search documents by the metadata contained on the document profile. Searching criteria include document name, dates by range, Status, Number, Type, Classification, Sent To, Signed By or Created By, and in any combinations. Document profile searching can be completed at either the file, user or system wide level. The results from a document profile search provide users with the ability to copy, version and/or hyperlink into the documents.

Once documents or emails 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.

Copy Document Wizard

The Copy Internal Document Wizard allows documents to be copied from file to file within Legal Files.

Document Check-in/Lock-out

The Legal Files Document Management System contains a check-in/lock-out feature that allows users to “lock-out” documents from the document management system. The feature is controlled by security and allows a setting that allows for the check-in of an existing document.

Document Indexing

Legal Files indexes documents for easy storage and retrieval. Legal Files contains a complete and fully functional document management program. Every document anyone has created or copied into Legal Files can be retrieved quickly and easily. Legal Files offers multiple ways to access documents. Fully integrated with Microsoft Word, Legal Files assembles and manages documents within your word processor within the application.

Classification Folder View

Legal Files indexes documents for easy storage and retrieval within a folder style view. The folder view is based on the classification and type fields (customer defined pick lists) from the document profile window and will present in a folder and subfolder presentation that mimics the Microsoft Explorer view. Folders are dynamically created and only are presented when used within a file.

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

The built-in Legal Files Document Management component includes document routing which enables users to electronically route documents to a single user or to multiple users at the same time with a note attached; it is delivered via the user's Heads Up notification system.

Documents Sent/Read-Only Lock

When a document has a sent date, the document will be marked as "read only" and locked from further editing.

Document Versioning

Document versioning enables the user to track multiple versions of the same document, while maintaining the history of the current version. The Document Detail Window, Folder view and Word integration automatically captures the version of the document being used. Documents either saved from with Word or Outlook can save a new version of a document already stored within Legal Files. Legal Files relies upon Microsoft Word or other programs to red/black line documents.

Legal Files Document Export

Legal Files provides a document export feature that allows users to quickly export documents from Legal Files. Users will be able to select all documents, or by classification and type as well as individually selecting the documents to export. This feature is primarily used for two reasons: The ability to take multiple documents out of Legal Files to e-File them with the court or to quickly copy all or a subset of documents for a file to burn to a flash drive/CD for an external source when requested.

Document Assembly

Legal Files includes a document assembly component that can be used to automate the generation of all kinds of documents including standard letters, forms and other file related correspondence.

Virtually any data stored in a file in Legal Files can be used as a merge field for document assembly, making the tool a very powerful feature of Legal Files.

Fully integrated with Microsoft Word, Legal Files can be used to create and edit documents templates in your word processor without ever having to leave Legal Files. The document is generated at the web/application server and delivered to the user(s) selected to receive the completed document in its native MS Word format where it can be printed or e-mailed by the user. In addition, a workflow can be associated with the creation of a document.

12. Ability to restrict editing or changes to engagement projects or workpapers for retention purposes (i.e. finalization, freezing or archiving procedures)

Legal Files response: Legal Files prevents unauthorized access to file/project information, and such information can be made available on a need-to-know basis if files/projects need to be screened from staff members who have a conflict of interest. If desired, access to files/projects can be further limited to only those projects to which an individual user has been assigned. Additionally, within a file/project individual documents can be locked and/or marked as private within a file/project.

13. Ability to set engagements and workpapers as confidential (limited or restricted access)

Legal Files response: In addition to standard file/project security mentioned above, Legal Files provides a powerful security feature for sensitive audits or projects called "Private Files." All audit/project file types have the ability to utilize Private Files functionality, providing an additional layer of security. A tool for administrators (and other users with proper security), Private Files functionality enables you to create a file/project which is restricted to only those assigned to the file and as an option can add a password to access the file. As mentioned above documents within a file/project can be marked as Private within Legal Files.

14. Ability to search by keywords, attributes, and/or values

Legal Files response: Once documents or emails 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.

15. Ability to meet compliance regimes that may include storage and transmission requirements for health records, payment card information, personally identifiable information, or other types of confidential information

Legal Files response: Legal Files utilizes a MS SQL database, which allows for the encryption of data. In addition, SSL can be utilized to encrypt the data in transit. Legal Files Software, Inc. does not host the environment, so the customer controls these security options.

16. Exception and audit issue tracking for follow-up corrective action

Legal Files response: Fields of data and workflows can be utilized to track, search and report on activity and dates that need to be tracked.

17. Ability to support real-time digital collaboration through dashboard reports and supervisor reviews (edit comments)

Legal Files response: Legal Files provides business performance metrics with the built-in Management Dashboard Reports. The user can select from 25 different reports that will display on the window in a graphical presentation, and that will report against categories of audit files/projects, file statuses, expenses, time entry, to-dos/tasks, file activity and file aging reports. An example is shown below.



Management Dashboard Reports

- | | |
|------------------------------|------------------------------------------|
| Total Files Open | Open To-do's by Team |
| Open Files by File Manager | Open To-do's by Team Member |
| Open Files by Team | Past Due To-do's by Team |
| Open Files by Team Member | Past Due To-do's by Team Member |
| Average Days Open per File | Past Due To-do's per Team by Type |
| Open Files by Type 1 | Past Due To-do's per Team Member by Type |
| Open Files by Type 2 | Total Time Per Team |
| Open Files by Type 3 | Total Time Per Team Member |
| Open Files by Location | Total Time Per Team by Task |
| Open Files by Cost Center | Total Time Per Team by Activity |
| Time Budgeted vs. Actual | Total Time Per Team Member by Task |
| Expenses Budgeted vs. Actual | Total Time Per Team Member by Activity |

18. Provide real-time tracking of work flow and project status

Legal Files response: Workflow Wizards and Wizard Trigger are used to create business rules to suit the needs of each audit and project file type. Legal Files Workflow Wizards and Wizard Triggers help you manage of key workflow steps and dates more effectively. Once a Workflow Wizard is created, it is associated with an event in the system called a trigger. A trigger can be the opening of a file, closing of a file, updating the status of a file, assigning/unassigning a user or even the creation of a document. In addition to the Wizard Triggers Legal Files provides a Workflow Trigger, which allows a Workflow Wizard to be triggered by the completion of a calendar or task within another Workflow Wizard. This feature allows you to daisy chain standard process based on the completion date of a prior task.

Legal Files provides a robust notification and tickler system. Legal Files includes both task lists for the file and user to-do lists. Through its powerful interface, Legal Files provides users with the ability to easily manage all their individual to-do's, both non-file related and file-related—all from the same index. Legal Files also provides a file view of all to-dos for all users assigned to a particular file. The Users' To-do Selection Window, as well as the File To-do Selection Window, offers advanced searching, which provides searching and sorting in a number of different ways.

Legal Files automatically captures the open and closed status for a file/project. In addition, an unlimited number of user-defined project statuses can be defined to track a project throughout its lifecycle. Legal Files automatically calculates the amount of time a file/project has been open, along with the number of days that a file was in each status.

A change in the file/project status can also generate standard workflow wizards that are based on the rules the customers has created detailed below. The change in file status can also change the file menu, which could present new screens, that if they contained default values fields, will be automatically populated.

Workflow Wizards

Legal Files' Workflow Wizard automatically assigns tasks and due dates to users based upon their role in a file. The workflow wizard uses a task wizard template which standardizes each step in a process into a task with an assigned role, ensuring that nothing will be forgotten. The wizard assigns the tasks to the appropriate user in the file in one, simple step. Once to-dos are populated using the Workflow Wizard, they are linked together. With linking, if a change is made to a to-do, the user is notified and the change can be made to an individual to-do, multiple to-do's or to all to-do's proportionately. The workflow wizard templates provide the option to exclude weekends and/or holidays in the calculation of days.

Wizard Triggers

Legal Files' Wizard Triggers define conditions that trigger the sending of email to both Legal Files users and to Internet recipients, notifying those recipients that a specific condition has been met, or it can

trigger another action to occur. In addition to sending email to recipients, the wizard trigger may be configured to launch the workflow wizard, with or without a default workflow wizard being specified.

Wizard triggers can be launched:

When a file is opened

When a file is closed

When a file is distributed to ... (Enterprise only)

When a file is distributed from ... (Enterprise only)

When a file status changes from ...

When a file status changes to ...

When a user is assigned to a file

When a user is un-assigned from a file

Legal Files includes the ability to create an unlimited number of user defined workflow wizards to help ensure business processes are followed and deadlines are met. Workflow wizards can include calendar items, to-do's and email notifications. Activities within the workflow wizard are then assigned to the "type" of user that will receive the calendar, task or email.

The workflow wizards are unidirectional, i.e., they can be forward from a start date or backwards from an end date. The calculations of days will be either calendar or business days. The workflow wizard templates contain defaults of direction (forward or backwards) and the option to exclude weekends and/or holidays in the calculation of days.

Once a wizard is created, it can be associated with an event in the system called a trigger. A trigger can be the opening of a file, closing of a file, updating the status of a file (hearing rescheduled, decision issued, hearing cancelled etc.), or even the creation of a document.

Workflows can provide branching through triggering a new workflow based on the closing of a single task within another workflow. The process automatically generates the workflow based on the saving of the completed task-to-do.

When a triggered event occurs, Legal Files will automatically launch the appropriate workflow wizard and assign the calendar items and to-dos to the appropriate people and send email notifications.

A big part of Legal Files workflow features involves end-user notifications. Legal Files automatic notification system is called Heads Up. Legal Files will alert or notify users of calendar notifications, due dates or tasks through Heads Up.

19. Ability to add hyperlinks and bookmarks for cross-referencing and efficient navigation

Legal Files response: Hyperlinks are used throughout the application to facilitate fast navigation from one area of the program to another. Legal Files also provides the ability to store any URLs or web sites using its Shortcuts feature. Shortcuts are predefined web sites that can be viewed from within Legal

Files by way of a web browser. Shortcuts function as web favorites, opening directly to specific web sites, except you insert, maintain, and view these favorites from within Legal Files.

20. Ability to create and maintain templates of our knowledge base which can be imported into the audit documentation software

Legal Files response: Office files can be created within the application to provide knowledge base storage based on topics, subject matter, form type, etc.

21. Administrative capabilities to establish and update user accounts, system polices, and workflow Preferences

Legal Files response: The Legal Files Super Administrator users have the ability and knowledge to create and configure user accounts, workflows, file menus, fields of data, etc. All administrative features are controlled by security and completed from within the application all from a non-technical perspective.

22. Administrative rights to specify user access policies and permissions (controlled user access). User permission and access controlled by System Administrator

Legal Files response: Legal Files' built-in security system ensures that sensitive information is made available only to authorized users. Legal Files is designed to enable you to restrict or grant security privileges on multiple levels including role, group and by individual files. Legal Files security enables users to be granted update/edit capability within features and functions of Legal Files. Legal Files security is managed within the administrative tool of the application, and all security changes take place immediately.

The system administrator, who can be non-technical, is generally responsible for adding users to the system, assigning security rights and access to users, and adjusting or removing those rights as job functions or employment statuses change. Security groups must be established before users can be added to the system. Every user must be assigned to a security group. When a user is assigned to a group, the user inherits all of the group rights. Group rights can be overridden for individual users within a group.

Legal Files installation includes three predefined security groups:

- *Administrative Super Group* has access to all functions and procedures. The first user added to the system during installation is automatically assigned to the Administrative Super Group.
- *Administrative Group* has access to most functions.
- *Standard Employee Group* has limited access to administrative functions, but can generally access all other functions and procedures.

Security rights can be adjusted for any of these default security groups. You can establish as many additional groups as necessary.

Additionally, the system prevents unauthorized access to file information, and such information can be made available on a need-to-know basis if files need to be screened from staff members who have a conflict of interest. If desired, access to audit or project files can be further limited to only those files to which an individual user has been assigned. Only users with correct passwords will gain access.

Highlights of Legal Files' security include:

- Ability to restrict and grant access by employee user defined positions (manager, auditor, support staff, technical, staff etc.)
- Ability to restrict and grant access by function (add, update, delete, view only)
- Ability to restrict and grant access to data by organizational level (department, office, regional, organizational wide, ad hoc group through the Enterprise option)
- Ability to restrict and grant access to data at the record/screen/function level
- Restrict access at the file level through file level security
- Restrict access to knowing the existence of a Private file
- Ability to administer security globally

In addition to standard file security, Legal Files provides a powerful security feature for sensitive files called "Private Files." All file types have the ability to utilize Private Files functionality, providing an additional layer of security. A tool for administrators (and other users with proper security), Private Files functionality enables you to create a file which is restricted to only those assigned to the file or given a password to access the file.

23. Open APIs or other means for integration with other software modules and applications, dashboards and reports

Legal Files response: Legal Files Software, Inc. has developed an API Suite called LFNET, which can be licensed by a customer and provides the organization with a powerful tool to read and/or write data to/from the Legal Files database without any need for custom development from Legal Files Software, Inc.

24. Ability to copy, duplicate, transfer, and generate printable reports for all work product within the software solution

Legal Files response: All fields within the Legal Files database are accessible for reporting purposes. For reporting capabilities, Legal Files offers four main reporting methods. A very easy-to-use advanced search feature is included on virtually every "result" window in the system and a "Print View" can be selected in order to provide a printed report. Secondly, built-in query tools for files, Name Cards, expenses, calendars, time entries and custom window data can be reported on in a list or tabular format. Thirdly, management dashboards provide managers quick access to pre-built queries which provides a snapshot of data in a graphical presentation. Fourthly, pre-built Crystal Reports are included with the application; in addition, custom developed Crystal Reports can be built in Crystal and generated within the application.

Legal Files' powerful Query Reports satisfy ad-hoc reporting needs from an end user's perspective. Whether searching for files, contacts, calendars or custom window data, users, from within a very easy interface, can quickly select the desired data fields to query, offering hundreds of potential combinations. Any results screen allows data to be exported directly to Excel, maintaining the column format for further sorting using the power of Excel.

Legal Files' advanced search functionality is provided on all index windows. The search criteria are based on the data elements provided from the index being searched. All advanced search windows enable users to pick any combinations of the search/filter criteria, drill down from the results index, and provide a Print View (.html output) or export the results directly to Excel. In addition to all standard advance search windows, Legal Files provides customers with the ability to create their own advance search windows on their own Custom Windows, which then can be searched globally or just within a file/file.

Legal Files' advanced searches and Crystal Reports criteria can be saved for re-use. In addition, a default search can be defined by every user on every window which utilizes the advanced search. This default search is the criterion that is used whenever that user selects that particular window. An unlimited number of searches can be saved.

Legal Files utilizes industry-standard database platforms (Microsoft SQL), so virtually any third-party reporting tool that supports connections to the database platform can be used. Legal Files integrates very tightly with Crystal Reports, allowing customer developed reports in Crystal to be "embedded" into Legal Files. These reports can then be executed directly within the application as if they were "standard" Legal Files reports. Application security control access to these reports. Additionally, a report developed using Crystal can be scheduled and distributed using Legal Files report scheduling capabilities.

The administrative tool for Legal Files contains a feature called Add-ons, which allows Legal Files to integrate with Crystal Reports. Add-ons provides the ability to attach a custom-built report in Crystal to the reports interface. Add-ons maintains the structure of the Legal Files security system, and enables users to launch custom-built reports from within Legal Files.

Legal Files Software, Inc. developed the integration with Crystal Reports to provide the best offering for custom-built reports. The integration with Crystal provides our users with the ability to query the database in many ways, providing the desired output—whether that is a list of results or a graphical presentation of the data using a pie or bar chart. Since the Legal Files Crystal Viewer presents the data in many formats such as.pdf, Excel, Text or Word, users have the flexibility to export data in the desired format. Our approach to this integration has enabled us to quickly provide our user base with a sophisticated reporting tool, while keeping their support costs low.

The Legal Files/Crystal Reports integration includes the Crystal runtime client, which is provided at no additional charge.

For custom-developed Crystal Reports, users have the option to schedule the frequency of the report and the report recipients when selecting report criteria. The reporting service will then execute and deliver the report to all selected users in their Heads-Up windows or their external/Outlook email.

Legal Files also provides built-in Management Dashboard Reports. The user can select from 25 different reports that will display on the window in a graphical presentation, and report against categories of audit or project files, file statuses, expenses, time entry, to-dos/tasks, file activity and file aging reports.

Following is a list of the Standard Reports/Queries included in the application:

Query Reports:

- Custom Window Query Report
- File Query Report
- Name Card Query Report
- Expense Query Report
- Time Query Report
- Calendar Query Report

File Details Hot Print Report

- File Facts Hot Print Report
- Custom Window Hot Print Report
- Expense Quick Add Hot Print Report
- Workflow Wizards Hot Print Report
- File/File Summary Report
- File Details Hot Print Report

Management Dashboards

- Total Files Open
- Open Files by File Manager
- Open Files by Team
- Open Files by Team Member
- Average Days Open per File
- Open Files by Type 1
- Open Files by Type 2
- Open Files by Type 3
- Open Files by Location
- Open Files by Cost Center
- Time Budgeted vs. Actual
- Expenses Budgeted vs. Actual
- File Activity/Aging
- Open To-do's by Team
- Open To-do's by Team Member
- Past Due To-do's by Team
- Past Due To-do's by Team Member
- Past Due To-do's per Team by Type
- Past Due To-do's per Team Member by Type
- Total Time Per Team
- Total Time Per Team Member
- Total Time Per Team by Task
- Total Time Per Team by Activity
- Total Time Per Team Member by Task

Advanced Search Reports:

- Advanced File Search Report
- Advanced Name Search Report
- Advanced Calendar Search Report
- Advanced To-Do Search Report
- Advanced Phone Log Search Report
- Advanced Mail Log Search Report
- Advanced Email Search Report
- Advanced Document Search Report
- Advanced Time Entry Search Report
- Advanced Expense Search Report
- Advanced Note Search Report
- Advanced Document Template Search Report
- Advanced Document Text Search Report
- Advanced Crystal Reports Search Report
- Advanced Conflict Search Report
- Advanced Eligibility Search Report
- Advanced Transaction Summary Search Report
- Advanced File Related People Search Report

Standard Crystal Reports:

- Expense Query Report
- Expense Summary Report
- Expense Detail Report
- Expense Amounts Report

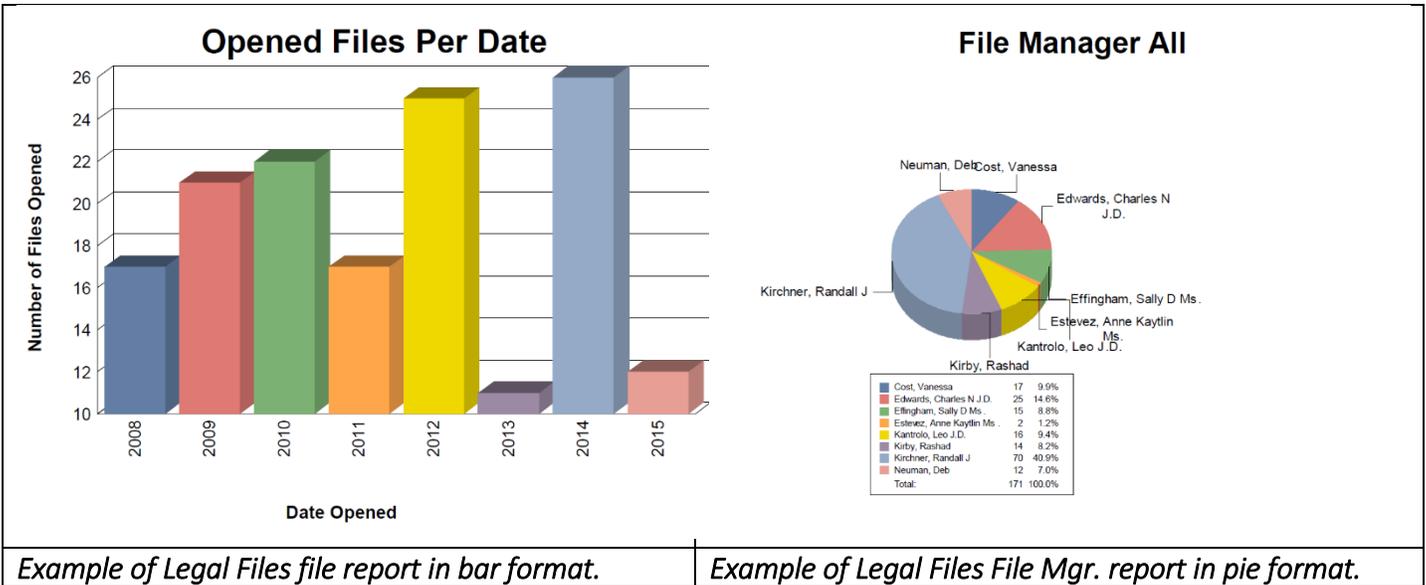
Total Time Per Team Member by Activity

Hot Print Reports:

- Name Card Hot Print Report
- Name Card Envelope Hot Print Report
- Email Hot Print Report
- Expense Update Hot Print Report
- Mail Message Hot Print Report
- Phone Message Hot Print Report
- Time Slip Update Hot Print Report
- To-Do Detail Hot Print Report
- Calendar Detail Hot Print Report
- Document Detail Hot Print Report
- Note Detail Hot Print Report
- Day at a Glance Hot Print Report
- Week at a Glance Hot Print Report
- Month at a Glance Hot Print Report
- Team Calendar View Hot Print Report
- Group Calendar View Hot Print Report
- Resource Calendar View Hot Print Report
- Client Calendar View Hot Print Report

- File Manager All (Pie Chart)
- Open File Report (Bar Chart)
- Calendar Query Report
- Mail Log Query Report
- To-Do Query Report
- File List Report
- File Related People Query Report
- Phone Log Query Report
- Heads Up Report
- Budget-Expenses by Cost Center Report (Bar Chart)
- File Report by Cost Center (Pie Chart)
- Files by Type (Pie Chart)
- Files by Location (Pie Chart)
- Expenses by Vendor (Bar Chart)
- Budget by File
- Budget by Vendor
- Conflict Check Report
- Team Calendar Report
- Team To-do Report
- User Specific Crystal Reports
- File Specific Crystal Reports

The following are output samples of some standard reports:



Example of Legal Files file report in bar format.

Example of Legal Files File Mgr. report in pie format.

25. Offline System Capable, without network connection to cloud or main server, while maintaining central database

Legal Files response: Legal Files provides options for users to check out individual documents and work on them while offline, as well as download them in batch from a file using the Document Download module. In addition, File Summary reports can be run to provide users with much of the information available to them in the file. In order to use the application a user must be connected to the application (via LAN, WAN or secure internet connection).

In developing the application, Legal Files Software, Inc. made a conscious effort to keep the system as “pure” as possible to support the broadest range of technical environments and policies. Included in this was the decision NOT to use any Applets or Active X components that must be downloaded to the local browser in order to run the application. This development approach means the application can be accessed over most any LAN or WAN connections including being tethered to a cell phone for Internet connectivity.

26. Supports data backup and recovery. Prefer ability to recover individual audit files without having to roll back the entire database

Legal Files response: Yes, the customer can use whatever utility it wishes to back up the database and other components of Legal Files.

27. Auto-Sync Capable with conflict identification and resolution features

Legal Files response: Legal Files does not provide the ability to synchronize the database.

28. Ability to import and export (e.g. project rollover) information and work product within the software solution. Please specify acceptable data formats for import/export and inter-application analysis and reporting

Legal Files response: Legal Files provides the ability to export data in standard formats. Internal reports and query tools support HTML, Excel, Txt, PDF and Word. Additionally, the exporting of data can be accomplished through any ODBC compliant tool.

For the importing of data, Legal Files provides custom programming services for third-party integrations for customers who need them. Data imports/exports to/from other systems are custom-built and written to the customer’s specifications and architecture by our in-house experts.

Legal Files has designed integration approaches utilizing existing technologies such as COM, APIs, messaging systems, ODBC, XML, web services, Active X, Stored Procedures and Direct SQL Queries against the existing systems. In addition, we offer an optional API Suite called LFNET, which provides a powerful tool to read and/or write data to the Legal Files database, without any need for custom development from Legal Files or an outside vendor.

29. Ability to customize configurations based on preferred workflow using specific fields and values such as: project names, client names, client types, engagement numbers, engagement types, reporting periods, and report issue dates

Legal Files response: Please refer to the response provided to requirement 2.

30. Policy and Terminology Configuration Management: structured hierarchy; provides for configuration updates that associate all data with the assigned configuration item. All data auto-populates based on administrative configuration.

Legal Files response: Please see the response to requirement 2 for information related to configuration capabilities. For auto population of data fields, the Open File Wizard can be used, which allows the customer to choose default data elements to populate fields in the file setup screen. Customers can create an unlimited amount of Open File Wizard templates.

31. Online tutorial and offline manual and help functions

Legal Files response: Legal Files publishes and maintains an extensive support library which it considers to be confidential and proprietary. Customers who are current with their maintenance and support agreement may access, download and copy (for internal purposes only) this information at any time from our online Customer Resource Center. Available information includes current and past issues of *Hints & Helps*, our help desk publication; build notes; all training manuals; and other documentation.

An online Help section within the program offers extensive information on various features, their location within the application, and how users can access and leverage those features. Users can access this information through the contents, index or search tabs.

32. System Training to cover administrative needs and availability during regular business hours to support product issues

Legal Files response: A robust, professional file management system, the application is reasonably easy to learn and use. However, Legal Files recommends a serious and disciplined approach to training. For this reason, Legal Files employs full-time, certified personnel dedicated to meeting our customers' training needs. Training is arguably the most important service that Legal Files provides since it is during training that your users will gain both the knowledge and confidence needed to successfully adopt their new system. Maximum effectiveness and efficiency will only be acquired if management requires all employees to receive the training necessary to become proficient users.

A formal training plan will be developed and approved with the project team during the early stages of the project. However, Legal Files training is typically completed in the following separate phases.

Project Team/Legal Files Administrative Training and Configuration

The first phase involves all members of the project team and includes both system administration and end user training sessions. Legal Files requires key employees who will be responsible for the ongoing

administration of the application complete administrative training. System administration training enables your employees to establish system options and preferences. Upon completion of administrative training, the trainers then provide assistance with the configuration and rollout of the system, which includes:

- Setting up file menus
- Creating custom windows
- Establishing appropriate user workgroups
- Deciding and establishing system security
- Creating workflow wizards and triggers
- Creating document assembly templates

Your implementation will not include the creation of document assembly templates even though this is generally a part of system configuration. Since there is no way to reasonably know how many different templates would be required, it is not possible to estimate the amount of time or effort that this would entail. Legal Files recommends having one person or a small group of people responsible for this activity. This topic will be adequately covered during the training sessions.

End user Training

The second phase of training involves training all end users just prior to going live with the application. This training will provide instruction on the file management, collaboration and communication features of the application. Legal Files recommends keeping class sizes to no more than 10-12 employees per class, ensuring a “hands-on” training experience. This training will take place with the system configured for your use, maximizing the effectiveness of the training program.

Legal Files recommends that each end user receive the equivalent of one to two days of training prior to using the application based on their role. Training manuals are available for reference upon completion of the training.

All customers are offered an annual maintenance and support agreement to ensure that you receive regular software upgrades and unlimited Legal Files help desk support.

Legal Files provides three types of support for problems or questions relating to our software: telephone and email user support for everyday “how to” questions, telephone and email 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 telephone or via a remote connection, and that interrupt your business operations.

33. Expandability and integration support for new technologies (i.e. follows software development best practices and has an active development plan / business plan that will ensure continued compatibility and integration with new technologies)

Legal Files response: Legal Files Software, Inc. has an extensive and proven background over the course of the last 30 years that demonstrate our ability to adopt, and adapt to, new technologies as they are proven reliable and stable.

34. Vendor offers enterprise level product and/or service

Legal Files response: Yes, Legal Files is considered an enterprise level product.

Budgetary Cost Proposal

Costs the Office could expect to incur during the implementation of Legal Files for 350 user licenses based on our review of the requirements follow. Legal Files licensing costs are calculated on a per active user basis.

Quantity	Legal Files Software	Cost
350	Legal Files User License Fees (\$1,190/user) User License Includes Legal Files Desktop Integration Suite: - Microsoft Outlook, Word, PowerPoint & Excel - Drag & Drop Zone	\$416,500.00
1	Server License Fee	4,995.00
1	Test/Secondary Environment	1,500.00
1	Audit Module	4,995.00
1	Document Download Module	9,995.00
TOTAL SOFTWARE		\$437,985.00

Quantity	Maintenance and Support	Cost
1	Annual Maintenance and Support	\$87,597.00
TOTAL MAINTENANCE AND SUPPORT		\$87,597.00

Quantity	Training and Implementation	Cost
35	Admin/End User Training, Configuration Assistance (\$2,100/day)	\$73,500.00
98	Project Management/Requirements Analysis (\$200/hour)	19,600.00
TOTAL IMPLEMENTATION & TRAINING SERVICES		\$93,100.00
TOTAL COST SUMMARY		\$618,682.00

	Optional Software and Services	Cost
	Mobile Application for iPad & iPhone (Includes 5 user licenses)	\$2,495
	Additional Legal Files Mobile User License Fee	\$295/user
	Email Notification Service	\$4,995
	Legal Request Module	\$7,495

Invoice Management Module (Includes 5 user licenses)	\$19,995
Enterprise System Module (unlimited sites)	\$19,995
LFNET API	\$25,000
Legal Files Portal	\$595/user
Maintenance & Support is 20% of software costs	
Custom Data Conversion (\$200/hour)	Per Bid
Custom Programming (\$200/hour)	Per Bid
Custom Report Writing (\$200/hour)	Per Bid