Lexis Nexis: CounselLink

1.1 SCOPE OF SERVICES

Lexis Nexis will provide a web-based case management application, CounselLink, for CTA Law Department matters, and a legal billing application for matters handled by its outside counsel. The application should, at a minimum, perform the following functions:

1. Implementation and Integration

   a. Web Access – The contractor will provide unlimited web-based access to and use of the e-billing application for designated CTA employees and the law firms retained by the CTA's General Counsel.

   b. Billing Guidelines – The contractor will review CTA's present "Outside Counsel Guidelines" and translate them into a rule set to be applied against invoice charges submitted by outside counsel to approve, flag, adjust or reject charges as needed within the e-billing component of the application. To the extent that the contractor has already created a rule set under its prior contract with CTA, contractor will update that rule set, as necessary, to integrate any changes to CTA's billing guidelines that occur over the course of this contract.

   c. UTBMS (Uniform Task Base Management System) Task and Activity and CTA Organization Account Codes – The application must continue to accept UTBMS expense codes and CTA account codes. The application will automatically code all the item expenses to CTA account codes.

2. Process Overview For Legal Billing Application

   a. New Matters – When a matter is ready for assignment to outside counsel, the application must allow the CTA Administrator to set up the matter. Only the CTA administrator(s) or his/her designated staff person(s) will be able to activate new matters in the application.

   b. Law Firm Registration and Activation – The contractor will setup new law firms and allow the CTA Administrator(s) to approve and designated law firm staff in the application along with their rates to enable outside counsel doing business with CTA to begin utilizing the application.

   c. Invoice Initiation

      i. Outside counsel will submit invoices in the application in one of two ways: Input charges directly in the application; or submit a paper, email or faxed copy for input by the contractor. In the event outside counsel submits a paper, email or faxed invoice for input by the contractor, the contractor will be given two business days from the date of receipt of the invoice to upload it into the system.

ii. Outside counsel will only be able to process invoices for active matters.

iii. Back-up documentation to support expenses can be attached to the electronic invoice either by outside counsel, the contractor or by CTA staff.

d. Automated Audit – The application will conduct an automated line–by-line analysis of the invoice against the established Outside Counsel Guidelines and charge structure rules within 24 hours of the upload or resubmission of an invoice. The application will validate the invoice for format, mathematical errors, approved charges, billers, and rates, and the Outside Counsel Guidelines. Once the invoice is reviewed, the application will clearly identify any necessary adjustments made and flag any questionable charges. Rejected invoices will be returned to the Outside Counsel firm to be revised and an email notice will be sent to the CTA internal file handler and the CTA administrator

e. Invoice Routing – The application will route the invoice electronically to the appropriate CTA staff person for review and approval based on pre-established approval authorities. Approvers will receive an email notification when an invoice has been forwarded to them for review. CTA approvers will have full control over payment decisions and will be able to make adjustments to any invoice line item accordingly. Any changes to charges will be tracked within the automated audit trail and approvers will be able to add notes for each action. The application will notify approvers of invoices awaiting approval that have not been approved within CTA's designated timeframe. For invoices in file handlers queue for more than 30 days, the application will send an email notice to the CTA Administrator notifying them of pending past due invoices.

f. Invoice Generation – Once an invoice receives final approval the application must allow the invoice to be printed with the name and address of the law firm, the line item expenses charged to CTA, a summary of all expenses by CTA organization account code, the total amount billed and the total approved amount.

3. Technology

a. Platform – The application must support Internet Explorer 10, Google Chrome and Firefox, and Microsoft Windows 7. The application must work with a PC, laptop, tablet or smartphone with a network, Internet or cellular connection. The application must accept industry standard LEDES (Legal Electronic Data Exchange Standard) format without modification to standard and accept any other file format (e.g., Microsoft Word, Microsoft Excel, Adobe .pdf, jpg.).

b. Maintenance – All maintenance and support of the application must be performed by the contractor. The contractor shall perform any contractor system/software/application updates in a manner that avoids any down time to CTA users. Any contractor system or application upgrade must maintain seamless backward compatibility with CTA's current system configuration: 64-bit, Microsoft Windows 7 Enterprise, Service Pack 1, Microsoft Internet Explorer 10, 32-bit Microsoft Outlook 2010.

4. Security

a. Encryption – Data in the application must be encrypted by the most currently available encryption algorithms when this contract is executed and encryption algorithms must be updated over the course of this contract as more current encryption algorithms become available to the contractor.

b. Access Control to System – Each user must have a unique user ID and password. Application must allow access by unlimited quantity of users with CTA administrator having access to add or delete users. CTA administrator will monitor and delete inactive users on a timely basis.

c. Access Control to Matters – CTA must be able to control matter access, security and roles within matters by user and by organizational unit.

d. Access Control to Reporting - The application must allow CTA to designate CTA users who can access the reporting function and separately designate the CTA users who can create, generate or edit reports, respectively.

e. Access Control to New Matter Creation – The application must allow CTA to designate CTA users who can create new matters.

f. Audit Trail of Data Modifications – The application will track all changes and entries made to material fields, including the user making the change and the date of the change.

g. Failed Login Lockout – The application must allow CTA to specify the number of failed login attempts that will trigger a user's lockout.

h. Inactivity Logout –The application will automatically shut down after 60 minutes of inactivity.

i. Disaster Recovery – The contractor must have a disaster recovery plan in place that ensures that CTA data stored on its servers is backed up off-site.

5. Training and Ongoing Technical Support

   a. Training – The contractor must provide an instructor for a yearly 1-day training session at CTA. Training will be broken up into 2 sessions, 3 to 4hrs of Basic Training for new users and 3 to 4hrs of Advance User Training for current users. The contractor will provide on-going training for CTA and outside counsel staff on an as-needed basis via webinars or level 1 support calls. The contractor will provide the yearly 1-day training session on a date that CTA designates, or, if that date is not available for contractor, then the training will take place on a date mutually agreeable to contractor and CTA. CTA will notify contractor of its designated date for the yearly 1-day training session by no later than March 31 of each calendar year and will give contractor at least 30 days notice of the date that the training is to take place. Such notice shall also include a count of anticipated attendees at the Basic Training and Advance User Training sessions, respectively. Within 14 days in advance of the training, contractor shall provide a written agenda and curriculum for each training session training for CTA comment and approval. Comments submitted by CTA more than 48 hours in advance of the beginning of a training must be integrated into that training. Comments submitted by CTA within 48 hours of a training will be addressed or integrated into the following year's training session. All costs associated with the 1-day training session will be at contractors expense, though CTA will provide a space at its 567 W. Lake facility for the training to take place.

   b. On-Going Support – On-going technical support must be provided by the contractor's staff during normal business hours, Monday through Friday, 8:00 a.m. to 6:00 p.m. Central Standard Time.

   c. Level 2 Support – Technical support issues that require level 2 contractor staff personnel assistance must be addressed by contractor and resolved within 24 hours. CTA requests a designated CounselLink representative for Level 2 Customer Support issues. In the event that resolution of an issue will require more than 24 hours, contractor will designate a contractor staff person to be CTA's contact on the issue and that staff person will provide daily updates on the issue, or at a different time interval at CTA's discretion, until the issue is resolved.

6. Reporting

   a. Real Time – The application must create reports that reflect up–to-date, real-time data entered into the application.

b. Custom Reporting – The contractor will create custom reports upon request by CTA designated users, after approval by the CTA Administrator, and contractor will make all necessary adjustments to the custom reports to meet the reporting needs of the CTA user. Contractor will provide an hourly rate for custom reporting & training on custom report. An estimated quote must be sent and approved by system administrator prior to engaging in any work.

c. Automated Reporting – The application must allow CTA to select reports that run automatically at a specific time. The application must allow CTA to designate whether a report is to be run only within the application itself or to be run automatically transmitted as an attachment to an e-mail. The application must allow CTA to select CTA designated users to receive each automated report.

7. Matter & FOIA Management Component

a. Matter Configuration – The application must allow for the assignment of matters to CTA designated users. The application must also allow designated CTA users from each Law Department organization unit to create a set of custom data fields unique to their unit that capture information related to specific matters. Custom data fields will include, but are not limited to, drop down lists, text boxes, and date functions. The custom data fields must be reportable and their contents must be editable and reportable immediately. If the contractor is required to create certain custom data fields on behalf of CTA, the contractor must process all requests for custom data fields within one calendar week. At the conclusion of that time, the custom data fields must be fully editable, and the data in the custom data fields must be immediately reportable.

b. New and Closed Matters – The application must only allow CTA to separately designate users who can create new matters in the application, who can view and/or edit the data within a matter, who can close matters in the application and who can delete matters in the application.

c. Calendaring – The application must allow calendaring within the application itself. The calendaring function must remain compatible with Microsoft Outlook 2010 and must be made compatible with any version of Microsoft Outlook. The application must allow for the creation of individual calendar events and the creation of calendaring templates that allow the simultaneous creation of multiple matter-related events or deadlines. The application must allow CTA to assign different CTA designated users to each event or deadline.