



Request for City Council Committee Action

Date May 23, 2005

To Ways and Means Committee

Prepared by Bill Beck

Submitted by Karl Kaiser _____

Approved for Submittal John Moir _____

Subject: Minneapolis City Attorney Case Management System - Approval to terminate the contract with a CYBERCHANNEL, INC. d/b/a LegalEdge Software and negotiate/execute a contract with RealLegal, LLC.

Presenters in Committee: Bill Beck

Recommendation: (1) Approval to terminate current contract with LegalEdge Software. (2) Approval to negotiate and execute a contract with RealLegal, LLC to provide a Case Management System to support the City Attorney's Office.

Previous Directives:

- Ways and Means approved negotiating and executing a contract with LegalEdge Software for the City Attorney's Case Management System on September 20, 2004.
- Ways and Means authorized issuance of a Request for Proposal (RFP) seeking professional services to implement a Case Management System to improve case management and tracking, connections to partnering agencies and provide management and measurement reporting on May 10, 2004.

Note: This is not a request for additional funding

Financial Impact (Check those that apply)

- No financial impact (If checked, go directly to Background/Supporting Information)
- Action requires an appropriation increase to the Capital Budget
- Action requires an appropriation increase to the Operating Budget
- Action provides increased revenue for appropriation increase
- Action requires use of contingency or reserves
- Other financial impact (Explain):
- Request provided to the Budget Office when provided to the Committee Coordinator

Background/Supporting Information

The implementation of a Case Management System (CMS) system is required for the Minneapolis City Attorney's Office and the performance management program. The CMS system performs the functions of capturing and tracking case related information and the organization of all case related documents. The system allows for day-to-day operations of both the Criminal and Civil divisions of the office, case load management and detailed reporting for management and measurement needs. A related project deals with connecting the new CMS to partnering agencies for sharing of information in a timely and accurate manner. The system will support criminal cases, claims, civil litigation matters and all assignments of the office to support the City Council and City departments. This project is fully funded and the City has also received a federal grant that provides funding the associated Criminal Justice Information Integration project.

There were four finalists in the Case Management System RFP process: LegalEdge Software, RealLegal, LLC, Ciber, Inc. and Constellation Software Systems. The City selected LegalEdge based on their installed base, industry experience, stated integration capability, ability to meet the published project schedule and ability to meet the documented requirements of the City Attorney's Office. The City executed a contract with LegalEdge Software in November of 2004 to provide their next generation Case Management software to support both the Criminal and Civil Divisions of the City Attorney's Office. LegalEdge agreed to deliver a standard Case Management software product including, data integration utilities, predetermined standard product extensions and a system configuration toolkit.

LegalEdge has failed to deliver a usable product and meet multiple delivery commitments. After extensively testing seriously flawed software releases and working around recurring schedule delays BIS has concluded that it is in the best interest of the City and LegalEdge to end the current agreement. The BIS project team has seriously considered and weighed the risks of implementing an alternative solution and determined that to stay with the LegalEdge CMS product will make it virtually impossible to implement an operational City Attorney Case Management System in a reasonable timeframe.

RealLegal, the number two vendor in RFP selection process, rated highly in during the evaluation process but was not selected do to gaps related to managing prosecution cases. The BIS project team reevaluated the RealLegal product through a 30 day pilot and determined that RealLegal has significantly narrowed the gaps in their prosecution product to meet the needs of the Criminal Division. RealLegal has submitted a revised proposal and project plan defining how the system can be implemented to meet the needs of the City Attorney's Office. As a result, BIS is recommending a change of software vendors from LegalEdge to RealLegal.