

**REQUEST FOR PROPOSALS
LEGAL CASE MANAGEMENT SOFTWARE SYSTEM**

The City of White Plains Department of Law
255 Main Street
White Plains, New York 10601

PROPOSAL DUE DATE: Monday, March 23, 2026 4:00pm:

Department of Law contact:

Michael Kelly
Senior Assistant Corporation Counsel
City of White Plains Department of Law
255 Main Street
White Plains, New York 10601
Phone: (914) 422-1240
e-mail: law@whiteplainsny.gov

Please be advised that all matters concerning this RFP, from the date of issuance until the contract awards are made, are to be directed in writing by letter or email to the above named contact person. Requests and arrangements to visit the site must also be made to the above named contact person.

An original and two (2) complete copies of the proposal **MUST** be received no later than Monday, March 23, 2026, 4:00 p.m. at the following address:

Michael Kelly
Senior Assistant Corporation Counsel
City of White Plains Department of Law
255 Main Street
White Plains, New York 10601

REQUEST FOR PROPOSALS

The City of White Plains Department of Law

I. INTRODUCTION

The City of White Plains Department of Law invites proposals from qualified firms to provide the Department with a solution for legal case management, as described in this RFP.

An original and two (2) complete copies of the proposal **MUST** be received no later than Monday, March 23, 2026, 4:00 p.m. at the following address:

Michael Kelly
Senior Assistant Corporation Counsel
City of White Plains Department of Law
255 Main Street
White Plains, New York 10601

The City of White Plains is not responsible for any internal or external delivery delays which may cause the RFP to arrive beyond the deadline. An original plus two copies of the proposal must be submitted. No materials will be accepted after the deadline.

An evaluation committee comprised of appropriate personnel from the City of White Plains will review the proposals and may, if necessary, conduct interviews with one or more of the qualified proposers as part of the final selection process.

The City of White Plains reserves the right to accept, reject or negotiate modifications to any proposal, as it may, in its sole discretion, deem to be in its best interest.

While the City of White Plains reserves the right to negotiate with any and all proposers regarding the information which is requested in this RFP, each proposer must provide all information as requested to be considered and may be disqualified for failure to submit any required attachment/ exhibit or for submitting incomplete or non-responsive information, exhibits or attachments. Any such negotiations will occur subsequent to review and certification of proposals as fully complete and responsive.

II. SCOPE OF WORK

The City of White Plains is a municipal entity located within Westchester County, New York with a population of approximately 60,000 as of the 2020 Census. The City is a comprehensive

municipal entity that governs highways, parking, zoning, municipal planning, buildings, parks and recreation, youth services and property assessment and provides police, fire and library services within the City. Educational services are provided by the White Plains School District, an entity separate from the City. The legal business of the City is handled by the Department of Law, an agency staffed by the Corporation Counsel, approximately five (5) attorneys and approximately two (2) support staff members, with limited involvement of outside counsel. The Department of Law is responsible for the following matters:

1. Claims Investigation
2. Litigation
 - a. Personal Injury/Property Damage
 - b. Property Assessment
 - c. Article 78
 - d. Bankruptcy
 - e. In Rem Foreclosure
 - f. Law Enforcement
 - g. Appeals
 - h. Other
3. Contracts
 - a. Bid Services
 - b. Professional Services
 - c. Intermunicipal Agreements
 - d. Special Counsel
 - e. Franchises
 - f. Other
4. Labor Management
 - a. Grievances
 - b. Disciplinary Actions
 - c. Collective Bargaining Agreement Negotiations
 - d. Other
5. Real Estate
 - a. Acquisitions
 - b. Dispositions
 - c. Site Plan/Special Permit Approvals
 - d. Zoning Amendments
 - e. Road Abandonments/Discontinuances
 - f. Leases
 - g. Security Interests
 - h. License Agreements
 - i. Other
6. Advisory to Board and Commissions
 - a. Common Council
 - b. Board of Zoning Appeals
 - c. Historic Landmarks Commission

- d. Transportation Commission
 - e. Planning Board
 - f. Ethics Board
 - g. Other Boards and Commissions
7. Advisory to Mayor and all City Department Heads and other Officers
 8. Freedom of Information Law Requests
 9. General Municipal Matters

The Department of Law is requesting proposals to deliver a comprehensive Legal Case Management Software System (“LCMS”) that can meet the current requirements of the Department of Law and is capable of expansion to meet future needs. The Department of Law requires a hosted Cloud-based solution with 99.9% availability and with minimal local client (PC) software installation that provides staff the greatest flexibility in accessing the solution. The proposer’s solution/package should provide an intuitive, elegantly-designed user experience with the following service capabilities:

- Platform – The Department of Law desires a cloud-based solution hosted by the successful proposer. The proposer shall maintain all Department of Law data on servers in the United States subject to New York and federal law. As the attorneys in the Law Department are subject to ethical regulations and practices of the State of New York, including a duty of confidentiality, the proposed solution must have the ability to store information in a confidential and secure manner. The solution must have the ability to be managed by the successful proposer without the successful proposer having the ability to view data within the system. The City retains absolute ownership of all data in the proposed system. All data must be surrendered to the City at the termination of any agreement, and the proposed solution must have the ability to allow for permanent deletion of data at the City’s will.
- Common-Sense Organizational Presentation – the solution must organize and categorize matters in a user-friendly and intuitive manner. The solution must be able to support organization of case files by general subject matter and sub-classify as discreetly as will be required by the Law Department. The solution must be able to support a high degree of customization across all file categories (ie. claims, litigation, contracts, labor management, etc.).
- Forms Management – the solution must facilitate the creation, modification, and usage of electronic forms to capture case- and name-related information in a structured, consistent format. These services assist with the development and management of electronic forms, including form field design and data entry validation to assist users with entering relevant data. It is anticipated that the Law Department will use a form generator to populate basic contracts, basic court filings and certain code enforcement documents such as court informations.

- Document Management – the solution must provide the ability to generate, modify, store, retrieve, and archive case and name specific documents within the proposed application and search the same. The solution must be able to accept and store, and allow for the modification of all file types, including, but not limited to .doc, .pdf, .xls, .ppt and .wpd. The solution must have the ability to import files and emails and interface with other software currently used by the Department of Law, including but not limited to all Microsoft Office products, Word Perfect and Adobe Acrobat Pro.
- Paperless environment - These services must provide and support a paperless office solution.
- Case/Matter Tracking – the solution must provide for a method of activity tracking and management, feature a system for calendaring tasks and items and include a reminder/"tickler" system for attorneys and support staff. It is anticipated that this system will be based on rules by file categorization and sub-categorization, but which may be modified by users at will. The solution must also provide calendaring for multiple people, including cross-access for all department members, schedule entries for upcoming court appearances, filing deadlines, meetings, and hearings for multiple courts, with customized views and printing.
- Reports Generation – The solution must have the ability to generate custom reports, including from case files and overall system data. Reports include data reports, case status reports, discovery reports, calendar reports, and a variety of statistical and performance reports. Report generation services support the organization and presentation of data into a useful, relevant, and interactive format, including custom built reports. The successful proposer must offer report building services as well as the ability of the Department of Law to create its own reports. The solution must allow the Department of Law to query the system's data as needed.
- Search Function – The solution must include the ability for users to search and browse through cases, people, documents, and event data to find all records that match the search criteria. Examples include data entered by a certain attorney or cases that were decided in a particular jurisdiction, or records that contain a particular term.
- Security and Privacy – The solution must feature effective measures to protect and safeguard information and systems from inappropriate or unauthorized use, alteration, loss, or destruction and include, but are not limited to: ensure continuous observation of security rules and regulations; ensure appropriate level of protection for case related information and data; ensure data is protected against unauthorized modification, use, destruction, or disclosure; and assure confidentiality, integrity, and availability.
- Records Management – Ability to archive and retrieve closed files, and associated data and documents, in an easy and efficient manner.

- Client Management – The solution must support the management of day-to-day client relationships and interactions. The solution must be able to interact with the City’s email server and calendars of other City departments. The solution must have the ability to store notes of meetings with City departments that are searchable and easily retrieved.

In addition to the LCMS functions describe above, the required solution must also incorporate an internal contract management function for all City departments, managed through the Department of Law. This function must allow for:

- Housing all contracts entered into by the City and its departments.
- Tracking commencement and end dates of City contracts, using business rules established by the Department of Law.
- Managing supplementary documentation for existing contracts and track needed renewals for contract documentation, including but not limited to:
 - Insurance policies
 - OSHA compliance documentation
 - Surety Bonds
- Linking contract amendments and modifications with original contracts.
- Viewing by other City departments and adding contract-specific documentation (such as performance reports, notices to proceed and certificates of completion) without the ability of the other departments to change the overall record. In this regard, the system must allow other departments (if they so choose) to utilize this solution in order to:
 - Track milestones and events with automatic notifications and emails
 - Generate reports and analysis
 - Track contract compliance and reporting
 - Analyze spending and track PO’s for existing and past contracts
- Other functionalities that may be requested by the Department of Law.

III. PROPOSAL EVALUATION:

The City of White Plains will apply the following evaluation criteria in selecting a contractor. Such criteria are not necessarily listed in order of importance. The City of White Plains reserves the right to weigh its evaluation criteria in any manner it deems appropriate.

Proposal Evaluation minimums:

1. 25% - Experience providing the services requested by this RFP;
2. 25 % - Professional qualifications, personal background, and resume(s) of the individuals who will provide services pursuant to this RFP;
3. 35% - Quality and value of services including menu and prices;
4. 15% - A determination that the proposer has submitted a complete and responsive proposal as required by all sections, terms, and conditions of the RFP;

IV. CONTRACT TERM

The successful firm will be expected to implement their proposed solution and provide licenses, maintenance and customer service for a period of five (5) years with the ability to renew such licenses, maintenance and customer services for successive periods of two (2) years at the City's request.

V. LEGAL UNDERSTANDINGS

Please take notice, by submission of a proposal in response to this RFP, proposing entity agrees to and understands:

By submitting a proposal, the proposing entity agrees and understands that the City of White Plains is not obligated to respond to the proposal, nor is it legally bound in any manner whatsoever by submission of same. In addition to the foregoing, by submitting a proposal, the proposing entity also understands and agrees that the City of White Plains reserves the right, and may at its sole discretion exercise, the following rights and options with respect to this RFP, except to the extent restricted by applicable law, including, but not limited to, the City of White Plains Procurement Policy;

1. To reject proposals that do not conform in all material respects to the RFP or meet the minimum evaluation criteria;
2. To reject all proposals;
3. To issue additional solicitations for proposals and/or amendments to this RFP;
4. To waive any irregularities in proposals received after notification to all proposers;
5. To negotiate for amendments or other modifications to proposals;
6. To conduct investigations with respect to the qualifications of each proposer;
7. To exercise its discretion and apply its judgment with respect to any aspect of this RFP, the evaluation of proposals, and the negotiations and award of any contract;
8. To select the proposal that best satisfies the interests of the City of White Plains and not necessarily on the basis of price or any other single factor in the evaluation criteria;

The City of White Plains assumes no responsibility or liability of any kind for costs incurred in the preparation or submission of any proposal. The City of White Plains is not responsible for any internal or external delivery delays which may cause any proposal to arrive beyond the stated deadline. To be considered, proposals MUST arrive at the place specified herein and be time stamped prior to the deadline.

VI. PROPOSAL REQUIREMENTS

PROPOSAL PACKAGES MUST BE MARKED: "REQUEST FOR PROPOSALS FOR LEGAL CASE MANAGEMENT SOFTWARE"

A) The proposal must include the following information:

1. General Information. The proposer shall provide a profile which, at a minimum, includes the following items:

- a. Proposer's legal name
- b. Address
- c. Year company was founded
- d. Total number of employees in organization

2. References: Indicate three (3) current client references for similar services, include

- a. Client Name
- b. Client Address
- c. Contact Name, Title and Telephone Number
- d. Description of Services

3. Identification of Key Personnel. Identify and provide background information on the key personnel who would provide services to the City. The proposal must include the professional qualifications and experience of these individuals.

4. Experience: The Proposal should list the Proposer's Experience providing the services requested by this RFP and expertise of individuals who Proposer has identified as the individuals who will provide the services to the City of White Plains.

5. Solution Plan: This section shall describe the proposer's approach and plan for accomplishing the work outlined in the RFP and to describe the solution proposed by the proposer. These plans, descriptions and approaches should be described in sufficient detail to permit the City to evaluate them fairly and with a minimum of possible misinterpretation. The plan should be described in sufficient detail to permit the City of White Plains to evaluate it fairly in relation to all other proposals with a minimum of possible misinterpretation.

6. Cost Proposal: The Cost Proposal must include all fees to be charged for implementation of the proposed solution as well as licenses for the use of the software, maintenance of the software and customer service.

7. Proposer Certification (attached to this RFP)

8. Required Disclosure of Relationships to City (attached to this RFP)

B) Proposals must be submitted on the proposer's letterhead or standard proposal form and signed by an authorized representative of the proposer. Telephone or facsimile proposals will not be accepted.

C) The proposal cover letter signed by a person authorized by the proposer to make a binding proposal must set forth that "this proposal constitutes a valid, binding and continuing offer at the

prices set forth in the proposal for a period of one hundred eighty (180) days from the deadline for acceptance of proposals as set forth herein.”

D) An original and two (2) completed copies of the proposal MUST be received no later than Monday March 23, 2025 at 4:00p.m., at the following address:

Michael Kelly
Senior Assistant Corporation Counsel
City of White Plains Department of Law
255 Main Street
White Plains, New York 10601

E) Proposal must be typed or printed in black ink. All corrections made by the proposer prior to the opening must be initialed and dated by the proposer. No changes will be allowed after proposals are opened.

F) Proposals delivered prior to the deadline shall be secured unopened so long as the package is properly marked as set forth above. Late proposals will not be accepted.

G) Any questions regarding this RFP or any requests for clarification of this RFP MUST be written and submitted by letter or email to Michael Kelly, Senior Assistant Corporation Counsel, 255 Main Street, White Plains, New York 10605, Email: mkelly@whiteplainsny.gov. All questions must be received in writing by March 4, 2026 at 5pm in order to be timely responded to. All questions or requests received prior to this deadline will be answered in the form of an amendment to this RFP and will be available to all potential proposers. No requests or questions posed after such date will be answered.

H) Proposals MUST be signed. Unsigned proposals will be rejected.

I) Proposers may be required to give an oral presentation to the City of White Plains to clarify or elaborate on the written proposal. A demonstration of the proposed software solution may also be required.

J) No proposal will be accepted from nor any agreement awarded to any proposer that is in arrears upon any debt or in default of any obligation owed to the City of White Plains. Additionally, no agreement will be awarded to any proposer that has failed to satisfactorily perform pursuant to any prior agreement with the City of White Plains.

VII. INDEMNIFICATION AND INSURANCE

As part of the contract to be entered into with the selected proposer, to the fullest extent permitted by law, the selected proposer:

- (i) shall indemnify and hold harmless the City, and its officers, employees, agents, and servants (collectively, the “Indemnified Parties”), from and against any and all liabilities, losses, costs, expenses (including, without limitation, reasonable attorneys’ fees and disbursements), and damages (collectively, “Losses”), including Losses attributable to acts or omissions of the selected contractor or its agents, if any, arising out of or in connection with the agreement, except, however, that the selected proposer will not be held liable for occurrences resulting from the negligence of the City.
- (ii) shall, upon the City’s demand and at the City’s direction, promptly and diligently defend, at the selected proposer’s sole risk and expense, any and all suits, actions, or proceedings which may be brought or instituted against one or more of the Indemnified Parties and which arise out of the negligent performance of the selected proposer, or its independent contractors, if any, in connection with the agreement, and the selected proposer shall pay and satisfy any judgment, decree, loss, or settlement in connection therewith.
- (iii) shall, and shall cause the its agents to, cooperate with the City in connection with the investigation, defense, or prosecution of any action, suit, or proceeding arising out of or in connection with the agreement.

These obligations will not be limited by reason of enumeration of any insurance coverage provided under the agreement.

The selected proposer will be required to procure and maintain at its own expense the following insurance coverage:

- (i) Workers’ Compensation Coverage: Evidence of coverage, or proof of not being required to secure same, as evidenced by certificates or affidavits approved by the State Workers’ Compensation Board pursuant to State Workers’ Compensation Law § 57(2)
- (ii) General Liability Insurance: Policy covering the liability of the proposer, and indemnifying and holding harmless the City, its agents, employees and representatives from any and all loss and/or damage arising out of the performance of the agreement with a general aggregate of TWO MILLION DOLLARS (\$2,000,000.00) and each occurrence of ONE MILLION DOLLARS (\$1,000,000.00).
- (iii) Disability Benefits Insurance. Evidence of coverage, or proof of its not being required to secure same, as evidenced by certificates or affidavits approved by the State Workers’ Compensation Board pursuant to State Workers’ Compensation Law § 220(8).
- (iv) Cyber Liability policy with limits not less than \$1,000,000 per occurrence or claim, \$1,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the contractor and shall include, but not limited

to, claims involving infringement of intellectual property, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as third party liabilities. Such insurance shall be maintained and in force at all times during the term of the agreement and for a period of two years thereafter for services completed during the term of the agreement.

All policies must be written by insurers authorized to do business in the State of New York that have been rated at least A- by A.M. Best. Each policy of insurance required shall be in form and content satisfactory to the City of White Plains and shall be provide that:

- (i) For General Liability, The City of White Plains and all appointed and elected officials, employees and volunteers shall be named as additional insured on said policy on a primary and non-contributory basis with waiver of subrogation in favor of the additional insured.
- (ii) The insurance policies shall not be changed or cancelled until the expiration of thirty (30) days after written notice to the City of White Plains.
- (iii) The insurance policies shall be automatically renewed upon expiration and continued in force unless the City of White Plains is given thirty (30) days written notice to the contrary.

VIII. NON-DISCRIMINATION/EQUAL OPPORTUNITY

The successful proposer shall comply with all local, state and federal laws and regulations pertaining to nondiscrimination and equal opportunity in the areas of employment, subcontracting, and use of the City of White Plains' facilities.

IX. ASSIGNMENT

The successful proposer shall not assign or subcontract any portion of the operation without prior written approval from the City of White Plains. If the proposer intends as part of its proposal to subcontract any part of the work described in its proposal, that fact must be explicitly stated in the proposal and the proposer shall include the qualifications and credit references of any proposed subcontractors. If the City awards the contract to the proposer and approves any subcontract, this approval shall not create any relationship between the subcontractor and the City of White Plains, such that the successful proposer shall be responsible for the entire contract.

X. INDEPENDENT CONTRACTOR

The successful proposer and its employees will operate as an independent contractor and are not considered to be City of White Plains employees.

XI. COMPLIANCE WITH LAW

The successful proposer shall comply with all applicable local, state and federal laws and regulations at its sole cost and expense. Neither the successful proposer, nor any person acting on behalf of the successful proposer, shall discriminate against any individual on the basis of race, color, creed, gender, marital status, country of origin, physical disability, genetic predisposition or carrier status in connection with the operation of the agreement or the use of the facilities. The successful proposer shall, at its sole cost and expense, procure and maintain in full force and effect for the term of the resulting contract, all permits, licenses and approvals from all applicable governmental authorities. The successful proposer shall comply, at its sole cost, with all applicable federal, state and local laws, rules, regulations and orders.

PROPOSER CERTIFICATION

The undersigned agrees and understands that this proposal and all attachments, additional information, etc. submitted herewith constitute merely an offer to negotiate with the City of White Plains and is NOT A BID. Submission of this proposal, attachments, and additional information shall not obligate or entitle the proposing entity to enter into a service agreement with the City of White Plains for the required services. The undersigned agrees and understands that the City of White Plains is not obligated to respond to this proposal nor is it legally bound in any manner whatsoever by the submission of same. Further, the undersigned agrees and understands that any and all proposals and negotiations shall not be binding or valid against the City of White Plains, its directors, officers, employees or agents unless an agreement is signed by a duly authorized officer of the City of White Plains and approved as to form by the City Law Department.

It is understood and agreed that the City of White Plains reserves the right to reject consideration of any and all proposals including, but not limited to, proposals which are conditional or incomplete. It is further understood and agreed that the City of White Plains reserves all rights specified in the Request for Proposals.

It is represented and warranted by those submitting this proposal that except as disclosed in the proposal, no officer or employee of the City of White Plains is directly or indirectly a party to or in any other manner interested in this proposal or any subsequent service agreement that may be entered into.

Under penalty of perjury, the Consultant affirms the following as true: By submission of this proposal, each proposer and each person signing on behalf of any proposer certifies, and in the case of a joint proposal each party thereto certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

- (1) The prices in this proposal have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any competitor;
- (2) Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the proposer and will not knowingly be disclosed by the proposer prior to opening, directly or indirectly, to any other proposer or to any competitor; and
- (3) No attempt has been made or will be made by the proposer to induce any other person, partnership or corporation to submit or not to submit a proposal for the purpose of restricting competition.

Name of Proposer: _____

By: _____ (Name) _____ (Title)

Signature: _____

Dated: _____

REQUIRED DISCLOSURE OF RELATIONSHIPS TO CITY

Contract Name and/or ID No.: LEGAL CASE MANAGEMENT SOFTWARE
(To be filled in by City)

Name of Consultant:

(To be filled in by Consultant)

A.) Related Employees:

Are any of the employees that you will use to carry out this contract with the City of White Plains also an officer or employee of the City, or the spouse, or the child or dependent of such City officer or employee?

Yes _____ No _____

If yes, please provide details: _____

B.) Related Owners:

If you are the owner of the Consultant, are you or your spouse, an officer or employee of the City?

Yes _____ No _____

If yes, please provide details: _____

To answer the following question, the following definition of the word "interest" shall be used:
Interest means a direct or indirect pecuniary or material benefit accruing to a city officer or employee, his or her spouse, child or dependent, whether as the result of a contract with the county or otherwise. For the purpose of this chapter, a city officer or employee shall be deemed to have an "interest" in the contract of:

- i. His/her spouse, children and dependents, except a contract of employment with the city;

- ii. A firm, partnership or association of which such officer or employee is a member or employee;
- iii. A corporation or LLC of which such officer or employee is an officer, director or employee; and
- iv. A corporation or LLC of which more than five (5) percent of the outstanding capital stock is owned by any of the parties listed in (i) through (iii).

C. Do any officers or employees of the City have an interest in the Consultant or in any sub-consultant that will be used for this contract?

Yes _____ No _____

If yes, please provide details: _____

Authorized Company Official shall sign below
and type or print information below the
signature line:

(Signature)

Name: _____

Title: _____

Date: _____