

Small Procurement - Request for Quote Legal and Complaint Management System

Purpose:

The Office of the Attorney General (hereinafter “OAG”) seeks a case management system for the newly established Civil Rights Division (hereinafter “CRD”).

CRD’s newly established authority allows it to investigate, civilly prosecute, and remediate civil rights violations of non-governmental entities. This expanded authority is a first in Maryland history and allows OAG, alongside its partners, to protect Marylanders no matter their race, color, religion or creed, sex, age, ancestry or national origin, marital status, physical or mental disability, sexual orientation, or gender identity.

This small procurement will allow CRD to intake and review complaints, manage documents, track legal matters, manage contacts and other related tasks. This system will allow CRD to efficiently and effectively carry out the important mission of ensuring equal rights and opportunities for all Marylanders

Background

The Attorney General is the chief legal officer of the State of Maryland. The Office of the Attorney General (OAG) has the general charge, supervision, and direction of the State's legal business, acting as legal advisors and representatives of the major agencies, various boards, commissions, officials, and institutions of State Government. The OAG is also responsible for civil and, in some cases, criminal enforcement of laws intended to protect the public. The OAG’s affirmative enforcement activities are conducted through Units and Divisions (hereinafter “Team”), including the Antitrust Division, Civil Rights Division, Consumer Protection Division, Criminal Division, Environmental Crimes Unit, Insurance Fraud Division, Medicaid Fraud Control Unit, Independent Investigations Division, and Securities Division. As Maryland's 47th Attorney General, Anthony G. Brown leads the Office with a critical focus on equity, justice, and fairness.

Solution & Vendor Requirements

The OAG seeks an off-the-shelf software or cloud-based solution to manage its civil rights complaint and legal matter workflows. The selected solution will be a comprehensive and user-friendly system that has efficient workflows and customizable functionality to allow for effective case management.

The preferred capabilities and characteristics of the vendor and solution are, but not necessarily limited to:

- Product Track Record
 - Off the shelf product has been on the market for at least 2 years with use cases in a similar field

- Web Portal integration
 - Integrate with several separate web portals where the public can register complaints.
 - Capture of contact, complaint type, demographic, geographic and other data through customizable fields.
 - Portals need to be able to accept documentation in standard formats when the complaint is created.
 - Vendor will build these portals (preferred) or will supply appropriate templates.
 - Vendor will verify proper integration of the portals and population of the database.
- Intake
 - Intake generated from web portals
 - Ability for staff to manually enter intake and create case file
 - Pick list availability for intake entry
 - Multiple complaints can be linked to a single case.
 - Ability to assign case to multiple advocates and designate roles (g, lead, second chair, investigator, paralegal, supervisor)
 - Ability to create boilerplate response for efficient intake responses
- Case File
 - Case file structure must be configurable for a range of different case and matter types using dynamic form structures.
 - Time tracking
 - Capability for automated workflows depending on case types and other factors.
 - Automated calendaring for court proceedings (preferred)
 - Tickler system (preferred)
- Document Management
 - Document version and audit control
 - General document template library for various document types
 - Case-level document linking
 - Cloud storage
- Contact Management
 - Customizable roles, fields and field types
 - Ability to link contacts to multiple matters
 - check for conflicts
 - Other standard contact operations
- Supervision
 - Ability of supervisors to run reports on case status, upcoming deadlines
 - Ability to run report of cases by advocate.
 - Tickler system for supervisors to monitor subordinates.
 - Task tracking to allow supervisor to monitor task progress by individual and case

- Supervisor dashboards for efficient management of caseloads.
- Reporting
 - Canned and ad-hoc reporting
 - Demographic & Geographic info
 - Outcomes tracking
 - Reporting across multiple business units
 - Comparative reporting
- Integration
 - Native integration with Office (Word, Excel, Outlook)
 - Native or 3rd party SMS/MMS service for communicating with parties
 - Flexible API and/or connector library for interoperability with other products
- Hosting and Accessibility
 - Cloud hosting
 - Mobile phone capable access for end users
- Support and training
 - Onboarding support included in pricing.
 - Ongoing product support and software updates included in pricing.
 - Support for web portal integration.
 - Vendor support SLA required
 - Administrator training required
 - User training by vendor required
 - Comprehensive system documentation available within application.
- Ease of use
 - Software is user friendly for end-users and administrators
 - Ability for administrators to customize with limited technical ability
 - Flexible API and/or connector library for interoperability with other products
- Security
 - Role based security
 - Ability to establish customized roles.
 - Version control and audit trail
 - Access control list for cell phone
 - Software Escrow availability

A contract start date on or about May 1 2024 is anticipated. A 2-year term is preferred.

Submission Requirements and Instructions

- The response must address or include:
 - the functionality your solution provides.
 - an estimated timeline for product implementation

- the cost and pricing methodology, assuming 20 users. The cost should be broken-down by first-year/implementation costs, second year costs, and optional add-ons.
- Contact information for references already using the product.
- Responses must be limited to 10 pages, inclusive of financial proposal and artifacts.
- Beyond the items above, no specific form is required for your response to this Request for Proposals. Please provide whatever information you believe is appropriate to demonstrate your fit for this project.
- This is a Small Procurement under Maryland law. Proposals with costs over \$100,000 cannot be considered.
- Please email your response to Jon Smith, Chief, Civil Rights Division, at jsmith@oag.state.md.us, with copies to:
 - Ben Wolff, Director of Strategic Operations, at bwolff@oag.state.md.us
 - Paul Etzler, Director of IT, at petzler@oag.state.md.us
 - Bev Pivec, Director of Administration & Procurement Officer, bpivec@oag.state.md.us, 410-576-6442
 - Janice Clark, Contract manager, jclark@oag.state.md.us, 410-576-7033
- All submissions are due by 5:00 PM EDT on April 25, 2024.
- Based on a review of qualifications, meetings may be scheduled with one or more potential vendors, with further discussions and negotiations to follow.
- The basis for the award will be “most advantageous offer.”
- Small businesses and Minority-owned, Women-owned, and Veteran-owned businesses are encouraged to submit proposals and should list any applicable certifications in your submission. If you are not certified, information is available at <https://procurement.maryland.gov/business-community/>.
- The chosen vendor, if not already registered, will be required to establish an account on [emma, the State’s online procurement website](#).
- The chosen vendor must be registered to do business with the state of Maryland and be in good standing. Check your business’ registration at <https://businessexpress.maryland.gov/>. More information about the registration process can be found at <https://egov.maryland.gov/BusinessExpress/Home/ProcessingTimes>.

Questions

- Questions about the substance of this Request for Proposals should be directed to Jon Smith at the email listed above, with a copy to Ben Wolff.
- Questions about the procurement and contracting process may be directed to Bev Pivec or Janice Clark at the email or telephone listed above.