



LAW DEPARTMENT

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MEMORANDUM

To: Honorable Detroit City Council

From: Julianne V. Pastula *JVP*
Chief Legal Counsel of Operations/FOIA
City of Detroit Law Department

Date: June 6, 2023

Re: Resolution Authorizing Contract No. 2889352-A5 - 100% City Funding – AMEND 5 – To Provide an Extension of Time and an Increase of Funds for Case Management Software. – Contractor: **Cycom Data Systems, Inc.** – Location: 1055 Elizabeth Drive, Richmond, KY 40475 – Previous Contract Period: March 1, 2014 through June 30, 2023 – Amended Contract Period: Upon City Council Approval through June 30, 2024 – Contract Increase Amount: \$35,655.00 – Total Contract Amount: \$475,865.00 LAW (REFERRED TO THE INTERNAL OPERATIONS STANDING COMMITTEE ON 5/31/2023)

Your Honorable Body, through its Internal Operations Standing Committee (IOS), requested the Law Department (Department) respond to the following enumerated questions regarding Line Item 6.2 on the May 31st IOS Agenda. The above-referenced Resolution was postponed for one week to allow the Department time to prepare and submit this Memorandum in regard to Line Item 6.6 on tomorrow's agenda.

This proposed contract extension will allow the Department to continue using its current legal case management software while this Honorable Body considers a contract for new Cloud-based legal case management software. This proposed extension would also allow for time to implement a new software solution.

Legal case management software is critical to the Department's operations, risk management functions, and the current software is utilized daily to serve our clients. Any lapse in service would have an immediate and negative impact on Department operations. The software provides a platform in which the Department opens and closes matters, maintains files associated with those matters, conducts its daily work, generates reports, and tracks information such as time, status, and resolution.

1. Describe the services provided.

The original 2014 contract with Cycom Data Systems, Inc., for its City Law software, was to replace an outdated system then in use. In addition to implementation and data migration, the cost included software licensing and maintenance fees through the end of the initial contract term



in 2019. Subsequent amendments added time and/or funds, renewed the software licensing, covered updates as well as improvements to the technology. The proposed fifth amendment before this Honorable Body adds both a 1-year extension of time and corresponding funding.

The scope of services from the original contract states:

Scope of Services

- I. **Assessment** - Cycom staff ("Contractor") will conduct onsite assessment meetings with key City employees to discuss existing systems, compare with CityLaw features, and demonstrate how CityLaw satisfies the City's legal case management requirements. Contractor will review the current LegalEdge, Worldox, and Legal Keys systems to gain sufficient understanding to recommend conversion plans.
- II. **Post Assessment Integration** – Contractor will implement customizations to the CityLaw product to conform to the City's specifications (e.g., the City has identified additional password and security features they would like implemented).
- III. **CityLaw Software Installation** – Contractor will coordinate with City staff to install the CityLaw software and its necessary peripherals (services).
- IV. **Data Conversion** – Contractor will coordinate with City staff to provide two data conversions of the existing LegalEdge, Legal Keys, and Worldox data. The initial conversion is for the purpose of the City's User Acceptance Testing (UAT) of the converted data. The second conversion will replace the initial conversion (the database will be reverted to a pre-conversion state) and re-convert the existing data, in conformity to the findings of the initial UAT. During this second conversion, there will be a "black out" period in which no new data can be entered into the old systems.
- V. **Desktop Installations** – Contractor will direct City IT staff in the installation of CityLaw on all user desktops. This is to be completed prior to training.
- VI. **Training** – Contractor will work with City staff to develop a detailed training plan, outlining which City staff members will participate in which specific training classes. Contractor will work remotely with City staff to complete this training plan. Contractor will then arrive onsite to conduct System Administrator and General User training.
- VII. **Post Implementation Review** – Contractor will conduct a data and systems review thirty days from completion of the initial onsite training. Additional training may be provided to specific users remotely (via Webex) on an as-needed basis.
- VIII. **Ongoing Support** – Contractor will provide phone, email, and remote support of the CityLaw system, in accordance with section V of the License Agreement, contained in Exhibit CV.



2. What is the cost breakdown since these services were first engaged?

	Time	Cost	Total Contract Cost
Original Contract	5 years; 3/1/14 through 7/1/19	\$302,400.00	\$302,400.00
First Amendment	2 years; through 4/30/21	\$68,540.00	\$370,940.00
Second Amendment	14 Months; through 6/30/22	No Addition of Funds	\$370,940.00
Third Amendment	No Extension Time	\$34,270.00	\$405,210.00
Fourth Amendment	1 year; through 6/30/23	\$34,955.40	\$440,165.40
Proposed Fifth Amendment	1 year; through 6/30/24	\$35,655.00	\$475,820.40*

*The fifth contract amendment will be updated to reflect \$44.60 difference.

3. Is there a local vendor that can provide these services, or can the City's Department of Innovation and Technology (DoIT) provide these services internally?

The Department is committed to utilizing qualified local vendors where possible and fully supports the City's policy to "encourage and increase the utilization of Detroit-Based Businesses, Detroit-Based Small Businesses, Detroit-Headquartered Businesses, Detroit-Resident Businesses, Minority-Owned Business Enterprises, and Women-Owned Business Enterprises." Chapter 23, *Human Rights*, Article II, *Administration and Enforcement*, Division 3, *Certification of Businesses*, of the 2019 Detroit City Code. Based on research conducted and responses received to open bids, the Department is unaware of any locally certified technology vendors that offer the specialized type of software for operating a legal office in the public sector.

The Department continued this contractual relationship until the present time for continuity and consistency; however, DoIT had encouraged issuing an RFP for case management services for updated software, security, and increased functionality and offered the Department a portion of the funding this fiscal year to accomplish this goal. That RFP process recently ended, and the Department anticipates presenting a contract to this Honorable Body for referral on the next formal agenda. The proposed fifth contract amendment currently before IOS will allow the Department to continue using its existing legal case management system, ideally while transitioning to a new software solution.

The Department defers to DoIT on its internal capacity to provide legal case management software; however, it is our understanding that DoIT does not offer independently created software solutions that could replace the information management systems for legal work that is offered by outside technology vendors.



4. New vendor RFP information.

At the Law Department's budget presentation to this Honorable Body on March 17, 2023, Corporation Counsel delineated not only the work the Department currently performs but also a vision for our future work. Increased efficiency and productivity are core components of this vision, and a more robust, integrated, and sophisticated legal case management software is a critical component to achieving those goals.

While the Department is appreciative of the contractual relationship from 2014 to date with the current vendor, we have engaged in a comprehensive RFP process and competitively bid these services. The proposed fifth contract amendment currently before this Honorable Body is critical as it will allow the Department's work to continue utilizing the current software while we present a proposed new contract for legal case management services and allow for implementation activities with a new vendor without compromising Department operations or data.