



New York State  
Office of the Attorney General  
Budget and Fiscal Management Bureau  
State Capitol  
Albany, NY 12224-0341

**RFI 20-002**

Remote (At Home) Contract Attorney  
Services and Document Review

**STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL (OAG)**



**Request for Information (RFI)  
for  
Remote (At Home) Contract Attorney Services and Document Review  
RFI #20-002**

<b>Request for Information Number:</b> 20-002	<b>RFI Issued: August 17, 2020</b>
<b>RFI Description:</b> Remote (At Home) Contract Attorney Services and Document Review	<b>Contract Period: Not Applicable</b>
<b>Due Dates and Times (ET):</b> Submission of Questions: <del>August 20, 2020</del> at 5:00 PM September 1, 2020 at 5:00 PM OAG Issuance of Answers: <del>August 24, 2020</del> -September 8, 2020 <b>Submission of Follow UP Questions:</b> <del>August 26, 2020</del> at 12:00 PM EST September 10, 2020 at 12:00 PM EST <b>OAG Issuance of Answers:</b> <del>August 28, 2020</del> by COB September 14, 2020-September 17, 2020 <b>RFI Due Date:</b> <del>September 8, 2020</del> at 5:00 PM EST <b>September 18, 2020-September 21, 2020</b> at 5:00 PM EST	<b>Regions of Service:</b>  Provided to the NYS OAG’s Practice Technologies Group (“PTG”) primarily in in New York State (New York City or the Albany Capital Region). Services can be provided via the web from contractors physically located in any United States state or territories ( <b>New York State preferred</b> )
<i>In compliance with Procurement Lobbying Law, contacting anyone other than designated herein may result in rejection of Application.</i>  <b>Primary Designated Contact:</b>  Stephanie Folk Contract Management Specialist Budget and Fiscal Management Bureau Office of the New York Attorney General State Capitol Albany, New York 12224-0341 Telephone: (518) 776-2129 E-Mail: <a href="mailto:purchase@ag.ny.gov">purchase@ag.ny.gov</a>	<i>In the event the <b>Primary</b> designated contact is not available,</i>  <b>Alternate designated contact:</b>  Christopher Reksc Contract Management Specialist 2 Budget and Fiscal Management Bureau Office of the New York Attorney General State Capitol Albany, New York 12224-0341 Telephone: (518) 776-2138 E-Mail: <a href="mailto:purchase@ag.ny.gov">purchase@ag.ny.gov</a>

Questions regarding this announcement shall be directed to the person on the cover page of this RFI via e-mail only and shall adhere to the above deadline. Verbal questions will NOT be accepted. THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes, it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the OAG to contract for any service whatsoever. Further, the OAG is not at this time seeking proposals and will not accept unsolicited proposals. Vendors are advised that OAG will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party’s expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be posted on the New York State Contract Reporter website and the OAG website. It is the responsibility of the potential responders to monitor these sites for additional information pertaining to this requirement. The OAG encourages responders to register with the New York State Contract Reporter (NYSCR) at <https://www.nyscr.ny.gov/agency/index.cfm> to receive notifications about this Solicitation. Navigate to the “I want to find contracts to bid on” page to register for your free account. **To receive e-mail notifications regarding updates to the content or status of a particular ad, you must “bookmark the ad” on the upper right-hand side of the ad, then return to your Account, view your list of bookmarked ads, and**

**then select “send me notification updates” option listed to the right of the ad.** Any updates to the RFI documents will also be posted and released through the NYSCR. If you do not opt-in to receive notification updates regarding a specific ad, you will not receive e-mail notifications regarding updates, including e-mail notifications regarding the questions and answers document and updates to Solicitation documents.

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## **1. AGENCY BACKGROUND**

As head of the Department of Law, the Attorney General is both the “People's Lawyer” and the State's chief legal officer. As the “People's Lawyer,” the Attorney General serves as the guardian of the legal rights of the citizens of New York, its organizations and its natural resources. In fulfilling the duties of the State’s chief legal counsel, the Attorney General not only advises the Executive branch of State government, but also defends actions and proceedings on behalf of the State.

The Attorney General serves all New Yorkers in numerous matters affecting their daily lives. The Attorney General's Office is charged with the statutory and common law powers to protect consumers and investors, charitable donors, the public health and environment, civil rights, and the rights of wage-earners and businesses across the State.

The Attorney General's authority also includes the activities and investigations of the State Organized Crime Task Force and Medicaid Fraud Control Unit. While the Attorney General acts independently of the Governor, the Governor or a state agency may request the Attorney General to undertake specific criminal investigations and prosecutions.

The legal functions of the Department of Law are divided primarily into five major divisions: Appeals and Opinions, State Counsel, Criminal Justice, Economic Justice and Social Justice.

Over 1,800 employees, including over 700 attorneys, as well as forensic accountants, legal assistants, scientists, investigators, and support staff, serve in the Office of the Attorney General in many locations across New York State.

## **2. PURPOSE**

2.1 The primary purpose of this Request for Information (RFI) is to gather information that may be used in the development of a competitive procurement. Specifically, the OAG is seeking information regarding provision of contract attorney services to be performed in the NYS OAG’s Relativity database and provided without facilities but instead with tools and processes to facilitate home based reviewer management and data security.

The vendor offering should include contract attorney services conducted by vetted lawyers with a confirmed active bar licenses in any state as well as processes and tools enabling the NYS OAG’s Practice Technologies Group (“PTG”) to manage the contractors working at remote locations (e.g., in the reviewer’s home or own office), working primarily in the OAG’s instance of Relativity, physically located in the United States or Territories. which can be viewed in print The review offering should be supported by technologies and processes that facilitate management, reporting, communication, collaboration, timekeeping, and data security.

## **3. PTG’s Desirables**

### **3.1 Recruiting, onboarding, and HR Process**

- Background checks on candidates including, at minimum, bar confirmation
- Executed confidentiality agreements and/or NDAs
- Assured compliance with NYS OAG work rules (e.g., a required break for every 6 hours worked)
- HIPPA Compliance, PII training, etc. where appropriate
- Obtain executed agreements from contractors as needed including:
  - Confidentiality and non-disclosure agreements
  - Acknowledgment of their obligation to disclose other work or projects (to prevent dual working situations) and to report on any potential conflicts of interest
  - Acknowledgment of the OAG’s Ownership of and IP or Work product
  - Agreement to policies and procedures mandated for remote document review and for the return or destruction of client or agency information including electronic files, email, papers, and other materials
  - Agreement not to maintain content on personal devices or other locations not approved by the OAG and/or vendor

### 3.2 Equipment

- Vetting of candidate home technology set-up to assure access (confirm/document minimum baseline system requirements including internet delivery/dedicated connection, antivirus software, access to a web cam, dual monitors (where appropriate), etc.
- Systems that are both Mac and PC compatible, vender supplied hardware where needed

### 3.3 Security

- Remote Desktop with multi-factor authentication
- multi-factor authentication log in
- IP restrictions preventing access from public Wi-Fi (libraries, coffee shops, etc.)
- Secure web-based email for contractors with the ability to limit send or receive from approved emails domains
- Browsing URL Restrictions
- Disabled Device redirection
- Preventing access to print, screen capture, copy and paste, local/USB drive
- Onscreen watermarking, QR code like patterns, or text that would identify photographs on-screen content
- Identification and confirmation that the reviewer is at their terminal via Webcam (and/or cell phone camera) face recognition (in a manner that not defeated by use of still images), Obscuring the screen when the review is not physically present to prevent inadvertent access by others who have may have access to the terminal

### 3.4 Remote management and supervision

- Suite of tools (dashboard) to track individual reviewer and review team metrics including pace of review, analysis of time away (breaks in coding), Coding breakdown/trends, Overturns/accuracy, and project progress/completion timeline based on docs remaining and pace
- Ability to monitor reviewer screens remotely (“drop in” capability)
- Telephonic or online timecard keeping (clock-in and clock-out)
- Recording reviewer active time metrics via visual/gaze/eye tracking technology to determine time in the system, time aside from review platform, and to capture review activity that doesn't necessarily involve tagging, such as drafting of summaries?) / report of inactive time blocks for cross-referencing billing
- Permitted time schedule enforced by login or access limitations

### 3.5 Collaboration

- Provide access to Microsoft Teams or a similar platform for communication and document distribution
- Secure document sharing (e.g., Remote Desktop)

## 4. RFI QUESTIONS AND RFI RESPONSE SUBMISSION

### 4.1 RFI Questions/Inquiries and/or Clarifications

All questions/inquiries and/or clarifications concerning this request for information shall be addressed to the Office of the Attorney General (OAG) designated contact. All questions should be submitted by email to [purchase@ag.ny.gov](mailto:purchase@ag.ny.gov) with the subject line: “RFI #20-002 Remote (At Home) Contract Attorney Services and Document Review – Q&A – [Insert Vendor Name]”. Cite the particular RFI section and paragraph number the question relates to.

Questions/inquiries and/or requests for clarification **are only accepted via e-mail**. Official answers to questions will be provided via addendum posted to the OAG website (<https://ag.ny.gov/budget-and-fiscal-management-bureau-procurement>) and the NYS Contract Reporter (<https://www.nyscr.ny.gov/agency/index.cfm>). Deadline for submission of questions will be as stated on the cover page of this document.

### 4.2 RFI Response Format and Content

All materials shall be attached, clearly labeled and sent via email, in a manner to allow for ease of separation in reviewing responses. The OAG is interested in responses from vendors who currently operate a comprehensive

Remote (At Home) Contract Attorney Services and Document Review Vendors are encouraged to submit additional information (i.e. brochures and print flyers) regarding your products, services and business solutions are welcome.

Responses should be no longer than twenty-five (25) pages and directed to the designated person on the cover page of this RFI. Responses may be submitted electronically in either Microsoft Word or Adobe Acrobat formats. Responses must be submitted via e-mail to [purchase@ag.ny.gov](mailto:purchase@ag.ny.gov) with the subject line "RFI #20-002 Remote (At Home) Contract Attorney Services and Document Review - Response [*insert name of firm or organization*]"

Certified mail, first class mail, overnight delivery, hand delivered proposals or walk-ins will not be accepted. Facsimile submissions will not be accepted. The OAG will not acknowledge receipt of proposals delivered by mail, fax or in person.

Submission Checklist:

**4.2.1 Company Information**

4.2.1.1 - Introduce your organization. Include information on parent companies, years in business, annual sales volume, number of employees, geographic locations, etc.

4.2.1.2 - Provide contact name(s) and contact information for questions the OAG may have regarding your company's response to this RFI.

**4.2.2 Technical Information**

4.2.2.1 - Briefly summarize the scope of products and services that your company provides. Include a description of the Contract Attorney and Document Review Services offered, including remote/"at home" review.

4.2.2.2 - Identify the principal customers that currently use your Contract Attorney and Document Review Services including remote/"at home" review. Please provide the primary points of contacts for government customers.

4.2.2.6 - Describe how your product facilitates remote review management, reporting, communication, collaboration, timekeeping, and data security.

**4.2.3 Pricing Information**

4.2.3.1 - Describe how your company prices your products and services. Include information on pricing based on hourly fees, technology/set up fees, etc.

**5. DEMONSTRATIONS/PRESENTATIONS**

5.1 OAG representatives may require that vendors provide an on-site oral presentation and/or demonstration of their product and training for further clarification of their response or to further define their potential capability to meet the OAG requirements. Demonstrations/presentations will be scheduled at the discretion of the OAG shortly after close of the RFI due date.

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