

Questions and Responses

PROPOSAL:

Can the Proposal be submitted electronically?

Proposals may be emailed to Compliance@nylb.org but must be encrypted or password protected.

SYSTEM:

What is the current payment system that is used to download approved invoices and support services?

JD Edwards – EnterpriseOne.

What is the approximate number of NYLB users?

Between 5 to 30 depending on the requirements and functionality of the application.

If there are additional applications the NYLB would like to interface with, is the desired integration one-way or bi-directional?

The system supports bi-directional data feeds.

Are there historical data that would need to be converted or imported during implementation? If so, what is the approximate data size?

Structured historical data may need to be imported, but the data size is unclear at this time.

What types of reports are needed? Are there any custom reports that are required?

As stated on page 5 of the RFP, the NYLB is seeking a web-based application or software that provide various functions, including “fully functional, user-friendly query capability that allows for ‘drill down’ of information in standard reports.

What unique queries or query capability in the system is sought?

Preference is for applications that allow flexibility in search criteria.

In what format are legal invoices currently submitted? Does the NYLB accept legal bills in formats other than through an e-Billing tool such as PDF?

As stated on page 5 of the RFP, the web-based application or software must be able to receive legal invoices in electronic format. However, the formats may be other than through an e-Billing tool.

Are the Bidders expected to approve new timekeepers in the e-Billing platform as part of the review process?

Yes.

What type of user application training for NYLB personnel is required?

Basic.

Additional information related to the NYLB’s current system?

Additional information cannot be shared at this time.

INVOICES:

What is the approximate number of law firms/vendors submitting invoices?

As stated on page 5 of the RFP, there are approximately 140 law firms.

What is the average number of invoices received monthly?

As stated on page 5 of the RFP, there are approximately 5,000 invoices a year. While the number varies monthly, it would be approximately over 400 invoices per month.

What is the estimated spending on outside legal service?

As stated on page 5 of the RFP, the billing value is approximately \$6 to 7 million a year.

How often are invoices submitted and processed?

Firms are required to bill monthly, but the invoices are processed daily.

REVIEW PROCESS:

What is the expected decision-making process for the legal invoices?

Vendor would be responsible for the decision-making process within the “pre-established litigation guidelines and permissible billing practices” as referenced on page 5 of the RFP.

What notifications are sent to law firms regarding approval or rejection of the invoices?

Please provide details for consideration.

To what extent are NYLB personnel involved in the review/approval of legal bills?

None, but situations that need to be elevated would be forwarded to the NYLB’s Claims Management personnel.

Does NYLB require outside counsel to provide budgets for legal matters? If so, what function is expected from the Bidder related to ensuring the budget is met by the counsel?

None, such budget related functions are handled by the NYLB. However, the application must be able to prevent any payment that is over the budget provided by the NYLB.

Does the NYLB have any fast-pay discounts with any of its law firms? If so, how long does the NYLB have to review and pay invoices to receive the fast-pay discount?

Yes, and the period is 30 days.

What are the primary objectives or current challenges that is sought to be addressed?

The objectives sought are listed under Product and Service Requirements on page 5 of the RFP. The NYLB is exploring options available in the market.

Can the NYLB elaborate on the bill review process sought. For example, are varying levels of bill review needed?

Same answer as above.

Can the review of legal bills be conducted by reviewers outside of the United States?

No, all functions must be performed within the continental United States.

GUIDELINES:

Does the NYLB utilize more than one set of Outside Counsel Billing Guidelines for its law firms?

NYLB has one set of guidelines.

How often are the NYLB's guidelines updated?

Once a year.

Can the NYLB's guidelines be shared?

Not at this time.

CYBERSECURITY:

What encryption standards and protocols are required for the electronic transfer of information?

Cybersecurity standards, protocols and certifications are stated on page 11 of the RFP.

What are the specific security certifications or compliance standards that must be met?

Same answer as above, and other certification requirements are stated under Professional Credentials on page 6 of the RFP.

MISCELLANEOUS:

Is the NYLB interested in utilizing other systems for additional functions?

Please provide details for consideration.

Can Bidders partner/subcontract with another company of its choosing?

As stated on page 6 of the RFP, all subcontracting must be disclosed and pre-approved by the NYLB. Please provide details for consideration.

Does the NYLB anticipate review of invoices from other non-law firm providers?

No.

What level of ongoing support is required?

Quarterly performance calls and an annual stewardship meeting.