#	Question	RFP Section #	RFP Page #	Paragraph or Bullet #	Quotation from RFP for which question is posed	Reason for Question and why it impacts your response	DCFS Response
1.	Please provide a diagram and explain the connectivity between the agency locations and the content to be accessed. What is the current utilization of the network? Will the state consider bandwidth upgrades if needed to support response times?	1.2 Current Technical Architecture	3	1st paragraph	All work must be configured to fully function when accessed via ultra-thin HTML-based client Internet browser both within the State's enterprise network of Windows-based personal computers and across the Web.	Will affect the architecture design.	The Iberville building connection is managed by the ISB located at the Office of Telecommunications Management (OTM) via a 1 Gig connection. Other agency offices are connected via 20 megabyte Multi Protocol Label Switching provided by the Division of Administration. Currently, 50% of the network is utilized and additional bandwidth may be purchased from OTM. The DSS NETWORK CIRCUITS diagram can be located in the bidder's library on the DCFS website (www.dcfs.louisiana.gov) in the Services Providers section under Request for Proposals.
2.	Please list the "other business applications" with which the system must seamlessly interface and integrate.	1.4 Goals and Objectives	4	Bullet 5	Implement a system that seamlessly interfaces and integrates with other business applications providing automated workflow throughout the organization.	In order to provide the State the best price, bidders would need to know what other systems they must seamlessly interface and integrate with.	The only system that is currently required to integrate with the Document Imaging system is the Common Access Front End (CAFÉ) application.
3.	Does DCFS have electronic faxing? If so, what software product is used? If not, should the Proposer propose one?	1.4 Goals and Objectives	4	8th bullet	Implement a solution that improves customer service and provides new options for external customers to submit documentation (e.g. email, fax or via online portals)…	Impacts system design and cost.	At this time, DCFS does not utilize electronic faxing.

4.	Does the State prefer one volume that includes pricing or is a separate volume for pricing needed?	1.8 Proposal Response Format	10			This information will help bidders with compliance.	DCFS prefers one volume for proposals. The Proposal format can be found in section 1.8 - Proposal Response Format of the RFP on pages 10-11.
5.	Please elaborate on how the system will integrate with CAFÉ'. What integration activities would be the responsibility of the CAFÉ contractor, and what integration activities will be the responsibility of the Document Imaging and Content Management contractor?	2.1 Scope of Work/Services	28	2nd paragraph	This solution must be tightly integrated with the Common Access Front End (CAFÉ') solution…	Will affect the number of hours estimated to integrate and interface systems.	DCFS anticipates that integration between systems will utilize web services or other open API's. It is expectation of DCFS that both the CAFÉ and Document Imaging Contractor will use there expertise to recommend integration activities and the most effective and efficient ways to accomplish integration of these two systems.
6.	How many offices would require distributed (local) capture? Please provide the number of scanners that would be required in each local office.	2.1 Scope of Work/Services	28	3rd paragraph, last sentence	The document processing center shall serve as the entry point for the majority of documents required and used by DCFS.	Will affect the number of remote scanners proposed.	All DCFS offices require distributed scan capabilities; DCFS is not looking for Proposers to propose scanning hardware at DCFS sites. DCFS anticipates using existing hardware.
7.	What is the approximate percentage of pages specified as the "majority" of pages processed by the document processing center? Also, what are the percentages of the remaining pages that will be scanned remotely, received electronically by fax, email, or upload?	2.1 Scope of Work/Services	28	3rd Paragraph, last sentence	The document processing center shall serve as the entry point for the majority of documents required and used by DCFS.	Attachment III, Table E, page 76 provides estimated total volumes. The volumes received at the document processing center will affect facilities, capital expenditures, and staffing. These will directly impact pricing.	DCFS anticipates that initially 90% of the pages submitted to DCFS will be processed by the document processing center. The remaining 10% we anticipate to be scanned remotely. As customers, providers and workers become used to the self-service model it is expected that the percentage of electronically submit documents will increase.

8.	How many active recipients are in the LAFCS client base?	2.1 Scope of Work/Services	28	4th paragraph		This information will facilitate optimum system design.	DCFS estimates that it currently serves approximately 700,000 cases on average which represents approximately 1,700,000 recipients, some of which are duplicative across multiple programs. It should be noted that there is variation in the way each program area defines clients, customers and recipients.
9.	How often do recipients re-qualify for the individual programs?	2.1 Scope of Work/Services	28	4th paragraph		This information will facilitate optimum system design.	Economic Stability programs requires re-certification once per year, however there are situations when cases are reviewed every 6 months. Child Welfare does not have re-qualifying requirements, but does have semi-annual funding eligibility re-determination. Child Support Enforcement does not have re-qualifying requirements.
10.	Should the vendor expect original documents to be submitted through the mailroom? (i.e. DL, Birth Certificates, etc.) Will these documents be returned to client?	2.1 Scope of Work/Services	28	4th paragraph, 1st and 2nd sentences	The project will require the selected Contractor to establish and operate a document processing center and create/maintain a repository that will be used in conjunction with the Imaging and Content Management service solution.	This information will facilitate optimum system design.	While submission of original permanent type documents by customers to the central document processing center will be discouraged, no doubt there will be some who will nonetheless submit original copies of important permanent documents, and so yes these should be returned. We anticipate this to be the exception rather than the rule. The RFP accounts for this activity; please refer to "Post Mail Processing" in table 1.1 contained in Attachment III.

11.	Is there a requirement for reviewing original documents for alterations?	2.1 Scope of Work/Services	28	4th paragraph, 1st and 2nd sentences	The project will require the selected Contractor to establish and operate a document processing center and create/maintain a repository that will be used in conjunction with the Imaging and Content Management service solution.	This information will facilitate optimum system design.	No, there is no requirement for reviewing original documents for alterations but it is DCFS expectation that any document that looks alter for fraudulent use would be reported or marked for further investigation by DCFS.
12.	How many pages are expected to be processed by the mailroom on an average day? What is the anticipated average number of pages per piece of mail?	2.1 Scope of Work/Services	28	4th paragraph, 1st and 2nd sentences	The project will require the selected Contractor to establish and operate a document processing center and create/maintain a repository that will be used in conjunction with the Imaging and Content Management service solution.	This information will facilitate optimum system design.	DCFS is unable to provide the anticipated number of pages processed on an average day. DCFS has provided it's best estimates of volume on page 76 of the RFP under E. Estimated Volume
13.	Will envelopes be submitted under the bulk mail? Will envelopes be provided by the State? If so what size envelopes will be provided?	2.1 Scope of Work/Services	28	4th paragraph, 1st and 2nd sentences	The project will require the selected Contractor to establish and operate a document processing center and create/maintain a repository that will be used in conjunction with the Imaging and Content Management service solution.	This information will facilitate optimum system design.	DCFS expectation is that all costs and materials associated with the return of original documents and redirection of misdirected mail received by the document processing center will be the responsibility of the selected Contractor.
14.	How long will paper be maintained by the mailroom before being destroyed or forwarded to the designated LA DCFS archive?	2.1.1 Contractor Responsibilities	30	Last bullet	When paper documents reach the end of the specified retention period as defined by the department or the state record retention regulations then the documents shall be destroyed by the Contractor in accordance with any state and federal regulations, or the documents will be sent to State archives depending on the specific documents requirements. Provide a destruction certificate listing all destroyed documents to DCFS.	This information will facilitate optimum system design.	DCFS anticipates that vast majority of documents will be retained for a period between 30 to 60 days. DCFS expects to work with the selected Contractor to finalize the timelines for paper retention.

15.	Does Deliverable 7 apply to Commercial Off-the-Shelf (COTS) software that is only being configured for this project?	2.4 Deliverables	32	Deliverable 7	For any software developed or modified specifically in response to the RFP, the Contractor will provide complete design documentation.	If "complete design documentation" is required for minor configurations, this could increase the cost to the State unnecessarily.	It is the expectation of DCFS that any COTS product used to fulfill the requirements of this RFP will be accompanied by a functional design document that describes how the product meets the requirements of this RFP along with any other appropriate product documentation.
16.	Please explain "converting and linking all current content documents and electronic images in all records to indexed content and images." What is meant by all? Please provide a business example.	2.4 Deliverables	33	Deliverable 10	DCFS defines conversion/integration as converting and linking all current content documents and electronic images in all records to indexed content and images.	Potential misinterpretation of what is meant by "all" in this context could lead to pricing inconsistencies.	DCFS defines converting and linking all current content documents and electronic images in all records means that every image housed in the current imaging system will need to be extracted, converted to the proper format and then indexed in the new system to the new identifier. An example of which would be converting an existing imaged birth certificate and linking it to that individual in the master client index.
17.	Will DCFS use existing scanners at the local sites or will the state consider purchasing recommended hardware? If using existing scanners, please provide make, model and quantity of devices. Does DCFS plan to use multi-functional devices? If so, please provide make, model and quantity of devices.	2.5.1.1 Proposed Hardware	35	1st paragraph, 2nd sentence	The Proposer will not be responsible and should not include hardware that is external to their operations (e.g. scanners at DCFS site).	Knowing the nature of the equipment being used (e.g. scanners at DCFS site) will help ensure an optimal proposed solution.	DCFS anticipates using existing MFP's and other scanning hardware at local sites, the make, models and counts of these are as follows: (Lexmark, X342, 1); (Lexmark, X646, 302); (Lexmark, X656,12); and (Lexmark, X854,1). DCFS doesn't expect proposers to propose hardware for remote use in DCFS offices.

#	Question	Section	Page	Location	Text	Reason	DCFS Response
18.	Please clarify the process by which documents will be identified as original; both for back file conversion as well as through mail services. Also, please provide volume estimates for original documents to be returned to the customer.	2.5.1.6 Scanning and Document Preparation	38	List item #10	Return identified original documents to the customer.	In order to present the best price to the State, bidders need to reasonably predict the volume of original documents to be returned to the customer.	DCFS expects to work with the selected Contractor to develop processes to help their document processing center staff to identify original documents. The estimated volume of original documents to be returned to the customer is unknown. See response to question # 10 for more information.
19.	Please describe in detail the indexing requirements for the back-file conversion, including index fields to be indexed and field size. Will barcode sheets be inserted by state employees? If so who will be providing the barcode sheets?	2.5.1.6 Scanning and Document Preparation	37	3rd paragraph, 7th bullet	Sort, scan, and index documents	This information will facilitate optimum system design.	It is the expectation of DCFS that the selected Contractor will work with the agency to help determine the appropriate index structure. See section 2.5.1.6 - Scanning and Document Preparation on page 37 for a list of state responsibilities related to back-file preparation. It is anticipated that DCFS will provide barcode sheets as needed for back-file conversion.
20.	DCFS has said it will be responsible for document preparation related to back-file documents that are sent from DCFS offices. However, the RFP states that the vendor shall prepare documents that DCFS has not prepared. Under what circumstances and at what volume does DCFS expect to require the vendor to perform document preparation?	2.5.1.6 Scanning and Document Preparation	37	2nd Paragraph and 1st bullet 3rd Paragraph 6th bullet	DCFS will be responsible for the following task related to back-file documents that are sent from DCFS offices: 1. Perform document preparation by removing staples, paper clips, binder clips, unfolding documents, repairing dog ears, and taping documents smaller than 3½" X 5" to 8½' X11"sheets. 6. Prepare documents that DCFS has not prepared for scanning; this includes the removal of fasteners, separation of folded forms, and paste-up of small documents.	If the document preparation services required of the vendor are significant this will impact facilities and staffing requirement. This will affect the cost model.	While DCFS will be responsible for document preparation for back-file documents that are sent from DCFS offices, it is possible, and indeed probable that there will be those occasions when not all documents submitted are 100% ready for scanning. A small percentage of documents may require minor repair or the removal of the odd missed staple or clip, etc. In these limited situations DCFS would expect the selected contractor to complete documentation preparation.

21.	Will the state provide data extracts that contain client demographic data to be used for the purposes of populating index data? If so, in what format would the data be provided?	2.5.1.7 Indexing	38	Last sentenc e	The Proposer should provide in their Technical Proposal their approach for establishing indexes that will meet the needs of DCFS.	Could affect the system design.	The Document Imaging & Content Management solution will utilize the master client indexes that are being built as part of the CAFÉ solution. These indexes will contain demographic data for populating and validate indexing data. DCFS is unable to detail the format of this data at this time, but will make this information available to the selected Contractor.
22.	Is the Testing Manager required to be on site full time during the entire term of the contract? Or would the State be open to having the Testing Manager on site full time during certain testing-intensive contract phases; and on a less than full time basis afterwards?	2.5.1.12.4 Testing Manager	42		The Testing Manager is responsible for developing and managing all software verification and validation plans, activities and resources for testing (unit, conversion, integration, system, regression, security, vulnerability, intrusion detection, capacity, performance, and temporal event) and assisting the State in user acceptance testing.	This information will help ensure the best pricing for the State.	The testing manager is not required to be on site for the duration of the project but is expected to be on site according to a mutually agreed work schedule for the duration of all testing including the development of scenarios, federal testing and implementation.

23.	Regarding Mobius/ASG View Direct, please provide the following: Describe the platform of the host Describe the archive media (example: MVS Tape, local disk, or Centera). What type of disk are the 702GB's stored on? Describe Data Types (AFP, Metacode, TIFF, Text, PDF, other).	2.5.1.15 Conversion/ Integration/ Migration	45	2nd paragraph	DCFS currently uses the Mobius/ASG View Direct and Document Direct products for its document management and its document imaging systems. DCFS document management system has been used since 1992 for the online and print distribution, retention and retrieval of reports and notices to the DCFS organization and program clients	This information will facilitate optimum system design.	ViewDirect host platform is a Windows 2003 Enterprise Server with 4 GB RAM. Archive media is SCSI RAID array and Centera. Data types are DAF files. They are generated by ViewDirect and require a proper ViewDirect client to access the data stored in the DAF. It is unknown what format the data is stored as inside the DAF, but it may be proprietary - see question 26 below. Text data (Name, DOB, SSN, etc.) is stored in an MS SQL Database. Mainframe: The platform for VDR MVS is z/OS 1.9. Reports are migrated from IBM DS8100 disk to tape using 3490 media using data type AFP.
24.	What media are the 243,138 DAF files stored on?	2.5.1.15 Conversion/ Integration/ Migration	45	3rd paragraph	In addition, the Mobius/ASG software is being used for the storage, retention, and retrieval of the existing imaging system with a current volume of 243,138 DAF files using approximately 55.4 GB.	This information will facilitate optimum system design.	At this time, they are stored temporarily on the server hard drive. Once they are more than 30 days old they are migrated to the EMC Centera Content Addressed Storage System.
25.	Regarding the BLOBS, what database, version and platform? (Example: SQL Server 2005, Windows Server 2003) Describe the type of files involved (TIFF, PDF, Text, Office Docs, etc.)	2.5.1.15 Conversion/ Integration/ Migration	45	4th paragraph	DCFS has additional images separate from the Mobius/AGS View Direct and Document Direct products. These images are currently being used in the legacy application ACESS and are stored as BLOBS.	This information will facilitate optimum system design.	Operation systems is z/os, Database is DB2 v8.15, types of files are JPEG, TIFF, PDF, txt, doc, xls and other standard formats.

26.	Are the images stored as TIFF? Single or multi-page? What media are they stored on?	2.5.1.15 Conversion/ Integration/ Migration	45	5th paragra ph	The Child Support Enforcement System (LASES) is also in the process of imaging all of its active case documents using a centrally located scanning contractor to provide "files" of documents to the DCFS Information Services for retention.	This information will facilitate optimum system design.	The TIFF Images are stored wrapped as proprietary DAF files. They are encoded or encrypted and only viewable with the proper software. DAFs are Document archive files which contain archived reports stored in a format that is viewable only by the Mobius viewing clients. The ViewDirect server creates DAFs or presents the information in the DAFs to a user as a result of a client request. The DAF images are both single and multipage documents. Refer to response to question # 24.
27.	Does the state desire the Proposer to provide all end user training or would a Train-the-Trainer approach be preferred?	2.5.1.21 Systems & End User Documentati on & Training	48	2nd paragra ph, 1st sentenc e	The Contractor will also be responsible for training users in all aspects of the new system.	Will impact pricing.	The Contractor should develop and deliver training that utilizes the train-the-trainer and state subject matter expert staff assistance methods for functional training of program staff and direct training for technical support personnel.
28.	Does DCFS have specific service delivery criteria?	2.5.1.23 Systems Maintenance & Ongoing Technical Support	49	1st paragra ph	The Proposer should address in their Technical Proposal their approach to System Maintenance and Ongoing Technical Support	This information will facilitate optimum system design.	DCFS anticipates having specific service delivery criteria which will be negotiated with the selected Contractor.

29.	What is the total back-file volume of active cases? What is the expected duration of the back-file conversion and/or the desired daily back-file conversion volume?	2.5.1.24 Back Scanning Turnaround Criteria	49	1st Paragraph 1st and 2nd sentences	The Proposer should provide in their Technical Proposal their approach for back scanning services. DCFS expects to have any of the back-file documents that have been sent for scanning to be available 24 hours from the time the documents are received by the contractor until the time the content is made available.	The daily volume of back-file conversions will directly impact the facilities, capital expenditures, and staffing.	DCFS is currently in the process of determining the back-filing requirements as well as the estimated volume.
30.	Please clarify the process for specifying the level of checking the pass/fail criteria for Quality Control.	2.5.1.26 Quality Control	50		The plan shall specify the level of checking performed the pass/fail criteria, and the defect correction process.	This information will facilitate optimum system design.	This is a Contractor established and agency-approved quality control process. See Part IV: Performance Standards on page 59 or RFP for additional information.
31.	Can DCFS provide an estimate of the number of high-resolution color images to be scanned and stored (annually)?	2.5.2 Software Solution Requirements	53	Bullet item: Image Resolution and Color	Conversely, DCFS requires the ability to store selected digital images (for example photograph of abused child) at the highest quality to provide the proper level of detail.	Quantity of high-resolution images will impact storage.	DCFS anticipates the number of high-resolution color images to be a very small percentage of the total number of documents scanned and stored.
32.	Please further describe the encryption requirement.	2.5.2 Software Solution Requirements	54	Compression and Storage bullet, last sentence	Proper encryption to enhance security is required.	This information will facilitate optimum system design.	Traffic shall be secured by encryption through HTTPS (SSL).
33.	How will CAFÉ interface with the image repository?	2.5.2 Software Solution Requirements	54	7th bullet	DCFS requires a solution that integrates with the CAFÉ solution in such a manner that the relevant content is provided as a link on the page from which the user is seeking the content.	This information will facilitate optimum system design.	See response to question #5.

34.	Please describe in detail the indexing requirements, including fields to be indexed and field size. Will barcode sheets be provided to clients to submit support documents? What percentage of mail pieces will be submitted with barcode? Who will issue barcode to client?	2.5.2 Software Solution Requirements	54	6th bullet	DCFS requires a solution that provides a powerful indexing structure that permits the organization and representation of documents in a variety of flexible ways to support business and organizational storage and retrieval requirements.	This information will facilitate optimum system design.	It is anticipated that the Contractor will work with DCFS to determine an optimal implementation of a document indexing structure. DCFS expects proposers to submit the most efficient and effective indexing solutions for DCFS and its customers, which may or may not utilize barcodes. It is anticipated that DCFS will provide barcoded documents to clients as needed.
35.	What percentage of pages will require full text OCR? What percentage of pages other than above requires OCR? Of these pages what will be the approximate average number of characters per page.	2.5.2 Software Solution Requirements	53	2nd bullet, 3rd sentence	OCR, ICR and IDR modules must be able to perform recognition on all text or on specified zones or pages or fields in multiple languages, such as English, Spanish, etc.	The number of characters requiring double-key verification/correction/ data entry will have a direct effect on the cost model.	DCFS is unable to provide the percentage of the pages that will require OCR or full text OCR. It is anticipated that the contractor will work with DCFS to determine an optimal implementation of full-text indexing. DCFS anticipates that OCR will be needed for the majority of scanned documents. While DCFS cannot provide the average number of characters per page at this time, but shall work with the selected contractor in obtaining this information. Please see bidders' library for a varied selection of DCFS forms. .

36.	The RFP states that states that three criteria will be evaluated: (1) Consulting, Development and Implementation Cost, (2) Transaction-Based Operational Cost, and (3) Other Cost. This RFP section also goes into detail concerning how each proposer's base cost score will be computed. It is not clear how the State will interpret the various volume tiers for the Transaction-Based Operational Costs in the context of computing each proposer's "base cost score". Please clarify how the various transactional volume tiers will be interpreted in terms of computing base cost score.	3.1 Financial Proposal	56		The following financial criteria will be evaluated: Consulting, Development and Implementation Cost, Transaction-Based Operational Cost, Other Costs	To ensure a consistent approach to calculating evaluated cost.	The Transaction-Based Operational Cost will be utilized as stated in the RFP located in Part III: Evaluation on page 56. DCFS Staff will utilize the prices submitted by the proposers in accordance with the Financial Evaluation Model furnished in Attachment III. All transactional volumes tiers are to be utilized as submitted in computing the Base Cost Score and will not be interpreted.

37.	Does modification and customization apply to the source code? For example, most content management software packages allow for keywords to be set up to the customer's specifications. This functionality is "Out of Box"; however, the keywords need to be configured. In this case would the preferred answer be "Out of Box" or "Configurable"?	Attachment IV	77	2nd paragraph	For any requirement marked as "Out of Box", DCFS expect that no modification or customization is needed, for requirements marked "Configurable", DCFS expects that the Proposer's solution can meet the requirement with minor modification to their offering.	Clarification will help ensure an apples-to-apples comparison of proposals received in response to this RFP.	In general DCFS defines customization to mean changes to source code. If the functionality can be met through configuration as described in the example given, then it would be DCFS expectation that the Proposer would mark the requirement as "Configurable".
38.	This requirement pertains to the capabilities of the scanner or input device. Should the Proposer recommend hardware for local offices to meet this need?	Attachment IV	77	Number 7	The system shall support different types and sizes of paper in the scanning process, ranging from: 3.5" x 3.5", letter, legal, or an irregular size, such as 11"x17" and other large scale documents.	This information will facilitate optimum system design.	No, this requirement pertains to hardware supplied by the Contractor at the Document Processing Center.
39.	Please explain what is meant by "integrated and synchronized".	Attachment IV	78	Number 16	The system should provide integrated and synchronized document capture.	This information will facilitate optimum system design.	The Document Imaging & Content Management solution should be integrated with CAFÉ. Synchronized indicates that all documents processed by the Documents Processing Center or uploaded through CAFÉ are available for use within the time limits set in the RFP.

40.	Please further explain this requirement.	Attachment IV	87	Number 128	The system shall have the ability to distribute automatic updates, status alerts and notices through an API.	This information will facilitate optimum system design.	DCFS expectation is that the Document Imaging Solution will have the ability to provide updates, alerts, and notices to other business applications (e.g. when a document is scanned and indexed into the imaging system, triggers will send notices or alerts to appropriate users in CAFE)
41.	Does this requirement pertain to records retention? If not, please explain.	Attachment IV	89	Number 152	The system should allow only authorized users to open a previously closed record folder and add records to it.	This information will facilitate optimum system design.	Yes
42.	The examples provided refer to EDI. Please explain how this relates to this project.	Attachment IV	99	Number 281	The system shall incorporate the recognized standards for external interfaces (e.g., ANSI X.12 and federally specified data interchange formats).	This information will facilitate optimum system design.	The intent of this requirement is to define the importance of open standard interfaces and the interoperability of data exchange.
43.	Will all images require full text search?	Attachment IV	105	Number 344	The system shall support full-text indexing.	This information will facilitate optimum system design.	No, the expectation is that full text indexing will be based upon certain document types. It is anticipated that the Contractor will work with DCFS to determine an optimal implementation of full-text indexing.
44.	Please clarify how bidders are expected to populate the "Subtotal" column of the spreadsheet.	Cost Proposal Spreadsheet .xls	Excel spreadsheet Tab 2 ("Transactional Based Costs")	Column "H", "Subtotal"	(RFP page 56) The information provided in response to this section will be used in the Financial Evaluation to calculate lowest evaluated cost. RFP page 76) The following table provides estimated volumes. The quantities shown in Table 1.4 below will not be used in the cost model evaluation. These estimates are for informational purposes for the proposer only.	To ensure a consistent approach to calculating evaluated cost.	The proposers are expected to populate the subtotal columns on the spreadsheet by summing their proposed costs in each row and column (see Table 1.1, Transaction-Based Operational Cost).

45.	If the proposed solution is not SaaS-based, must the vendor instead establish, operate and staff a document processing center?	2.1	28	2	DCFS prefers a solution that is designed as Software as a Service (SaaS), hosted by the winning Proposer to ensure a rapid set-up.	If SaaS is required, ASG may not be able to provide a bid response.	Along with the software solution, DCFS is seeking to obtain a Contractor that will establish and operate a document processing center and associated services (e.g. mail services, document preparation, scanning, document destruction, content management).
46.	If the vendor does not provide a SaaS solution, is it mandatory that the selected vendor staff, establish and operate an office on behalf of the State of Louisiana?	2.1	29	3	The project will require the selected Contractor to establish and operate a document processing center and create/maintain a repository that will be used in conjunction with the Imaging and Content Management service solution.	If a local office is required, ASG may not be able to provide a bid response.	Yes, refer to response to question # 45.
47.	Is additional information available as to how the selected solution must integrate the new CAFÉ solution – as well as which objectives will be fulfilled by the CAFÉ solution?	2.1	29	3	This solution must be tightly integrated with the Common Access Front End (CAFÉ) solution that is being acquired via a separate procurement.	The information we will include is based on the answer to this question.	See response to question # 5.
48.	Will the selected vendor be required to work closely with the vendor selected as the provider of the CAFÉ solution? If yes, who is the selected vendor for the CAFÉ solution?	2.1	29	3	This solution must be tightly integrated with the Common Access Front End (CAFÉ) solution that is being acquired via a separate procurement.	The information we will include is based on the answer to this question.	The Contractor will be required to work closely with DCFS and other project Contractor staff to ensure that the Imaging and Content Management system integrates with Café. The Café Contractor has yet to be awarded.

49.	Is there any possibility that the State will perform the steps of creating and operating such a document processing center itself (e.g. procuring hardware/network, arranging for utilities/network, securing of licenses)?	2.1	28	2	The project will require the selected Contractor to establish and operate a document processing center and create/maintain a repository that will be used in conjunction with the Imaging and Content Management service solution.	The information we will include is based on the answer to this question.	The state has no intention of creating and performing the daily operations of the document processing center. The selected Contractor will establish and operate the center.
50.	In the Proposal Response Format (page 11), Approach to Accomplishing Scope of Work is described as responding to specifically Part II Scope of Work/Services, Section 2.5 Proposal Elements. However, in Technical Proposal (page 59) the same section is described as responding to all of Part II Scope of Work/Services and how the solution meets each requirement list in Attachment IV – Functional Requirements. Please clarify what is to be included in the Approach to Accomplishing Scope of Work.	1.8/3.2	11/59	Section F/paragraph 1	Approach to Accomplishing Scope of Work: This section must describe the Proposer's approach to each of the tasks described in Part II Scope of Work/Services, Section 2.5 Proposal Elements. Mere assertion or affirmation that a requirement will be met will not be considered an acceptable response. Approach to Accomplishing Scope of Work: (30 points) This section should describe the Proposer's approach to each of the tasks described in Part II Scope of Work/Services and how their solution meets each requirement list in Attachment IV –	The information we will include in the Approach to Accomplishing Scope of Work is based on the answer to this question.	DCFS expects that the Approach to Accomplishing Scope of Work to address all requirements in Section 2.5 Proposal Elements. Each requirement in Attachment IV should be addressed but submitted as a separate attachment as described in Proposal Response Format.

51.	It is clear that the document processing center is expected to be at a vendor provided facility. Is DCFS expecting to host the content management system hardware within its infrastructure allowing maintenance, support and management of the content management system from within the DCFS network, or is DCFS expecting the content management system to be hosted in a physical location on an external network/infrastructure provided by the contractor as part of 5-year service?	1.3	3	Paragraph 1	The purpose of this Request for Proposal (RFP) is to obtain competitive proposals as allowed by Louisiana Revised Statute 39:1593.C. from bona fide, qualified Proposers who are interested in the design; development; testing; implementation; support and maintenance of a turnkey document imaging and content management solution that includes establishing and operating a document-processing center	The answer will help to determine required vendor services and infrastructure details and costs associated with hosting the content management system.	No, DCFS is expecting the content management system to be hosted at the Contractor's location with their infrastructure connected directly to the DCFS network.
52.	See1a above	2.1	28	Paragraph 2	DCFS prefers a solution that is designed as Software as a Service (SaaS), hosted by the winning Proposer to ensure a rapid set-up.	See 1a above	See answer to question 51 above.
53.	See 1a above	2.5.1.1	36	Paragraph 1	…DCFS will not provide funding for the selected Contractor to purchase hardware. The selected Contractor will be responsible for purchasing and maintaining all hardware that is needed during the life of the contract.	See 1a above	See answer to question 51 above.

| 54. | How many workflows are expected to be implemented as part of this response? Approximately how many steps will be needed in each workflow? Will workflows be primarily defined and executed within CAFÉ or primarily defined and executed in the proposed content management solution? | 1.4 | 4 | Bullet 5 | Implement a system that seamlessly interfaces and integrates with other business applications providing automated workflow throughout the organization. | These answers will help to determine response details associated with document imaging and workflow tasks. | DCFS staff is currently conducting Business Process Analysis (BPA) and will make the final BPA documents available to the selected Contractor. DCFS also expects that the selected Contractor will work with DCFS and the CAFÉ Contractor to develop workflows and make recommendations as appropriate. DCFS anticipates that most workflows will be a combination of functions within the Content Management solution and CAFE. |

| 55. | What is the estimated number of external customers annually? How many different document types (form types) are anticipated to be submitted by external customers? Should the proposed solution expect to be integrated with a DCFS application that serves as the front end for document submission or should the content management solution serve as the front end for document submission? | 1.4 | 4 | Bullet 7 | Implement a solution that improves customer service and provides new options for external customers to submit documentation (e.g. email, fax or via online portals) and other internal capabilities such as workforce virtualization. | The answer will help to guide the response with regard to response details relating to sizing, security and anticipated functionality for the content management solution. | DCFS currently services approximately 700,000 cases across multiple programs in which all participants have the potential to submit documentation. More information may be available at www.dcfs.la.gov or in the response for question #8. DCFS is unable to anticipate the number of document types but estimates of documents for the department have been provided in Attachment III – Financial Evaluation Model – E. Estimated Volume (pg 76).

The proposed solution must integrate with CAFE which will provide the user interface or front-end that will be used by Customer, Providers and Workers for electronic document management. The Document Processing Center will use the Content Management System as the front-end for conversion of paper documents. |
| 56. | What is the weekly frequency and expected number of closed cases to be reopened and how many documents/pages on average are associated with each case? | 2.5.1.15 | 45 | Paragraph 6 | Back-file conversion of closed cases is not planned but as a case becomes active again, or as active cases are processed, the conversion of relevant historical data is a requirement. | The answer will help to determine response details associated with transportation, document imaging and workflow tasks. | We are unable to provide this information at this time. This information will be provided to the selected Contractor. |

57.	Approximately how many different form and notice types are anticipated at the end of consolidation? Of those forms and notices that are already imaged, how many index fields on average (metadata fields) are associated with the various form types or notice types?	2.5.1.15	45	Paragraph 6	DCFS is currently conducting assessments of all forms and notices that are being used within DCFS. To date there have been 2,211 separate forms and notices identified. It should be noted that this number is subject to change due to consolidation efforts.	The answer will help to determine response details associated with conversion, migration, document imaging and workflow tasks.	DCFS is unable to anticipate the number of forms and notices at this time. Existing images are associated to 5-6 index fields on average.
58.	How many pilot site deployments are expected as part of the response? How many form and notice types are anticipated for use at deployment at pilot sites?	2.5.1.19	47	Paragraph 1	The Proposer should provide in their Technical Proposal their approach for deploying the Document Imaging and Content Management solution for Pilot Sites, which will be determined by the State.	Answers to these questions will help determine response details associated with requirements gathering, design, development, testing, training and documentation activities anticipated for the solution.	DCFS anticipates 2 pilot sites per release. The number of forms and notices will depend on implementation factors.
59.	Is OCR expected for images that are converted/migrated from legacy system to new content management system?	2.5.2	53	Bullet 3	DCFS requires a solution that supports images of varying resolutions with most images being captured at 200 DPI however higher resolutions are needed for Optical Character Recognition (OCR) processing.	Answers to this question will help determine response detail associated with image conversion/migration from legacy systems to new content management system.	DCFS anticipates that OCR will be needed for conversion/migration. The department expects the selected Contractor to utilize their experience and best practices in order to propose the most efficient and effective solution in converting/migrating existing images while optimizing cost and functionality.

60.	What is expected size of highest quality photo images?	2.5.2	53	Bullet 3	Conversely, DCFS requires the ability to store selected digital images (for example photograph of abused child) at the highest quality to provide the proper level of detail.	Answers to this question will help determine response detail associated with image capture, retrieval and transmission.	DCFS expect that the content management system can handle paper ranging from 3.5x3.5 to 11x17 inches. DCFS expects that the quality of the photo be as good as or better than the original photo.
61.	Is full-text indexing expected for images converted/migrated into the new content management system?	Attachment IV	108	Item 344	The system shall support full-text indexing.	Answers to this question will help determine response detail associated with image conversion and migration.	The expectation is that full text indexing will be based upon certain document types. It is anticipated that the Contractor will work with DCFS to determine an optimal implementation of full-text indexing.
62.	How many internal users of the content management system (via direct access and/or integrated components) are expected? How many external users are expected to retrieve/view stored documents annually?	NA	NA	NA	NA	Answers to this question will help determine response detail associated with system sizing, performance and licensing.	Currently, DCFS has approximately 6,000 active internal users. All current DCFS Customers and Providers are potential external users of document imaging. The actual number of external users is unknown.
63.	Who is the current provider of these services to the State?	N/A	N/A	N/A	N/A	Critical	Hands on Ventures Inc. are s the current document imaging provider for Child Support Enforcement.

64.	What is their current pricing for each of the categories listed in the Financial Evaluation Model Attachment III?	N/A	N/A	N/A	N/A		Critical	The Financial Evaluation Model (Attachment III) requested in this RFP was not utilized for the current provider. The current pricing structure for Child Support Enforcement is: document imaging, electronic transfer of documents, storage and/or destruction of documents - $30.50 per thousand. Indexing - $6.00 per thousand keystrokes. Cost of Unprepped documents - $0.223 per document. Cost for correction to manifest - $2.00 each correction.
65.	How much did the State spend with the current provider in each of the last 5 years?	N/A	N/A	N/A	N/A		Critical	DCFS current contract does not extend back 5 years, hence we can only provide costs for 2009 and 2010. These cost are as follows: 2009 - $105,909.13; 2010 - $211,541.92
66.	Does the Secondary site need to be located in LA? Does this include the document imaging services as well?	2.5.1.9	39	Paragraph 2	DCFS requires the Contractor to establish a secondary off-site mirrored content storage devise with immediate and automated rollover capabilities from the failed site to be used in case of a disaster or some other need determined by DCFS.		Critical	We will consider a disaster recovery site outside of Louisiana if you can justify a cost savings by using one. The RFP does not require the establishment of a secondary Document Processing Center.

67.	Can the bidder propose hiring the incumbent team's key staff members?	N/A	N/A	N/A	N/A	Low	Bidders may propose what they wish with respect to the hiring of key staff member's, however they are to provide that which is required in terms of proposed project staff's experience and skills, and in accordance with the dictates of the RFP. Please refer to page 11 of RFP; 1.8 D. "Proposed Project Staff Experience and Skills".
68.	We are resellers for more than one document management system, if we propose more than one system for DCFS to test for their solution based upon preliminary User Acceptance Testing (UAT), would DCFS be interested in more than one system installation tactics and pricing strategy being proposed in the RFP response?	2.1	27	Paragraph #1	The purpose of the Document Imaging and Content Management project is to obtain the services of a qualified Contractor to design, implement and maintain a COTS or custom built Web-based Document Imaging and Content Management solution and to establish and operate a document processing center.	This response will allow the vendor to propose that DCFS staff view more than one document system that meets existing standards referenced within this RFP and allows users to choose the preferred system, rather than choose a system based upon cost and infrastructure requirements alone. The deployment methodology and imaging process for implementation should primarily remain the same regardless of the system chosen by end-users.	DCFS prefers a proposal for a single document imaging and content management system. Our current timelines do not allow us the flexibility to perform user acceptance testing on multiple systems to determine the best implementation and pricing strategy. DCFS expects the Contractor to propose the most flexible and cost-effective solution that meets the RFP requirements. Proposers are allowed to submit more than one proposal in response to the RFP; however each proposal must be separate.

69.	Could DCFS please confirm the number of sites that are to have a physical document management center (DMC) in place, or is DCFS looking to fully centralize the DMC for all DCFS services in the entire State?	1.1	1-2	Figure 2-1	In general, services are administered statewide within a centralized organizational structure, as depicted in Figure 2-1.	Determining the number of sites will allow us to account for all costs with more precision. Although this is somewhat referenced in the RFP, it is not clearly implied if a location already exists for the document center(s).	The RFP calls for the establishment and operation of one centralized document-processing center.
70.	DCFS states that there are 129 locations throughout the State, for training purposes would the vendor be expected to travel to each location to train staff, or would staff travel to approved "hub" locations to receive training on the document management system?	Attachment #6	110	Paragraph #3	The Division of Information Services supports over 50 application systems for DCFS, DHH and DDS. DCFS supports a network connecting 129 offices across the state and provides on-line services to approximately 10,000 devices, either through LANET or directly to numerous other state and federal agencies and to selected contractors providing services to DCFS.	This will allow the vendor to determine travel and training time that will need to be allocated to end-users over multiple locations.	DCFS does not anticipate the selected Contractor will have to travel to provide training.
71.	DCFS does not provide an employee count in the RFP for a vendor to propose license costs. Can DCFS please provide the anticipated number of users that would need access to the document system for retrieval purposes?	1.1	2	N/A	N/A	Licenses will need to be obtained to utilize the document system as well as some of the imaging software; an estimate of staff that needs to access the system will need to be provided for an accurate proposal.	See response to questions 62 above and 109 below.

72.	Would DCFS consider a cloud based solution in addition to the software and hardware services provided by a vendor?	2.6	55	Paragraph #1	In order to provide DCFS with flexibility to meet specific business needs, this RFP allows the Contractor to propose optional services that may be acquired by the State.	Cloud options are available for remote access to the document system. Would DCFS be interested in having a "cloud" section included within the RFP?	We are open to cloud based solutions. For this you would need to outline the benefits of a cloud solution and also prove to DCFS the security of such a solution.
73.	May key contractor personnel be on site part time due to travel from another location?	2.5.1.12	40	Paragraph 1	"Key contractor personnel are expected to be on site"	The response will affect how much in travel costs we include in our proposed price.	The key personnel may not be required to be on site full time for the entirety of the project depending upon their roles, but will be expected to be on site according to a mutually agreed work schedule.
74.	Can DCFS please provide a list of all existing software applications expected to be integrated?	2.5.1.14	44	3rd Bullet	"Identification of tasks associated with integrating the proposed solution with an existing software application…"	The number of existing software applications that must be integrated will affect our proposed price.	The only system that is currently required to integrate with the Document Imaging system is the Common Access Front End (CAFÉ).
75.	Does DCFS expect to replace all existing imaging systems or migrate the existing images and integrate with these for future input? Multiple imaging systems have been mentioned in the RFP.	2.5.1.15	45	Paragraph 2	"DCFS currently uses the Mobius/ASG View Direct and Document Direct products for its document management and its document imaging systems."	The number of existing imaging systems that must be converted will affect our proposed price.	Yes, DCFS expects to replace both of its current document imaging systems.

76.	Given that CAFÉ is a recently awarded system to be developed by a contractor, can DCFS provide details for the approach and technical specifications of the proposed CAFÉ software application?	2.5.1.19	47	Paragra ph 2	"The Contractor should deliver a completely functional enterprise web-enabled Document Imaging and Content Management solution capable of integrating with CAFÉ."	Given that the Document Imaging and Content Management solution needs to integrate with CAFÉ, we need to understand the technical aspects of the CAFÉ solution in order to price the integration effort.	The approach and technical specifications of the proposed CAFE software application components for the OneDCFS Transformation project will be determined once the CAFÉ procurement process is complete and the Implementation Contractors have been selected.
77.	Will the State consider a disaster recovery site which is outside of Louisiana?	1.4	4	7	Provide security, auditing, disaster recovery and business continuity…	Potential to reduce disaster recovery costs.	We will consider a disaster recovery site outside of Louisiana if you can justify a cost savings by using one.
78.	Can the State provide an example of the types of forms which will be processed?	2.1	27	2	The Web-based Document Imaging and Content Management solution must offer…forms processing,…	Solution clarification	Yes, selected examples will be located in the bidder's library on the DCFS website (www.dcfs.louisiana.gov) in the Services Providers section under Request for Proposals.
79.	What documentation can be made available to the vendor for analysis of the integration requirement to CAFÉ?	2.1.1	29	6	Coordinating and providing technical assistance and appropriate documentation for integrating CAFÉ, …	Level of complexity will increase cost	DCFS along with CAFÉ Contractor will provide the selected Contractor technical assistance and appropriate documentation for integrating CAFÉ.
80.	Will there be a required operational timeframe for Pilot Sites? For example, "Pilot Sites will be required to operate for 30 days prior to acceptance."	2.5.1.19	47	1	The Proposer should provide in their Technical Proposal their approach for deploying the Document Imaging and Content Management solution for Pilot Sites…	Cost of solution	DCFS prefers to operate Pilot Sites for no less than 30 days. DCFS doesn't feel you can address problems with a pilot of less than 30 days. Pilots longer than 30 days are usually recommended by our Federal Partners.

81.	Does the RFP contemplate an expected date when the new Processing facility should be open and operational?	2.5.1	35	2.5.1	"…will need to establish and operate a document processing center…"	Deadline compliance	DCFS anticipates the new processing facility will need to be ready for operation in the fall of 2011.
82.	Does the RFP contemplate an expected start date to begin general performance of services?	2.4	33	Deliverable 10	"… recommendation of a pilot phase and incremental implementation plan."	Deadline compliance	DCFS anticipates the Document Imaging and Content Management Project to begin in April 2011.
83.	Can you provide additional clarification on expectations on integration requirements? Are you expecting integration with ALL legacy systems listed in the RFP?	General				Cost, feasibility	See response to question # 2
84.	Can you provide a more detailed description of the integration required with Adobe's LifeCycle? Is PDF output a satisfactory integration?	2.5.1.15	46	Paragraph 2	"… leveraging the following products…"	Cost	While integration with Adobe's LiveCycle is not a requirement, output in PDF is a solution that is satisfactory.
85.	Can you provide a more detailed definition of the requirements for eForms/Forms processing?	Att. IV	79	28	"… support automatic forms processing capabilities"	Planning, cost	DCFS expectation is that the Document Imaging solution will allow forms processing. This includes the ability to extract data from forms and populate business applications, send alerts or notices and initiate workflows.

86.	Can you provide more detail regarding the requirements of the request for IDR (Intelligent Document Recognition)?	2.5.2	53	Paragraph 1 on page 53	"Solution must employ capabilities for… (IDR)…"	Planning, cost	DCFS expects that the Document Imaging solution will include functionality that will both automate document analysis, thus eliminating the overhead of having to re-specify forms every time a change occurs and aid in automating the classification of structured, semi-structured and unstructured documents as well as automated indexing.
87.	What are the required retention and destruction policies, and the applicable time lengths for retaining various document types? Are there different types, with varying policies?	2.5.1.6	37	9	"Retain a copy of all images and data for five (5) years…"	Planning, cost	Retention on and destruction polices differ based on rules, regulations and legal requirements. For example: General Correspondence 3 Fiscal Years; Licensure files 4 Calendar Years; Class A, Class B day care, and Specialized Active + 5 Calendar Years; Adoption Petition, indefinite. Final retention and destruction policies will be provided to the selected Contractor.
88.	Is there an area in Louisiana that would best be suited as the ideal location for establishing the Document Processing Center?	2.5.1	35	2.5.1	"… establish and operate in Louisiana…"	Cost, logistical planning	DCFS does not have a preference for the location of the Document Processing Center provided it is in the State of Louisiana.
89.	What type of access would be permitted to the existing legacy systems? Hourly restrictions?	2.4	31	Bullet 1	"… to reflect actual project status and timelines"	Planning, cost	Access to the legacy systems will be permitted as necessary to ensure the successful implementation of the Imaging solution.

90.	Will vendors of the existing legacy systems be made available to the chosen provider to answer questions regarding the existing systems?	2.4	31	Bullet 1	"… to reflect actual project status and timelines"	Planning, cost	The appropriate documentation and staff will be provided to answer questions relative to the applicable legacy system(s).
91.	Are there operational manuals and/or policy manuals available to the chosen provider that pertain to the use of the legacy systems?	2.4	31	Bullet 1	"… to reflect actual project status and timelines"	Planning cost	Documentation is currently maintained within each legacy system's technical area. This information will be provided as appropriate.
92.	Has there been any customization to the existing legacy systems that the chosen provider may need to be aware of?	2.4	31	Bullet 1	"… to reflect actual project status and timelines"	Planning, implementation schedule	Each legacy system is consistently maintained and customized to the business needs of the agency. This information will be provided as appropriate.
93.	How are documents that contain color to be scanned? Color for color?	2.5.1.6	37	7	"Sort, scan and index documents".	Planning, equipment, cost	DCFS expects to work with the selected Contractor to identify the limited number of documents that will require color for color processing.
94.	How are oversize documents to be scanned? Size for size?	2.5.1.6	37	7	"Sort, scan and index documents".	Planning, equipment, cost	DCFS expects to work with the selected Contractor to identify the limited number of documents that will require size for size processing. See Attachment IV - Functional Requirements # 7 on page 77 of the RFP.
95.	Should folders that contain information be scanned?	2.5.1.6	37	7	"Sort, scan and index documents".	Planning, equipment, cost	Yes
96.	Will any coding be required of the scanned documents?	2.5.1.7	38	2	"… the use of multiple criteria that returns matches"	Subcontractor needs	Yes, coding is required. It is the expectation of DCFS that the selected Contractor will work with the agency to help determine the appropriate index structure.

97.	Will Logical Document Determination be required?	2.5.1.6	37	2	"DCFS will be responsible for…document separator sheets"	Labor costs	DCFS would prefer Logical Document Determination.
98.	Are there required fields of metadata that need to be extracted from any of the legacy files?	General				Cost	Yes, it is DCFS expectation that some metadata and indexing information will need to be extracted.
99.	Has there been any consideration regarding "litigation readiness" or "litigation hold" regarding the required architectural solution?	General				Consulting requirements	DCFS anticipates that a "litigation readiness" or "litigation hold" will be required in anticipation of litigation, audits, investigations, etc., the particulars of which will be explored during application design.
100.	Is there a minimum requirement regarding the number of concurrent users for any database solution being proposed?	2.5.2	54	Bullet 7	"DCFS requires a solution… provide the ability to search for specific content by a variety of means."	Cost	No, there is no minimum requirement regarding the number of concurrent users.
101.	What firewall protection, if any, are required for the proposed architectural solution?	2.4	32	6	"Physical Security of Document Processing Center"	Costs	A secured, encrypted connection is required between DCFS and the processing center/proposer. Encryption currently used in DCFS is triple (3) -des.
102.	Is there presently storage of data in any format that is not referenced in the RFP?	General				Implementation timeline	No, DCFS expects the Contractor to convert images as described in 2.5.1.15 Conversion/Integration/Migration on page 45 in the RFP into standard formats.
103.	Will the technical support needed for the proposed solution be required on a 24 X 7 basis?	2.5.1.23	49	Paragraph 2	"… ongoing technical support"	Costs	No, DCFS expects technical support will only be needed during normal business hours.

104.	Are there multiple foreign languages that will be required for technical support, or will English suffice?	2.5.1.23	49	Paragraph 2	"… ongoing technical support"	Costs	No, English will suffice.
105.	If potential vendor has an existing facility set up for another government entity in another state, similar in size and scope as contemplated in this RFP, can a tour of this facility be arranged within the parameters of the RFP process?	1.28	17	Bottom paragraph	"… oral discussions may be conducted to enhance the State's understanding …"	Planning, equipment selection, costs	The RFP process does not address or make allowance for this topic.
106.	How many user seat licenses should be proposed for this system?	Scope of Services	30	N/A	N/A	What is the number of seats we should provide with the project software quote?	Due to the variable nature of potential users (workers, customers, providers) of the document management system, DCFS does not anticipate usage of per seat licensing structure for this solution.
107.	For some software systems, adding additional seats increases the costs of multiple modules, would you like to see a range of costs based upon a range of user seat licenses?	Scope of work/Services	30	N/A	N/A	We can see the number and type of hardware owned by the agency, but we need to know the total number of users to properly determine the right number of concurrent seats, versus named seats, versus workstation seats to propose.	See response to question # 106.

108.	Do you have an order you would require for the staggered roll out of the solution throughout the State or would you prefer that the vendor provide a tentative roll out plan based upon what information we have available now, subject to being revised during discovery?	Scope of work/Services	31	2nd paragraph	Listing of all the impacted programs	We would adjust our proposed response and project plan to reflect the preference.	An implementation plan has not yet been established. DCFS would prefer that the Contractor propose their proposed roll out plan based upon the information available.
109.	Can you provide the number of users/staff for each Program/Department that will require access to this solution and a break down of roles for Case Workers, Intake, Administrative Support, Eligibility and Management?	Scope of work/Services	31	2nd paragraph	Listing of all the impacted programs	We are experienced in providing solutions for Social Service agencies and can better estimate the number and type of software licenses that would be required for our solution with this type of functional user breakdown.	DCFS currently employs approximately 4,476 staff; this number is subject to increase or decrease continually. The staff numbers are listed below in six diverse areas: 1) Child Support Enforcement - Operations - 392, 2) Child Welfare - Operations - 1,452, 3) Economic Stability - Operations - 1,413, 4) Programs - State Office for all DCFS - 672, 5) Ops Admin (non-program specific) - 137, 6) Executive & Management & Finance Division - 410.

110.	In the RFP you indicated that configured Workflow processes were desired: We would like to provide as accurate a quote for configuration services as possible, can you provide a description and wiring diagram providing the system requirements for your workflow process?	Software Solution Requirements	57	Image and Content Retrieval	The solution must employ workflow processes to route content to a designated workflow queue or user(s). Thus content is easily delivered to the user with appropriate alerts such as message alerts or e-mail notifications to make users aware of when items arrive in a specific queue or of other statuses, ensuring that items will be acknowledged and processed efficiently upon arrival.	Our solution is a COTS solution which provides for customization of workflow processes as part of the implementation of the software. We understand that Louisiana C& FS does not have a completely defined requirements and business process for this solution but any additional information can eliminate the unknown and allow us to better estimate the time required for design and implementation of this COTS component.	See response to question #54
111.	Are you seeking an electronic records management functionality based upon DoD 5015.2 standards? Are you seeking an electronic Records Management destruction of the documents or destruction of the original paper documents or both?	Scope of Work – Contractor Responsibilities	33	N/A	When documents have reached the end of the specified retention period…documents shall be destroyed in accordance with any State or Federal regulations.	The DoD 5015.2 standard is often required by agencies who received Federal funding. It entails many additional records management requirements that includes but are beyond what was defined in the Requirements grid and the Scope of Work.	Documents and records related to cases or individuals that are a part Federally subsidized programs shall be managed by DoD 5015.2 standards. Records Management destruction, electronic or paper, will be at the discretion of the agency. Instances arise that require keeping at least one source of record if not all. The greater of the two requirements, be it State or Federal, shall be met.

112.	Do you want scanning functionality for every user at every desktop?	Attachment IV	80	N/A	Many of our Social Service clients prefer to provide desktop scanning functionality for Case Workers. We would select a user client license that included non-production scanning functionality.		DCFS expects that all users will have the ability to scan documents using existing hardware. DCFS does not anticipate desktop scanners at every user's desk.
113.	Scanners can impact network traffic, would you prefer to have scanners operate locally and then import the documents at off-peak network hours?	Attachment IV	80	N/A		We would recommend a Disconnected Scanning solution with an automatic upload in off peak network hours.	The majority of document scanning is to be performed at the proposer's document processing center. However, the center is also to be prepared to receive documents from other electronic/digital mediums (Pg. 28, paragraph 2: "from distributed scanners, fax or e-mail").
114.	You have requested that the solution we propose be tightly integrated with the CAFÉ system. We would like to provide as accurate a quote for Services as possible, can you provide some detailed information/specifications and the requirements for the CAFÉ system? What language is it being developed in? What platform is it being developed on? Is this a hosted solution?	Attachment IV	102	225, 278, 282		Our solution provides API level integration to systems, codeless screen level integration and is based upon open standards, but we can not propose an accurate integration quotation without having information about either plans or preliminary specifications for the CAFÉ solution.	We cannot provide technical specifications for CAFÉ since the Contractor selection process is currently ongoing. Since DCFS is looking for a document imaging and content management solution that can integrate with current and future DCFS systems, we are expecting the proposed solution to have an open architecture that facilitates integration with the proposed CAFE solution.

| 115. | In the requirements you indicated that you would like ICR functionality, can you provide some examples of the forms that you are using from which you want to extract and capture handwriting? | Attachment IV | 108 | 343 | The system should support fully scriptable Intelligent Character Recognition | The ICR technology requires form recognition design. Our concern is based upon our experience with customer form designs that are not well suited for this technology. Customer may have an expectation that the technology can not deliver. | A few examples of the documents that we anticipate to use ICR functionality for would include applications, change of address forms, and various types of verification documents, etc. |