REQUEST FOR PROPOSAL

Document Imaging and Content Management

File No: <u>R 27934 EP</u>

Solicitation No: <u>2242933</u>

Proposal Opening Date: <u>December 29, 2010</u>

Proposal Opening Time: <u>10:00 AM Central Time</u>

State of Louisiana
Office of State Purchasing

November 12, 2010

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REQUEST FOR PROPOSAL
FOR

Document Imaging and Content Management

PART I: ADMINISTRATIVE AND GENERAL INFORMATION

1.1 Background

DCFS Programs and Organization

The Louisiana Department of Children and Family Services (DCFS) mission is to keep children safe, help individuals and families become self-sufficient, and provide safe refuge during disasters.

The Department of Children and Family Services core goals are:

- Promoting and supporting safe and thriving children and families
- Encouraging and supporting individuals moving into self sufficiency
- Improving customer service through staff productivity and satisfaction
- Reducing fraud and abuse
- Modernizing and realigning business operations and program practices

In general, services are administered statewide within a centralized organizational structure, as depicted in Figure 2–1.

Figure 2–1
Current DCFS Organization
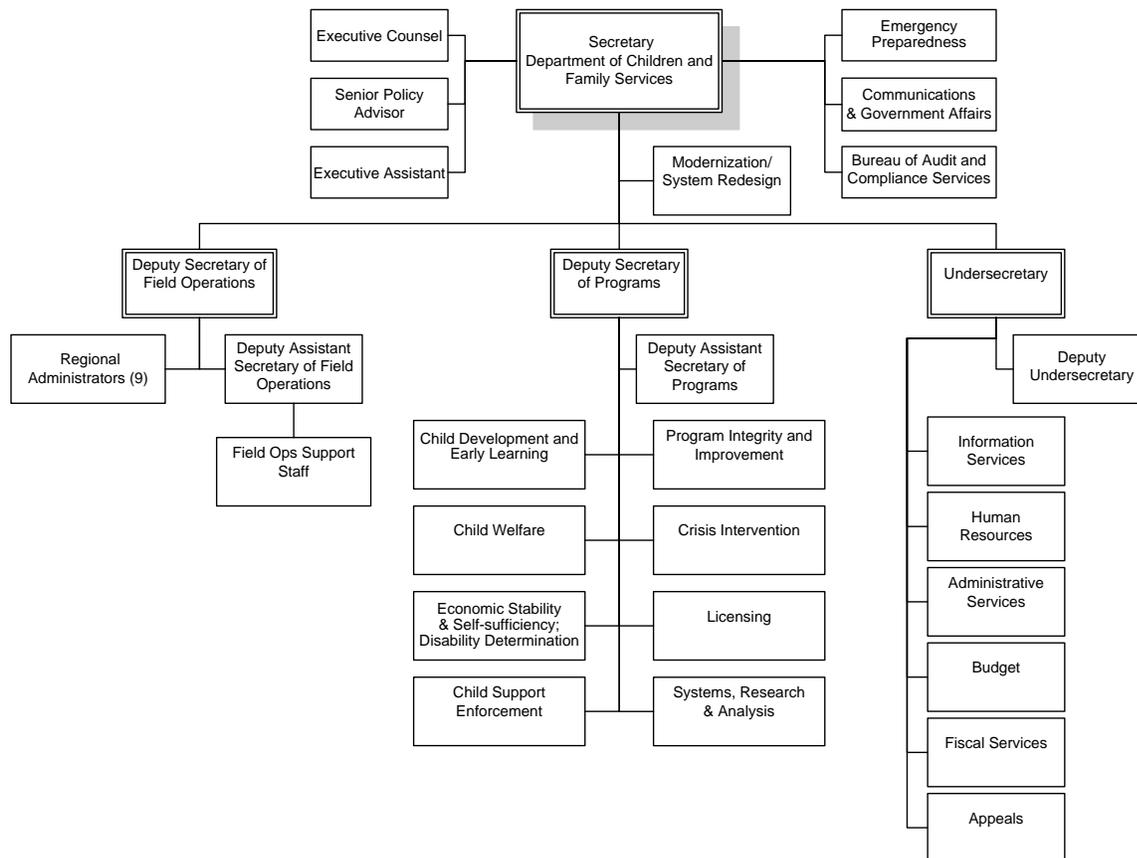
DCFS staff headquartered in state office provide administrative and programmatic support and guidance for staff housed in DCFS state office, as well as those staff located in our regional and parish offices.

DCFS is responsible for the administration of the following programs:

- Child Welfare - includes Foster Care, Adoptions and Independent Living Services;

- Crisis Intervention - includes Child Protection Investigation, Alternative Response, Family Services and Preventative Services;

- Economic Stability and Self-Sufficiency - which includes Temporary Assistance to Needy Families (TANF), Family Independence Temporary Assistance Program (FITAP), Extended Initiatives Strategies to Empower People (STEP), Kinship Care Subsidy Program (KCSP), Child Care Assistance Program (CCAP), Supplemental Nutrition Assistance Program (SNAP), Disaster Supplemental Nutrition Assistance Program (DSNAP) and Louisiana Combined Application Project (La CAP);

- Disability Determinations;

- Child Development and Early Learning;

- Licensing (responsible for licensing of all DCFS service providers);

- Child Support Enforcement Services.

1.2 Current Technical Architecture

DCFS legacy systems operate on an IBM 2098 S03 mainframe generally available to users 12 hours a day 5 business days a week. These legacy systems can be made available to staff on an exception basis after hours. Mainframe legacy systems are based on an Adabas platform and coded in Natural with Shadow Direct as the middleware connector for several of their Web-based applications. The disaster recovery mainframe is an IBM 2098 E10 located on the LSU Baton Rouge campus. Several of the legacy Mainframe applications also have or are in the process of developing several JAVA/DB2 Web applications most of which use JBOSS instead of Web Sphere. Desktop computers with Windows 2000 or XP are the current minimum standard. 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. It should be noted that the current developer environment uses open system architecture.

DCFS also operates a Child Protection Intake/Investigation Program, a Determine Potential Eligibility for Services Screening Tool, DSNAP system, and a 211 resource directory on an enterprise framework application (Cúram) on an IBM 2084-302 mainframe (24x7) over a TCPIP network in a z/OS IBM Operating environment with IBM DB2 Version 8 or higher as the database and IBM Web Sphere Version 6 or higher. IBM Web Sphere uses such products as Web Sphere Business Integrator and MQ Series as the middleware connector for Web-based system to legacy-based system messaging.

The Proposer should present DCFS with the most forward looking technical solution possible, not being constrained by the current technical environment, so it is positioned long into the future and not confined to the present technology.

1.3 Purpose

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.

1.4 Goals and Objectives

DCFS seeks to more efficiently and effectively serve its customers and staff by leveraging advances in technology to improve access to information and where federally permitted, interagency data sharing.

The following Goals and Objectives have been identified for this project:

- Implement a custom built or commercial off-the-shelf (COTS) Document Imaging and Content Management solution that limits the amount of customizations (i.e. changes to source code) made to the base software and runs on up-to-date technology that will seamlessly integrate with other existing and future State systems. Although a COTS solution is preferred, custom built solutions will also be considered.

- Create a centralized repository for information to enable better integration of data on a statewide scale, and to improve the entire organization's capacity to operate more efficiently by sharing information where appropriate.

- Provide for maximization of one-time capture of documents (e.g. birth certificate, social security card) with prescribable expiration periods and confidentiality criteria.

- Implement a solution that would transform inefficient and antiquated business practices such as time spent looking for documents into more efficient process that would allow the workforce to improve customer service.

- Implement a system that seamlessly interfaces and integrates with other business applications providing automated workflow throughout the organization.

- Enhance staff morale and job satisfaction by providing workers with a professional, intuitive, reliable and flexible solution.

- Provide security, auditing, disaster recovery and business continuity functionality to meet the requirements of National Institute of Standards and Technology (NIST) and Federal Information Security Management Act of 2002 (FISMA) 44 U.S.C. § 3541.

- 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.

1.5 Definitions

1. **Agency:** Any department, commission, council, board, office, bureau, committee, institution, agency, government, corporation, or other establishment of the executive branch of this state authorized to participate in any contract resulting from this solicitation.

2. **API:** An interface implemented by a software program that enables it to interact with other software. It facilitates interaction between different software programs similar to the way the user interface facilitates interaction between humans and computers.

3. **Batch:** A batch shall be considered a unit of work. A batch will include multiple document files.

4. **BLOB:** A binary large object, basic large object is a collection of binary data stored as a single entity in a database management system.

5. **Contractor:** Any person having a contract with a governmental department.

6. **Discussions:** For the purposes of this RFP, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit proposals in response to this RFP.

7. **EDR:** A repository that provides central location to store and access files and other content.

8. **Enterprise Information Integration (EII):** A process of information integration, using data abstraction to provide a single interface (known as uniform data access) for viewing all the data within an organization, and a single set of structures and naming conventions.

9. **Federal Approving Agencies:** Centers for Medicare and Medicaid Services, Administration for Children and Families (Children's Bureau, Office of Child Support Enforcement) and the Food and Nutrition Service.

10. **Integrate:** The term "integrate" is used to describe a process where related systems share information with each other immediately in "real-time".

11. **Interface:** The term "interface" is used to define a process where data from one system is extracted and loaded into another system through an offline process.

12. **LaPAC:** The State's online electronic bid posting and notification system located on the Office of State Purchasing website www.doa.louisiana.gov/osp and is available for vendor self-enrollment.

13. **May:** The term "may" denotes an advisory or permissible action.

14. **Must:** The term "must" denotes mandatory requirement.

15. **Proposer:** Any person responding to the RFP.

16. **Occurrence:** All loss caused by, or involving, one or more "employees," whether the result of a single act or series of acts.

17. **Shall:** Per RS: 39:1556(24), the term "shall" denotes mandatory requirements.

18. **Should:** The term "should" denotes a desirable action.

19. **State:** The State of Louisiana, Department of Children and Family Services.

20. **Will:** The term "will" denotes mandatory requirements.

1.5.1 Acronyms

1. **AES** – Advanced Encryption Standard
2. **ANSI** – American national Standards Institute
3. **API** – Application Programming Interface
4. **BCR** – Bar Code Recognition
5. **CAFÉ** – Common Access Front End
6. **CCAP** – Child Care Assistance Program
7. **COOP** – Continuity of Operations Planning
8. **COTS** – Commercial Off-the-Shelf
9. **CSE** – Child Support Enforcement
10. **DCFS** – Department of Children and Family Services
11. **DDS** – Disability Determination Services
12. **DOA** – Division of Administration
13. **DSD** – Design Specifications Document
14. **DSNAP** – Disaster Supplemental Nutrition Assistance Program
15. **EDR** – Electronic Document Repository
16. **FISMA** – Federal Information Security Management Act
17. **FITAP** – Family Independence Temporary Assistance Program
18. **HSM** – Hierarchical Storage Management
19. **ICR** – Intelligent Character Recognition
20. **KCSP** – Kinship Care Subsidy Program
21. **LASES** – Child Support Enforcement System
22. **LDAP** – Lightweight Directory Access Protocol
23. **MFP** – Multi-Function Products
24. **NAS** – Network Attached Storage
25. **NIST** – National Institute of Standards & Technology

26. **OCR** – Optical Character Recognition

27. **ROI** – Return of Investment

28. **RSD** – Requirements Specifications Document

29. **SAN** – Storage Area network

30. **SNAP** – Supplemental Nutrition Assistance Program

31. **SOA** – Service Oriented Architecture

32. **STEP** – Strategies to Empower People

33. **TANF** – Temporary Assistance to needy Families

34. **TCI** – Total Content Integrator

35. **UAT** – User Acceptance Test

1.6 Schedule of Events

	Event	Date
1	RFP mailed to prospective Proposer and posted to LaPAC	November 12, 2010
2	Deadline to receive written inquiries	November 29, 2010
3	Deadline to answer written inquiries	December 13, 2010
5	Proposal Opening Date (deadline for submitting proposals)	December 29, 2010
6	Oral discussions with Proposers, if applicable	To be scheduled
7	Notice of Intent to Award mailed	To be scheduled
8	Contract Initiation	To be scheduled

NOTE: The State of Louisiana reserves the right to revise this schedule. Any such revision will be formalized by the issuance of an addendum to the RFP.

1.7 Proposal Submittal

This RFP is available in electronic form at the LaPAC website located at http://wwwprd.doa.louisiana.gov/osp/lapac/pubmain.asp. The RFP is available in PDF, Word format, or in printed form which can be obtained by submitting a written request to the RFP Contracting Officer, Office of State Purchasing.

It is the Proposer's responsibility to check the Office of State Purchasing LaPAC website frequently for any possible addenda that may be issued. The Office of State Purchasing is not responsible for a Proposer's failure to download any addenda documents that are required to complete a Request for Proposal.

All proposals shall be received by the Office of State Purchasing **no later than the date and time shown in the Schedule of Events.**

Important - - Clearly mark outside of envelope, box or package with the following information and format:

X **Proposal Name: Document Imaging and Content Management**
X **File Number: <u>R 27934 EP</u>, Solicitation No. <u>2242933</u>**
X **Proposal Opening Date: <u>December 29, 2010</u>**

Proposers are hereby advised that the U. S. Postal Service does not make deliveries to our physical location.

Proposals may be mailed through the U. S. Postal Service to the following address:

> Office of State Purchasing
> P. O. Box 94095
> Baton Rouge, LA   70804-9095

Proposals may be delivered by hand or courier service to:

> Office of State Purchasing
> 1201 North 3rd St.
> Suite 2-160
> Baton Rouge, LA   70802

Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to our physical location. The Office of State Purchasing is not responsible for any delays caused by the Proposer's chosen means of proposal delivery.

Proposers should be aware of the Claiborne Building security requirements and the need to allow time to be photographed and presented with a temporary identification badge.

Proposer is solely responsible for the timely delivery of its proposal. Failure to meet the proposal opening date and time shall result in rejection of the proposal.

PROPOSALS SHALL BE OPENED PUBLICLY AND ONLY PROPOSERS THAT SUBMIT PROPOSALS SHALL BE IDENTIFIED ALOUD. <u>PRICES SHALL NOT BE READ.</u>

1.8 Proposal Response Format

Proposals submitted for consideration musts follow the format and order of presentation described below:

A.   **Cover Letter:** The cover letter should state the Proposer's understanding and approach to the project. It should contain a summary of Proposer's ability to perform the services described in the RFP and confirm that Proposer is willing to perform those services and enter into a contract with the State.

By signing the letter and/or proposal, the Proposer certifies compliance with the signature authority required in accordance with L.R.S.39:1594 (Act 121). The person who signs the cover letter or proposal must be:

- A current corporate officer, partnership member, or other individual specifically authorized to submit a proposal as reflected in the appropriate records on file with the Secretary of State; or
- An individual authorized to bind the company as reflected by a corporate resolution, certificate or affidavit; or
- Other documents indicating authority which are acceptable to the public entity.

The cover letter should also:

- Identify the submitting Proposer and provide their federal tax identification number;
- Identify the name, title, address, telephone number, fax number, and email address of each person authorized by the Proposer to contractually obligate the Proposer;
- Identify the name, address, telephone number, fax number, and   email address of the contact person for technical and contractual clarifications throughout the evaluation period.

B.   **Table of Contents:** Organized in the order cited in the formatting style contained herein.

C.   **Corporate Qualifications and Experience:** History and background of Proposer, financial strength and stability, with related services provided to government entities, existing customer satisfaction, demonstrated volume of merchants, etc.

D**.**   **Proposed Project Staff Experience and Skills:** The Staff should have proven experience in developing, testing, and implementing a Document Imaging and Content Management system, and experience in establishing and operating a document processing center. This section of the proposal should include the roles and responsibilities, resumes and qualification summaries for each key person on the project.

E.   **Approach and Methodology:**   This section of the proposal will describe the approach and methodology (see Technical Evaluation for detailed description).

F.   **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.

G: **Financial Proposal:** Proposer's fees and other costs, if any, must be submitted *(in accordance with Attachment III Financial Evaluation Model)* Prices proposed shall be firm for the duration of the contract *(unless there is some provision in the RFP for price escalation or decrease).* This financial proposal shall include any and all costs the Contractor wishes to have considered in the contractual arrangement with the State.

H.   **Attachments:** **Attachment IV – Functional** Requirements

1.9   Number of Response Copies

Each Proposer shall submit one (1) signed original response. Twenty-five (25) additional hard copies of the proposal, one (1) electronic copy on a CD or USB Flash Drive, and one (1) redacted copy (if applicable) should be provided.

1.10   Legibility/Clarity

Responses to the requirements of this RFP in the formats requested are desirable with all questions answered in as much detail as practicable. The Proposer's response is to demonstrate an understanding of the requirements. Proposals prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of the RFP is also desired. Each Proposer is solely responsible for the accuracy and completeness of its proposal.

1.11 Confidential Information, Trade Secrets, and Proprietary Information

The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall only apply to the technical portion of the proposal. The cost proposal will not be considered confidential under any circumstance. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44:1, et seq.) will be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information they submit in conjunction with this procurement may not be subject to public disclosure, protections must be claimed by the Proposer at the time of submission of its Technical Proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.

The Proposer must clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as "confidential" in order to claim protection, if any, from disclosure. The Proposer shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of his proposal sought to be restricted in accordance with the conditions of the legend:

"The data contained in pages _____of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Proposer as a result of or in connection with the submission of this proposal, the State of Louisiana shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the State of Louisiana's right to use or disclose data obtained from any source, including the Proposer, without restrictions."

Further, to protect such data, each page that contains such data shall be specifically identified and marked "CONFIDENTIAL".

Proposers must be prepared to defend the reasons why the material should be held confidential. If a competing Proposer or other person seeks review or copies of another Proposer's confidential data, the State will notify the owner of the asserted data of the request. If the owner of the asserted data does not want the information disclosed, it must agree to indemnify the state and hold the State harmless against all actions or court proceedings that may ensue (including attorney's fees), which seek to order the State to disclose the information. If the owner of the asserted data refuses to indemnify and hold the State harmless, the State may disclose the information.

The State reserves the right to make any proposal, including proprietary information contained therein, available to the Office of State Purchasing (OSP) personnel, the Office of the Governor, the federal approving agencies or other state agencies or organizations for the sole purpose of assisting the State in its evaluation of the proposal. The State shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information that is obtained because of their participation in these evaluations.

If the proposal contains confidential information, a redacted copy should also be submitted with the original copy of the proposal. If the redacted copy is not submitted, the Proposer will be required to submit this copy within 48 hours of notification from the Office of State Purchasing. When submitting the redacted copy, Proposer should clearly mark the cover as "REDACTED COPY", to avoid having this copy reviewed by an evaluation committee member. The redacted copy should also state which sections or information has been removed.

1.12   Proposal Clarifications Prior to Submittal

1.12.1   Mandatory Pre-proposal Conference

NOT REQUIRED FOR THIS RFP.

1.12.2   Proposer Inquiry Periods

The State shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations of our agency customers. The State reasonably expects and requires responsible and interested Proposers to conduct their in-depth proposal review and submit inquiries in a timely manner.

An inquiry period is hereby firmly set for all interested Proposers to perform a detailed review of the proposal documents and to submit any written inquiries relative thereto. *Without exception*, all inquiries MUST be submitted in writing by an authorized representative of the Proposer, clearly cross-referenced to the relevant solicitation section using the form in Attachment VII. All inquiries must be received by the close of business on the Inquiry Deadline date set forth in Section 1.6 Schedule of Events of this RFP. Only those inquiries received by the established deadline shall be considered by the State. Inquiries received after the established deadline shall not be entertained.

Inquiries concerning this solicitation may be delivered by mail, express courier, e-mail, hand, or fax to:

Mail:	Express Courier
Office of State Purchasing Attention: Nadine Molliere P.O. Box 94095 Baton Rouge, LA 70804-9095	Office of State Purchasing Attention: Nadine Molliere 1201 North Third St. Claiborne Bldg., Suite 2-160 Baton Rouge, LA 70802
E-Mail: Nadine.Molliere@LA.gov **Phone:** (225) 342-8038 **Fax:** (225) 342-8688	

An addendum will be issued and posted at the Office of State Purchasing LaPAC website, to address all inquiries received and any other changes or clarifications to the solicitation.   Thereafter, all proposal documents, including but not limited to the specifications, terms, conditions, plans, etc., will stand as written and/or amended by any addendum. No negotiations, decisions, or actions shall be executed by any Proposer as a result of any oral discussions with any state employee or state consultant. It is the Proposer's responsibility to check the LaPAC website frequently for any possible addenda that is issued. The Office of State Purchasing is not responsible for a Proposer's failure to download any addenda documents required to complete a Request for Proposal.

Any person aggrieved in connection with the solicitation or the specifications contained therein, has the right to protest in accordance with R.S. 39:1671. Such protest shall be made in writing to the Director of State Purchasing at least two days prior to the deadline for submitting proposals.

Note: LaPAC is the state's online electronic bid posting and notification system resident on State Purchasing's website (www.doa.louisiana.gov/osp) and is available for vendor self-enrollment. In that LaPAC provides an immediate e-mail notification to subscribing bidders that a solicitation and any subsequent addenda have been let and posted, notice and receipt thereof is considered formally given as of their respective dates of posting.

1.13 Errors and Omissions in Proposal

The State will not be liable for any error in the proposal. The Proposer will not be allowed to alter proposal documents after the deadline for proposal submission, except under the following condition: The State reserves the right to make corrections or clarifications due to patent errors identified in proposals by the State or the Proposer. The State, at its option, has the right to request clarification or additional information from the Proposer.

1.14 Proposal Guarantee

NOT REQUIRED FOR THIS RFP.

1.15 Performance Bond

NOT REQUIRED FOR THIS RFP.

1.16 Changes, Addenda, Withdrawals

The State reserves the right to change the Schedule of Events or issue Addenda to the RFP at any time. The State also reserves the right to cancel or reissue the RFP. All changes must be approved by the State and the federal approving agencies.

If the Proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the Proposer, cross-referenced clearly to the relevant proposal section, prior to the proposal opening, and should be submitted in a sealed envelope. Such shall meet all requirements for the proposal.

1.17 Withdrawal of Proposal

A Proposer may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by the authorized representative of the Proposer must be submitted to the Office of State Purchasing.

1.18 Material in the RFP

Proposals shall be based only on the material contained in this RFP. The RFP includes official responses to questions, addenda, and other material, which may be provided by the State pursuant to the RFP.

1.19 Waiver of Administrative Informalities

The State reserves the right, at its sole discretion, to waive administrative informalities contained in any proposal.

1.20 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by the State to award a contract. The State reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this announcement if it is determined to be in the State's best interest.

In accordance with the provision of R.S. 39:2182, in awarding contracts after August 15, 2010, any public entity is authorized to reject a proposal or bid from, or not award the contract to, a business in which any individual with an ownership interest of five percent or more, has been convicted of, or has entered a plea of guilty or nolo contendere to any state felony or equivalent federal felony crime committed in the solicitation or execution of a contract or bid awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, professional, personal, consulting, and social services procurement under the provisions of Chapter 16 of this Title, or the Louisiana Procurement Code under the provisions of Chapter 17 of this Title.

1.21 Ownership of Proposal

All materials submitted in response to this request become the property of the State. Selection or rejection of a response does not affect this right. All proposals submitted will be retained by the State and not returned to Proposers. Any copyrighted materials in the response are not transferred to the State.

1.22 Cost of Offer Preparation

The State is not liable for any costs incurred by prospective Proposers or Contractors prior to issuance of or entering into a Contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Proposer in responding to the RFP are entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by the State of Louisiana.

1.23 Non-negotiable Contract Terms

Non-negotiable contract terms include but are not limited to taxes, assignment of contract, audit of records, EEOC and ADA compliance, record retention, content of contract/order of precedence, contract changes, governing law, claims or controversies, and termination based on contingency of appropriation of funds.

1.24 Taxes

Any taxes, other than state and local sales and use taxes, from which the state is exempt, shall be assumed to be included within the Proposer's cost.

1.25 Proposal Validity

All proposals shall be considered valid for acceptance until such time an award is made, unless the Proposer provides for a different time period within its proposal response. However, the State reserves the right to reject a proposal if the Proposer's acceptance

period is unacceptable and the Proposer is unwilling to extend the validity of its proposal.

1.26 Prime Contractor Responsibilities

The selected Proposer shall be required to assume responsibility for all items and services offered in his proposal whether or not he produces or provides them. The State shall consider the selected Proposer to be the sole point of contact with regard to contractual matters, including payment of all charges resulting from the contract.

1.27 Use of Subcontractors

Each Contractor shall serve as the single prime contractor for all work performed pursuant to its contract. That prime contractor shall be responsible for all deliverables referenced in this RFP. This general requirement notwithstanding, Proposers may enter into subcontractor arrangements. Proposers may submit a proposal in response to this RFP, which identifies subcontract(s) with others, if the prime contractor acknowledges total responsibility for the entire contract.

If it becomes necessary for the prime contractor to use subcontractors, the State urges the prime contractor to use Louisiana vendors, including small and emerging businesses, a small entrepreneurship or a veteran or service-connected disabled veteran-owned small entrepreneurship, if practical. In all events, any subcontractor used by the prime should be identified to the contract manager.

Information required of the prime contractor under the terms of this RFP, is also required for each subcontractor and the subcontractors must agree to be bound by the terms of the contract. The prime contractor shall assume total responsibility for compliance.

1.28 Written or Oral Discussions/Presentations

Written or oral discussions may be conducted with Proposers who submit proposals determined to be reasonably susceptible of being selected for award; however, the State reserves the right to enter into an Agreement without further discussion of the proposal submitted based on the initial offers received.

Any commitments or representations made during these discussions, if conducted, may become formally recorded in the final contract.

Written or oral discussions and presentations for clarification may be conducted to enhance the State's understanding of any or all of the proposals submitted. Proposals may be accepted without such discussions.

1.29 Acceptance of Proposal Content

The mandatory RFP requirements shall become contractual obligations if a contract ensues. Failure of the successful Proposer to accept these obligations shall result in the rejection of the proposal.

1.30 Evaluation and Selection

All responses received as a result of this RFP are subject to evaluation by the State Evaluation Committee for the purpose of selecting the Proposer with whom the State shall contract.

To evaluate all proposals, a committee whose members have expertise in various areas will be selected. This committee will determine which proposals are reasonably susceptible of being selected for award. If required, written or oral discussions may be conducted with any or all of the Proposers to make this determination.

Written recommendation for award shall be made to the Director of State Purchasing for the Proposer whose Proposal, conforming to the RFP, will be the most advantageous to the State of Louisiana, price and other factors considered.

The committee may reject any or all proposals if none is considered in the best interest of the State.

1.31 Contract Negotiations

If for any reason the Proposer whose proposal is most responsive to the State's needs, price and other evaluation factors set forth in the RFP considered, does not agree to a contract, that proposal shall be rejected and the State may negotiate with the next most responsive Proposer. Negotiation may include revision of non-mandatory terms, conditions, and requirements. All federal funding agencies and OSP must approve the final contract form and issue a purchase order, if applicable, to complete the process.

1.32 Contract Award and Execution

The State reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offers received.

The RFP, including any addenda and the proposal of the selected Contractor will become part of any contract initiated by the State.

Proposers are discouraged from submitting their own standard terms and conditions with their proposals. Proposers should address the specific language in the sample contract in Attachment I of this RFP and submit any exceptions or deviations the

Proposer wishes to negotiate. The proposed terms will be negotiated before a final contract is entered. Mandatory terms and conditions are not negotiable. If applicable, a Proposer may submit or refer to a Master Agreement entered into by the contractor and the State in accordance with R.S. 39:198(e).

If the contract negotiation period exceeds thirty (30) calendar days or if the selected Proposer fails to sign the contract within seven (7) calendar days of delivery of it, the State may elect to cancel the award and award the contract to the next-highest-ranked Proposer.

Award shall be made to the Proposer with the highest points, whose proposal, conforming to the RFP, will be the most advantageous to the State of Louisiana, price and other factors considered.

The State intends to award to a single Proposer.

1.33 Notice of Intent to Award

Upon review and approval of the evaluation committee, federal approving agencies and DCFS's recommendation for award, OSP will issue a "Notice of Intent to Award" letter to the apparent successful Proposer. A contract shall be completed and signed by all parties concerned on or before the date indicated in the "Schedule of Events." If this date is not met, through no fault of the State, the State may elect to cancel the "Notice of Intent to Award" letter and offer the award to the next most advantageous Proposer.

OSP will also notify all unsuccessful Proposers as to the outcome of the evaluation process. The evaluation factors, points, evaluation committee member names, and the completed evaluation summary and recommendation report will be made available to all interested parties after the "Notice of Intent to Award" letter has been issued.

Any person aggrieved by the proposed award has the right to submit a protest in writing, in accordance with RS: 39:1671, to the Director of State Purchasing, within fourteen calendar days of the award/intent to award.

1.34 Debriefings

The participating Proposers may schedule debriefings after the "Notice of Intent to Award" letter has been issued by scheduling an appointment with the Office of State Purchasing. Contact may be made by phone at (225) 342-8038 or E-mail to Nadine.Molliere@la.gov

1.35 Insurance Requirements

Contractor shall furnish the State with certificates of insurance effecting coverage(s) required by the RFP (see Attachment "II"). The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates are to be received and approved by the State before work commences. The State reserves the right to require complete certified copies of all required policies, at any time.

1.36 Subcontractor Insurance

The Contractor shall include all subcontractors as insured's under its policies or shall insure that all subcontractors satisfy the same insurance requirements stated herein for the contractor.

1.37 Indemnification and Limitation of Liability

Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under the contract.

Contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and hold harmless the State from suits, actions, damages and costs of every name and description relating to personal injury and damage to real or personal tangible property caused by Contractor, its agents, employees, partners or subcontractors in the performance of the contract, without limitation; provided, however, that the Contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to act of the State.

The Contractor will indemnify, defend, and hold the State harmless, ***without limitation***, from and against any and all damages; expenses (including reasonable attorneys' fees); claims judgments; liabilities; and costs that may be finally assessed against the State in any action for infringement of a United States Letter Patent with respect to the Products, Materials, or Services furnished; or of any copyright, trademark, trade secret or intellectual property right, provided that the State shall give the Contractor:

    a.   Prompt written notice of any action, claim or threat of infringement suit, or other suit;

    b.   The opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense; and

    c.   Assistance in the defense of any such action at the expense of Contractor.

Where a dispute or claim arises relative to a real or anticipated infringement, the State may require Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Commissioner of Administration shall require.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon:

(i)   State's unauthorized modification or alteration of a Product, Material, or Service;

(ii)   State's use of the Product, Material, or Service in combination with other products, materials, or services not furnished by Contractor;

(iii)   State's use in other than the specified operating conditions and environment.

In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the state's exclusive remedy to take action in the following order of precedence:

(i)   to procure for the State the right to continue using such item(s) or part(s) thereof, as applicable;

(ii)   to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or

(iii)   to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance, or

(iv)   if none of the foregoing is commercially reasonable, then provide monetary compensation to the State up to the dollar amount of the Contract.

For all other claims against the Contractor where liability is not otherwise set forth in the contract as being "without limitation", and regardless of the basis on which the claim is made, Contractor's liability **for direct damages, shall be the greater of $100,000, the dollar amount of the Contract, or two (2) times the charges for products, materials, or services rendered by the Contractor under the Contract.** Unless otherwise specifically enumerated herein mutually agreed between the parties, neither party shall be liable to the other for special, indirect or consequential damages, including lost data or records (unless the Contractor is required to back-up the data or records as part of the work plan), even if the party has been advised of the possibility of such damages. Neither Party shall be liable for lost profits, lost revenue, or lost institutional operating savings.

The State may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them.

1.38 Fidelity Bond Requirements

NOT REQUIRED FOR THIS RFP.

1.39 Payment for Services

The Department shall pay the Contractor in accordance with the Financial Evaluation Model set forth in Attachment "III". The Contractor shall invoice the Department monthly at the billing address designated by the Department for the cost of any deliverable that have been approved during that month and for any transactional based services performed during that month. Payments will be made by the Department within approximately thirty (30) calendar days after receipt of a properly executed invoice, and approval by the Department. Invoices shall include the contract and order number, using Department and quantity of services rendered. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

A monthly retainage of 10% will be withheld by the State. Payment of retainage will be made semi-annually once the State Project Director has determined that relevant deliverables have been completed and approved by the State.

1.40 Termination

1.40.1 Termination of the Contract for Cause

The State may terminate the contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the contract or failure to fulfill its performance obligations pursuant to the contract provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) calendar days after receipt of such notice the Contractor shall not have corrected such failure, or in the case of a failure that cannot be corrected in thirty (30) calendar days, begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default, and the contract shall terminate on the date specified in such notice.

The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of the contract, provided that the Contractor shall give the State written notice specifying the State's failure and a reasonable opportunity for the State to cure the defect.

1.40.2 Termination of the Contract for Convenience

The State may terminate the contract at any time by giving thirty (30) calendar days written notice to the Contractor of such termination or negotiating with the Contractor an effective date.

The Contractor shall be entitled to payment for deliverables in progress, for the percentage that has been completed to the extent work has been performed satisfactorily.

1.40.3 Termination for Non-Appropriation of Funds

The continuance of the contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act or Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

1.41 Assignment

Assignment of contract, or any payment under the contract, requires the advanced written approval of the Commissioner of Administration.

1.42 No Guarantee of Quantities

The quantities referenced in the RFP are estimated to be the amount needed. In the event a greater or lesser quantity is needed, the right is reserved by the State of Louisiana to increase or decrease the amount, at the unit price stated in the proposal.

Neither the State nor Agency obligates itself to contract for or accept more than their actual requirements during the period of the contract, as determined by actual needs and availability of appropriated funds.

1.43 Audit of Records

The State legislative auditor, federal auditors and internal auditors of the Department of Children and Family Services , Division of Administration (DOA), US Departments of Agriculture and Health and Human Services and/or their representatives or others so designated by the DOA, shall have the option to audit all accounts including documents, papers or other records directly pertaining to the resulting contract for a period of five (5) years after contract termination or closure of any legal action, which ever is later or as

required by applicable State and Federal law. Records shall be made available during normal working hours for this purpose.

1.44 Civil Rights Compliance

The Contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990. Contractor agrees not to discriminate in its employment practices and will render services under the contract and any contract without regard to race; color; religion; sex; national origin; veteran status; political affiliation; or disabilities. Any act of discrimination committed by Contractor or failure to comply with these statutory obligations when applicable shall be grounds for termination of the contract.

1.45 Anti-Kickback Clause

The Contractor hereby agrees to adhere to the mandate dictated by the Copeland "Anti-Kickback" Act which provides that each Contractor or sub grantee shall be prohibited from inducing, by any means, any person employed in the completion of work, to give up any part of the compensation to which he is otherwise entitled.

1.46 Clean Air Act

The Contractor hereby agrees to adhere to the provisions that require compliance with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act that prohibit the use under non-exempt Federal contracts, and grants or loans to facilities included on the EPA list of Violating Facilities.

1.47 Energy Policy and Conservation Act

The Contractor hereby recognizes the mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (P.L. 94-163).

1.48 Clean Water Act

The Contractor hereby agrees to adhere to the provisions that require compliance with all applicable standards, orders, or requirements issued under Section 508 of the Clean

Water Act which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the EPA List of Violating Facilities.

1.49 Anti-Lobbying and Debarment Act

The Contractor will be expected to comply with Federal statutes required in the Anti-Lobbying Act, Section 1352, Title 31 of the U.S. Code and implemented at 34 CFR Part 82 for persons entering into a grant or cooperative agreement over $100,000, as defined at 34 CFR Part 82, Section 82.105 and 82.110, and by Executive Order 12549, Debarment and Suspension, and implemented at 34 CFR Part 85, for prospective participants in primary covered transactions, as defined at 34 CFR Part 85, Sections 85.105 and 85.110.

1.50 Drug Free Workplace Statement

The Contractor will be expected to comply with Federal statutes required under the Drug Free Workplace and certify that that they will provide drug-free workplaces for their employees and that they will adhere to the following guidelines:

a. The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the work place.

b. Violators may be terminated or requested to seek counseling from an approved rehabilitation service.

c. Employees must notify their employer of any conviction of a criminal drug statue no later than five days after such conviction.

d. Although alcohol is not a controlled substance, it is nonetheless a drug. Abuse of this drug will also not be tolerated in the workplace.

1.51 Americans with Disabilities Act

The Contractor hereby agrees to adhere to the provisions that require compliance with all applicable standards, orders, or requirements issued under the Americans with Disabilities Act (28 CFR Part 35, Title II, Subtitle A) which prohibits discrimination on the basis of disability in all services, programs, and activities provided to the public by State and local governments, except public transportation services.

1.52 Equal Employment Opportunity

The Contractor hereby agrees to adhere to the provisions that require compliance with all applicable standards, orders, or requirements issued under Executive Order 11246 "Equal Employment Opportunity," as amended by Executive Order 11375, and as supplemented by the Department of Labor Regulations (41 CFR Part 60).

1.53 Record Retention

The Contractor shall maintain all records in relation to the contract for a period of at least five (5) years after final payment or closure of any legal action, whichever is later.

1.54 Record Ownership

All data records, reports, documents, or other material related to any contract that results from this RFP and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of the State and shall, upon request, be returned by Contractor to the State, at Contractor's expense, at termination or expiration of the contract.

Upon creation of any work product, documentation or other materials including computer code developed or customized as a result of this contract, the Contractor shall relinquish all interest, title, ownership, copyright and proprietary rights and shall transfer all work products to the State as owner. In accordance with the regulations at 45 CFR 95.617(a), (b) and (c) the State shall guarantee the Federal Government a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for government purposes, all work products resulting from this contract. The State shall have ownership and will grant the Federal Government a right of access to these work products.

1.55 Content of Contract/ Order of Precedence

In the event of an inconsistency between the contract, the RFP and/or the Contractor's Proposal, the inconsistency shall be resolved by giving precedence first to the final contract, then to the RFP and subsequent addenda if any, and finally, the Contractor's Proposal.

1.56 Contract Changes

No additional changes, enhancements, or modifications to any contract resulting from this RFP shall be made without the prior approval of OSP and the following federal approving authorities: Centers for Medicare and Medicaid Services, Administration for Children and Families (Children's Bureau, Office of Child Support Enforcement) and the Food and Nutrition Service.

Changes to the contract include any change in: compensation; beginning/ ending date of the contract; scope of work; and/or Contractor change through the Assignment of Contract process. Once approved, any such changes will result in the issuance of an amendment to the contract.

1.57 Substitution of Personnel

The State intends to include in any contract resulting from this RFP the following condition:

Substitution of Personnel: If, during the term of the contract, the Contractor or subcontractor cannot provide the personnel as proposed and requests a substitution, that substitution shall meet or exceed the requirements stated herein. A detailed resume of qualifications and justification is to be submitted to the State for approval prior to any key personnel substitution. It shall be acknowledged by the Contractor that every reasonable attempt shall be made to assign the personnel listed in the Contractor's proposal.

1.58 Governing Law

All activities associated with this RFP process shall be interpreted under Louisiana Law. All proposals and contracts submitted are subject to provisions of the laws of the State of Louisiana including but not limited to L.R.S. 39:1551-1736; purchasing rules and regulations; executive orders; standard terms and conditions; special terms and conditions; and specifications listed in this RFP.

1.59 Claims or Controversies

Any claims or controversies shall be resolved in accordance with the Louisiana Procurement Code, RS39:1673.

1.60 Proposer's Certification of OMB A-133 Compliance

Certification of no suspension or debarment: By signing and submitting any proposal for $25,000 or more, the Proposer certifies that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133.

A list of parties who have been suspended or debarred can be viewed via the internet at http://www.epls.gov.

2 PART II: SCOPE OF WORK/SERVICES

2.1 Scope of Work/Services

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.

The Web-based Document Imaging and Content Management solution must offer document capture, indexing, audit, storage, content management, form processing, digital signatures, electronic document workflow, reporting and retrieval capabilities.

DCFS prefers a solution that is designed as Software as a Service (SaaS), hosted by the winning Proposer to ensure a rapid set-up. DCFS requires a scalable solution to meet the needs of our Department's growing content management requirements. This solution must be tightly integrated with the Common Access Front End (CAFÉ) solution that is being acquired via a separate procurement. The required approach must offer a comprehensive product suite, integrated in a seamless manner and highly focused on providing higher return of investment (ROI).

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 document processing center will provide for daily operations, equipped and staffed to perform the document conversion of paper documents submitted for benefitting programs such as Child Care Licensing, Child Welfare, Family Independence Temporary Assistance Program **(FITAP),** Supplemental Nutrition Assistance Program (SNAP), Disaster Supplemental Nutrition Assistance Program (DSNAP), Strategies to Empower People (STEP), Kinship Care Subsidy Program (KCSP), Child Care Assistance Program (CCAP), Child Support Enforcement (CSE), Head Start Collaboration Program and Individual & Family Grant Program as well as being responsible for managing other forms of electronic content (e.g. processing of content and indexing from distributed scanning stations, fax or email). The document processing center shall serve as the entry point for the majority of documents required and used by DCFS.

2.1.1 Contractor Responsibilities

The following represents a general list of responsibilities and services that DCFS expects the selected Proposer to perform as part of this RFP. Proposers may recommend additional tasks not specifically identified, as a result of the Proposer's project approach and application of best practices.

The Document Imaging and Content Management Contractor will be responsible for the following:

- Working closely with DCFS staff, the Document Imaging and Content Management contractor will efficiently design/develop/test/deploy/support and operate the Imaging and Content Management components and systems that integrate with the CAFÉ system
- Specifying any and all necessary infrastructure hardware and software not currently used by DCFS, yet necessary to implement and operate the proposed solution. Such infrastructure includes but is not limited to operating systems, development tools, and document management solutions. All components of the solution must be tested and determined compatible for use with the State's existing hardware. This required testing and component compatibility determination shall be validated by DCFS IT staff

- Preparing, providing and updating all user and technical training materials as necessary
- Conducting user and technical training in formal classroom settings or web-based environment that sufficiently covers the topics in a detailed end-to-end functional manner
- Providing the DCFS IT maintenance support team with complete, detailed, end-to-end training of Document Imaging and Content Management environment, configuration and application
- Warranting delivered solution, including any hardware and any integrated COTS supplied products through contract termination date
- Providing for the transfer of the manufacturer warranty associated with any COTS supplied products procured for this solution to DCFS
- Coordinating and provide technical assistance and appropriate documentation for integrating CAFÉ, Customer Service Center, and Legacy System Replacement work flows to the Document Imaging and Content Management system
- Creating and managing a centralized Document Imaging and Content Management repository.
- Ensure speed and accuracy in inputting and distributing content as defined by the Performance Requirements in Section 4.1 in order to facilitate access by appropriate stakeholders for the intended business reason.
- Establish the "chain of custody" over any and all documents/records.
- Ensure consistency in the quality of content captured, produced and inputted as defined by the Performance Requirements in Section 4.1.
- Establish and ensure appropriate indexing for document retrieval.
- Ensure the timely delivery of document images and content wherever and whenever needed as defined by the Performance Requirements in Section 4.1.
- Ensure the security, accuracy and confidentiality of customer information as dictated by DCFS, State and Federal regulatory requirements.
- Use advance technologies to extract information/data from documents for program use (e.g. Intelligent Character Recognition (ICR), Optical Character Recognition (OCR) and Intelligent Document Recognition (IDR).
- Ensure timely and accurate systems integration with the CAFÉ solution.
- Establish a document imaging center with adequate space for the production floor, mailroom, storage/warehouse, offices, and amenities.
- Procure and implement all required hardware, software, equipment and infrastructure.
- Secure all data communications, electrical power, and telecommunications equipment/lines.

- Arrange for utilities, data/network communications, electrical power, and telecommunications equipment/lines and all other contracts needed to operate the document processing facility.

- Secure all licenses, inspections, and other requirements needed to operate the document processing facility according to state law and local ordinances, codes, etc.

- Ensure physical site security, which includes intrusion detections, recorded video surveillance, and access control.

- Hire, train, and manage staff.

- Meet American National Standards Institute (ANSI) industry standards and DCFS program requirements for Document Imaging and Content Management.

- Assume responsibility for meeting the timelines, milestones, and deliverables dates that are defined and approved in the project plan.

- Document a transition schedule for moving people and equipment into the facility.

- Create appropriate artifacts to document the layout of the production floor and the flow of work through receiving, mailroom, document prep, scanning, quality control, and output.

- Provide network connectivity from the processing center to the State for real-time access and transmission of images and other managed content.

- Provide and maintain separate development, test, training and production environments.

- Provide for the functionality to capture and report appropriate metrics for use in DCFS operational cost allocation plan to accurately allow DCFS to distribute costs based on such things as system development, system usage, system storage and sheets scanned items manually indexed, etc. by program funding source (e.g. IV-E vs. SSBG vs. IV-D vs. TANF vs. CCDF vs. SNAP vs. XIX, etc.)

- Provide storage of physical documents.

- 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.

2.2 Period of Agreement

The contract that the agency will enter into will be for a term of five (5) years, subject to termination provisions as specified in the Terms and Conditions.

2.3   Financial Evaluation Model

Prices proposed by the Proposers must be submitted on the Financial Evaluation Model furnished herein on Attachment "III". Prices submitted must be firm for the term of the contract.

2.4   Deliverables

The deliverables listed in this section are the minimum required from the successful Proposer. Each Proposer must describe what deliverables will be provided per their proposal and specify how and when the proposed deliverables will be provided.

Deliverable 1: Detailed Project Plan

This deliverable is the first update of the project plan submitted with the proposal of the successful contractor. The project plan is a living document and must be updated, reviewed and approved at weekly intervals throughout the project to reflect actual project status and timelines. The State must approve in advance any change that results in a change of a milestone date.

Deliverable 2: Deliverable Document Templates

Contractor must work with DCFS staff to design templates for each subsequent document deliverable including but not limited to requirement documents; detailed design documents; training plans; testing plans; conversion/interface/integration plans; status reports; issue tracking; executive meeting summaries; and other project documents. These template designs are critical to ensuring that the deliverables and other project documents consist of the expected content and are in a format agreed to by all parties. Each template must be separately approved by the State.

Deliverable 3: Communication Plan

The Communication Plan must describe how the project will establish a reliable means of assuring visibility and co-operation by communicating status and news about the project to all appropriate stakeholders. It describes the communication rules to be applied and the organizational matrices of communications and meetings. The Communication Plan must identify the processes, methods, and tools required to ensure timely and appropriate collection, distribution, and management of project information for all project participants.

Deliverable 4: Requirements Specifications Document (RSD)

The RSD will take proposal requirements, validate them, and identify how and where the requirements are met in the system design. At a minimum, the RSD must include the following:

1. Detailed user requirements
2. An overview of the system architecture and how components are integrated to meet RFP requirements
3. A detailed description of the hardware and software configuration to be used

Deliverable 5: Operational Plan

In the Operational Plan the Contractor must provide the workflow processes and operational procedures required by contractor and DCFS staff in order to perform their duties using the new imaging functionality.

Deliverable 6: Security Plan

The Security Plan must describe how the solution will meet the security levels needed in order to operate successfully. This plan should describe what security threats may exist and how implementing security standards will mitigate those threats. The Contractor shall provide a document that outlines the security measures that are required at a minimum including the following measures:

1. Authentication
2. Authorization
3. Management
4. Confidentiality
5. Accountability
6. Physical Security of the Document Processing Center

Deliverable 7: Design Specifications Document (DSD)

For any software developed or modified specifically in response to this RFP, the Contractor will provide complete design documentation. The DSD will detail every element of the solution, explaining in exact and specific terms what the Contractor is building and deploying. This is the design document that describes the technical specifications used by development team members to build the required deliverables. At a minimum, the DSD must include the following:

1. A detailed workflow outlining the capture/scanning, indexing, retrieval and reporting processes

2. A Visio/Architecture Network Diagram of the proposed solution

3. A detailed description of software capabilities and how they meet the requirements in the RFP, including capture and index, retrieval and view, and report processes

4. The conceptual, logical and physical design specifications

Deliverable 8: Test Plan

The Test Plan must describe the strategy and approach used to plan, organize, and manage the project's testing activities. It must include unit, system, user acceptance and capacity test plan. It must identify testing objectives, methodologies and tools, expected results, responsibilities, and resource requirements. This document is the primary plan for the testing team. At a minimum, the Test Plan must include the following:

1. A test plan and schedule for each system module

2. A description of test scenarios and scripts, and expected results

3. An organization plan showing contractor and state personnel responsible for testing

4. Detailed management of the testing effort, including strategies for dealing with delays in the testing effort, back-up plan, back-up personnel and so forth

5. Procedures for tracking and correcting deficiencies discovered during testing

6. Plan for updating documentation based on test results

7. Plan for organizing test results for State review

Deliverable 9: Training Plan

The Training Plan must identify all the training related activities including, the timing and location of training of DCFS user staff, at all levels, in the proper use of the new system and functionalities.

Deliverable 10: Conversion/Integration Plan

The Contractor must recommend a Conversion/Integration Plan that takes into consideration a potential recommendation of a pilot phase and an incremental implementation plan. DCFS defines conversion/integration as converting and linking all current content documents and electronic images in all records to indexed content and images.

Deliverable 11: Implementation Plan

The Implementation Plan must describe the factors necessary for a smooth deployment and transition to ongoing operations, including a recommendation on a staggered rollout statewide versus going live statewide simultaneously. It must encompass the process of preparing, installing, testing, training, stabilizing, and transferring the solution to an operational production environment. This must include details regarding installation scenarios, monitoring for stability, and verifying the soundness of the new solution.

Deliverable 12: Disaster Recovery Plan

Describe disaster recovery procedures in case a disaster or serious service interruption occurs at the Contractor production site or at the State's Data Center site. This will also describe procedures for continued emergency access to the system. This plan should be developed in conjunction with procedures being developed for disaster recovery services at the State's Data Center. The Contractor is expected to develop a plan that dovetails with the State's current disaster recovery plans.

Deliverable 13: System Test Results

DCFS expects that system testing follow the pre-approved test plan detailed in Deliverable 8. At a minimum, system test results must include:

1. System performance benchmarks resultant from the capacity analysis
2. A summary of the testing status and the completeness of testing scenarios

Deliverable 14: User Acceptance Test (UAT) Results

DCFS expects that user acceptance testing follow the pre-approved test plan detailed in Deliverable 8. At a minimum, UAT results must include the following:

1. System performance benchmarks resultant from the capacity analysis
2. A summary of the status of testing and the completeness of testing scenarios

Deliverable 15: Support Plan

The Support Plan must describe how the solution will be supported once operational. This includes a description of the Contractor and DCFS support personnel and their roles as well as the processes to resolve problems arising within solution boundaries. Plan must also address upgrades, licensing fees and restrictions.

Deliverable 16: Transition Plan

The Transition Plan will detail the process for ensuring a smooth transitioning (handing over) of services to DCFS in the event they assume this business process or another contractor if they should win this business through a competitive process. The deliverable should include at a minimum the scope, a transition strategy, knowledge transfer plan, transition schedule, roles and responsibilities, communication and escalation process, review meetings, risk/mitigation plan, status reporting and clearly identified milestones.

Deliverable 17: Acceptance in Production of Delivered Modules

This deliverable consists of final State approval of release-specific delivered modules and their implementation into statewide production.

Deliverable 18: Warranty Support Period

As the final deliverable of each specific release of functionality, Contractor will supply ongoing warranty support after the production implementation of each module throughout the life of the contract. The warranty support period provides for issue resolution, hardware and software defects and other system functionality issues with the new system. This support must be included in the firm fixed price.

2.5   Proposal Elements

2.5.1 Document Processing Center

This Contractor will need to establish and operate in Louisiana a document processing center for daily operation, equipped and staffed to perform the document conversion of paper documents submitted for benefitting programs as well as managing content that is incorporated into the system via distributed scan stations, uploads, fax and email. The Proposer should explain their Technical Proposal their approach to this proposal element. The document processing center shall serve as the entry point for the majority of documents required and used by DCFS.

2.5.1.1   Proposed Hardware

The Proposer should submit in the Technical Proposal each piece of hardware required to operate their proposed solution and the document processing center. The Proposer will not be responsible and should not include hardware that is external to their operations (e.g. scanners at DCFS site). Hardware proposals should include configuration information including architecture, OS versions required to support software and hardware configurations, number and type of processors, memory requirements, and physical storage needs. Hardware proposals should include only basic and recommended configuration information needed for the proposed solution.

The information provided will be utilized by the State to develop the total cost of a fully configured hardware system(s). 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.

2.5.1.2   Proposed Software

Proposer must submit in the Technical Proposal each piece of software proposed in the solution including OS versions and any other third party software that is required. The Proposer must also indicate in their Technical Proposal whether the software is a COTS product or not and on which operating systems and versions the software is compatible with or certified on.

The Proposer must provide a statement in their Technical Proposal affirming that all software, licenses and data used to fulfill the objectives of this engagement will be transferable to the State at contract termination without an associated cost.

2.5.1.3   Database Requirements

The Proposer should provide in the Technical Proposal a list identifying any databases that will be used in the proposed solution.

2.5.1.4   Access to Repository

The Proposer should describe how the solution will support integration and access to all information in the repository. A Web Services integration solution is preferred but access via different means is allowable subject to approval. The means of access to the repository must be published, documented, versioned and maintained so that the State can utilize it for projects that are outside the scope of this RFP. In order to enable ongoing State maintenance, the Proposer must provide the application programming interface (API) documentation and any other specifications that are needed to access the repository contents.

2.5.1.5   Architectural Diagrams

The Proposer should provide in the Technical Proposal high-level visual architectural diagram(s) with legends that depict the proposed solution and demonstrates how all the hardware and software components of the proposed solution will interact with one another. Proposer must also provide in their Technical Proposal, an accompanying detailed description of all the hardware and software to be utilized in the solution.

2.5.1.6   Scanning and Document Preparation

The Proposer should provide in their Technical Proposal a description of how they will meet the following list of responsibilities that DCFS expects the Document Imaging and Content Management contractor to provide as part of their services. The proposed solution may supplement contractor responsibilities.

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.
2. Inserting document separator sheets and boxing documents for transportation.
3. Preparing a manifest sheet for shipping.

The Contractor will be responsible for the following tasks:

1.   Prepare and execute quality control for each scanned page to verify readability, de-skew, de-speckle, and preparation defects; rescanning will be done as necessary to correct all defects.

2.   Prepare and execute a security plan. DCFS files may contain confidential information and sensitive data protected by law such as HIPAA and must meet standards defined in the Data Safeguarding final rule. A security plan shall be proposed that ensures the security of the documents and the data contained therein.

3.   Supply boxes, postage, and document separator sheets.

4.   Perform initial check and pre-preparation of hardcopy documents, and insertion of document separator sheets for documents that are not received from DCFS offices.

5   Arrange for transportation of back-filed documents from DCFS offices to the document processing center.

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.

7.   Sort, scan, and index documents.

8.   Examine documents for quality control.

9.   Retain a copy of all images and data for five (5) years or the length of the contract, whichever is greater. In the event of disaster or data loss at DCFS, upon request, the Contractor shall transmit a copy of the missing images to DCFS.

10. Return identified original documents to the customer.

11. Return or redirect misdirected mail.

2.5.1.7 Indexing

All scanned documents shall be indexed in accordance with the data fields provided by DCFS (for example, unique identifier, document number), as agreed upon during the appropriate phase of this project. The indexing component must support a robust search capability allowing the use of multiple criteria that returns matches in a format that allows for easy selection of the proper record. The indexing component must minimize manual entry efforts and manual entry errors by extracting and automating pre-filling of index values. The Proposer should provide in their Technical Proposal their approach for establishing indexes that will meet the needs of DCFS.

2.5.1.8 Establish Backup Procedures

The Proposer should provide in their Technical Proposal backup plans and procedures for restoration of data or images lost due to system or user error, or in the event of a disaster. This is especially vital in terms of Imaging, as the original paper-based information may no longer exist. Backup and restoration of data requires the following to be strictly enforced:

- Documented procedures for backups

- Secondary connections and remote repositories for redundancy

- Regular audits of the procedure to determine validity and completeness of data and images to be restored

- Test schedule and transition plan for state staff to follow upon contract expiration

- All Backup Procedures must be strictly coordinated with DCFS IT and comply with all applicable DCFS IT policy, procedures, and security standards

All Backup Procedures must be rigorously tested in coordination with DCFS IT and proven successful before back up procedures will be approved by DCFS.

2.5.1.9 Establish Continuity of Operations Planning

The Proposer should provide in the Technical Proposal plans and procedures for continuity of operations in case of disasters or unexpected events that cause loss or inability to access essential information for the department's continued operation. Disasters may include but are not limited to fire, flood, and hurricanes. Less obvious, but equally disastrous, events include but are not limited to human error, vandalism, unauthorized access, loss, theft, equipment failure, leaking pipes, insects, rodents, mold and terrorism. Continuity of Operations Planning (COOP), or disaster preparedness planning, is critical to the Department's ability to deliver valuable services to its citizens during and immediately after a disaster or other unexpected event. COOP for Document Imaging and Content Management should include provisions for the following:

1. Data recovery
2. Software recovery
3. Hardware recovery
4. Facility issues
5. Critical personnel issues
6. Virus protection
7. Documentation of system priorities, critical hardware and software
8. Recovery point objectives
9. Recovery time objectives

DCFS requires the Contractor to establish a secondary off-site mirrored content storage device 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.

In addition, COOP should include a vital records plan to safeguard records that are essential to the continued functioning or reconstitution of a government entity. Plans should be tested on a regularly scheduled basis to validate their effectiveness and to identify areas that could be strengthened based on criteria provided by the State during this process.

2.5.1.10 Mail Services

The Proposer should provide in the Technical Proposal the plan to ensure timely delivery of documents into the Document Imaging and Content Management repository. The Proposer should address where and how often mail will be picked up/delivered and the expected timeframes from receipt to availability of content into the repository. DCFS expectations are that the electronic versions of the paper contents should be available within 24 hours of receipt.

2.5.1.11 Project Expectations

Proposer will be expected to address the following requirements in detail in the Technical Proposal. The Proposer should outline suggested expectations regarding roles and responsibilities for State staff and that the Proposer express in detail their understanding of responsibilities in the areas of Customization/Development, Implementation, Warranty, Training, and Deliverables.

2.5.1.12 Project Roles and Staffing

This section describes the key roles identified by DCFS that shall be accommodated within the contractor's organizational structure. Consistent with the needs of DCFS, the contractor's assigned team must have prior experience in document imaging, content management, system implementations, document processing center operation and the proposed software solution products. Experience in each area must be accounted for on the team. If such experience is not depicted in the list of key personnel, then the Contractor must include non-key staff in order to demonstrate the experience is present on the team. Experience working with social services agencies in program areas in Child Welfare, Child Care, Child Support Enforcement, TANF and SNAP should be emphasized. Key contractor personnel are expected to be on site. At a minimum, DCFS considers individuals acting in the following roles to be key personnel:

  a) Project Manager;
  b) Technical Architect;
  c) Conversion/Integration Manager;
  d) Testing Manager
  e) Training Manager
  f) Business Continuity/Disaster Recovery Manager;

2.5.1.12.1 Project Manager

The Project Manager provides overall project management and coordination. Primary responsibilities are the development and maintenance of project work plans, identification and assignment of resources, coordination of project activities with DCFS

staff and with other vendors, and communication and presentation to stakeholders. The Project Manager must be within the Implementation Contractor's organizational chain of command with sufficient authority to acquire resources as needed to ensure project success.

The Project Manager should meet the following minimum experience requirements:

- Seven (7) years of project management experience in systems development and implementation projects of similar scope and complexity

- Five (5) years of project management experience in Web development or large scale Service Oriented Architecture (SOA) implementation projects

- Three (3) years of experience in management of document imaging, content management or document processing center operation projects or department wide related projects

- Experience in the management of projects in accordance with the proposed development methodology

- Experience in the use of project management tools and techniques

- Experience in dealing with a diverse set of people and ideas and demonstrating a spirit of openness, adaptability and willingness to work toward compromise when needed

- Excellent verbal and written communication skills

2.5.1.12.2 Technical Architect

The Technical Architect is responsible for ensuring the technical feasibility and stability of the design and configuration of the application development environment, the software testing environment, and the project facility network infrastructure, and other technologies necessary to support the services described in this RFP. The Technical Architect must confirm that the system architecture not only meets the business program requirements, but also the IT requirements, particularly related to performance and maintainability.

The Technical Architect should have the following minimum skills:
- Three (3) years of experience in the implementation of large Web-based applications

- Three (3) years of experience working with the technical tools proposed for use on the Document Imaging and Content Management Project

- Three (3) years of experience integrating the proposed Document Imaging and Content Management solution with other software applications

- Strong understanding of application systems and technical infrastructures

- Excellent verbal and written communication skills

- Experience and proficiency in mentoring staff

2.5.1.12.3   Conversion/Integration Manager

The Conversion/Integration Manager is responsible for the creation of conversion and integration plans. The manager will also be responsible for the identification of data, images, and systems requiring conversion and integration.

The Conversion/Integration Manager should have the following experience:

- Three (3) years successful management of the conversion/integration of systems on previous project of similar scope and complexity

- Two (2) years experience converting document images from other repositories for the proposed Document Imaging and Content Management environment including the re-indexing of converted imaging

- Three (3) years experience in managing application development analysts and programmers coding conversion routines

- Experience using the proposed development methodology and proposed data model for any proposed products

- Excellent verbal and written communication skills

- Experience and proficiency in mentoring staff

2.5.1.12.4   Testing Manager

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. Testing activities shall be conducted on a variety of state hardware.

The Software Testing Manager should have the following experience:

- Three (3) years experience in the managing software testing activities on projects of similar scope and complexity

- Successful completion of one project as software testing manager

- Three (3) years of experience using application development tools proposed for the Document Imaging and Content Management solution

- Experience in creating software testing plans using automated planning tools

- Experience in traceability of requirements to test cases and test scenarios

- Experience in the proposed development methodology

- Experience in managing application development analysts and programmers

- Excellent verbal and written communication skills

- Experience and proficiency in mentoring staff

2.5.1.12.5 Training Manager

The Training Manager is responsible for developing training plans, developing curricula and training material, presentation of training materials as required, managing and coordinating the activities of training staff, scheduling training classes, scheduling staff for training, and monitoring staff completion of training and obtaining feedback via surveys on the quality of the training and addressing issues identified from feedback received.
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The Training Manager should have the following experience:

- Five (5) years of experience as a training manager on technology projects of similar scope and complexity

- Experience developing a training program for human services related systems

- Formal training in the development and delivery of training programs

- Experience using the most current training methods in the industry

- Experience in managing trainers and working with end users

- Excellent verbal and written communication skills

- Experience and proficiency in mentoring staff

2.5.1.12.6 Business Continuity/Disaster Recovery Manager

The Business Continuity/Disaster Recovery Manager is responsible for ensuring proper controls, processes, documentation, and standards are adhered to in order to use the system following a catastrophic event. This manager has overall responsibility for planning, developing and managing the business continuity processes and disaster recovery protocols to ensure timely, accurate and acceptable availability of system to meet agency requirements.

The Business Continuity/Disaster Recovery Manager should have the following experience:

- Five (5) years of experience developing, assessing and conducting business continuity or disaster recovery processes on projects of similar scope and complexity
- Formal training in business continuity and disaster recovery methodologies and techniques
- Excellent verbal and written communication skills
- Experience and proficiency in mentoring staff

2.5.1.13 Requirements Validation

The Contractor will, in coordination with DCFS, review, validate and document discrepancies for all Document Imaging and Content Management requirements listed in Attachment IV and Section 2 Scope of Work in addition to any related automated business re-engineering processes to identify gaps or inconsistencies. The Proposer should indicate their approach to requirements validation in their Technical Proposal.

2.5.1.14 Detailed Design

The Proposer should address in their Technical Proposal their approach to providing a detailed design of the Document Imaging and Content Management system, including;

- Information Repository - Definitions of information types, document input formats, representation of multipage, multi-sheet documents; indexing modes and attributes; relationships; foldering, libraries, and numbering schemes.
- System Architecture - The specification of servers, scanners, mass storage subsystems, software components and network interfaces necessary to implement the proposed solution successfully.
- Business Process Integration - Identification of tasks associated with integrating the proposed solution with an existing software application, including repository location and use of hierarchical storage management tools.

- Functions - How documents are created, scanned, revised, reviewed, managed, and administered using the proposed solution.

2.5.1.15   Conversion/Integration/Migration

This project will involve conversion of paper case records and existing data and images from DCFS and legacy systems to the content management system provided by the Contractor. The Proposer should provide in their Technical Proposal their approach to conversion, migration and integration tasks. The Contractor must work closely with DCFS and other project contractor staff to ensure that conversion, migration and indexing schema can work for use within the CAFÉ solution. The Proposer must provide in their Technical Proposal a description for successful conversion, integration and migration strategies.

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. The current associated volume is 7,647 defined reports and notices with an archive total of 465,253 versions. Storage volumes are currently: 702 gigabyte disk and tape and two hundred forty-nine 36-track cartridges approximating 224 gigabytes compressed.

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.

DCFS has additional images separate from the Mobius/ASG View Direct and Document Direct products. These images are currently being used in the legacy application ACESS and are stored as BLOBS. Volumes levels are currently 717,903 rows, BLOB size 2 MB, disk space used is 166 GB.

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. Currently they have converted 4,818,812 images. LASES documents are retrieved using the ASG Total Content Integrator (TCI) Web-based system. This retrieval system is JAVA based and is in continued state of update based on new additions of document types and additional edits.

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. 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.

DCFS also expects the Proposer to explain their suggested approach for leveraging the following products and any other products that are listed in Attachment VI - Current Infrastructure.

- Adobe LiveCycle Process Management (4 CPU's),

- Adobe LiveCycle Forms (4 CPU's),

- Adobe LiveCycle Content Services (4 CPU's),

- Adobe LiveCycle Output (4 CPU's),

- Adobe LiveCycle Reader Extensions, and

- 3 Reader Extension external form licenses. (Two of these are being used for an online application, one is used by the No Wrong Door application) and 250 Reader Extensions internal user licenses.

2.5.1.16   System Testing

The Proposer should provide in their Technical Proposal their approach to testing of all components of the Document Imaging and Content Management solution to ensure a fully functional system prior to cut-over/go-live. Testing will include all components, modules and functionality that is to be implemented for the Imaging and Content Management system, and at different levels, (e.g. application, software, hardware, department level/enterprise level, security, intrusion detection, vulnerability, performance and stress testing).The Contractor will consult with DCFS to ensure that all aspects of the testing environment are ready. Conversion run tests from existing system will be scheduled through DCFS. Tests will be scheduled to run during off peak hours, if needed to minimize network load. Each developed entity will be thoroughly tested by the Contractor before it is scheduled for user acceptance testing (UAT) with the State.

2.5.1.17   User Acceptance Testing (UAT)

Each system module will undergo UAT by the State prior to production implementation. The Proposer should provide in their Technical Proposal their approach for AT testing scenarios. However, the State will test all aspects of the system, because the State is not limited to the Contractor's scenarios. The locations for UAT staff will be at the State's discretion. Upon formal State approval of a module's UAT, testing will be scheduled with DCFS for implementation into the production environment.

2.5.1.18   Support Federal Review

The Proposer should address in their Technical Proposal their approach to supporting federal reviews. The Contractor is required to provide support whenever federal

authorities engage in project, documentation, or system reviews. Generally some federal partners conduct reviews prior to statewide implementation while others conduct reviews after implementation. Periodically federal reviewers request specific project documentation, to ascertain the project's risk, status, and progress. The Contractor must produce a system that receives federal approval. All documentation, listing, test results, reports and data that are required to assist the federal review of the system must produce and assemble in a manner to facilitate federal review. At a minimum the Contractor must participate in activities and prepare documentation required to complete and comply with any prescribed federal documentation requirements and guidelines.

2.5.1.19 Pilot Sites

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. At a minimum the following components will be implemented:

- Document Imaging including image QA,
- Document Management including indexing capabilities,
- Content management,
- Conversion
- Automated workflows,
- Backup & Disaster Recovery,
- Continuity of Operations, and
- Reporting.

It is the responsibility of the Proposer to ensure design, development, testing, installation, configuration and deployment of the Document Imaging and Content Management solution. The Contractor should deliver a completely functional enterprise Web-enabled Document Imaging and Content Management solution capable of integrating with CAFÉ.

2.5.1.20 Implementation

The Proposer should provide in their Technical Proposal their plan to implement the Document Imaging and Content Management system into production. The plan should include detailed description of the factors necessary for a smooth deployment and transition to an operational production environment. It must encompass the process of preparing, installing, training, stabilizing, and transferring the solution to operations. This includes details about installation scenarios, monitoring for stability, and verifying the soundness of the new solution.

2.5.1.21 Systems & End User Documentation & Training

The Contractor will provide system and department specific end user documentation and training to ensure the effective and successful use of the Document Imaging and Content Management solution. At a minimum, documentation will include user manuals and on-line help. For non-COTS (commercial off-the-shelf) components and for the customized components of COTS systems, the Contractor is also responsible for providing sufficient system documentation to permit DCFS application maintenance.

The Contractor will also be responsible for training users in all aspects of the new system. Training should be outlined in a detailed training plan delineating training expectations and schedules and locations. A planning session must be held to review the training plan prior to the first actual training session. This will enable State and Contractor staff to communicate better during these sessions. The Proposer should detail in their Technical Proposal a training plan outline and schedule for users of each component of the system. Training shall contain some "hands on" components.

2.5.1.22 Support Services

The Proposer should include a description of the proposed ongoing support, which will start upon the release of scheduled functionality in UAT and conclude at contract termination. Support includes licenses, help desk support, bug fixes, updates and new releases. The Contractor must guarantee that their proposed solution will comply and address all requirements throughout the entire support phase. The Proposer should also address the following in their Technical Proposal:

- Identify the average response and defect resolution times. Provide examples of current measurements and metrics.
- Describe the process for providing application fixes and enhancements.
- Identify average turnaround times for fixes and enhancements.
- Describe how proposer will accommodate prioritization of new features and enhancements by the state.

- Identify an anticipated schedule for new releases and updates to any proposed COTS content management products.
- Confirm that the proposed solution shall include ongoing support services in a manner that all State and Federal regulatory requirements will be met.

2.5.1.23   Systems Maintenance & Ongoing Technical Support

The Proposer should address in their Technical Proposal their approach to System Maintenance and Ongoing Technical Support. The Contractor will be responsible for all hardware and software costs inclusive and not limited to licensing and maintenance required for system delivery and ongoing support until contract termination with DCFS. The Contractor will provide system maintenance and ongoing technical support, including telephone, Web-based and/or onsite technical support. During the term of the contract, the following software and hardware maintenance services will be provided by the Contractor:

- All new releases of the software product(s),
- All software and hardware modifications, updates and revision,
- All software and hardware system improvements,
- All functional problem resolutions to the software and hardware product(s),
- All software and hardware documentation modifications, updates and revisions.

2.5.1.24   Back Scanning Turnaround Criteria

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. DCFS shall have the ability to request work prioritization based on operational needs. This may include the scanning of a specific batch.

2.5.1.25   Back-file Documentation

The Contractor shall provide cumulative and detailed reports indicating all box numbers scanned, the date of scan, and the boxes and documents contained on every batch. These reports shall be accessible for viewing. The Proposer should include sample reports with the proposal along with a copy of any shipping or other inventory control documents to be used.

2.5.1.26   Quality Control

In accordance with the written plan, the Contractor shall perform quality control on each scanned page to verify readability, de-skew, de-speckle, and preparation defects, and will rescan as necessary to correct all defects. The Proposer should provide in their Technical Proposal their approach for quality control. The plan shall specify the level of checking performed the pass/fail criteria, and the defect correction process.

2.5.1.27   Quality Assurance

Proposer should provide in their Technical Proposal their approach for DCFS to perform spot checks and Quality Assurance processes. In the event that there are illegible or damaged images (fuzzy, unclear, wrong orientation, miss-scanned or indexed) the Contractor shall incur the cost of reprocessing, and deliver the reprocessed documents within 24-hours of notification.

2.5.1.28   Batch Identification (Batch-ID)

The Proposer should address in their Technical Proposal a process for assigning batches with unique numbers. The numbering scheme shall provide proper identification of the batch during processing by the Contractor.

2.5.1.29   Project Management

The project will be managed by a project plan developed and maintained by the Proposer in close coordination and under approval of DCFS. A detailed project plan should be submitted with the proposal in Microsoft project format including timeline, tasks, key milestones and deliverables. The Document Imaging and Content Management project plan must be coordinated with the project plans of the CAFÉ, Customer Service Call Center, and Legacy Replacement projects to ensure integration, coordination, and a seamless implementation.

The Proposer shall designate a project manager who will be the primary contact for all project activities. The Department will also designate a DCFS project manager who will be the primary contact. The DCFS Project Manager, with the help of the project team, will be responsible for the following:

- Coordinating the reporting, review, and quality assurance process;
- Facilitating formal deliverable review;
- Facilitating the effective participation of State staff and external stakeholders;
- Monitoring the progress of all principal project participants;
- Facilitating the timely resolution of issues raised

- Developing, with the Contractor's Project Manager, the agenda and topics for the monthly steering committee meetings and various quarterly/semi-annually advisory committee meetings;

- Scheduling the Project kick-off meeting and present the state project organization, staffing and role and responsibility definition; and

- Reviewing the overall project work plan and schedule with the Contractor.

- Providing background and supporting documentation through the bidder's library established by DCFS. Relevant documentation, including historical documentation such as Project Governance will be available in the library.

2.5.1.30   Progress and Status Reports

The Proposer should address in their Technical Proposal their approach to providing Progress and Status Reports. Throughout the project, the Contractor will be required to prepare weekly written progress reports as well as monthly status reports to the DCFS Project Manager.

2.5.1.31   Weekly Progress Report

The Proposer should address in their Technical Proposal their approach to weekly progress reports. The weekly progress reports shall include a high level description of ongoing tasks, action items, and any issues and risks that need immediate attention by the Department or project team (DCFS and the Contractor).

2.5.1.32   Web Presence

The Document Imaging and Content Management Contractor is required within the first month of the project to participate in and provide regularly scheduled input to the CAFÉ Project website to facilitate communication among all stakeholders and project staff as to project status, activities, work products, milestones, accomplishments, etc. The Proposer should provide in their Technical Proposal their approach for utilizing project websites and communicating with all project stakeholders.

2.5.1.33   Monthly Status Report

The Proposer should address in their Technical Proposal their approach to providing monthly status reports. The monthly status report shall be the formal document that updates the project plan indicating the status of the project with regards to the following:
- Description of progress made during the reporting period, outstanding issues and risks, and recommendations for resolution
- Current status and resolution of issues

- Deliverables completed and delivered during the reporting periods
- Identify / summarize risks and impacts identified that may affect the project identify the action and person(s) responsible for mitigating the risk and resolving the issue
- Open issues and recommendations that might impact technical, cost and scheduling requirements, including tasks, and deliverables that have fallen behind schedule, including the cause, corrective measures and timelines to get the project back on schedule

2.5.1.34 Document Image Integrity

The Proposer's solution must allow the State and DCFS to use the document images in courts of law. Document images must have the ability to be viewed and printed as they were originally captured (e.g. without annotations, markups or other edits) as well as the appropriate audit trail to view any changes to metadata or other such fields The Proposer should describe in their Technical Proposal how their solution will achieve this requirement.

2.5.2 Software Solution Requirements

Each Proposer should address how their proposed solution will meet the requirements listed in this section and in Attachment IV. The Document Imaging and Content Management solution will need to address the department's enterprise content management needs. Proposers should address the following factors:

- **Document Capture:** Documents must be able to be captured via scanner, multifunction device, fax machine, mail server, online form, network directory, computer output and more. The capture environment must allow users to capture, process, store, and retrieve files in virtually any file format from virtually any source. Images must be able to be enhanced, manipulated and analyzed to ensure they are de-skewed, correctly orientated and unnecessary lines, borders, speckles and edge noise are removed, thus improving image quality and recognition results. Once the image has been properly enhanced, it must then be stored in the repository.

  The solution must also allow authorized users remote and distributed document imaging functionality and the associated workflow (e.g. centralized indexing, routing of files, etc.) at DCFS offices and a process for customers and providers to email, fax or upload documents or other electronic content through the CAFÉ portals and the ability to process them accordingly.

- **Document Recognition:** Solution must employ capabilities for many flexible formats such as from a Scanning Station for Web based scanning and imaging, including Bar Code Recognition (BCR). Optical Character Recognition (OCR),

Intelligent Character Recognition (ICR), and Intelligent Document Recognition (IDR) as well as 3rd party database lookups and must integrate with any TWAIN compliant scanner or Multi Function Products (MFP). Barcode recognition support must be able to be conducted via software or hardware. 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. Recognition engine must contain a built-in dictionary and the ability to create custom entries to assist in determining the accuracy of recognized words. The solution must also be able to accept remote services to capture application output such as print streams and reports from MVS, z/OS, Windows, Linux, and Unix platforms as well as remote uploads, direct fax, e-forms, email conversion, and direct data feed, including via data entry, web, and database interfaces. The required input types must be able to be configured to automatically initiate workflow capabilities to streamline data processing and service delivery.

- **Image Resolution and Color:** 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. DCFS also requires a solution that supports capture of color, grayscale, and black and white images, which can be stored as TIFF, JPEG and PDF files. DCFS expects flexibility to make a color scanner capture a document in black and white or grayscale instead of color to minimize image storage requirements at the time of capture if desired. 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.

- **Image Quality:** Although it is understood that the key to image quality is the quality of the original documents and the scanner, DCFS requires a solution that allows customizable hardware and software settings for resolution, page size, orientation, brightness, threshold detection, and duplex scanning in order to optimize the capture environment. DCFS expects image enhancement functionality to quickly identify and correct poor quality images before they are stored in the document repository. Image enhancement functionality must include capabilities such as de-skew and de-speckle, brightness, contrast, hole punch removal, black border removal, and cropping to improve the quality of images for easier reading by users.

- **Compression and Storage:** DCFS requires a solution that supports compressed file formats. An integrated scanning function must create files in the widely accepted Group 4 TIFF format for lossless compression of image data, and then automatically decompresses such images when they are viewed or printed. The solution must import, store, route, display, print and export compressed formats. The solution also support OS or device-level storage configurations, including disk compression technologies to ensure that maximum system performance is maintained. Solutions may use a variety of storage technologies, including RAID, Server Attached Storage, Storage Area Network (SAN), Network Attached Storage (NAS), optical jukebox, WORM drives, and

hierarchical storage management (HSM). In addition, solution must support the ability to archive objects to third-party storage solutions such as an EMC Centera and can be used with third-party backup software and hardware for secure offline backup.

Solution must have the ability to store unlimited amounts of object data, based on the capacity of storage devices available. Captured documents and other types of electronic content (e.g. audio and video files) may be stored in a series of directories and subdirectories containing documents within a variety of online, near-line, and offline storage options. Metadata for each document must include a unique document identification number, capture/linking/modification history; file properties, workflow history and status, document indexes, user privileges, and the path locations for associated documents. Proper encryption to enhance security is required.

- **Indexing:** 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.   Where practical, no repetitive keying should be necessary to index documents.   Solutions must support index formats including bar code, batch sequence, date/time, empty, literal, ICR, OCR zone, pre-defined list, serial number, unique ID, user entry, user name and coded script. Automatic indexing methods must be employed when available to reduce indexing errors and duplicate field entries.   The solution must address a process for dealing with orphaned records as well as duplicate documents. Indexing through e-mail and fax capture functions must automatically index items they receive. Once a document is captured (scanned or imported), the solution must be able to link and associate the document or electronic content with record(s) in the CAFÉ and other relevant legacy systems. When linking is done manually, the solution must support the ability to assign index values such as document type by allowing the user to select from a drop-down list and thus no keying is required.   The Contractor along with DCFS will produce an indexing schema for the Department during the appropriate phase of the project.

- **Image/Content Retrieval:** 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. Additionally, the solution must provide the ability to search for specific content by a variety of means. Similarly, 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.

- **Content Management:** DCFS requires a solution that provides the capability to create time and event-based retention policies using ordinary language to define rules in accordance with unique business requirements.   This retention

management functionality must be presented within a user-friendly policy design and allow retention policies to be applied directly to the document type, ensuring all new documents captured in the system are stored instantly under the correct policy. Functionality must be able to allow the user to apply holds and require approvals to prevent unintended modifications or deletions, and use audit functionality to track actions within the system and produce a chain of custody for all information. Furthermore, the system should be capable of tracking physical documents to display the exact location of a box, folder or document.

- **Security:** Security mechanisms for the scanning and imaging solution must comply with State standards. The ability to perform specific tasks related to this solution must be associated with specific job functions. This solution must also support limiting the viewing of customer/case documents to properly authenticated DCFS personnel, customers and providers. The solution must also allow for an unlimited view capability for designated users. The Contractor is responsible for configuration and integration of the security required to support the Document Imaging and Content Management Solution.

2.6   Optional Services

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. Due to ever-changing budget environments, the State or DCFS must have the ability to purchase services during and at the end of the contract period. The Proposer must propose solutions and pricing for each service below as well as any other service the Contractor feels would be beneficial to the state. The costs for these optional services are not included in the cost evaluation model. However, should DCFS elect to purchase any optional services; the proposed costs for these optional services will be fixed for the term of the contract.

2.6.1   Mobile Scanning Service

DCFS recognizes that in Louisiana it is not a question of if but when another disaster will strike. Proposer must submit pricing for a portable and self-contained mobile imaging center, equipped with the necessary hardware and software including any customized scanner settings, independent power source, and connectivity so scanning operations for a disaster area could be implemented expeditiously. This mobile scanning solution must be capable of operating during a disaster or disaster recovery period in conjunction with other disaster recovery efforts that the department would deploy, allowing for direct and instant acquisition of document images, instead of trying to coordinate transportation efforts for paper documents that are collected during such periods. The mobile scanning solution must also supply the Contractor work force to deploy, setup, connect and operate the mini imaging center and the ability to move

operations to multiple sites over the course of a recovery period as directed by DCFS. The solution must have the capability to make network connections with and provide information to the primary imaging center and enterprise system. The solution must provide the same level of functionality as is provided during normal business operations. DCFS is interested in having an established cost for services that can be executed if and when necessary.

3 PART III: EVALUATION

The following criteria will be evaluated when reviewing the proposals. The proposal will be evaluated in light of the material and the substantiating evidence presented to the State, not on the basis of what may be inferred.

The scores for the Financial and Technical Proposals will be combined to determine the overall score. The Proposer with the highest overall score will be recommended for award.

3.1 Financial Proposal *(Value of 40 pts.)*

The following financial criteria will be evaluated:

- Consulting, Development and Implementation Cost
- Transaction-Based Operational Cost
- Other Costs

Prices proposed by the proposers must be submitted in accordance with the Financial Evaluation Model furnished in Attachment III. Prices proposed shall be firm.

The information provided in response to this section will be used in the Financial Evaluation to calculate lowest evaluated cost.

The proposal with the lowest overall total price will be awarded 40 points for costs. The other proposals will then be scored as described in the paragraph below.

A Proposer's base cost score will be based on the cost information provided in Attachment III and computed as follows:

$$BCS = (LPC/PC \times 40)$$

Where: BCS = Computed cost score (points) for Proposer being evaluated
LPC = Lowest proposed cost of all Proposers
PC =   Total cost of Proposer being evaluated

Any travel expenses must be included in the proposed cost.

3.2 Technical Proposal *(Value of 60 pts)*

The following criteria are of importance and relevance to the evaluation of this RFP and will be used by the Evaluation Committee in the evaluation of the technical proposal.

- **Corporate Qualifications and Experience (10 points)**

  - The Proposer should give a brief description of their company including a brief history, corporate structure and organization, the number of years in business, and copies of their latest financial statement.

  - The Proposer should provide an organizational chart showing the Proposer's entire organizational structure. Specific information regarding personnel is not required.

  - The Proposer shall provide evidence of adequate financial stability, which is a prerequisite to the award of a contract regardless of any other consideration. Proposers should include in their submitted proposals such financial documentation as they believe sufficient to establish their financial capabilities. If included, certified financial statements must include, at a minimum, a balance sheet and an income statement.

  - Each Proposer will be evaluated on the experience that the Proposer has in performing this type of work in the past, with consideration given to work in which they operated a document processing center or document imaging project in comparable size to this project.

  - The proposal must include the names of at least three (3) clients to whom similar services have been provided within the last five (5) years, the exact function performed by the Proposer, the dates the Proposer performed the work, and the names, addresses, and phone numbers of persons who can verify the accuracy of the provided information and the quality of service that the Proposer has provided in the past. *See Attachment V, Reference Questionnaire.* The State reserves the right to obtain information from any resources deemed necessary regardless of whether the Proposer provides the source.

  - The Proposer should demonstrate corporate awareness and commitment to the needs and objectives of the Department of Children and Family Services.

- **Proposed Project Staff Experience and Skill Set (10 points)**

  - Detailed information about the experience and qualifications of the proposed staff.

  - Proposer's assigned personnel considered key to the success of the project.

  - Experience with and length of time employed by the Proposer.

  - Project Management experience.

- Experience in developing training materials and training plans.

- Experience in the implementation of large-scale projects.

- Education, training, technical experience, functional experience, specific dates, names of employers, relevant and related experience, past and present projects with dates and responsibilities and any applicable certifications.

- A minimum of three business references for each resume (name, title, company name, address and telephone number) should be provided for cited projects in the individual resumes.

- Extent of technical experience and expertise in personal computers, servers, networks, backups, conversion, integration, testing, content management, scanning hardware and software.

The Proposer is responsible for verifying reference contact information, including but not limited to phone numbers and addresses. The Evaluation Committee is not obligated to try to locate persons not found at the numbers or places given in the proposals.

- **Approach and Methodology (10 points)**

  - Proposer's understanding of the project and how their proposal will best meet the needs of the State.

  - Proposer should define the functional approach in providing the services.

  - Proposer should define their functional approach in identifying the tasks necessary to meet requirements.

  - Escalation procedures to be followed by the Proposer to resolve project problems, issues, and/or changes during the project.

  - Procedures to be used to provide project update and status information in a written and/or oral format, and to interface with State management.

  - Sign-off procedures for the major decision-making points of the project's work plan.

  - Approach to deliverables and State approval of deliverables.

  - An indication, by deliverable, of the allocated turnaround time for State review, acceptance or rejection of deliverables.

  - Approach to monitoring performance standards and overall performance monitoring plans.

  - Methodology for and reporting statistics used in billing the State for the services provided.

  - Expected time frames for obtaining office space and equipment.

  - Plans for hiring personnel, including plans relative to hiring temporary staff.

- **Approach to Accomplishing Scope of Work: (30points)**
  - 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 – Functional Requirements.* Mere assertion or affirmation that a requirement will be met will not be considered an acceptable response.

4   PART IV: PERFORMANCE STANDARDS

4.1   Performance Requirements

The minimum performance standards for the system are described below. Response time will be measured when the system is available and it must be available for use by customers, staff and providers twenty-four hours per day seven days per week.

- Exception handling procedures to be used during the conversion must achieve a daily 98 percent confidence rate of index accuracy. All documents must be entered using double key data entry to assure at least 98 percent accuracy rate. Corrections that require re-indexing will be at contractor's expense.

- All document edges shall be visible in the image. Documents will be scanned so that there is no data loss from folded corners or other obstructions that cover information on the documents.

- The image shall not be skewed more than 0.5 degrees from parallel with the longitudinal axis of the image. Skew is measured from the two corners of the documents image parallel to the longitudinal edge.

- Contractor must use all techniques necessary to produce clear optimum images for DCFS.

- Contractor shall be responsible for verifying the accuracy and legibility of all scanned images.

- Work that is not satisfactory, as determined by DCFS, shall be reworked by the contractor at their expense.

- All images scanned and transmitted into the Electronic Document Repository (EDR) by the Contractor must be readable and of equal or greater quality than the original document.

- Images must be rendered within a three (3) second response time per page. This performance standard applies only to the components and solutions that are provided by the Contractor.

- Images that are electronically submitted will be available to workers within 4 hours or less.

- Documents scanned will be available in electronic version within 24 hours of receipt.

- The Contractor will be responsible for ensuring that the system will have an uptime 98 percent of the time measured daily.

- The Contractor will be responsible for responding to any DCFS requests within 24 hours of issuance by DCFS.

- All electronic documents that enter the system will be scanned for virus, spyware, and malware to ensure contents integrity and mitigate likelihood of system corruption.

4.2   Performance Measurement/Evaluation

Appropriate tools will measure response times in general, based on elapsed time after each event is initiated. To measure the performance of the components and solutions provided by the Contractor, a test user environment consisting of a standard PC will be set up in close proximity to the production servers. Test scenarios simulating a single user performing tasks in a basic workflow will be created to measure the response time from the test user environment to the production system. The contractor will have the ability to review the test scenarios, test user environment, and the failure criteria for the test scenarios and before the test scenarios are used to determine compliance with the response time performance standard. By utilizing the test user environment, the network delays that are outside the contractor's control will not be measured. The test user environment will be used to execute the test scenarios. If the test scenarios fail, the Contractor will be notified that the response time standard is not being met.

ATTACHMENT I - SAMPLE GENERIC CONTRACT

STATE OF LOUISIANA   File No. _____
PARISH OF _____   *(or solicitation #)*

CONTRACT

Be it known, that effective upon approval by the Director of State Purchasing, as evidenced by the Director's signature on this document, the (*Agency Name*) (hereinafter sometimes referred to as "State") and (*Contractor's name and legal address including zip code*) (hereinafter sometimes referred to as "Contractor") do hereby enter into contract under the following terms and conditions.

SCOPE OF SERVICE

Contractor hereby agrees to furnish the following services:

(*If the Scope of Services is lengthier than will fit here, it may be attached separately, referenced and incorporated herein.*)

CONTRACT MODIFICATIONS

No amendment or variation of the terms of this contract shall be valid unless made in writing, signed by the parties and approved as required by law. No oral understanding or agreement not incorporated in the contract is binding on any of the parties.

Changes to the contract include any change in a) compensation; b) beginning/ending date of the contract; c) scope of work; and/or d) contractor change through the assignment of contract process. Any such changes, once approved, will result in the issuance of an amendment to the contract.

FUND USE

Contractor agrees not to use contract proceeds to urge any elector to vote for or against any candidate or proposition on an election ballot nor shall such funds be used to lobby for or against any proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition on any election ballot or a proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority.

HEADINGS

Descriptive headings in this contract are for convenience only and shall not affect the construction or meaning of contractual language.

PAYMENT TERMS

The Contractor shall invoice the State Agency directly and payment shall be made by the State Agency directly to the Contractor in accordance with the payment terms agreed to in the Contract.

DELIVERABLES

Contractor will deliver the item(s) or service(s) as described below (or per the attached) per the following schedule…

TAXES

Contractor agrees that all applicable taxes are included in the schedule pricing. State agencies are exempt from all state and local sales and use taxes. Contractor's federal tax identification number is [TO BE COMPLETED]

TERMINATION OF THIS CONTRACT FOR CAUSE

The State may terminate this contract for cause based upon the failure of Contractor to comply with the terms and/or conditions of the contract, or failure to fulfill its performance obligations pursuant to this contract, provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have corrected such failure or, in the case of failure which cannot be corrected in (30) days, begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and the contract shall terminate on the date specified in such notice.

The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract, provided that the Contractor shall give the State written notice specifying the State's failure and a reasonable opportunity for the State to cure the defect.

TERMINATION OF THIS CONTRACT FOR CONVENIENCE

The State may terminate the Contract at any time by giving thirty (30) days written notice to the Contractor of such termination or negotiating with the Contractor an effective date.

OWNERSHIP

All records, reports, documents, or other material related to this contract and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of State, and shall, upon request, be returned by Contractor to State, at Contractor's expense, at termination or expiration of this contract.

Upon creation of any work product including any computer code developed or customized as a result of this contract, the Contractor shall relinquish all interest, title, ownership, copyright and proprietary rights and shall transfer all work products to the State as owner. In accordance with the regulations at 45 CFR 95.617(a), (b) and (c) the State shall guarantee the Federal Government a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for government purposes, all work products resulting from this contract. The State shall have ownership and will grant the Federal Government a right of access to these work products.

USE OF AGENCY'S FACILITIES

Any property of the State furnished to the Contractor shall, unless otherwise provided herein, or approved by the State and/or Agency, be used only for the performance of this contract.

The Contractor shall be responsible for any loss or damage to property of the State and/or State Agency which results from willful misconduct or lack of good faith on the part of the Contractor or which results from the failure on the part of the Contractor to maintain and administer that property in accordance with sound management practices, to ensure that the property will be returned to the State and/or State Agency in like condition, except for normal wear and tear, to that in which it was furnished to the Contractor. Upon the happening of loss, or destruction of, or damage to property of the State, the Contractor shall notify the State thereof and shall take all reasonable steps to protect that property from further damage.

The Contractor shall surrender to the State and/or State Agency all property of the State and/or State Agency prior to settlement upon completion, termination, or cancellation of this contract. All reference to the Contractor under this section shall include any of its employees, agents, or subcontractors.

WAIVER

Waiver of any breach of any term or condition of this contract shall not be deemed a waiver of any prior or subsequent breach. No term or condition of this contract shall be held to be waived, modified or deleted except by the written consent of both parties.

WARRANTIES

Contractor warrants that all services shall be performed in a workmanlike manner, and according to its current description (including any completion criteria) contained in the scope of work.

This paragraph may only apply when software is involved.
No Surreptitious Code Warranty. Contractor warrants that Contractor will make all commercially reasonable efforts not to include any Unauthorized Code in the software provided hereunder. "Unauthorized Code" means any virus, Trojan horse, worm or other software routine or component designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data, or to perform any other such actions. Excluded from this prohibition are identified and State-authorized features designed for purposes of maintenance or technical support.

Extent of Warranty: THESE WARRANTIES REPLACE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE

INDEMNIFICATION AND LIMITATION OF LIABILITY

Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under this contract.

Contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and hold harmless the State from suits, actions, damages and costs of every name

and description relating to personal injury and damage to real or personal tangible property caused by Contractor, its agents, employees, partners or subcontractors in the performance of this contract, without limitation; provided, however, that the Contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to act of the State.

Contractor will indemnify, defend and hold the State harmless, *without limitation*, from and against any and all damages, expenses (including reasonable attorneys' fees), claims judgments, liabilities and costs which may be finally assessed against the State in any action for infringement of a United States Letter Patent with respect to the Products, Materials, or Services furnished, or of any copyright, trademark, trade secret or intellectual property right, provided that the State shall give the Contractor: (i) prompt written notice of any action, claim or threat of infringement suit, or other suit, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action at the expense of Contractor. Where a dispute or claim arises relative to a real or anticipated infringement, the State may require Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Commissioner of Administration shall require.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon: i) State's unauthorized modification or alteration of a Product, Material, or Service; ii) State's use of the Product, Material, or Service in combination with other products, materials, or services not furnished by Contractor; iii) State's use in other than the specified operating conditions and environment.

In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the state's exclusive remedy to take action in the following order of precedence: (i) to procure for the State the right to continue using such item(s) or part (s) thereof, as applicable; (ii) to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance, or (iv) if none of the foregoing is commercially reasonable, then provide monetary compensation to the State up to the dollar amount of the Contract.

For all other claims against the Contractor where liability is not otherwise set forth in the contract as being "without limitation", and regardless of the basis on which the claim is made, Contractor's liability **for direct damages, shall be the greater of $100,000, the dollar amount of the Contract, or two (2) times the charges for services rendered by the Contractor under the Contract.** Unless otherwise specifically enumerated herein mutually agreed between the parties, neither party shall be liable to the other for special, indirect or consequential damages, including lost data or records (unless the Contractor is required to back-up the data or records as part of the work plan), even if the party has been advised of the possibility of such damages. Neither party shall be liable for lost profits, lost revenue or lost institutional operating savings.

The State may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor, or may proceed against the performance and payment bond, if any, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them.

INSURANCE

Contractor will be required to provide the State of Louisiana with Certificates of adequate insurance indicating coverage required, *(in accordance with Section(s) _____of the RFP).*

LICENSES AND PERMITS

Contractor shall secure and maintain all licenses and permits, and pay inspection fees required to do the work required to complete this contract, if applicable.

SEVERABILITY

If any term or condition of this contract or the application thereof is held invalid, such invalidity shall not affect other terms, conditions or applications which can be given effect without the invalid term, condition or application; to this end the terms and conditions of this contract are declared severable.

SUBCONTRACTORS

The Contractor may enter into subcontracts with third parties for the performance of any part of the Contractor's duties and obligations. In no event shall the existence of a subcontract operate to release or reduce the liability of the Contractor to the State and/or State Agency for any breach in the performance of the Contractor's duties.   The Contractor will be the single point of contact for all subcontractor work.

ASSIGNMENT

Contractor shall not assign any interest in this contract by assignment, transfer, or novation, without prior written consent of the State. This provision shall not be construed to prohibit the contractor from assigning his bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

CODE OF ETHICS

The contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (R.S. 42:1101 et. seq., Code of Governmental Ethics) applies to the Contracting Party in the performance of services called for in this contract. The contractor agrees to immediately notify the state if potential violations of the Code of Governmental Ethics arise at any time during the term of this contract.

CONFIDENTIALITY

The following provision will apply unless the state agency statement of work specifically indicates that all information exchanged will be non-confidential:

All financial, statistical, personal, technical and other data and information relating to the State's operations which are designated confidential by the State and made available to the Contractor in order to carry out this contract, shall be protected by the Contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the

State in writing to the Contractor. If the methods and procedures employed by the Contractor for the protection of the Contractor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, to carry out the intent of this paragraph. The Contractor shall not be required under the provisions of the paragraph to keep confidential any data or information, which is or becomes publicly available, is already rightfully in the Contractor's possession, is independently developed by the Contractor outside the scope of the contract, or is rightfully obtained from third parties.

CONTRACT CONTROVERSIES

Any claim or controversy arising out of the contract shall be resolved by the provisions of Louisiana Revised Statute 39:1673.

RIGHT TO AUDIT

The State legislative auditor, federal auditors and internal auditors of the Department of Children and Family Services , Division of Administration (DOA), US Departments of Agriculture and Health and Human Services and/or their representatives or others so designated by the DOA, shall have the option to audit all accounts including documents, papers or other records directly pertaining to the resulting contract for a period of five (5) years after project acceptance or as required by applicable State and Federal law. Records shall be made available during normal working hours for this purpose.

SECURITY

Contractor's personnel will comply with all security regulations in effect at the State's premises, and externally for materials and property belonging to the State or to the project. Where special security precautions are warranted (e.g., correctional facilities), the State shall provide such procedures to the Contractor, accordingly. Contractor is responsible for promptly reporting to the State any known breach of security.

TERM OF CONTRACT

This Contract is effective upon OSP approval and will end no later than <*length of term specified in the RFP*>, unless otherwise terminated in accordance with the <u>Termination</u> provision of this Agreement. The State has the option, upon acceptance by the Contractor, to extend for <*extension language as specified in the RFP*>.

COMMENCEMENT OF WORK

No work shall be performed by Contractor and the State shall not be bound until such time as a Contract is fully executed between the State and the Contractor and all required approvals are obtained.

FISCAL FUNDING

The continuation of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act or Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose,

and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

COMPLIANCE WITH CIVIL RIGHTS LAWS

The Contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990. Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, political affiliation, or disabilities. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this contract.

GOVERNING LAW
This Contract shall be governed by and interpreted in accordance with the laws of the State of Louisiana. Venue of any action brought with regard to this Contract shall be in the Nineteenth Judicial District Court, parish of East Baton Rouge, State of Louisiana.

COMPLETE CONTRACT

This is the complete Contract between the parties with respect to the subject matter and all prior discussions and negotiations are merged into this contract. This contract is entered into with neither party relying on any statement or representation made by the other party not embodied in this contract and there are no other agreements or understanding changing or modifying the terms. This Contract shall become effective upon final statutory approval**.**

ORDER OF PRECEDENCE

The Request for Proposals (RFP), dated _____, and the Contractor's Proposal dated _____, are attached hereto and, incorporated into this Contract as though fully set forth herein. In the event of an inconsistency between this Contract, the RFP and/or the Contractor's Proposal, unless otherwise provided herein, the inconsistency shall be resolved by giving precedence first to this Contract, then to the RFP and finally, the Contractor's Proposal.

THUS DONE AND SIGNED AT _____ on this _____ day of _____, 20__, and, IN WITNESS WHEREOF, the parties have executed this Contract.

WITNESSES' SIGNATURES: CONTRACTOR SIGNATURE:

_____   By: _____

_____   Title:_____

THUS DONE AND SIGNED AT _____ on this _____ day of _____, 20__, and, IN WITNESS WHEREOF, the parties have executed this Contract.

WITNESSES' SIGNATURES: STATE AGENCY SIGNATURE:

_____   By:_____

_____   Title_____

Phone No.:_____

Approved by:

_____
Director of State Purchasing

Date: _____

ATTACHMENT II - INSURANCE REQUIREMENTS FOR CONTRACTORS

The Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property that may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the Contractor's bid.

A. MINIMUM SCOPE OF INSURANCE

Coverage shall be at least as broad as:

1. Insurance Services Office Commercial General Liability "occurrence" coverage form CG 00 01 (current form approved for use in Louisiana). **"Claims Made" form is unacceptable.**

2. Insurance Services Office form number CA 00 01 (current form approved for use in Louisiana). The policy shall provide coverage for owned, hired, and non-owned coverage. If an automobile is to be utilized in the execution of this contract, and the vendor/contractor does not own a vehicle, then proof of hired and non-owned coverage is sufficient.

3. Workers' Compensation insurance as required by the Labor Code of the State of Louisiana, including Employers Liability insurance.

B. MINIMUM LIMITS OF INSURANCE

Contractor shall maintain limits no less than:

1. Commercial General Liability: $1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage.

2. Automobile Liability: $1,000,000 combined single limit per accident, for bodily injury and property damage.

3. Workers Compensation and Employers Liability: Workers' Compensation limits as required by the Labor Code of the State of Louisiana and Employers Liability coverage. Exception: Employers liability limit is to be $1,000,000 when work is to be over water and involves maritime exposure.

C. **DEDUCTIBLES AND SELF-INSURED RETENTIONS**

Any deductibles or self-insured retentions must be declared to and approved by the Agency. At the option of the Agency, either 1) the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the Agency, its officers, officials, employees and volunteers, or 2) the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

D. **OTHER INSURANCE PROVISIONS**

The policies are to contain, or be endorsed to contain, the following provisions:

1. General Liability and Automobile Liability Coverage's

    a. The Agency, its officers, officials, employees, Boards and Commissions and volunteers are to be added as "additional insured's" as respects liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor, premises owned, occupied or used by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Agency, its officers, officials, employees or volunteers. It is understood that the business auto policy under "Who is an Insured" automatically provides liability coverage in favor of the State of Louisiana.

    b. Any failure to comply with reporting provisions of the policy shall not affect coverage provided to the Agency, its officers, officials, employee's, Boards and Commissions or volunteers.

    c. The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

2. Workers' Compensation and Employers Liability Coverage

    The insurer shall agree to waive all rights of subrogation against the Agency, its officers, officials, employees and volunteers for losses arising from work performed by the Contractor for the Agency.

3. All Coverage's

    Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, or reduced in

coverage or in limits except after thirty (30) calendar days' prior written notice by certified mail, return receipt requested, has been given to the Agency.

E. ACCEPTABILITY OF INSURERS

Insurance is to be placed with insurers with a Best's rating of **A-:VI or higher**. This rating requirement may be waived for workers' compensation coverage only.

F. VERIFICATION OF COVERAGE

Contractor shall furnish the Agency with certificates of insurance affecting coverage required by this clause. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates are to be received and approved by the Agency before work commences. The Agency reserves the right to require complete, certified copies of all required insurance policies, at any time.

G. SUBCONTRACTORS

Contractor shall include all subcontractors as insured's under its policies or shall furnish separate certificates for each subcontractor. All coverage's for subcontractors shall be subject to all of the requirements stated herein.

ATTACHMENT III – FINANCIAL EVALUATION MODEL

Proposer's Cost

The Proposer's Cost (PC) is determined by adding the total of each of components listed below (descriptions and details are presented in the titled paragraphs that follow the listing):

      (A) Consulting, Development and Implementation Cost from paragraph A

      (B) Transaction – Based Operational Cost from paragraph B

      (C) Other Costs/Fees from paragraph C

The resultant Proposer's Cost, as determined from this Cost Model, will be used as described in Request for Proposal Section 3.1 to determine Proposer's Base Cost Score. Item D below is not used in evaluation; however, it is provided to allow Proposer to quote any optional services for the State's consideration. Item (D) will not be used in evaluation however the costs provided will be reviewed for informational purposes. The Proposer must submit their proposed costs in the "Cost Proposal" spreadsheet. The electronic versions of procurement related documents can be found in the bidder's library located on the DCFS website (www.dcfs.louisiana.gov) in the Services Providers section under Request for Proposals.

A.   Consulting, Development and Implementation Cost

This category includes the Individual contractor costs for the work necessary to implement goods and services offerings on this project. The summation of Total Cost by Classification produces the total Implementation Cost.

A monthly retainage of 10% will be withheld by the State for Implementation costs. Payment of retainage will be made semi-annually once the State Project Director has determined that relevant deliverables have been completed and approved by the State. Payments will be made by DCFS within approximately thirty (30) calendar days after receipt of invoice, and approval by DCFS.

Deliverable	Total Cost
Deliverable 1 – Project Plan	
Deliverable 2 - Deliverable Document Templates	
Deliverable 3 - Communication Plan	
Deliverable 4 - Requirements Specifications Document (RSD)	
Deliverable 5 - Operational Plan	
Deliverable 6 - Security Plan	
Deliverable 7 - Design Specifications Document (DSD)	
Deliverable 8 - Test Plan	
Deliverable 9 - Training Plan	
Deliverable 10 - Conversion/Integration Plan	
Deliverable 11 - Implementation Plan	
Deliverable 12 - Disaster Recovery Plan	
Deliverable 13 - System Test Results	
Deliverable 14 - User Acceptance Test (UAT) Results	
Deliverable 15 - Support Plan	
Deliverable 16 - Transition Plan	
Deliverable 17 - Acceptance in Production of Delivered Modules	
Deliverable 18 - Warranty Support Period	
Total	

Table 1.0, Consulting, Development and Implementation Cost

B.   Transaction-Based Operational Cost

This category includes the cost for handling the transactions being processed by this project. The estimated units to be used in the cost model are based upon pages per month and are shown below. DCFS defines a double-sided document (front and back) as two pages. Proposer must enter costs in every row and column. The supplied cost values will be used to determine a Total Cost.

Task/Estimated Units	1-249,999	250,000-499,999	500,000-999,999	1,000,000-1,499,999	1,500,000-1,999,999	2,000,000 +	Subtotal
Mail - Prep Services - Cost/page (pickup, opening, sorting, document preperation)							
Scanning Service - Cost/page							
Indexing & Storage Service - Cost/page (Includes indexing, exception handling, storage, retrieval & quality control for scanned & uploaded documents)							
Document Destruction Service - Cost/page							
Subtotal							

Task/Estimated Units	1-499	500-999	1,000-1,499	1,500-1,999	2,000-2,4999	2,500 +	Subtotal
Post Mail Processing - Cost/item (misdirected & return of original documentation)							
Subtotal							
TOTAL							

Table 1.1, Transaction-Based Operational Cost

C.   Other Costs

This category includes any other one time costs, not contained elsewhere in the cost model that will be charged to the Agency under the Proposer's proposed business arrangement. These items and their associated cost will be obtained from the Proposer's proposal. The summation of Cost by Item produces the total Other Cost.

Item	Cost
Total Other Cost	

Table 1.2, Other Cost

D.   Optional Cost

This category includes the cost for items that the Proposer may suggest the State consider when deploying an enterprise content management solution. In particular DCFS is interested in the costs for a mobile scanning solution as described in RFP section 2.6.1 - Mobile Scanning Solution. This cost will not be used for financial evaluation or to determine Proposer's cost.

Item	Cost
Mobile Scanning Solution	
Total Optional Cost	

Table 1.3, Optional Cost

E. Estimated Volume

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.

Program	Number of Pages (Annually)
Economic Stability	17,101,957
Child Welfare	4,668,317
Child Support Enforcement	2,022,000
Fiscal Services – Payment Management OMF	203,280
Training - DCFS	201,830
Provider Directory	116,400
Contracts – DCFS	85,440
Human Resources – State Office	20,680
Quality Start	16,560
Total	24,436,464

Table 1.4, Estimated Volumes

ATTACHMENT IV – FUNCTIONAL REQUIREMENTS

The following tables list the functional requirements for this project. Proposer shall indicate in the "Functionality Included" column for each requirement whether the proposed solution meets the requirement out of box or the requirement can be met through configuration of the software or requires customization.

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. For any requirement marked "Customize", DCFS expects that the Proposer's solution can only meet the requirement with substantial modification. The Proposer should use the description column to indicate how their solution meets the requirements listed, regardless of the response. (This information **must** be submitted as an attachment to the RFP Packet as specified in *Section 1.8 Proposal Response Format).*

Document Capture

Number	Requirement	Functionality Included	Description
1.	The system shall support a variety of data capture methods, scanners, multifunctional devices, fax machines, mail servers, online forms, network directory, computer output and print streams.		
2.	The system shall have the ability to capture envelope information.		
3.	The system shall use non-proprietary file formats for both work-in-progress and long-term archival storage.		
4.	The system shall support a minimum resolution of 200 dpi.		
5.	The system shall retain colors used in specific document types.		
6.	The system shall store document images so they are compatible with other existing and future systems.		
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.		
8.	The system shall support automatic conversion of scanned documents and		

Number	Requirement	Functionality Included	Description
	other images to standardized formats including, but not limited to: TIFF, JPEG and Full Text Searchable PDF		
9.	The system shall support user-entered and bar-coded indexing of scanned documents based on bar-coded documents and separator pages.		
10.	The system shall support document scanning individually and in large batches.		
11.	The system should provide standard object compression and storage processes.		
12.	The system should allow object categorization for automated content tagging.		
13.	The system should allow for object annotation (e.g., date stamping, workgroup identification, etc.).		
14.	The system should support the manual import of electronic files.		
15.	The system should support the automatic import of electronic files.		
16.	The system should provide integrated and synchronized document capture.		
17.	The system should render documents in multiple formats.		
18.	The system should support folders that contain various document formats.		
19.	The system should provide automated and easy to use tools for document profiling at the site where the document is created and received.		
20.	The system should retain original formatting of captured documents.		
21.	The system should replicate documents as close as possible to the original, while minimizing storage requirements.		
22.	The system should assign file name/computer generated record identifier to document/record automatically as they are created.		

Number	Requirement	Functionality Included	Description
23.	The system should support the capture of digital records from a range of records-generating systems including common office applications, imaging & graphic design systems, security administration systems, business reporting systems, etc.		
24.	The system should support a wide range of scanner types that are ISIS and TWAIN compliant including multi functional devices.		
25.	The system should scan a variety of documents that have been created on paper, linen, card stock, etc.		
26.	The system should support centralized and distributed scanning capabilities.		
27.	The system should provide the scan operator the ability to touch-up and/or improve the quality of the scanned documents.		
28.	The system should support automatic forms processing capabilities: structured documents can be processed using electronic forms or forms processing to reduce manual data entry and improve data accuracy.		
29.	The system should support automatic imaging of single-sided, two-sided, and multiple page documents.		
30.	The system should support scanning by single sheet feeding and by automatic document feeder.		
31.	The system should allow documents to be scanned at a range of resolutions.		
32.	The system should provide black and white, grayscale and color scanning.		
33.	The system should allow users to set up document batch classes and identify specific types of documents and forms.		
34.	The system should provide batch setup process that allows an operator to establish a batch using a system assigned batch identification code.		
35.	The system should provide batch setup process that allows an operator to select a document type from a list of document		

Number	Requirement	Functionality Included	Description
	types or classes.		
36.	The system should provide batch setup process that allows an operator to establish a batch of mixed document types and classifications.		
37.	The system should provide batch setup process that allows an operator to enter a comment or description about the batch.		
38.	The system should support electronically selectable color drop out.		
39.	The system should support the ability to insert single or multiple pages, reorder pages and delete one or more pages without having to delete and rescan the entire batch.		
40.	The system should support the ability to insert single or multiple pages into existing documents.		
41.	The system should support different processing steps depending on the type of document or form.		
42.	The system should allow users to monitor the time required to complete the Scanning-Quality Control-Metadata cycle for a specific batch, for all batches scanned on a specific day, or for batches that completed in a particular queue on a specific day.		
43.	The system should allow for an entire batch to be coded as a single document.		
44.	The system should allow a batch to be parsed into several documents of one or more pages, each of which may have different metadata values.		
45.	The system should provide for the ability to return a batch to the scanning operator for repair of one or more pages in the batch.		
46.	The system should support the suspension of work on one batch to allow the operator to access a higher priority batch, complete processing of that batch, and then re-open the suspended batch.		
47.	The system should allow operators to designate fields required for manual and		

Number	Requirement	Functionality Included	Description
	default data entry before the scan process begins.		
48.	The system should support the ability to adjust scan density.		
49.	The system should support messages to the operator that provide the ability to accept or reject that a page or pages are about to be deleted.		
50.	The system should allow for a receipt to be printed for scanned documents.		
51.	The system should allow preview of the receipt before printing.		
52.	The system should allow the ability to add comments to the receipt.		
53.	The system should allow the user to save a copy of the receipt automatically with the supporting documents.		
54.	The system should have the ability to trace documents using the receipt ID.		

Document Storage, Organization and Indexing

Number	Requirement	Functionality Included	Description
55.	The system shall support the ability to handle the storage of large volumes of documents.		
56.	The system shall support compression of digital records.		
57.	The system shall support the ability to attach and maintain a relationship between documents/records when a document/record has multiple supporting attachments (maintains embedded or linked parent/child relationships).		
58.	The system shall support the ability to reference and link superseded documents/records to current documents/records.		
59.	The system shall support real-time, near real-time, and off-line document		

Number	Requirement	Functionality Included	Description
	archiving to multiple storage mediums.		
60.	The system shall support the ability to search by person, case or provider during attaching, indexing, and retrieving functions.		
61.	The system shall support the ability to associate a document to multiple customers/providers.		
62.	The system shall support the ability to link/unlink multiple pages of the same document that will be identified through a single ID.		
63.	The system should support integrated and distributed storage environments.		
64.	The system should support the ability for storage of records in multiple digital repositories.		
65.	The system should support Storage Area Network (SAN).		
66.	The system should support the ability to store records permanently or for a predefined period.		
67.	The system should support storing objects of various types in nonproprietary and reliable formats.		
68.	The system should support storing of images in TIFF, PDF, JPEG and other formats.		
69.	The system should support the ability to capture various documents with different index fields to be set up by the administrator(s); to manage and manipulate them in a structured, organized hierarchy.		
70.	The system should support the ability for indexing to be conducted separately from scanning.		
71.	The system should support the ability to link information to identifiers (e.g. Case/Person ID).		
72.	The system should allow the other applications access to relevant documents and content via web services or other protocols upon State		

Number	Requirement	Functionality Included	Description
	approval.		
73.	The system should allow the department to define its own index fields, field values and edits/requirements.		
74.	The system should have the ability to import, store, manage and play video and audio files.		

Search, Retrieval, Display and Editing

Number	Requirement	Functionality Included	Description
75.	The system shall use non-proprietary formats and viewers for common PC application files (.doc, .xls, .ppt, .vsd etc.).		
76.	The system shall use non-proprietary formats and viewers for image files (TIFF, JPEG, PDF, etc).		
77.	The system shall support using non-proprietary formats and viewers for web content.		
78.	The system shall use non-proprietary formats and viewers for XML streams.		
79.	The system should use non-proprietary formats and viewers for video clips.		
80.	The system shall use non-proprietary formats and viewers for digital photographs.		
81.	The system shall use non-proprietary formats and viewers for audio files and tapes.		
82.	The system shall allow documents to be viewed concurrently online by any number of people in multiple locations		
83.	The system should support the ability to conduct sound-ex searches.		
84.	The system should support application-specific searching capability.		
85.	The system should support keyword		

Number	Requirement	Functionality Included	Description
	searching across document/object contents.		
86.	The system should support object-type specific searching.		
87.	The system should support multi-level drill-down query capabilities.		
88.	The system should support a choice of retrieval methods including Boolean-expression and "fuzzy logic" searches.		
89.	The system should support an organized way to browse through all objects (i.e. thumbnails, universal reader).		
90.	The system should allow users to determine the method for displaying search results and to select the descriptive information to be included.		
91.	The system should allow multiple search functions, including first name, last name, date of birth, Social Security Number, State ID number or case number, address, date scanned during attach/index/retrieve functions.		
92.	The system should use various functions to search and view documents, such as date received, document type, by worker, client or case.		
93.	The system should support viewing a scanned image with the ability for users to enlarge (i.e. zoom in) either an entire page or a specific portion of a page.		
94.	The system should support the ability to fully rotate images left or right, up to 180 degrees and resave.		
95.	The system should support the ability to enable multiple instances of the viewer for the purpose of having multiple documents in memory at the same time		
96.	The system should provide on screen document information including title, page, date created/revised, version,		

Number	Requirement	Functionality Included	Description
	document owner, etc.		
97.	The system should support single and dual page viewing so that a document can be viewed in booklet style.		
98.	The system should support zooming in on an image; users are able to pan the image on the screen via single-click, mouse-drag manipulations.		
99.	The system should provide a tracking mechanism when hard copy documents are retrieved and returned to storage.		
100.	The system should support multiple document types and automatically launches associated applications or viewers.		
101.	The system should support the automatic launching of a document's native application or special viewing software, depending on whether the user wants to view or revise/edit a document.		
102.	The system should provide for a full array of library services for revising/editing documents.		
103.	The system should enable users to check out/check in non-archived documents.		
104.	The system should support a comment field for each document that is updateable during retrieval and review.		
105.	The system should present a list of changes and comments and take the user to the specific areas as the changes are selected.		
106.	The system should provide annotation tools.		
107.	The system should allow documents to be viewed when the user is in another application.		
108.	The system should support the ability to search within a retrieved document.		

Retention and Disposal

Number	Requirement	Functionality Included	Description
109.	The system shall retain files based on the predefined retention schedules provided by DCFS.		
110.	The system shall provide flexibility for assigning non-standard retention periods and disposal actions.		
111.	The system shall support an event disposition schedule.		
112.	The system shall support a time based disposition schedule.		
113.	The system shall provide status (active, inactive, open, closed) archiving and expungement functionality. The status and expungement process must comply with all State and Federal regulations.		
114.	The system should archive/delete files based on the predefined retention schedule.		
115.	The system should generate triggers when the documents exceed the retention time period (for specific documents/records).		
116.	The system should provide options for archiving, or purging the document at the end of a lifecycle.		
117.	The system should provide the ability (for authorized users) to extend the retention period of a record/document.		
118.	The system should automatically recalculate the record/document life cycle based on the changes to the retention schedule.		
119.	The system should provide support for ad hoc disposal of document images and records to be limited to authenticated users and to also capture transaction details.		
120.	The system should allow authorized users to specify a disposition schedule for backup copies.		

Access and Security

Number	Requirement	Functionality Included	Description
121.	The system shall provide the ability to assign rights by individual and/or by group.		
122.	The system shall provide document and folder level security.		
123.	The system shall provide permission types (read only, write/edit, copy protected, print protected, and document/record linking ability).		
124.	The system shall support Lightweight Directory Access Protocol (LDAP), Active Directory and facilitate "single-sign on".		
125.	The system shall support data, referential and relational integrity.		
126.	The system shall support redacting in native format and resaving.		
127.	The system shall support redacting in the saved format.		
128.	The system shall have the ability to distribute automatic updates, status alerts and notices through an API.		
129.	The system shall have the ability to restrict access to selected pages within a document and to non-archived documents depending on their completion status.		
130.	The system shall support the ability to identify documents as confidential and limit their viewing to specific staff.		
131.	The system should be capable of withholding all or part of a search result according to pre-defined access controls.		
132.	The system should allow security to be centrally administered, with a secondary departmental level of security with local administrators.		
133.	The system should provide authorization flexibility to permit groups from multiple departments to work on		

Number	Requirement	Functionality Included	Description
	documents.		
134.	The system should support user profiles.		
135.	The system should support Advanced Encryption Standard (AES) defined by NIST for content storage and transmission.		
136.	The system should provide full security capabilities at the folder, type, group and individual level.		
137.	The system should allow authorized users to create, edit and delete documents/records and their components.		
138.	The system should allow only authorized users to specify user defined business rules and access rules to metadata fields.		
139.	The system should allow only authorized users to create, edit and delete document/record retention and disposition schedules.		
140.	The system should allow only authorized users the ability to define retention period, disposition criteria, and permanent storage location.		
141.	The system should prevent changes to stored records/documents within its repositories by unauthorized users.		
142.	The system should have the ability to prevent changes to metadata fields that are tagged "not editable".		
143.	The system should have the ability to limit which work group can view, annotate, save and print documents/records based on specified record/folder categories.		
144.	The system should support only authorized users to add/change records/documents to specific folders.		
145.	The system should support only authorized users to edit or delete references or links associated with a record/document.		

Number	Requirement	Functionality Included	Description
146.	The system should support authorized users to designate records as active or inactive.		
147.	The system should have the ability to encrypt sensitive private information, such as medical documents and authentication information, while stored in a database, and while transmitting this data across the network.		
148.	The system should provide authorized users the ability to select, re-size, re-color, and delete image annotations		
149.	The system should only allow authorized users the ability to modify an index record; including migration from active to inactive status, and vice versa.		
150.	The system should only allow authorized users to create, modify, and view image annotations including, at a minimum, lines, boxes, highlights, text, and affixed notes.		
151.	The system should allow only authorized users to close record folders after the retention period is complete.		
152.	The system should allow only authorized users to open a previously closed record folder and add records to it.		
153.	The system should allow only authorized users to expunge sensitive information from all record formats it captures, including audio and video.		
154.	The system should ensure that access to sensitive metadata is available only to authorized personnel.		
155.	The system should have the ability to allow specific users to designate a proxy.		
156.	The system should support automatic logoff (timeout) when system is left unused for a system-defined period of time.		
157.	The system should support the ability		

Number	Requirement	Functionality Included	Description
	to turn access on and off by user with proper security.		
158.	The system should support the ability to suspend all user access rights when a user ID is terminated.		
159.	The system should support the ability to limit log-on of user IDs to one workstation at a time.		
160.	The system should support the ability to allow specified users to log on to multiple work stations.		

Workflow

Number	Requirement	Functionality Included	Description
161.	The system shall provide workflow options that are simple to use, flexible, configurable, and programmable.		
162.	The system shall incorporate a workflow strategy in which documents can be routed to other users and be set up in work queues.		
163.	The system shall support documents to be prioritized in each queue on basis of date and time, or based on user defined attribute(s).		
164.	The system should allow authorized users to define and configure document states, rules, actions, and lifecycles with an easy to use interface (point-and-click selection) without contractor support.		
165.	The system should support a workflow with automatic routing logic.		
166.	The system should support workflow that includes automatic criteria calculation.		
167.	The system should support workflow configurable notifications.		
168.	The system should support workflow that supports load balancing.		
169.	The system should support ad hoc workflow.		

Number	Requirement	Functionality Included	Description
170.	The system should support workflow that can be web enabled.		
171.	The system should hide or show a disabled icon for those queues to which a user does not have access.		
172.	The system should offer a choice for automatic or manual workflow.		
173.	The system should support the ability to initiate workflow from electronic forms, internet forms and e-mail messages.		
174.	The system should support the ability to see the list of documents waiting in his/her respective workflow queue.		
175.	The system should support the ability to work on the document or redirect the document to another user or queue.		
176.	The system should support the ability to check the series of tasks user must complete.		
177.	The system should support automatic workflow triggers when a document is received by a user.		
178.	The system should have a calendar and task list functions.		
179.	The system should have the ability to automatically detect and report bottlenecks within workflow routing.		
180.	The system should have the ability to automatically send e-mail notices to identified management when bottlenecks occur after a specific time period.		
181.	The system should have the capability to redirect workflow routing if any user is on an extended leave.		
182.	The system should provide minor, major and branch version controls.		
183.	The system should support workflows nested within workflows.		
184.	The system should support the creation of pre-defined and re-usable		

Number	Requirement	Functionality Included	Description
	workflows.		
185.	The system should support automatically forwarding of documents to the successive stage once an action step has been completed.		
186.	The system should allow the ability to forward images to other users without access to the system, based on agency rules and regulations.		

Usability

Number	Requirement	Functionality Included	Description
187.	The system shall conform to recognized Web application industry standards, including Section 508 compliance.		
188.	The system shall support the ability to file a note for each document category as a scanned image.		
189.	The system shall allow case/customer level documents to be transferred to other cases/customers or linked/unlinked to multiple cases/customers.		
190.	The system should exhibit continued integrity of digitally signed documents and records (e-sign and/or e-approval).		
191.	The system should support standard compression of saved documents when needed.		
192.	The system should give users the ability to edit configuration files and alter the look and feel of individual desktops.		
193.	The system should offer users the ability to view/hide restricted menu options and toolbars.		
194.	The system should gives users the ability to make document changes, track all changes, and access changed documents by current and previous information.		

Number	Requirement	Functionality Included	Description
195.	The system should support the ability to notify user if the same document currently exists for the selected client/case/provider, category and type and offer the option of saving or discarding document.		
196.	The system should allow users to assign/re-assign documents to user defined document types/categories, to optimize document organization for future retrieval.		
197.	The system should allow the ability to sort, view, save, and print portions of a document.		
198.	The system should allow user to change the stored orientation (portrait, landscape, rotated) of a single image, a series of tagged pages, a page range, or an entire document by rotating and saving the orientation.		
199.	The system should allow for authorized users to delete, transfer or reclassify a document.		
200.	The system should support the ability to navigate from one image to the next image in the queue, forward and backward and jump directly to the first and last page of the document.		
201.	The system should support printing of the active page, pages or documents currently in the viewer.		
202.	The system should provide help functionality/tutorials to provide assistance to the users.		
203.	The system should support spell-check functionality at all data entry stages.		
204.	The system should allow the sharing of documents.		
205.	The system should support the ability to provide comment fields for each document.		
206.	System should support the ability to edit single/multiple page documents to fix errors.		

Number	Requirement	Functionality Included	Description
207.	The system should support the ability to navigate between individuals and cases, view and access all images that have been linked to an individual/case based on the user's security level.		

Audit

Number	Requirement	Functionality Included	Description
208.	The system shall support un-editable audit trails by any user including a system administrator.		
209.	The system shall allow audits by user accounts/login		
210.	The system shall allow audits of all record access/actions.		
211.	The system should audit all document access/actions.		
212.	The system shall audit all metadata access/actions.		
213.	The system should support audit queues allowing periodic review for quality assurance.		
214.	The system should allow audits by user group.		
215.	The system should audit all file plan access/actions.		
216.	System should support reconstruction of events and actions related to mishandling of documents, records, metadata or any other information.		
217.	System should support reconstruction of events and actions related to data compromises.		
218.	System should support reconstruction of events and actions related to denial of service.		
219.	System should provide the ability to file audit data as records.		
220.	System should have the ability to prevent audit reports/logs from being edited even		

Number	Requirement	Functionality Included	Description
	by system administrators.		
221.	System should have the ability to generate standard, historic and ad hoc statistical reports from audit logs for selected user accounts/login, activities and modules.		

Reporting and Printing

Number	Requirement	Functionality Included	Description
222.	The system shall allow images to be printed on any suitably configured printer attached to the network.		
223.	The system shall generate reports.		
224.	The system shall support restricted access to designated pages or fields in a document.		
225.	The system shall support the ability to generate/view reports via integration to CAFÉ.		
226.	The system should allow for acceptance of computerized (ASCII) files.		
227.	The system should support the ability to print images with or without the entity's name, program case number and/or state ID number, user printing and date imaged.		
228.	The system should be able to send images, labels, and reports to any suitable network printer.		
229.	The system should be able to print content in single sided, duplex and booklet formats.		
230.	The system should allow for customized document print jobs, to include selection of single page, tagged pages, page ranges, all pages.		
231.	The system should allow users the ability to print a document without having to view it.		
232.	The system should be able to track statistics relative to number of pages		

Number	Requirement	Functionality Included	Description
	printed, to whom it was sent, and addresses.		
233.	The system should provide statistics on how efficient users are working within the system; how many documents are scanned per day; how many images are approved; and who is doing each job, etc.		
234.	The system should give users the ability to print selected portions of documents.		
235.	The system provides the ability to create, view, save and print complete file metadata.		
236.	The system should provide reports on document life cycle information including audit trails and historical comments.		
237.	The system should provide reports on retention period information.		
238.	The system should provide reports on disposition date.		
239.	The system should provide reports on disposition action/event.		
240.	The system should provide reports on record category identifier.		
241.	The system should provide reports on file names.		
242.	The system should provide reports on file location names.		
243.	The system should provide reports on documents/records with no specific retention schedule or disposition schedule.		
244.	The system should monitor and report on available storage space.		
245.	The system should send alerts regarding dangerously low storage space and prompts for corrective measures.		
246.	The system should provide statistics on storage consumed by system processes, data, and documents/records.		
247.	The system should allow administrators to set maximum number of printable pages.		

Number	Requirement	Functionality Included	Description
248.	The system should allow authorized users to customize document print jobs to include printing with and without annotations, redactions and footers.		
249.	The system should allow each department unit to easily establish custom performance measures and create ad-hoc reports.		
250.	The system should have the ability to create nested folders for standard reports that can be run by authorized users on demand.		
251.	The system should allow for posting documents that the state makes available in conjunction with other public agencies.		
252.	The system should present published documents in non-revisable formats.		
253.	The system should support functionality to ensure that selected documents cannot be duplicated or printed.		

Performance

Number	Requirement	Functionality Included	Description
254.	The system should exhibit acceptable response times for user-defined functions as specified in section 4.1 Performance Requirements.		
255.	The system should allow employees to quickly access records/documents as specified in section 4.1 Performance Requirements.		
256.	The system should be expandable and scalable to accommodate additional users and applications.		
257.	The system should be built upon industry standard components and software (ISO 23081 and ISO 15489).		
258.	The system should work seamlessly with the DCFS infrastructure.		

Metadata

Number	Requirement	Functionality Included	Description
259.	The system shall support a range of active metadata including record identifiers, subject/title, media type, format, activity date fields, publication date, users associated with file, author, addressee, originating organization, current location, priority level, other user defined fields.		
260.	The system shall support schemas to manage metadata.		
261.	The system should support a range of internal disposal triggers based on active metadata including date of record registration, date of last retrieval, folder opening or closing date, folder last review date.		
262.	The system should allow authorized users the capability of adding user defined metadata fields.		
263.	The system should offer authorized users the ability to modify any existing metadata field labels.		
264.	The system should allow authorized users the ability to create and maintain drop-down metadata lists.		
265.	The system should allow metadata to be automatically derived.		
266.	The system should offer authorized users the ability to edit record metadata before filing.		
267.	The system should support storing metadata together with the records/documents and separately in a database.		
268.	The system should allow linking/unlinking metadata (regardless of where stored) accurately to document/record.		
269.	The system should support encoding scheme that defines values or the syntax of a metadata element.		
270.	The system should support security features that allow only authorized		

Number	Requirement	Functionality Included	Description
	personnel to specify user-defined business rules and access rules to metadata fields.		
271.	The system should support the ability to add batch level information to the documents (e.g. batch id).		

Integration with Other Systems

Number	Requirement	Functionality Included	Description
272.	The system shall allow for importing index data from an outside database for system initialization and update.		
273.	The system shall provide easy mechanisms to export objects to other environments/applications.		
274.	The system shall support multiple object import methods for electronic objects: direct upload, print file, email, copy (drag & drop).		
275.	The system shall provide a web browser interface that is easy to use and configurable, across different platforms		
276.	The system shall provide Application Programming Interface (API) layer that allows integration.		
277.	The system shall integrate with standard and enterprise applications.		
278.	The system shall provide transformation tools that enable administrators to easily map data flow between the EDR and CAFE.		
279.	The system shall provide an open architecture structure with a standardized approach for interfaces between different types of systems and applications.		
280.	The system shall provide tools and/or methodologies that will allow future EDR releases to accommodate existing interfaces without re-programming.		
281.	The system shall incorporate the recognized standards for external		

Number	Requirement	Functionality Included	Description
	interfaces (e.g., ANSI X.12 and federally specified data interchange formats).		
282.	The system shall allow the ability to pull and populate indices from CAFE and other databases if applicable/available.		
283.	The system should provide the ability to store scanned documents in TIFF Group IV, but users are able to export documents to other graphics formats.		
284.	The system should support editing in the original application and re-saving in the Electronic Document Repository.		
285.	The system should support imaging to different file formats such as group IV TIFF, JPEG, PDF, etc.		
286.	The system should offer the ability to import files and other information from existing databases and repositories.		
287.	The system should be capable of running on a virtual server.		
288.	The system should support multiple object import methods for email, paper: fax and scanning - including batch scanning, barcodes and/or Optical Mark Reader.		
289.	The system should communicate and invoke existing and future systems, databases and directories without significant effort spent integrating the software.		
290.	The system should provide standardized approach for regularly exchanging information and documents.		
291.	The system should establish processes that automatically search for and record information contained in other applications or databases.		
292.	The system should support the ability for servicing multiple state agencies in its business integration processes.		
293.	The system should support the ability to access and combine unstructured and structured information.		

Backup & Disaster Recovery

Number	Requirement	Functionality Included	Description
294.	The system shall provide backup capability or support standard backup utilities.		
295.	The system shall support data integrity following any system failure and full recovery capabilities for records, metadata, indexing and any additional information needed to access data.		
296.	The system shall allow in the event of a disaster, the software application to be capable of failover to the disaster recovery site within an acceptable timeframe, to be determined collaboratively.		
297.	The system shall allow that the software application and all data to be transferable to a State-provided SAN device at the disaster recovery site to replicate the required data for the backup system. (The disaster recovery SAN should be the same model as the primary).		
298.	The system shall support a method of data replication that offers real-time replication to secondary sites.		
299.	The system should provide the capability to automatically create backups / redundant copies of documents / records.		
300.	The system should allow authorized users to define storage options for disposition of documents / records.		
301.	The system should support backing up of all metadata for all documents / records.		
302.	The system should support full + incremental backup.		
303.	The system should support full + differential backup.		
304.	The system should support full mirror + reverse incremental backup.		

Number	Requirement	Functionality Included	Description
305.	The system should support continuous data protection.		
306.	The system should support magnetic tape backup.		
307.	The system should support hard disk backup.		
308.	The system should support remote backup.		
309.	The system should support the following data repository models: real-time, near-real-time, off-line, off-site vault, data recovery center.		
310.	The system should allow for a job scheduler function to ensure consistency in data backup.		
311.	The system should ensure that any partial updates to files (following system failure) are properly identified.		
312.	The system should provide a trigger to alert that a recovery was attempted (following system failure).		
313.	The system should provide a trigger to alert if files could not be fully recovered following system failure.		
314.	The system should allow for the software application to be capable of operation at an offsite location when recovery from a disaster is occurring.		
315.	The system should support a process by which the primary and secondary systems will be re-synchronized and operations will resume at the conclusion of a disaster.		

Documentation

Number	Requirement	Functionality Included	Description
316.	The system shall include routine system maintenance, backup and restoration as well as full recovery (for records, metadata, indexing and any additional information needed to access data)		

Number	Requirement	Functionality Included	Description
	documentation.		
317.	The system shall allow for all user manuals to be viewed on line with a printer friendly view.		
318.	The system should include document development guides.		
319.	The system should include database management, expansion and reorganization documentation.		
320.	The system should include database models and associated entity relationship diagrams.		
321.	The system should include a data dictionary.		
322.	The system should include manuals for installation, training and end users.		
323.	The system should provide documentation templates so that each participating department is able to create a "procedures guide" for performing functions designated for the department.		
324.	The system should provide templates that will include detailed instructions/procedures with bracketed areas where each department can insert the name of the department, department work group, etc. that would be performing each activity or task.		
325.	The system should provide on-line tutorials for all application modules and system functions.		

Signature Authentication

Number	Requirement	Functionality Included	Description
326.	The system shall provide industry-standard signature tools.		
327.	The system should provide authentication technology which ensures that transactions can be legally and securely conducted.		
328.	The system should support the recording		

Number	Requirement	Functionality Included	Description
	of hand written electronic signatures in conjunction with documents submitted.		
329.	The system should support recording approvals on documents issued through any system.		

Quality Control

Number	Requirement	Functionality Included	Description
330.	The system shall support viewing and editing of scanned batches for image cleanup and enhancement at both Scanning and distributed Quality Control stations.		
331.	The system shall support an exception handling process.		
332.	The system shall support automatic indicators for inferior quality scanned documents that fall below given percentage threshold indicator.		
333.	The system should support the ability for the operator to immediately see the correct part of the image coupled with the field to be corrected or filled.		
334.	The system should allow a minimum confidence percentage to be set, depending on the recognition technology being used.		
335.	The system should support the manual keying of information is separated from exception handling.		
336.	The system should support page count validations and alerts the operator when there is a difference and allows the scanned total to be accepted or rejected.		
337.	The system should support entry of comments or notes about pages that must be rescanned.		
338.	The system should allow an authorized user to select and view any page scanned in the current batch before and until the operator releases the batch to the Metadata queue.		

Number	Requirement	Functionality Included	Description
339.	The system should allow a previously scanned batch to be retrieved prior to completion of the Metadata step.		
340.	The system should allow for quality control of metadata to be performed before writing the scanned images to permanent storage.		
341.	The system should support the ability to accept or reject and comment on the reason a document was rejected.		

Recognition Technology

Number	Requirement	Functionality Included	Description
342.	The system shall support Optical Character Recognition, Zone OCR, and Point-and-Shoot OCR.		
343.	The system shall support fully scriptable Intelligent Character Recognition for unconstrained hand print.		
344.	The system shall support full-text indexing.		
345.	The system shall support optical Mark Recognition.		
346.	The system shall support manual key in of unrecognizable data.		
347.	The system shall support bar code sheets for batch processing.		
348.	The system shall support bar code software which provides both linear and 2D symbols.		
349.	The system shall support extracting data from content to be used with CAFÉ and other agency applications.		
350.	The system should support character recognition in English, Spanish and other languages.		

ATTACHMENT V - REFERENCE QUESTIONNAIRE

See the instructions below to be completed by Proposer References. Proposer may complete their name and forward to reference responder with instructions to complete and deliver directly to the State by the proposal due date.

Reference Response Questionnaire
Due Date is December 29, 2010
Due Time: 10:00 AM Central Time

You have been requested to serve as a reference for an upcoming project by:

Proposer's Name: _____

Please complete the following questions and mail, fax or e-mail directly to:

Office of State Purchasing
Attention: Nadine Molliere   1201 North Third St.
P. O. Box 94095   Claiborne Bldg., Suite 2-160
Baton Rouge, LA 70804-9095   Baton Rouge, LA 70802
E-Mail: Nadine.Molliere@LA.gov
Phone: (225) 342-8038 Fax: 225 342 8688
(Please contact the above person if you have any questions)

Reference Organization Name:
_____

Person Responding To This Request for Reference Information:
Signature:_____
Name and Title: _____
Telephone: _____
E-mail:_____
Date Reference Form Completed: _____

Type of Products/Services/Work provided by Proposer:
_____
_____
_____

When Products/Services/Work were provided and approximate dollar values.
_____
_____
Note: Complete the questions in the following section for the products or services or work described above.

Reference Satisfaction Factors

Scoring System: 0=Not Applicable, 1=Very Dissatisfied, 2=Dissatisfied, 3=Satisfied, 4=Very Satisfied

Score	Factor:
	A. The Proposer's Project Management Staff was knowledgeable, skilled, trustworthy, and balanced in terms of being task-oriented and person-oriented. Comments:
	B. The Proposer's Project line-level program subject matter expert staff was knowledgeable, skilled, trustworthy, and balanced in terms of being task-oriented and person-oriented. Comments:
	C. The Proposer's Project line-level technical staff was knowledgeable, skilled, trustworthy, and balanced in terms of being task-oriented and person-oriented. Comments:
	D. The Proposer lived up to the expectations, commitments and representations made during the procurement process. Comments:
	E. The Proposer demonstrated the ability to promptly negotiate an equitable contract within the terms and conditions that were important to us and was acceptable. Comments:
	F. The Proposer adhered to the terms of the contract and scope of work without undeserved complaint or unnecessary pressure. Comments:
	G. The Proposer was responsive and solution-oriented when there were issues or problems with the contract, timeline, scope or deliverables. Comments:

	H. The Proposer adhered to a sound project management methodology, using a comprehensive set of tools, processes and templates. Comments:
	I. The Proposer utilized an appropriate mix of needed staff onsite and offsite and invested an appropriate number of staff-hours to meet the demands and requirements of the project. Proposer brought in additional staff or needed expertise when needed. Comments:
	J. The Proposer was willing to sacrifice, accommodate and not "knit-pick" when conditions seemed warranted and "go-the-extra-mile" when necessary. Comments:
	K. The Proposer created a work environment that was collaborative, constructive and cooperative as opposed to adversarial, uncomfortable and confrontational. Comments:
	L. The Proposer was able to deliver a stable, reliable product/service that we use and value. Comments:
	M. In retrospect the Proposer is one that we are glad we worked with. Comments:
	N. In the future the Proposer is one that we would like to work with again. Comments:

	O. What other advice or general observations would you like to pass along to Louisiana as we evaluate this Proposer?

Please provide the following:

Original (proposed) price from this vendor $_____
Actual delivered price $_____

Original (proposed) date of completion   _____
Actual date of completion   _____

If there were changes to the price or schedule, what was the cause of change?

How was user satisfaction measured?

How satisfied are the users?

Feel free to attach any documentation (e.g. commendation correspondence, warning correspondence, sample work product, lessons learned, QA or audit findings, etc.) that may provide additional insight into Proposer's performance.

ATTACHMENT VI - CURRENT INFRASTRUCTURE

The following describes the current infrastructure in use by Department of Children and Family Services (DCFS) and the current infrastructure in use at the Division of Administration (DOA). If legislation is approved, the DCFS infrastructure will evolve to be included in the DOA infrastructure. The proposed system must be compatible with and interface with this infrastructure. As DCFS consolidates offices and deploys a more mobile workforce through the expanded use of laptops, the number of computers will vary.

The Department of Children and Family Services, Division of Information Services (DIS) is a 24/7 computer operation providing services to the Department of Children and Family Services (DCFS),the Department of Health and Hospitals (DHH) and Disability Determination Services(DDS). All data center equipment, with the exception of printer and file services, is located at a remote site within the Division of Administration's Information Services Building Computer Center.

The Division of Information Services supports over 50 application systems for both 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.

DCFS legacy systems operate on an IBM 2098 S03 mainframe generally available to users 12 hours a day 5 business days a week. These legacy systems can be made available to staff on an exception basis after hours. Mainframe legacy systems are based on an Adabas platform and coded in Natural with Shadow as the middleware connector for several of their Web-based applications. The disaster recovery mainframe is an IBM 2098 E10 located on the LSU Baton Rouge campus. Several of the legacy Mainframe applications also have or are in the process of developing several JAVA/DB2 Web applications most of which use JBOSS instead of Web Sphere. Desktop computers with Windows 2000 or XP are the current minimum standard. 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. It should be noted that the current developer environment uses open system architecture.

DCFS also operates a Child Protection Intake/Investigation Program, a Determine Potential Eligibility for Services Screening Tool, DSNAP system, and a 211 resource directory on an enterprise framework application (Cúram) on an IBM 2084-302 mainframe (24x7) over a TCPIP network in a z/OS IBM Operating environment with IBM DB2 Version 8 or higher as the database and IBM Web Sphere Version 6 or higher. IBM Web Sphere uses such products as Web Sphere Business Integrator and MQ Series as the middleware connector for Web-based system to legacy-based system messaging.

OPERATIONS RECAP (monthly):
- Batched Jobs Processed   20,000
- Checks Printed   45,000
- Total Cartridge Library   15,800
- Mainframe Printer Print Images   19,225,000
- Mail Items   2,300,000

Operating Environment – DCFS:

Mainframes
 IBM 2098-S03 CPU (851 million instructions per second) with one (1) Integrated Facility for Linux
 (IFL) and one (1) zIIP – Located at the Information Services Building.
- z/OS- V1.9
- z/VM – V5.03
- z/Linux-Suse Enterprise Server for z/Series V9.0
- 32 GB of processor storage
- 56 channels

IBM 2084-302 (A08) – (853 million instructions per second) with two (2) zAAPS - Z990 ACESS –
Located at the Information Services Building.
- z/OS V1.9
- 48 GB of processor storage
- 40 Channels

IBM 2098-A01 – (26 million instructions per second scalable) One (1) IFL – Located at LSU Fry
Computer Center.
- z/VM – V5.3
- z/Linux-Suse Enterprise Server for z/Series V9.0
- 48 GB of processor storage
- z/OS V1.9

Connectivity between these two locations is via **D**ense **W**ave **D**ivision **M**ultiplexor (**DWDM**)
technology.

Tape I/O Subsystem:
The tape I/O environment consists of:
(2) – Storagetek Robotic Silos and cartridge systems:
- (1) 9310 Automated Cartridge System located at the ISB complex
- (6) 9490 Timberline Transports
- (4) 9840 transports
- Each transport is connected via an Escon fiber link. The drives are capable of reading 18 and
  36 track-recorded media. The transports only write in the more efficient 36-track mode.
- (1) 9310 Automated Cartridge System located at the LSU complex
- (8) 9490 Timberline Transports
- (18) 9840 transports.   The 9840 devices require specially designed Cartridges that are
  numerically separate from our regular pool of cartridges. This silo system is located in an
  offsite Data Center on the campus of Louisiana State University and is connected via five (5)
  Escon Fiber Link Channels. This silo is primarily used for offsite backups and Disaster
  Recovery.

Virtual Tape:
1 – Storagetek Virtual Storage Manager (VSM).
- 180GB of disk buffer capacity and adds sixty-four (64) 3490-E virtual tape drives to our
  operating environment.
- Utilizes the STK 9840 tape drive technology for the migration and recall of virtual volumes.

DASD I/O Subsystem:
1 – DS8100 Model 2107 DASD (40 Terabytes) – Information Services Building
1 – DS8100 Model 2107 DASD (40 Terabytes) – LSU

Print Operations:
1 – IBM Infoprint 4000
1 – IBM Infoprint 4000 with MICR

Teleprocessing:
There are approximately 6,500 devices in the DCFS communications network. DCFS also supports approximately 4000 devices in the DHH network. The network is built on 7 backbone sites, including the LSU disaster site. Backbone sites are connected to each other via multiple T1 links and to end user sites via single T1 links.

DCFS supports 134 Ethernet LANs. DCFS supports Ethernet LANs at all 7 POP sites. Connectivity to the mainframe is primarily a direct connection using TN3270 emulation. DCFS communicates with other entities via traditional SNA/SNI (using Enterprise Extender, TCPIP), FTP, SFTP, Connect Direct, Cyberfusion, Tumbleweed and various tn3270 solutions; primarily Attachmate's Reflection. DCFS connects to the Internet via the LANET 16 megabyte Ethernet Switched connection and Microsoft's Internet Explorer. Secured access is also available through Cisco's Virtual Private Network (VPN).

PC's, Laptops, and Workstations:
DCFS has deployed the following Dell and IBM computers:
Dell computer models: Dell GX 260, 620, SX280, 745, and 755.
Dell Laptop models: Dell DDD600, 610, 520, E5500, E6500, and Minis
IBM computer models: IBM 8215, 8212, and 8807
IBM Laptop models: IBM T60, and T61
Memory ranges are 256k, 512k, has been upgraded to 1GB of RAM. Currently, not all DCFS users have been upgraded to 1GB.

Laptops - Model and Deployed Count

Model	Count
D600	50
D610	650
520	200
E5500	800
E6500	400
T60	150

Computers/Model and Deployed Count

Model	Count
260	150
620	600
280	450
745	600
755	1600
8215	30

Uninterruptible Power Supply (UPS)/ Battery:
- Powers nine Power Distribution Units (PDUs) throughout the building
- Automatic transfer to battery on interruptions
- Four cabinets each holding forty 12 volt batteries (up to an hour of backup power)
- Batteries individually tested twice a year

- Shower required by OSHA

DCFS Installed Software

Add Novell Suse Linux, Novell's IManager and Remedy and Symantec EndPoint Protection

Vendor	Application	Version	Description
Absolute	Computrace Web	8.0	Laptop security and tracking
Accord	Chase Viewer	7.01	Check image archival software
ACF / Children's Bureau	NCANDS Validation System	FFY 2006	National Child Abuse and Neglect Data System
Achievement Technologies	Computer Learning Works	5.52	Assessment tool for basic educational skills
Achievement Technologies	EWMS	3.5	Employability and Work Maturity Skills tutor
Achievement Technologies	MySkillsTutor	Web	Assessment tool for basic educational skills
ACL	ACL for Windows	7.2.1	Audit analysis and fraud detection software
ACF / Children's Bureau	AFCARS		Adoption and Foster Care Analysis and Reporting
Adobe	Acrobat Reader	8.0.0	Viewer for PDF documents
Adobe	Acrobat Professional	8.0.0	PDF creation and editing software
Adobe	Flash Player	8.0.24	Player for flash-based animation
Adobe	InDesign CS2	4.0.0	Web design platform (multi-product suite)
Adobe	LiveCycle Designer	8.2	Editable forms generation software
Adobe	LiveCycle Workflow	8.2	Editable forms generation software
Adobe	Photoshop Elements	5.0	Photo editing software
Adobe	RoboHelp Office	X5	Help tutorial and knowledge base publisher
Adobe	Shockwave Player	10.1	Player for shockwave-based animation
Adobe	SVG Viewer	3.0.3	Viewer for scalable vector graphics
Ahead	Nero Ultra	7.01	CD and DVD burning software
AMS	1099-etc	D-2.0	1099 and W-2 tax form filing software
Apache	ANT	1.6.2	
Apple	QuickTime	7.1	
Aquire	OrgPublisher	7.1	
ASG	DocuAnalyzer	6.01	
ASG	DocumentDirect	4.2.3	
ASG	Zena Client	2.0.1	
Attachmate	Extra	7.11	

Vendor	Application	Version	Description
Attachmate	Reflections	10.18.0	latest version
Attachmate	Computers At Work	3.5.1	
Avery	Wizard for MS Word 2003	2.10	
Bank One	The One Net	Web	
BMC	Remedy Action Request System	5.01	
Boolean Dream	ReplaceEm	2.0	
Bridges	Choices	2009	
Business Objects	Crystal Reports Viewer	9.2	
Cisco	Access Control Server		
Cisco	VPN Client	5.0.0	
Citrix	Presentation Server Client	9.150	
Core FTP	Core FTP LE	2.0.1531	
Corel	PaintShop Pro Photo	X1	
Corel	Quattro Pro	2000	
Corel	WordPerfect Office	X3	
Cúram	Cúram GISS	4.4	
Cyberlink	PowerDVD	5.7	
Daemon Tools	Daemon Tools	4.03	
Dameware Development	Dameware Utilities	6.3	
DataDirect / Neon Systems	Shadow Client	6.1.1	
DataDirect / Neon Systems	Shadow Studio	1.2.1	
Datalect	FORMQuest Publisher	3.0	
DESI	DESI Lite	2.76	
DCFS	BLAS	1.0.211	
DCFS	QATS	1.0.65	
Dymo	Dymo Label Software	7.5	
ESRI	ArcGIS ArcReader	9.1	
EWA	Phoenix	5.0	
EWA	Phoenix Tutorial Maker	1.0	
Faronics	Deep Freeze	6.0	
Helios	TextPad	5.0	
Hummingbird	Exceed	9.0	
IBI	Visual Discovery	3.6	
IBI	WebFocus Developer Studio	7.62	
IBI	WebFocus iWay Data Migrator	7.62	

Vendor	Application	Version	Description
IBM	Content Producer	3.1	
IBM	DB2 Enterprise Edition	9.0	
IBM	Host On Demand	10.0	unsupported
IBM	IBM Java	1.4.2	
IBM	InfoPrint Manager	4.2	
IMSI	TurboCAD	12	
InCircuit	Protégé	Web	
Intekron	Easy Street	Web	
Intuit	QuickBooks Enterprise Solutions	6.0	
JPMorganChase	EBT Browser Admin		
Kofax	Ascent Capture	7.5	Document Imaging Scan Utility
LabF	WinaXe Plus	8.1	
LDNR	Budget Manager	1.0	
LDOC	CAJUN		
Letter Chase	Typing Tutor	3.7	
Macromedia	Studio MX 2004	7.0	
Macrovision	AdminStudio Professional	8.5	
Macrovision	InstallScript	11.5	
MeadCo	ScriptX	6.1.432	
MetaStorm	e-Work Designer	6.5	
Microsoft	Access	2003	
Microsoft	ClearType Tuner	1.01	
Microsoft	Digital Image Suite 2006	11.0	
Microsoft	Excel	2003	
Microsoft	Frontpage	2003	
Microsoft	IEMenu ActiveX	4.71	
Microsoft	InfoPath	2003	
Microsoft	Internet Explorer	6.0	
Microsoft	OneNote	2003	
Microsoft	Orca	2.0	
Microsoft	Outlook	2003	
Microsoft	PowerPoint	2003	
Microsoft	Project	2003	
Microsoft	Publisher	2003	
Microsoft	SQL Query Analyzer	8.0	
GenuitecMy Eclipse	MyEclipse	6.0.1	
IBMMy Eclipse	Personal Communications	5.7.0.4	
IBMMy Eclipse	Rational Application Developer	6.0.2	
IBMMy Eclipse	Rational Build Forge Agent	7.0.2	

Vendor	Application	Version	Description
IBMMy Eclipse	Rational ClearCase	7.0.1.4	Versioned Software Development Management
IBMMy Eclipse	Rational ClearQuest	7.0.1.4	
IBMMy Eclipse	Rational Method Composer	7.0.1	
IBMMy Eclipse	Rational RequisitePro	7.0.1.4	
IBMMy Eclipse	Rational Robot	7.0.1.1	
IBMMy Eclipse	Rational Rose	7.0.0.1	
IBMMy Eclipse	Rational SoDA	7.0.1.1	
IBMMy Eclipse	Rational TestManager	7.0.1.1	
IBMMy Eclipse	Simulation Producer	4.2	
IBMMy Eclipse	Visual Explain	8.0	
Microsoft	SQL Profiler	8.0	
Microsoft	Virtual PC	2004	
Microsoft	Visio	2003	
Microsoft	Windows Media Player	10	
Microsoft	Word	2003	
Mozilla	Firefox	1.5	
NCMEC	Locater Online	6.8	
Novell	ConsoleOne	1.36h	
Novell	Groupwise	7.0.3	
Novell	Groupwise Messenger	2.0.4	
Novell	iFolder	3	
Novell	iPrint Client	4.30	
Novell	Netware Administrator	5.1.9f	
Novell	OpenOffice.org	2.0.1	
Novell	OpenOffice.org Base	2.0.1	
Novell	OpenOffice.org Calc	2.0.1	
Novell	OpenOffice.org Draw	2.0.1	
Novell	OpenOffice.org Impress	2.0.1	
Novell	OpenOffice.org Math	2.0.1	
Novell	OpenOffice.org Writer	2.0.1	
Nuance/ScanSoft	Dragon Naturally Speaking	9.0.1	
Nuance/ScanSoft	OmniForm	5.0	
Nuance/ScanSoft	OmniForm Filler	5.0	
Olympus	Digital Recorder Light		
Olympus	DSS Player	6.3.1	

Vendor	Application	Version	Description
Oracle	OLEDB	8.1.7	
Pathlore	Learning Management System	4.3.2	
PureEdge	ICS Viewer for Grants.gov	6.0.2	
PuTTY	PuTTY	0.58	
RealNetworks	RealPlayer Enterprise	6.0.11	
Red Egg Software	ieSpell	2.1.1	
Research In Motion	Blackberry Desktop Manager	4.1.6	
Roxio	Easy CD Creator	5.3	
RSS Products	ReadySetSign	5.1	
SAI	IMS		
SAI	IMS Bank Recon		
SAP	SAP Logon Pad	6.20	
Seagate	Smart Viewer	1.0	
ShoreTel	ShoreWare Call Manager	6.1	
SkillTRAN	Job Browser Pro	1.5	
Software AG	Entire Connect	4.2.1	
SPSS	SPSS	15.0	
Steelray	Steelray Project Viewer	3.1.1	
Stylus Studio	XML Enterprise Suite	2008	
Sun	Java J2RE SE	1.42_06	
Sun	Java SDK	1.42_06	
Syntellect	Teloquent Interchange Agent	6.1.0	
Syntellect	Teloquent Preview Agent	6.5	
Sysinternals	BGInfo	4.05	
Sysinternals	PsKill	1.10	
Tall Tower	ZENith Professional	5.00	
TALX	The Work Number	Web	
Vertek	OASYS	3.4.5	
VMWare	VMWare Server	1.04	
VMWare	VMWare Workstation	5.5	
VMWare	VMWare Player	1.0	
Thompson West	WestLaw	Web	
Thompson West	WestMate	7.38	
VRI	CareerScope	8.0	
WareCentral	PrintKey	2000 v5.10	
WatchFire	WebQA	4.0	
WinZip	WinZip	11.1	
WS_FTP	FTP Client for	3.00	

Document Imaging and Content Management RFP

Vendor	Application	Version	Description
	Windows		

Division of Administration – Technical Environment
December 2009

LOCAL AREA NETWORK
SOFTWARE

Workstation Operating System	Windows XP SP3
Server Operating System	Windows Server 2003 & Windows Server 2008
Web Server	IIS 6.0 and IIS 7.0
Email/Collaboration	Microsoft Exchange 2007 SP1
Word Processing	Microsoft Word 2007
Spreadsheet	Microsoft Excel 2007
Electronic Mail/Scheduler	Microsoft Outlook 2007 / Exchange
Database	Microsoft Access 2007, SQL Server 2005
Communications	TCP/IP v4
Graphics	Publisher 2007, Microsoft PowerPoint 2007
Applications Development	PowerBuilder, ColdFusion 7.0
Ad Hoc Reporting	Business Objects
Middleware	DB2Connect, SQL Server 2005
Browser	Internet Explorer 7.0
Client Management	Systems Center Configuration Manager 2007
Intrusion Detection	Cisco Security Agent 6.0
Server Defrag	DiskKeeper 2009 Server
Antivirus	Symantec Endpoint Protection 11 MR4
Viewer:	QuickViewPlus 10.0

HARDWARE

Typical Personal Computer Workstation
Dell Pentium Processors
2.8 GHz (or faster)
1 - 2 GB (or more) memory
40 GB (or more) hard disk
Ethernet
3.5" 1.44 MB floppy drive
CD or DVD
17" Flat Panel Monitor

Printers
Various Hewlett Packard LaserJet/Colorjet series
Various Xerox Phaser series
Various DELL Color Laser
Multi-function printers from various vendors

Network Management

HP OpenView

MS Systems Center Configuration Manager 2007
Microsoft Windows Server Update Services 3.0

Minimum Network Storage
Dell Pentium Dual-Processor (2.8 GHz, minimum)
2 GB (or more) memory
3-73 GB hard disk, RAID1
Ethernet
3.5" 1.44 MB floppy drive
Rack Mounted

Other Common Server Components or

Technologies Utilized
SAN Connectivity
SAN Storage
VMWare
Microsoft Clustering

Miscellaneous Peripheral Hardware
CD-ROM, DVD-ROM,
Modems
UPS
Scanners
JetDirect printer sharing devices

MID-RANGE

SOFTWARE

System Control Programs
IBM AIX, Solaris,
SUSE Linux Enterprise Server, CentOS,
VMware ESX

ERP Software
SAP R/3

Resource Administration
SMIT (AIX tool)
SMC (Solaris tool)
YaSt (Linux tool)

Teleprocessing Software
Korn shell
C shell
Bourne Again shell

Network Performance Monitoring
HP OpenView

Programming Languages
ANSI-C, PERL,
ksh, bash, awk, expect

Database and Supporting Software
DB2 UDB

HARDWARE
Enterprise Mid-Range Hardware
IBM pSeries P550, P6 570
Sun Sunfire V120, V210, V250, V440, V480

Pentium Processor 2.8 GHz (or faster)
1 GB (or more) memory
10 GB (or more) RAID disks
Ethernet
UPS

STORAGE AREA NETWORK

SOFTWARE
SQL Server Enterprise 2000
Panagon IS Shared User License V 3.x
Panagon Web Services 3.x
Panagon Workgroup IS V 3.6
EMC Control Center Navisphere V 6.26.2.6.5
EMC Control Center Navisphere V 6.26.2.6.5
Visual SAN V 4.1.0 SP2

Document Imaging and Content Management RFP

HARDWARE
1 PV51F – 8 Port Fiber Channel Switch
1 STK 9714 DLT Library 5 DLT 7000 Drives 100   Slots
1 HP 2200 MX Optical Jukebox
1 Dell PowerVault 660F 14 – 36 GB Drives
1 Dell PowerVault 224S 14 – 36 GB Drives
1 Dell 6450 Sequel/Image Server 2 - 36 GB Drives, 2 GB memory
Dell 550 Web Server 2 - 9GB Drives, 2 GB memory
10 Dell Exchange Clustered Blade Servers using Fiber connected SAN

Onsite
   2 Dell/EMC CX3-80
   1 Brocade Silkworm 3900 Switch
   2 Brocade Silkworm 4020 Switches
   7 Brocade Silkworm 4100 Switches
   1 EMC Centera

Remote/DPS
   2 Dell/EMC CX3-80
   1 Brocade Silkworm 3900 Switch
   4 Brocade Silkworm 4100 Switches
   1 EMC Centera
   2 IBM DS4800
   1 IBM DS5300

MAINFRAME

SOFTWARE

System Control Programs
z/OS V1.10

Teleprocessing Software
ACF/VTAM
TSO / ISPF
TCP/IP for MVS
CICS

Text Manipulation
PMF
PSF
OGL
PPFA
ISPF

Programming Languages
HLASM
C
PL1
MVS COBOL
Language Environment
JAVA

Resource Administration
CAFC
DFDSS
DSF
RMF
SMF
CA-1
CIMS / ITUAM

Database and Supporting Software
DB2 V9
DB2 Administration Tool
CA-Insight Performance Monitor
DB2 Table Editor
DB2 Automation Tool
CA-Detector
DB2 Log Analysis Tool
CA-Subsystem Analyzer

Other Software
OPS/MVS
Abend-Aid
IPCS
DFSort
File Aid
DFSMS
MVS/Quickref
BUNDL
ZEKE
ZEBB
EREP
Book Manager
SDSF
XPEDITER/TSO
XPEDITER/CICS

Performance Monitoring
TMON for MVS
TMON for CICS

Statistical/Graphics Packages
SAS / MXG
GDDM/PGF

HARDWARE

CPU
IBM 2097-602 processor with 64 GB storage
IBM 2098-L02 processor with 16 GB storage

DASD
1 IBM DS8100
1 IBM DS8300

Magnetic Tape Onsite
2 STK Powderhorn 9310 Tape Libraries with:
    12 - 4490 Cartridge Drives
    8 - 9490 Cartridge Drives
2 STK 4490 Standalone Cartridge Drives
2 STK 4480 Standalone Cartridge Drives
1 STK 9330 LMU (Library Management Unit)

Magnetic Tape Annex/Remote
  2 STK Powderhorn 9310 Tape Libraries with:
    12 - 9490 Cartridge Drives
    22 - 9840 Cartridge Drives
  1 STK 9930 LMU (Library Management Unit)

Magnetic Tape DPS/Remote
  1 IBM 3494 Tape Library with:
    16 - 3592 Cartridge Drives

Printers
2 IBM Infoprint 2085 Laser Printer1 STK VSM4 (Virtual Storage Manager)

Servers for all platforms are physically housed in the Information Services Building. Servers accessed outside the Division of Administration 9 offices are logically contained within the Office of Telecommunications Management's public DMZ.

ATTACHMENT VII – PROPOSER INQUIRY FORMAT

Company Name:
Contact Name:
Contact Email Address:

Question #	Question	RFP Section #	RFP Page #	Paragraph or bullet #	Quotation from RFP for which question is posed	How this will impact your response?