

**STATE of ALABAMA
DEPARTMENT of REVENUE
INFORMATION TECHNOLOGY DIVISION**

INVITATION TO BID

FOR

LASERFICHE

DOCUMENT MANAGEMENT

SOFTWARE PRODUCTS AND SERVICES

June 15, 2010

SECTION – I

LASERFICHE DOCUMENT MANAGEMENT SOFTWARE ADMINISTRATIVE AND CONTRACTUAL INFORMATION

I.1. OBJECTIVE: The purpose of this Invitation to Bid (ITB) of the Alabama Department of Revenue (ADOR), State of Alabama (State) is to purchase LASERFICHE Document Management and no other, server and client software products, licensing and support in accordance with the requirements contained herein.

I.2. CONTRACT PERIOD: An initial 12-month contract will be established to begin on the date of award with an option to renew for up to four (4) additional 12 month contract periods, or extend the first contract until such time that a new contract can be bid and awarded. Any additional contract or extension will be at the same or lower prices, same terms and conditions. Any successive contract must have the written approval of both the State and the awarded vendor no later than 90 days prior to the expiration of the original contract.

I.3. VENDOR ELIGIBILITY: Bidder must be the manufacturer or manufacturer authorized reseller for all software products, licensing, installation services, and consulting services bid in response to this ITB. Bidder must include in their bid response documented manufacturers proof of such authorization. Bidder must have at least twenty (20) installed and current Laserfiche accounts, of which at least ten (10) must be Laserfiche Workflow installations.

I.4. RESPONSE SUBMISSIONS AND BID FORMAT: The bidder must submit a minimum of one (1) original and two (2) copies of the bid response and three (3) copies of their catalog/list in addition to all other requested information. At least one copy of the catalog/list must be provided on CD in PDF format. Bid should be in the same format and sequence as presented in this ITB. Bid responses must include a statement of understanding and compliance with all mandatory requirements.

I.5. SECURITY STATEMENT: Some data elements and licensed software utilized by the State are of a highly restricted nature. The bidder must ensure that personnel involved with any State project shall be advised of and acknowledge in writing the confidential nature of information contained in State agency files as well as the safeguards required and criminal and civil sanctions of non-compliance in Federal and State statutes. Any software or file data in the custody of the contract vendor must be stored in an area that is physically safe from access or destruction by any unauthorized person(s).

I.6. INQUIRIES: Any questions that arise concerning technical specifications must be submitted in writing to:

Gary Graham
Information Technology Division
50 North Ripley Street, Room 1116
Montgomery, Alabama 36132-7123
Email: Gary.Graham@revenue.alabama.gov

Procedural questions and copies of all questions should be directed to:

Ms. Jaeri Ellis, Buyer
Division of Purchasing
100 North Union Street, Suite 192
Montgomery, Al 36130-2620
Email: Jaeri.Ellis@purchasing.alabama.gov

I.7. REFERENCES: The bidder must provide in their bid response a minimum of three (3) current State or Local Government accounts where they have installed the software products listed in the bid. Bidder must include account name, address, contact person and telephone number. The State may contact any or all references.

I.8. ACCOUNT REPRESENTATIVE: Awarded vendor must establish an Account Manager with contact name(s), an 800 phone number and fax number. Bidder must include this information in their bid response.

I.9. ADDITIONAL INFORMATION: Bidder should include any additional information that is believed to be pertinent but not explicitly asked for elsewhere in the ITB. Any additional information requested from a vendor must be furnished within five (5) days after receipt of request.

I.10. AWARD: Award will be based on the lowest total cost for the Bid Evaluation Initial Project Pricing configurations included with this ITB (See Attachment - A) meeting all specifications.

I.11. DELIVERY TERMS: Awarded vendor should deliver all purchase order items within thirty (30) calendar days after receipt of order (ARO). Partial shipments are acceptable if authorized in writing by the ordering agency. Awarded vendor must deliver to the address listed on the purchase order. No handling charges or other fees are to be added to vendor invoices.

I.12. NON-APPROPRIATION OF FUNDS: Continuation of any agreement between the State and a vendor beyond a fiscal year is contingent upon continued legislative appropriation of funds for the purpose of this bid and any resulting agreement. Non-availability of funds at any time shall cause any agreement to become void and unenforceable and no liquidation damages shall accrue to the State as a result. The State will not incur liability beyond the payment of accrued agreement payment.

I.13. PAYMENT: No invoice shall be paid until all items have been delivered to the destination shown on the purchase order as ordered and in a satisfactory working order. After merchandise has been received and invoices submitted to the ordering agency, it shall be the responsibility of the ordering agency to make payment. Any questions concerning payment should be addressed to the user agency listed on the first page of the purchase order, not to the Division of Purchasing. The State will not pay in advance for any services or purchases.

SECTION II

LASERFICHE DOCUMENT MANAGEMENT SOFTWARE ADDITIONAL TERMS AND CONDITIONS

II.1. SOFTWARE CATALOG: Bidder must submit a complete catalog/list with contract pricing that will be in effect during the contract period. The Catalog/list should include every Laserfiche component or module the bidder is authorized to sell and support. The Catalog/list must be in the format specified in ATTACHMENT “B”.

II.2. PRICING AND FORMAT: The pricing sheet shown in ATTACHMENT “A” is the format that is to be used for responding to the specific software and services being bid in this ITB.

II.3. QUANTITY: The quantity of future purchases for each item requested in this solicitation beyond those identified in the Attachment “A” is not known. The State Division of Purchasing does not guarantee that the State will buy any amount. Orders will be placed as needed and will give complete shipping instructions.

II.4. PRIME CONTRACTOR RESPONSIBILITIES: Awarded vendor must assume responsibility for all orders and delivery for all software and support services on contract. The vendor must be the sole point of contact regarding contractual matters, including performance of services and the payment of any and all charges resulting from contract obligations. The vendor cannot subcontract any services offered in the bid.

II.5. PRICE DECREASES: The State shall receive the benefit of any price decreases as soon as possible. The discount percent must be applied to the new lower retail price. Contract vendor must invoice the State for the cost of the software at the time of shipment versus price quote or purchase order, if the price is lower.

II.6. QUANTITY DISCOUNTS: If volume discounts apply per order, provide in a list format the additional discounts to be applied by quantity.

II.7. USE WARRANTY: The contract vendor warrants the software sold on contract shall be new, unopened, and include original manufacturer’s warranty. Vendor shall at its expense correct or replace defective software to the satisfaction of the State.

II.8. CANCELLATION: The contract resulting from this solicitation may be cancelled by the State by giving thirty (30) days written notification to the vendor. Failure to provide software products as bid and any upgrades will also be cause for immediate cancellation.

II.9. NEWS RELEASES: No news release, press conferences or advertisement pertaining to this ITB will be made without prior written approval of the ADOR Commissioner’s Office.

II.10. SOFTWARE VERSIONS: It is understood that the latest fully functional version is being requested. If a later version has been released prior to bid opening, please specify latest version, publisher/manufacturer part number and price. Publisher/manufacturer’s part number must be included on pricing sheet. At time of shipping all software shipped must be the most current version/release.

II.11. SOFTWARE MEDIA AND DOCUMENTATION: All items bid are to be supplied with appropriate media and documentation unless otherwise noted.

SECTION – III

LASERFICHE DOCUMENT MANAGEMENT SOFTWARE TECHNICAL SPECIFICATIONS AND REQUIREMENTS

III.1. LASERFICHE Document Management Software. Each item bid is to have an explanation of the purpose and use of the package or module. The Department intends to initially purchase the Laserfiche Document Management software licenses and services listed in Attachment A, Initial Project Pricing, and may purchase additional Laserfiche licenses or components at later dates during the contract period from Attachment B, Catalog Pricing Sheet.

III.2. Technical Requirements: The implementation of Laserfiche for the Department of Revenue must support Microsoft .NET technology and utilize SQL databases. Microsoft Active Directory must be used for authentication.

III.3. Description of Initial Project: This section outlines the scope of the initial project and the support services to be included in the pricing in Attachment A, Initial Laserfiche Project. The initial project will be a Human Resource personnel file imaging and retrieval application. Several folders for each employee must be set up to organize and store different sections of a typical personnel file, such as medical, payroll, training, personnel, performance appraisals, etc. User security must be set up to limit access to certain folders and documents based on job requirements. Once Laserfiche is installed and the personnel file folders are created, previously scanned images and associated metadata currently stored on two (2) DVD's must be imported into the Laserfiche system. Some translation or combination of document types might be required prior to loading into Laserfiche. The document type is an index field in the metadata. The images are TIFF group 4 and the metadata is in a delimited file.

Once the images from the DVD's are imported, a scanning and indexing function must be created to process the remaining majority of personnel files. Multiple people in the Human Resources section must be able to index scanned documents at the same time. Our intention is to have more than one person scanning personnel files and at a later time, have multiple people paging through the scanned images, identifying the document and manually keying the SSN, Document Type, and the Document Date. As part of the indexing function, a file lookup must be made to find the SSN from data supplied in an employee lookup file (a delimited file supplied from another system twice a month) and populate the remaining index values for that individual in Laserfiche.

Any and all site specific source code or component developed or installed for the purpose of meeting the requirements associated with the initial project will become the property of the Alabama Department of Revenue. In addition to general end-user and technical documentation for the Laserfiche product(s), documentation specific to the Initial Project must be developed indicating the configuration and/or setup of the folder layouts, index and metadata setup, document types, etc.

III.4. Support Services: Bidder must provide on-site installation, configuration, training and other services necessary to implement the initial project identified above and train ADOR technical personnel and Human Resources end-users. Training must be sufficient to enable ADOR technical staff to create additional scanning and indexing applications, administer the system, create and update end-user security privileges, create and modify folders, create index searches, import image files and metadata, and provide familiarity with other menu items and functions in the purchased Laserfiche software. The department's goal is to be self-sufficient after the initial project and able to fully utilize the purchased modules and components of Laserfiche without incurring billable vendor services beyond that of standard software maintenance.

III.5. Maintenance: Bidder must provide the first years software maintenance at no cost to the department. Bidder must provide a detailed description of what their maintenance fees cover and how they would provide on-going support to the Department. Annual maintenance costs must be included in Attachment A.

Attachment A – Initial Project Pricing

Pricing for Laserfiche software:

A. Item Description	B. Qty	C. Manufacturers Suggested Retail Price	D. State Discounted Price	E. Total Price (B x D)	F. Annual Maintenance for quantity listed
MSE30 – Laserfiche Named User Server for MS SQL w/Workflow	1				
MNF05 – User(s) Laserfiche Named Full User w/Snapshot & Email	150				
MCA01 - Laserfiche Import Agent	1				
MCQ01 – Laserfiche Quick Fields	1				
MCS01 – Laserfiche ScanConnect	1				
MCQC3 – Laserfiche Zone OCR & Validation Package (includes Pattern Matching)	1				
MCQC5 – Laserfiche Real Time Lookup & Validation Package (includes Pattern Matching)	1				
MPL01 – Laserfiche Plus Plug-in	1				
TOTAL					

Note: The Department would prefer concurrent user licenses over named user licenses if possible.

Pricing for Bidder services for Initial Project Implementation:

Description of service or expense	Number of Days	Price per Day *	Total
Software Installation, Initial Project development and implementation (see Section III.3)			
On-site Technical & Administrative Training			
On-site End-User Training (approx. 20 individuals)			
Other (please describe in detail)			
TOTAL			

Note: The Price per Day must include all travel, lodging and other expenses.

Grand Total for Laserfiche software and Bidder services: _____

Attachment B - Catalog Pricing Sheet Format

Description	Manufacturer Suggested Price	Discount Percentage	Volume Discount Levels (if applicable)	Annual Maintenance	Comments