

**State of Alabama
Finance Department
Information Services Division**



**Enterprise Content Management
Invitation to Bid
T515**

October 8, 2013

SECTION I

DESCRIPTION

I.1 OBJECTIVE: The purpose of this Invitation to Bid (ITB) of the State of Alabama, herein referred to as State, is to establish enterprise contracts to be used by State agencies to purchase Enterprise Content Management (ECM) System Software Products and ECM Professional Services. Political subdivisions, local government agencies, and public educational institutions may at their discretion use this contract to purchase ECM related software or services included in this contract.

ECM software generally includes software supporting or providing document scanning, indexing, quality assurance, storage, retrieval and workflow processes. The awarded software vendor will be responsible for installing and configuring the software. Services may include such services as ECM architecture, design, integration, customization, programming and training related to implementing ECM systems.

There are two categories of ECM functions or processes: 1) simple/centralized represented by Attachment B) and 2) complex/distributed represented by Attachment C. Each category has a ECM software component and a ECM system integration service component. The intent of this ITB is to award one ECM software contact for each category and up to three system integration services contracts for each ECM software category awarded. The services contract award is dependent on the software awarded by this ITB. Vendors may bid on either or both the software and the system integration services, but the vendors bidding on the services must designate the ECM software being supported. Vendors must indicate which category and which component they are bidding by completing and submitting the appropriate sections of Attachment B and Attachment C.

The software will be bid as percentage discount from the manufacturer's ECM software catalog. The services will be bid using the percentage discount off the hourly rates for services. The discount bid must apply to the entire catalog. BIDDERS may bid on software and/or services categories. The categories will be evaluated and awarded separately. BIDDERS bidding only services must designate and submit a separate bid for each for each manufacturer's ECM system services being bid. All bidders must designate or declare whether the percent off catalog refers to the manufacturer suggested retail price (MSRP) or Original Equipment Manufacturer (OEM) price listing.

The terms Bidder, Vendor, and Prime vendor are used interchangeably in this document and refer to the entity submitting a response to this ITB or awarded the contract. The term manufacturer also refers to the software publisher or manufacturer or software licensed under the software publisher's brand name.

I.2. ADMINISTRATIVE FEE: The awarded bidder shall pay each month to the Dept. of Finance an administrative fee in the amount of 1% for all sales made during the prior month. This 1% fee will be distributed as 1/2 % to Finance ISD Revolving Fund and 1/2% to the State Procurement Fund. Refer to the terms and conditions section of this bid for further instructions regarding reporting and remittance.

I.3. CONTRACT PERIOD: The initial contract for a 12 month period 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 current contract until such time that a new contract can be bid and awarded. Any renewal or extension contract 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(s).

I.4. QUANTITY: The exact quantity of purchases for each product on this solicitation is not known. The State Division of Purchasing does not guarantee that the State will buy any amount. Orders will be placed by agencies as needed and will give complete shipping instructions.

I.5. RESPONSE SUBMISSIONS AND BID FORMAT: Bid should be in the same format and sequence as presented in this ITB. The VENDOR must submit a minimum of one (1) signed original bid response including Attachments B and C and one (1) exact copy of the complete bid response including Attachments B and C in paper form. Vendors should also submit two (2) Microsoft Word or searchable PDF soft copies of their bid response including all attachments on CD, DVD, or flash drive media or provide it upon request within specified timeframe.

To facilitate the Vendor's response, a MS Word copy of this ITB can be downloaded from:
http://isd.alabama.gov/planning/documents/ITB/2013_ECM_ITB.docx

I.6 CATALOG AND OPTIONS/ACCESSORIES: In addition, vendors *must* submit two copies of the ECM software catalog and/or ECM services catalog to include their catalog of products being bid in electronic format either in MS Word or searchable PDF format. The catalog (Software or Services) must indicate whether the percentage discount is MSRP or OEM Retail.

The ECM software catalog should include the product, function, the acquisition cost or licensing basis, and include the annual maintenance cost. Maintenance includes upgrades, updates, fixes and assurance etc. Vendors must indicate whether or not the bid price includes the first year's maintenance cost.

Vendors bidding ECM services must provide a job title or classification for each service position bid. They must also define the types of services or duties of each position bid and the hourly rate. The expectation is that the services will include scanning, indexing, quality control, security, integration, workflow, design/architectural and programming service to modify or integrate the software to meet the requirements of the agency as defined by this ITB or a Statement of Work (SOW). Vendors bidding on services *must* provide conversion services for Keyfile document imaging systems and have the capability to convert other imaging systems, or image formats as requested. Conversion services *must* be included in the service catalog.

The Catalog/list should include every Enterprise Content Management product, component, module, or service the bidder is authorized to sell and support.

The percentage discounts shall be taken from the listed MSRP or OEM Retail rates in the catalog. All services costs are to include the cost of travel.

Vendors may include a complete line of options and accessories for the ECM category bid (Software or Services). Options and accessories should be listed at the end of the ECM catalog. Options and Accessories may include items such as extended warranties, accessories or options, premium coverage etc. The State reserves the right to reject any product, options, accessories or services that don't meet business requirements of this ITB.

The State may follow up with additional questions or request additional information concerning the prices bid or the catalog. *Failure to responds to the State's request for additional information within the specified time frame may result in the bid being disqualified*

I.7. PRODUCT PRICING AND OFFERINGS: The bid pricing must not be predicated upon any temporary,

seasonal or other promotional discount offers. The awarded Vendor may offer a reduced price at any time. The reduced price must be offered to those eligible to purchase from this contract on purchases of the same products and quantities. If a promotional package of contract items is offered, the Awarded Vendor must immediately present it to the State for consideration. Product promotional packages may be considered if the package contains items only on State contract and are offered at a reduced price. The State will not file for rebate(s); therefore, the Vendor must offer and bill the State at the new discounted price of the applicable offering. Volume discounts will be allowed with the provision that any purchasing entity that purchases the equivalent volume be offered the same rate of discount. Promotional or spot discount is permissible as long as the product meets the catalog specifications and the discounted price is lesser than the bid price.

If the price of an item is reduced in a later catalog, the discount submitted with the bid will apply to the reduced price. When items in the catalog are replaced by other items, the same percentage shall apply for the replacement items; provided that the price for the replacement items shall not exceed that of the original items.

I.8. SUBSTITUTIONS: Substitutions of discontinued product(s) or additions will be allowed whenever the product(s) being replaced is/are no longer in production and the new product(s) is/are being added by the manufacturer for the categories bid. Replacement products must be equal to or better than the current product and equal to or less in cost. All substitutions or additions must be approved by ISD and State Purchasing. The Awarded Vendor must notify the State by email of any discontinuance of products as early as possible. The State will determine the equivalency or validity. Changes to the contract will not be made during the last thirty days of the contract period. Prior to publishing, the awarded Vendor must obtain the approval of the Division of Purchasing and ISD on the requested changes. Submit any requested changes by email to State Purchasing; Attention Jaeri Ellis, Jaeri.Ellis@purchasing.alabama.gov.

I.9 SECURITY STATEMENT: Security Policy 681 (Information Protection), including Standard 681-S3 (Media Sanitization), applies to all users (State of Alabama employees, contractors, VENDORS, and business partners) of any State-managed information resources. Some data elements and licensed software used in the State agencies are of a highly restrictive nature. The VENDOR shall ensure that personnel involved with installation/maintenance of software on any agency IT hardware shall be advised, and acknowledge, the confidential nature of information contained in the State files, the safeguards required, and criminal and civil sanctions of non-compliance with Federal and State statutes. By accepting the award of this contract, the VENDOR certifies to the State that all contractor and subcontractor personnel will comply with the State of Alabama information technology policies, procedures and standards including any future information security policy changes or enhancements. ISD's Information Technology Security Policies, Standards and Guidelines are posted at: <http://cybersecurity.alabama.gov/PoliciesStandards.aspx>.

The awarded vendor(s) will comply with ISD's Information Technology Security policies, standards and guidelines or the contracting agency's security policies, standards and guidelines whichever is more stringent.

I.10. VENDOR RESPONSIBILITY: Awarded Vendor is responsible for delivery for all software, options and accessories etc. or services purchased through this ITB. The awarded Vendor is the sole point of contact regarding contractual matters including the payment of any and all charges resulting from contract obligations. Awarded Vendor must be totally responsible for all obligations of each order.

I.11 SUB-CONTRACTORS: A bidder may use sub-contractors to respond to meet the ECM service requirements, and if awarded, subcontractors can be used to provide staff required. The primary contractor is responsible for all actions of their employees, agents, or their subcontractors including the quality of work performed. The requirements stated in this ITB also apply to any subcontractors. The contractual relationship is based upon the requirements of this ITB between the State Of Alabama, governmental entities using this contract, and the primary contractor.

I.12. VENDOR AND/OR SUB-CONTRACTOR EMPLOYEES – The awarded VENDOR is responsible for its employees. Vendors should have employees that employees are responsible, professional, and trustworthy. Vendors should have processes for screening employees for employment, policies on workplace violence, policies on substance abuse, and policies on employing felons.

The State and contract users reserve the right to request criminal and employment background investigations on persons employed by the VENDOR awarded any contract resulting from this ITB, including subcontractors.

The VENDORS awarded any contract resulting from this ITB shall be held responsible for the actions of their employees while in a State Government Facility or in the facilities of any other governmental authority. While in State facilities or other governmental authority's facilities, the same employees will conduct themselves in a courteous, professional manner, adhere to all local, state and federal laws and regulations, and follow the directions of contract user representative(s).

Employees must speak and understand the English language at a level of proficiency necessary to perform the assigned functions and services associated with any part of this ITB as well as work with state employees and contractors. If any employee cannot do this, contract users may request to work with a different employee and will not pay for time spent with employee without the requisite proficiency.

Representatives of any VENDOR awarded a contract as a result of this ITB must have a photo ID visible at all times when in State facilities.

Any employee of a VENDOR awarded a contract as a result of this ITB performing work at a State site must abide by all laws governing conduct on such property. Specifically, (1) no VENDOR employee shall enter a State site in possession of any type of firearm or other weapon, (2) no VENDOR employee shall enter a State site under the influence of, or in possession of, alcohol or any illegal drug or controlled substance, and (3) all VENDOR employees and vehicles entering a State of Alabama property or coming in contact with State of Alabama employees must be properly licensed and insured, and the vehicles operated according to Alabama state law.

I.13. 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 or services as bid and any upgrades will result in notice to correct deficiencies within 30 days. If not corrected or additional issues arise, the vendor's contract will be canceled.

I.14. NEWS RELEASES: No news release, press conferences or advertisement pertaining to this ITB may be made by the awarded vendor unless authorized or approved by the Alabama Finance Department Director.

I.15. 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.

I.16. SOFTWARE MEDIA AND DOCUMENTATION: All software and services bid are to be supplied with appropriate media and documentation unless otherwise noted.

I.17. MAINTENANCE: The VENDOR must respond with the same percentage discount across all items for maintenance beyond the required warranty period. Maintenance includes upgrades, updates, fixes and assurance etc. Upon award the VENDOR must provide a detailed description of what their maintenance does

cover and how they would provide on-going support to the Department. Maintenance must be provided by the VENDOR or the manufacturer

I.18. INQUIRIES: Any questions that arise concerning the technical specifications or procedures must be e-mailed to:

Jaeri Ellis, Buyer
State of Alabama
Division of Purchasing
Email: Jaeri.Ellis@purchasing.alabama.gov

From the date of issuance of this ITB, until the award is made and announced, all questions concerning this ITB shall be directed to the point of contact listed above. It is not permissible for any Vendor, or any entity working on behalf of a Vendor, to solicit information regarding this ITB from any government source (federal or State) other than from the official point of contact listed above. Any reported unauthorized solicitations for information are grounds for disqualification of the Vendor's bid.

Questions concerning this ITB must be submitted in writing by e-mail no later than Monday October 21, 2013 at 5:00 p.m. Central Time. No questions will be accepted after that date. It is the question submitter's responsibility to ensure that Finance-Purchasing has received the question(s). Confirmation can be requested via email delivery and read-receipts.

Questions and Answers as well as any changes or modifications to this ITB will be made by a written addendum issued by the Department of Finance, Division of Purchasing and posted to their website.

I.19 AWARD: The award for each category will be made to the lowest responsible bidder meeting all the specifications and requirements of the ITB and the target system. The lowest bid will be determined using an evaluation methodology that will be released at the bid opening prior to opening any bid response. A copy of the written evaluation procedure is available by submitting an e-mail request to the listed contact personnel after the bid opening. **The award for each software and professional service category** (Simple/Consolidated or Complex/Distributed) will be based on the weighted lowest total cost for the target projects (Attachment B and/or Attachment C). There will be a single software award for each category. Up to two ECM software manufacturers may be awarded. There may be up to three vendors awarded to provide services for the simple/centralized software category awarded and up to three vendors awarded to provide services for the complex/distributed software category awarded.

SECTION II REQUIREMENTS

II.1 SOFTWARE: In addition to complying with all the technical specifications in section II.3 (Technical Requirements – Software), the ECM Software must have successfully 1) integrated with CGI-AMS Advantage accounting system and 2) demonstrated health care integration with HIPPA compliance, Joint Commission certification standards, or ARRA requirements

II.1.1 Software References AMS: A vendor bidding on ECM software must be able to provide a minimum of one reference where the ECM software being bid successfully integrated with CGI-AMS Advantage accounting system using indexing, quality assurance, storage, retrieval and workflow processes. This reference is for the software being bid to ensure its capability and functionality with future systems and not the vendor bidding. The reference must be a current user of the software bid or a user of the software bid within the past three years. The vendor must be able to provide the company name, reference name, title, telephone number and e-mail address within 5 business days upon request. References must be provided upon request.

II.1.2 Software References Healthcare: A vendor bidding on ECM software must be able to provide a minimum of one reference where the ECM software being bid successfully complied with HIPPA compliance, Joint Commission certification standards, or ARRA requirements. This reference is for the software being bid to ensure its capability and functionality with compliance issues and not the vendor bidding. The reference must be a current user of the software bid or a user of the software bid within the past three years. The vendor must be able to provide the company name, reference name, title, telephone number and e-mail address within 5 business days upon request.

The State may contact references at any time. If references are requested, they will be considered in evaluating the ITB. Negative reference responses indicating critical issues are grounds to disqualify the bid or cancel the award. The State will attempt to contact each reference three times. Failure of a reference to respond after three documented attempts by the State will be considered a negative response.

II.1.3 DISCLOSURE: Vendors responding to this ITB should disclose by listing under this section, any third party or additional software not included in their ECM catalog bid response necessary to make the software fully functional or operational. Database servers, application servers, and load balancers are excluded from disclosure. Microsoft office productivity, Microsoft common server software products, and software available without cost are also excluded from disclosure. Failure to disclose such necessary software may result in the bid being disqualified or the contract terminated.

II.2 VENDOR ELIGIBILITY:

II.2.1 BIDDING SOFTWARE: A software manufacturer may bid direct or through a reseller.

II.2.1.1 A manufacturer bidding direct must provide a letter stating they are the manufacturer and list the manufacturer's brand names of items being bid prior to award.

II.2.1.2 A reseller who responds to this bid must provide a signed statement or other documentation from the respective manufacturer indicating their current status as a manufacturer or factory authorized reseller authorized to sell all products bid prior to award.

II.2.2 BIDDING SERVICES: Services may be provided by the software manufacturer, VAR or

independent contractor. Prior to award, they must provide a statement from the software manufacturer that the services bidder is a recognized, certified, or licensed as a software integrator for the services bid.

II.2.2.1 References: A vendor bidding on ECM services must be able to provide a minimum of one or more references that together total 50 concurrent users upon request. The references must be within the past three years and include all ECM services. The vendor must be able to provide the company name, reference name, title, telephone number and e-mail address within 5 business days if requested. The State of Alabama, Department of Finance may not be used as a reference. The State may contact references at any time. If references are requested, they will be considered in evaluating the ITB. Negative reference responses indicating critical issues are grounds to disqualify the bid or cancel the award. The State will attempt to contact each reference three times. Failure of a reference to respond after three documented attempts by the State will be considered a negative response. State Purchasing or Finance ISD may contact the manufacturer to verify or confirm the VENDOR meets requirements of this section.

II.2.2.2 DISCLOSURE: VENDORS bidding on this contact must reveal any litigation, or state or federal sanctions, they may be under that could impact the awarded VENDOR'S ability to fulfill their obligations under the resulting contract. Such disclosures or failure to disclose such sanctions or litigation may result in the bid being disqualified or the contract terminated.

II.3 TECHNICAL REQUIREMENTS - SOFTWARE

Each feature, capability, or function listed for each category is required.

II.3.A. Annotation / Redaction

- II.3.A.1. Comprehensive set of annotation tools
- II.3.A.2. User and group-specific annotation security profiles
- II.3.A.3. Ensure original images in object store remain unaltered by annotations
- II.3.A.4. Flexible, easy-to-use, secure redaction
- II.3.A.5. Support for automatic redaction
- II.3.A.6. Support for attaching OLE objects or URLs as annotations
- II.3.A.7. Ability to create or append sticky note annotations, with full tracking of text entry by date, time and user
- II.3.A.8. Ability to create customizable text annotations
- II.3.A.9. Ability to highlight portions of an image via annotation, with customizable color options
- II.3.A.10. Ability to customize and apply multiple variations of line-based annotation tools such as pen, line, arrow, rectangle, and oval
- II.3.A.11. Ability to create check mark annotations
- II.3.A.12. Ability to apply predefined stamp annotations to images and create and apply custom stamps
- II.3.A.13. Ability to apply dynamic stamp annotations to images
- II.3.A.14. Ability to rapidly change properties of individual annotations and audit a specific annotation's history
- II.3.A.15. Ability to print, fax, or export documents with or without all annotations or only visible annotations

II.3.B. Application Interface

- II.3.B.1. A flexible, configurable application toolbar that provides direct access to batches, documents, folders, tasks, reports, workflow, capture, management, and integration settings

- II.3.B.2. User interface that provides interactive views based on integration presets, batches, predefined document sets, user-entered searches, folders, tasks, and workflow
- II.3.B.3. Ability to take actions on documents, batches, folders, and tasks in interactive views, without being required to open and view the contents of each item
- II.3.B.4. Ability to print and export the rows and columns of text which list documents, batches, folders, and tasks in interactive views
- II.3.B.5. Use of "drag and drop" to simplify and enhance the moving of objects within, into, and out of II.3.document management system windows
- II.3.B.6. Ability to create multiple copies of documents while maintaining a single document reference to support EOB and similar document reconciliation needs.
- II.3.B.7. Administrative option to secure the user interface against customization
- II.3.B.8. Provide a recycle bin to allow users to recover accidentally deleted documents and ensure documents are only permanently deleted from the repository by authorized users, if so configured

II.3.C. Clients

II.3.Features, Functions, and/or capabilities

- II.3.C.1. Ability to support both thick and thin client. Please specify platforms.
- II.3.C.2. Option for embeddable clients which can add document management system functions to the interfaces of third-party platforms and applications such as eCopy, Epic, ESRI, Lexmark, Xerox, Microsoft Office, and Microsoft SharePoint
- II.3.C.3. Ability to securely interact with documents and participate in workflow via WAN, LAN, VPN, from any location via TCP/IP
- II.3.C.5. Client can be installed or auto-updated from the server
- II.3.C.6. Automatic log-in process to speed access to application by OS-authenticated user
- II.3.C.7. Ability to temporarily exceed the number of purchased client licenses in compliance with a predefined license auditing program
- II.3.C.9. Client workstation must include both 32 bit and 64 bit Windows 7 or higher Operating Systems.
- II.3.C.10. Web client browsers and versions supported must include the current supported versions of : 1) Internet Explorer 7.x, 8.x, and higher, 2) Apple Safari 5.0 and higher, 3) Mozilla Firefox,4) Google Chrome for Windows.
- II.3.C.11. Mobile client Operating Systems and versions supported must include the current manufacturer supported version of the following mobile clients: 1) Android 2.2, 2.3.3, and higher,2) iPad 1, 2, Gen 3 and higher;

II.3.I.12 Ability to import data to create images, and create the index from other user supplied data based on a template so that the resulting image and index can be imported into the imaging system.

II.3.D. COLD/Enterprise Report Management

- II.3.D.1. Capture wide variety of print output from line-of-business systems and convert into searchable, non-proprietary PDF files
- II.3.D.2. Capture basic and advanced print streams in ASCII, EBCDIC text, PDF, IBM AFP, Xerox Metacode, HP PCL, and PostScript formats
- II.3.D.3. Monitor a different directory for each type of print stream
- II.3.D.4. Provide an enterprise report user interface optimized for searching, viewing, and previewing report documents
- II.3.D.5. Allow searches against line item values, not just index values
- II.3.D.6. Provide user access to select, formatted pages related to records in the business application, such as a single invoice from a large print stream

II.3.E. Collaboration and Project Support

- II.3.E.1. Integrated workflow environment providing rapid customization, configurable user privileges, and automated routing and alerts options, all in support of group collaboration
- II.3.E.2. Version control option that allows multiple users and groups to collaborate on documents with complete check-in/check-out privileges, version management, digital signing, and the ability to input comments for other users when doing check-ins and check-outs
- II.3.E.3. Ability to assign tasks, outside of formal workflow, which instruct a coworker or business partner to perform a document- or folder-related action such as signing, addressing document and folder deficiencies, or reviewing
- II.3.E.4. Tools for annotating, or marking up, bitmap images for review, approval, or other processing purposes
- II.3.E.5. Option to store a field of free-form text with each image, in support of group collaboration
- II.3.E.6. Capability to associate customizable electronic data collection forms with documents and folders in the system, to assist users in sharing information
- II.3.E.7. Ability to group related documents in user-definable categories distinct from their index values in support of project organization and collaboration
- II.3.E.8. Ability to create, define, and view relationships between folders
- II.3.E.9. Interface allows rapid drag-and-drop creation of system "shortcut" icons that are linked to and associated with distinct imaging system entities such as documents, batches, folders, workflow queues, and search queries
- II.3.E.10. Ad hoc shared document viewing, allowing one user to invite another user to simultaneously view a document on screen without first closing or putting document in workflow
- II.3.E.11. Ability to send messages to individual imaging system users or all users currently logged on, directly from the server

II.3.F. Document Control

- II.3.F.1. Industry-standard document library services
- II.3.F.2. Document control incorporates digital signatures based on stringent Suite B and PKI standards
- II.3.F.3. Document control flexibility, allowing individual use or group collaboration
- II.3.F.4. Document control offers options for multiple client types and extends document control and digital signatures directly to interfaces of third-party applications
- II.3.F.6. Track document control activities
- II.3.F.8. Ability to append additional documents to a previously digitally signed document
- II.3.F.9. Ability to pre-populate an addendum from Rich Text Format (RTF) template

II.3.G. Document Viewer

- II.3.G.1. Document viewers can display a wide range of digital object in their native formats, including Microsoft Office, PDF, JPEG, TIFF, HTML, XML, DWG, DXF, and audio/video media files.
- II.3.G.2. Document viewer allows flexible, user-configurable display of index keys, document properties, document notes, predefined actions, tasks, page thumbnails, associated eForms, and toolbars
- II.3.G.3. Ability to display documents side-by-side with records in the business application
- II.3.G.4. Single-page viewing
- II.3.G.5. Multi-page (MDI) viewing-display two or more pages simultaneously on the user's screen
- II.3.G.6. Multiple options for zooming in document viewer
- II.3.G.7. Easily select preset page region views, both system- and user-defined.
- II.3.G.8. Multiple view panning options to easily adjust current position of viewed area on magnified image
- II.3.G.9. Apply document annotations such as stamps, sticky notes, text, and redactions to bitmap images directly within document view interface
- II.3.G.10. Rotate documents in document viewer and save rotated views

- II.3.G.11. Integrated view enhancement options such as on-screen image inversion (reverse black and white) and smoothing
- II.3.G.12. Ability to reorder pages within the document view interface, and add pages to existing document via drag and drop
- II.3.G.13. Perform common operations such as re-index, copy, email, export, print, fax, and delete pages within document view interface
- II.3.G.15. Document viewer works with familiar, existing desktop email software for simplified sending of images (or links to images) to email recipients outside of the imaging system's workflow
- II.3.G.16. Email selected documents or document links directly from document viewer interface
- II.3.G.17. Convenient and flexible page selection interface within document viewer
- II.3.G.18. Ability to open a viewer-displayed document in an associated application for viewing or editing
- II.3.G.19. Ability to designate documents for collection into user-defined project groupings directly from document viewer, without using index values
- II.3.G.20. Ability to add documents to workflow or route documents within workflow directly from document viewer
- II.3.G.22. Ability to copy and paste document text
- II.3.G.23. Ability to define relationships between documents and display related documents in a view integrated with the currently displayed document

II.3.H. eForms

- II.3.H.1. Integrated feature to capture information using fully customizable, formatted, electronic data collection forms (eForms) either as a standalone document or a document associated with existing documents and folders in the system
- II.3.H.2. eForms features available in thick and thin clients
- II.3.H.3. eForms can be associated with folders
- II.3.H.4. User-friendly form designer to allow for easy creation of custom electronic forms
- II.3.H.5. eForms can use industry-standard HTML, XSLT, CSS, and JavaScript for design, navigation, data collection, and validation processing
- II.3.H.6. eForms can be automatically pre-populated with data such as user information
- II.3.H.7. Option for validation of user-entered eForm data from external ODBC data source and resulting auto-population of defined fields in eForm
- II.3.H.8. Allow collected eForm data to populate document index values and custom properties and to be shared with external ODBC data sources
- II.3.H.9. eForms can be used with documents inside or outside of workflow
- II.3.H.10. Ability to add attachments to an eForm
- II.3.H.13. Ability to print eForms as hard copy, electronic formats, or document management system files
- II.3.H.15. eForm source files used by multiple eForms can be uploaded once and shared for increased efficiency and a common look and feel
- II.3.H.16. Multiple eForms can be associated with each document
- II.3.H.17. Pre-built sample eForms are included to illustrate eForm methods and features such as dynamic navigation, data management, and validation

II.3.I. Electronic Capture and Object Support

- II.3.I.1. Capture a variety of physical and digital objects - paper documents, digital photos, faxes, email, COLD output, native document files, and the print output of any Windows application with a print function - in a single, electronic repository
- II.3.I.2. Import, store, and display a wide range of digital object types in their native formats. List all supported formats.

- II.3.I.3. Allows for import of digital photographs
- II.3.I.5. Automatically import single files or batches and send them directly into the imaging system's workflow environment
- II.3.I.6. Import files into the imaging system on demand using the desktop client software, thin client software, and business application-specific client modules
- II.3.I.7. Provide multiple methods for automatically indexing imported files
- II.3.I.9. Automatically import, index, and route email and attached files, preserving the original format of all attachments
- II.3.I.10. Capability for automatically importing faxes
- II.3.I.14. Ability to capture EDI data.
- II.3.I.15. Ability to limit object size and/or alert when a size threshold is violated.

II.3.J. Forms Processing

- II.3.J.1. Option to collect data from scanned forms using advanced OCR functionality capable of following predefined rule sets
- II.3.J.2. Option to collect data from forms acquired as bitmap-format documents through either the software's own scanning subsystem or through an automatic import process from external systems
- II.3.J.3. Distinguish between document types (e.g., invoices versus transcripts) and identify variations within types (e.g., Company A invoice versus Company B invoice)
- II.3.J.4. Automatically index forms based on extracted data
- II.3.J.5. Ability to process both structured and semi-structured forms
- II.3.J.6. Ability to extract line-item data from forms
- II.3.J.7. Provide group verification of uncertain characters
- II.3.J.8. Provide context verification of text field contents for uncertain characters
- II.3.J.9. Provide tools to configure rule set-based recognition for a wide range of both structured and semi-structured documents, as well as custom forms design
- II.3.J.10. Share validated data with third-party applications in a variety of formats
- II.3.J.11. Automatically route captured and validated forms into workflow module of imaging system
- II.3.J.12. Integration of forms processing and imaging system

II.3.K. Indexing/Advanced Metadata

- II.3.K.1. Flexible, customizable indexing options
- II.3.K.2. Dedicated "Document Type" index key to help classify documents and control security
- II.3.K.3. Creation and assignment of custom properties based on document type
- II.3.K.4. Ability to distribute indexing process among workstations and locations
- II.3.K.5. Configure document key assignments via user prompt prior to scanning
- II.3.K.6. Automatic scan-time indexing via bar code
- II.3.K.7. Automatic scan-time indexing via OCR
- II.3.K.8. Index documents to records in existing business software without manual entry
- II.3.K.9. Use single keystroke to index multiple fields during batch processing
- II.3.K.10. Ability to re-index documents via manual entry or single click associated with host records
- II.3.K.11. Ability to configure and select pre-defined index values via a drop-down menu or "pick list"
- II.3.K.12. Index documents with user-configurable data elements not taken from the host application, such as date/time, unique ID, serial number, predefined list, and free-form text entry
- II.3.K.13. Index multiple documents as a group without re-entering index values for each page
- II.3.K.14. Automatically index documents, based on a single known document key, through the retrieval and application of related index values from an external database
- II.3.K.15. Automatically and periodically validate existing document keys against an external database

II.3.K.16. Individual documents can easily be indexed "same as last document"

II.3.L. Integration

- II.3.L.1. Options for both programmatic and non-programmatic integration
- II.3.L.2. Direct integration with many business applications without programming
- II.3.L.3. Graphical user interface allows visual, interactive, centralized design and testing of non-programmatic application integration configurations
- II.3.L.4. Non-programmatic integration with Windows applications
- II.3.L.5. Non-programmatic integration with browser-delivered applications
- II.3.L.6. Non-programmatic integration with Citrix-delivered applications
- II.3.L.8. Extended integration functionality that allows placement of imaging application icon on the screens of business applications to initiate document retrieval or other actions in the imaging system
- II.3.L.9. Integration with CGI-AMS Advantage systems
- II.3.L.10. Integration with Kronos Workforce Management systems
- II.3.L.11. Integration with Microsoft Dynamics CRM
- II.3.L.12. Prior history of integration with custom applications
- II.3.L.13. Ability to demonstrate integration capabilities during the sales process by performing an actual integration demonstration
- II.3.L.14. Demonstrate ability to integrate using HL7 to synchronize with compliant healthcare systems
- II.3.L.15. Integration via web services standards
- II.3.L.16. Integration with Microsoft SharePoint framework and applications
- II.3.L.17. Integration with Check 21 Act compliant record systems
- II.3.L.18. Integration with CoCENTRIXehr

II.3.M. Printing/Faxing/Output

- II.3.M.1. Print to any print device within a platform's standard desktop/network printing environment
- II.3.M.2. Ability to print documents with or without all annotations or only visible annotations
- II.3.M.3. Print single selected pages within a multi-page document
- II.3.M.4. Print multiple pages
- II.3.M.5. Print documents from a list view such as search results or workflow queue, without opening each document
- II.3.M.6. Print a list of documents, rather than the documents themselves, from a list view such as search results or a workflow queue
- II.3.M.7. Option to selectively overprint relevant document values such as page number, date and time, and document keys on each page
- II.3.M.8. Control printing permissions through application security
- II.3.M.10. Option to selectively export files in their original formats
- II.3.M.11. Option to selectively export files in alternate formats such as PDF or TIFF
- II.3.M.12. Ability to save, recall, and secure predefined output configurations for the control of automated document output, including options for native and converted file export, emailing, printing, and faxing
- II.3.M.13. Automated printing and exporting triggered by workflow events, server APIs, other application modules, or values generated by external applications

II.3.N. Reporting/Business/Intelligence

- II.3.N.1. Comprehensive set of business intelligence features to provide workflow, security, content and data deficiencies, and user activity reporting through the familiar ECM interface
- II.3.N.2. Dashboard capabilities to provide users with an at-a-glance overview of ECM-supported business processes
- II.3.N.3. Drag and drop report and dashboard creation and modification
- II.3.N.4. Ability to schedule, execute, view, and distribute report instances

- II.3.N.5. Ability to present reports and dashboards to all users or restrict reporting to authorized users
- II.3.N.6. Comprehensive report library with ongoing report definition development based on user input

II.3.O. Retention Policy Management

- II.3.O.1. Easily defined, rules-based retention and disposition policies
- II.3.O.2. Support for automated document dispositions and transfers
- II.3.O.3. Create litigation and audit holds which prevent modification and deletion of information
- II.3.O.4. Manage retention policies for and track the physical location of paper documents
- II.3.O.5. Require approvals on dispositions
- II.3.O.6. Track information lifecycle with comprehensive auditing
- II.3.O.7. Create reports with retention data

II.3.P. Retrieval / Search / Presentation

- II.3.P.1. Integrated document retrieval from business applications; single-click access to documents from any customer/employee/vendor/patient/student record displayed
- II.3.P.2. Search documents, folders, and tasks via a single search condition relevant to the context currently being viewed
- II.3.P.3. Build complex, multi-condition queries on documents, folders, and tasks
- II.3.P.4. Ability to save both simple and complex queries for future use, creating dynamically generated lists of documents, folders, and tasks that meet both predefined and variable conditions such as current user name or current record value in an external application
- II.3.P.5. Ability to secure saved searches and the presentation of documents and folders by both individual user and group
- II.3.P.6. Ability for both individual users and groups to customize and refine the standard conditions of saved searches
- II.3.P.7. Ability for both individual users and groups to customize and save the presentation of search queries by column configuration, sort order, and grouping of results
- II.3.P.8. Ability to save and customize prompted search queries
- II.3.P.9. Ability to search on and find text located within the results grid
- II.3.P.10. Ability to display calculated statistics about the documents and document properties contained within a list view
- II.3.P.11. Full-text search the content of scanned documents and a wide range of native document formats simultaneously, with both full text and natural language search options and a variety of concept, proximity, and evidence operators
- II.3.P.12. Build and execute searches for enterprise/COLD reports from the same familiar interface as that used for simple, complex, and full text searches
- II.3.P.13. Determine item display sort order, before or after a search, using any combination of item metadata individually designated as ascending or descending
- II.3.P.14. Ability to group the display of documents and folders in any list view

II.3.Q. Scanning and Quality Assurance

- II.3.Q.1. Save scanned images in open, industry-standard graphics format
- II.3.Q.2. Batch scanning capabilities for high-volume production environment
- II.3.Q.3. Supports both centralized and decentralized scanning operations, including remote scanning to multiple locations via TCP/IP route
- II.3.Q.4. Upload scanned batches directly to the server
- II.3.Q.5. Scan batches locally and upload batches to server at a time the user specifies
- II.3.Q.6. Option to send scanning output directly to workflow
- II.3.Q.7. Option to send scanning output directly to a user-specified collection of documents
- II.3.Q.8. Easily configure, name, save, select, and distribute capture settings such as document source,

- proposed index keys, workflow routing, and OCR and page content indexing
- II.3.Q.9. Configure, save, and apply scanner settings such as resolution, page size, orientation, brightness, threshold, and image processing
 - II.3.Q.10. Support for a full range of entry-level to high-speed scanners from a choice of manufacturers, with options including simplex and duplex, monochrome and color
 - II.3.Q.11. Compatibility with Kofax VirtualReScan (VRS) scanning software
 - II.3.Q.12. Support for deletion of blank pages during scanning
 - II.3.Q.13. Support and provide list of scan-time image processing filters with specific and technical details of each. Must provide a wide range of filters.
 - II.3.Q.14. Options to perform quality assurance (QA) on images at scan time, and bypass QA if desired
 - II.3.Q.15. Support for scanning within a Citrix environment
 - II.3.Q.16. Distribute quality assurance of scanned batches to locations/resources outside of the scanning location

II.3.R. Security

- II.3.R.1. Encrypted communication between server and clients
- II.3.R.2. Option for Secure Socket Layer (SSL) encryption
- II.3.R.3. Server storage subsystem with encrypted object path metadata, secure object store connectivity (no client-level direct access or drive mapping required) and the availability of volume-level data protection
- II.3.R.4. Comprehensive designation of system privileges by user and group
- II.3.R.5. Ability to copy user and group privileges to simplify security configuration
- II.3.R.6. Document access control via logical filing hierarchy
- II.3.R.7. Control users' actions on documents based on defined "document type" value
- II.3.R.8. Control users' batch access
- II.3.R.9. Control access to integration presets
- II.3.R.10. Control document access via workflow queue
- II.3.R.11. Control access to folder types
- II.3.R.12. Control ability to manage all workflow processes or only specific ones
- II.3.R.13. Multiple user authentication options which build on a company's existing security infrastructure, including user names, passwords, and identity servers (Identify whether your response applies to a customer-hosted or a vendor-hosted solution.)
- II.3.R.14. Configurable, automatic user log-off due to inactivity
- II.3.R.16. Provide options for logging client, server, and user authentication actions
- II.3.R.17. Audit actions of defined clients from an administrative interface
- II.3.R.18. Flexible ability to restrict user's export, print, and copy abilities on a per document, per document type, or global setting

II.3.S. Server Architecture

- II.3.S.1. Flexible n-Tier client-server design that supports centralizing or distributing processes via any combination of Microsoft or UNIX server platforms
- II.3.S.2. Scalable server design
- II.3.S.3. Support for high availability configuration
- II.3.S.4. Support for clustering and load balancing
- II.3.S.5. Secure single-port client/server TCP/IP communication for efficient performance across firewalls
- II.3.S.6. Ability to store or retrieve documents without drive mapping
- II.3.S.7. Encryption of object storage path for enhanced document security on server file system
- II.3.S.8. Use of platform-specific database drivers for maximum performance
- II.3.S.9. Server-side extensibility, including scripting and web services
- II.3.S.10. Supports wide variety of non-proprietary storage options, including RAID, Server Attached

Storage, NAS, SAN, and hierarchical storage management schemes

II.3.S.11. Consistent performance regardless of document quantity

II.3.S.12. Consistent performance regardless of user load

II.3.T. Server/System Administration

II.3.T.1. Graphical administrator interface accessible from the client.

II.3.T.2. Ability to automatically distribute capture and device profiles to clients

II.3.T.3. Ability to send messages to individual imaging system users or all users currently logged on directly from the server.

II.3.T.4. Configurable, automatic user log-off due to inactivity

II.3.T.5. Ability to disable user accounts without deleting them

II.3.T.6. Monitor license availability and usage from administrative interface

II.3.T.9. Audit specific actions of defined clients from the administrative interface

II.3.T.10. Add new users in bulk from the Windows domain, LDAP server, text file, or local machine

II.3.T.11. Import of users from text file allows multiple delimiter types and interactive field mapping

II.3.T.12. Available automatic synchronization of imaging system users and groups with those on an LDAP server or LDAP-enabled Active Directory server

II.3.T.13. Server Operation Systems and Versions supported. Please specify

II.3.T.14. Support Microsoft SQL server and Oracle databases, including all current manufacturer supported versions of each.

II.3.T.15. Support current manufacturer supported server operating systems including: 1) Microsoft Windows Server 2003 R2 or later (32-bit) or later, 2) Microsoft Windows Server 2008 SP2 (32-bit and 64-bit) or later, 3) Microsoft Windows Server 2008 R2 (64-bit), 4) Oracle Solaris 10 (SPARC processor) or later

II.3.U. Storage

II.3.U.1. Data storage subsystem uses industry-standard file formats, file systems, and storage devices

II.3.U.2. Support for multiple, customer-selected storage technologies, including hard drive, RAID, NAS, SAN, and optical

II.3.U.3. Server storage subsystem includes secure object path metadata, secure object store connectivity and the availability of volume-level data protection

II.3.U.4. Support for flexible configuration and management of document storage structures

II.3.U.5. Support for spanning object stores-Represent several physical drives as one logical drive, allowing a single designated storage area to be much larger

II.3.U.6. Support for mirroring object stores-Distribute duplicate object storage structures to multiple sites

II.3.U.7. Support for data set management-Move, copy, delete, and reconfigure object store structures based on business needs

II.3.V. Web Services

II.3.V.1. API to allow integration with external applications on a variety of platforms via web services-based data exchange

II.3.V.2. Web services-based data exchange with external applications over firewall-friendly HTTP or HTTPS with support for SSL and WS security standards

II.3.V.3. Allow external applications to retrieve documents or place them in the workflow process without invoking the document management system's user interface

II.3.V.4. Allow development of external interactive applications based on web services standards such as SOAP, XML and WSDL, maximizing options for development environments and platforms

II.3.V.5. Allow development of external interactive applications based on Web Services Interoperability (WS-I) standards, maximizing options for development environments and platforms

- II.3.V.6. Asynchronous messaging option for web services to reduce complexity of real-world integration projects
- II.3.V.7. Option to initiate outbound web service requests to external applications and systems, and easily create and configure these services through the use of a user-friendly GUI

II.3.W. Workflow

- II.3.W.1. Integrated workflow environment at no extra cost
- II.3.W.2. Drag and drop graphical workflow design tool
- II.3.W.3. Point-and-click interface for assigning users and groups to queues and defining detailed routing privileges
- II.3.W.4. Ability to copy and move workflow queues to easily facilitate workflow creation
- II.3.W.5. Ability to both print and export graphical workflow diagrams
- II.3.W.6. Ability to structure workflow efficiently in support of staff absences, turnover and workload balancing
- II.3.W.7. Ability to configure "out of office" setting for workflow users, in support of document re-routing and other automated actions
- II.3.W.8. Ability to use workflow independently, without integration into business applications
- II.3.W.9. Ability to use document management system independently, without requiring users to take advantage of workflow features
- II.3.W.10. Ability to create advanced workflow logic using plain language, meeting many workflow objectives without scripting
- II.3.W.11. Ability to automate workflow routing based on defined index values, priority, creation time, document type, length of time in queue, user/group who routed document, previous queue, document type, custom properties, and folder type
- II.3.W.12. Ability to use annotations on a document to drive routing
- II.3.W.13. Ability to automatically set a document property based on its position in workflow
- II.3.W.14. Ability to create and apply custom scripts written in industry-standard scripting language to automate queue actions on current, inbound, or outbound documents
- II.3.W.15. Ability to create workflow alarms based on triggers such as number of documents in queue, defined index values, document type, length of time in queue, custom properties, previous queue, and folder type
- II.3.W.16. Ability to create workflow alarms that are centralized, reusable, and provide multiple notification methods
- II.3.W.17. Ability to dynamically display queue-specific workflow status, workflow alarms, and administrator messages on each client's workstation
- II.3.W.18. Full range of route types including sequential, sequential automatic, conditional, parallel, conditional parallel, inter-process routes, and automatic system queues
- II.3.W.19. Availability of a workflow queue type that contains a collection of distinct sub-queues which perform the same workflow function, reducing the number of alarms, routes and rules that are needed
- II.3.W.20. Ability to route not only scanned paper but electronic objects such as email, faxes, PDFs, Office documents and more
- II.3.W.21. Ability to capture information about workflow user actions and document routing-including the queues a document has been in, user interaction with the document, and additional relevant data for reporting
- II.3.W.22. Ability to assign specific workflow process and queue management roles to defined users and groups
- II.3.W.23. Ability to automatically perform time-based document removal actions from any workflow queue
- II.3.W.24. Ability to route objects that are only partially indexed
- II.3.W.25. Ability to set queue-specific default destination queues for routed objects
- II.3.W.26. Ability to link document index values to a host application within a queue or validate document

index values while routing forward or back

II.3.W.27. Ability to send documents and folders into a specific workflow queue by dragging and dropping

II.3.W.28. Ability to create automatic system queues that perform a specific action on the items that users route to them

II.3.W.29. Ability to define, customize and view dynamically generated lists of workflow process and queue-specific documents, according to user-specified preferences

II.3.W.30. Ability to assign tasks, outside of formal workflow, which instruct a coworker or business partner to perform a document- or folder-related action such as signing, addressing document and folder deficiencies, or reviewing

II.3.W.31. Ability to assign a series of task dependencies which can optionally be defined in a hierarchical manner

II.6 TECHNICAL REQUIREMENTS – SERVICES

The state will award up to three (3) service providers who meet all the eligibility requirements specified in this ITB for each ECM Software award. Agencies may solicit specific pricing information from any or all awarded Service contractors using a Statement(s) of Work (SOW) process. See section III.5 (Integration Services).

II.6.1 ECM Services General Requirements: Vendors bidding ECM services must provide a job title or classification for each service position bid in the catalog. They must also define the types of services or duties of each position bid and the hourly rate. The expectation is that the services will include scanning, indexing, quality control, security, integration, workflow, design/architectural and programming service to modify or integrate the software to meet the requirements of the agency as defined by this ITB or a SOW. Vendors bidding on services **must** provide conversion services for Keyfile document imaging systems and have the capability to convert other imaging systems, or image formats as requested. The State of Alabama, Department of Purchasing intends to allow multiple awards for up to three vendors for each software product awarded in this ITB. Contract users (i.e., agencies) will develop a project SOW defining the project specifications and other requirements. The contract users may offer the project to all of the awarded vendors for their consideration or offer the project to one or more of the awarded Services vendors. The contract users will then evaluate the vendors' responses and select the vendor that best meets their requirements. Contract users may select a single vendor or work with multiple vendors on the same project depending upon the project specifications and the individual vendor's capabilities. Services are provided to agencies using SOW and Purchase orders as described in Section III.5 (Integration Services).

II.7. ADDITIONAL INFORMATION: VENDORS 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.

SECTION III

POST AWARD

III.1. ACCOUNT REPRESENTATIVE: Upon award, the awarded VENDOR(s) must establish an Account Manager or Management Team with contact name(s), a toll-free phone number and fax number. The team must be accessible to provide quotes and answer ordering questions 8 am – 5 pm CT M-F. Written complaints by user agencies to ISD or State Purchasing that Vendor is non-responsive could result in cancellation of contract. The awarded VENDOR must provide this information to State Purchasing within five (5) business days after the award date.

III.2. DELIVERY TERMS: Awarded VENDOR shall deliver all software purchase order items within thirty (30) calendar days after receipt of order (ARO). All items ordered from this contract must be delivered with all freight charges paid by the Vendor. Inside delivery is required. The State will not pay handling charges or other fees added to Vendor invoices. Services must be provided as per the statement of work (SOW).

III.3. WARRANTIES: If software or services come with a manufacturer's or VENDOR'S warranty, then that warranty must be passed on to contract user at no additional cost. The contract vendor warrants the software sold on contract shall be new, unopened, and include original manufacturer's warranty and documentation. Vendor shall at its expense correct or replace defective software or documentation to the satisfaction of the State.

At a minimum, the VENDOR must provide a warranty equal to or greater than the manufacturer's or VENDOR'S warranty from the time of accepting the software and services provided for new installations and additions to existing systems.

The warranty period will begin for the following items as noted:

Software Items Only –The warranty will start upon acceptance by the contract user.

Projects or other purchases requiring services –The warranty will start the date that the contract user acknowledges that the VENDOR has provided the solution as described in the Statement of Work and provides written acceptance.

Upon request, the awarded VENDOR must also provide Technical Support Services at no additional charge to work directly with contract user's staff to troubleshoot and resolve issues in a timely manner. The VENDOR also must provide unrestricted access to technical information needed for software purchased as well as access to configuration, installation, troubleshooting, and management tools. Also, the warranty must provide software upgrades for no additional charge. The VENDOR also must submit with their bid or upon award what their basic warranty includes if the warranty exceeds the description above.

Warranty Hours: Awarded Vendor must provide standard warranty coverage from 8:00am - 5:00pm Central Time Monday-Friday

III.4 TECHNICAL ASSISTANCE:

III.4.1 ON-SITE: VENDORS responding to this bid must be able to provide on-site technical assistance as required for the installation, maintenance and support of the software provided in this bid. Technical support personnel must be available on-site to any location within Alabama within 48 hours.

III.4.2 TELEPHONE or E-MAIL SUPPORT: Awarded vendors must provide a toll free telephone number or e-mail support during the State or agency's normal business hours. Vendors must respond within four hours to request for assistance by designated state or agency contact staff.

III.5 INTEGRATION SERVICES

ECM Services General Requirements: The ECM system integration services personnel will report to the contract user to provide personnel for specific projects supporting all aspects of enterprise content management technology for the contract users. The State of Alabama, Department of Purchasing intends to allow multiple awards for up to three vendors for each software product awarded, in this ITB. Contract users will develop a project Statement of Work defining the project specifications and other requirements. The contract users may offer the project to all of the awarded vendors for their consideration or offer the project to one or more of the awarded vendors. The contract users will then evaluate the vendors' responses and select the vendor that best meets their requirements. Contract users may select a single vendor or work with multiple vendors on the same project depending upon the project specifications and the individual vendor's capabilities. Vendors may only provide services for the IT groups that have been awarded to that vendor. Services are provided to agencies using a Statement of Work (SOW) and Purchase orders as described in this section.

III.5.1. Issuance of Statement of Work (SOW) and Purchase Orders : The contract users will initiate a project SOW to one or more of the awarded CONTRACTOR(s) for specific System Integration Services (SIS) for Enterprise Content Management (ECM) for an agency or an enterprise deployment, as determined by contract users' requirements. The CONTRACTOR(s) will each offer one or more candidates for the positions specified in the services' SOW that match the requirements specified in the project SOW. The contract users reserve the right to interview any or all candidates submitted. After consideration of the qualifications of the candidates, the contract users will notify the CONTRACTOR(s) with a letter of acceptance of the candidates that meet all the qualifications of the SOW. If none of the candidates are acceptable, the contract users may request more candidates and the CONTRACTOR(s) will respond accordingly. Once the contract user is satisfied that the candidates submitted by the CONTRACTOR(s) meet all the qualifications of the SOW, the contract users will prepare Purchase Orders specifying the terms of the project

III.5.2. Contract and Purchase Order Terms and Conditions: The Purchase Order between the contract users and the CONTRACTOR will follow the format specified by State Purchasing and contain the terms and conditions set forth in this ITB. The contents of this ITB, as revised and/or supplemented and the successful CONTRACTOR bid will be incorporated into and become part of the terms and conditions of any resulting contract and any duly issued Purchase order.

III.5.3. Sub-Contractors: A bidder may use sub-contractors to respond to meet the personnel requirements contained in Section VII, General Statement of Work and Other Requirements, and if awarded, subcontractors can be used to provide the temporary IT staff required by the SOW. The primary contractor is responsible for all actions of their employees, agents, or their subcontractors including the quality of work performed. The requirements stated in this ITB also apply to any subcontractors. The contractual relationship is based upon the requirements of this ITB between the State Of Alabama, governmental entities using this contract, and the primary contractor.

III.5.4. Candidate Data Sheet Information Review: *The Candidate Data Sheets (CDS) submitted in response to a SOW must at a minimum meet the education and experience qualifications of the position bid.* The CDS must be completed as requested and include sufficiently detailed information to indicate the candidate meets or exceeds every requirement as defined in the SOW. If the information on the

CDS is incomplete or does not indicate the candidate meets or exceeds every requirement as defined on the SOW the candidate will be considered non-responsive and will be rejected. If the candidate appears to be qualified based on the information provided in the CDS, the contract user may conduct a further validation of the CDS. If the validation of the CDS does not confirm the candidate meets or exceeds every requirement as defined on the SOW the candidate will be considered non-responsive and will be rejected. In the event that an individual must be replaced, that replacement individual must meet the same criteria as the original employee, thereby ensuring that the original employee is replaced with another employee with commensurate experience and qualifications.

III.5.5. Nondiscrimination: No person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in contract users programs or activities on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal or State of Alabama Constitutional or statutory law; nor shall they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with the contract users or in the employment practices of the contract users Bidders. Accordingly, all Bidders entering into contracts with the contract users shall, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

III.5.6. Knowledge Transfer: CONTRACTOR agrees to require their personnel to make a good faith effort to convey knowledge and provide on-the-job training, to appropriate employees prior to the termination of the Purchase Order. CONTRACTOR agrees to require their personnel to make a good faith effort to train appropriate employees in the use and maintenance of any software developed during the course of the Purchase Order. The contract user agrees to make a good faith effort to identify the appropriate employees and to provide such employees in a timely manner with necessary prerequisite training and with adequate on-the-job training time.

III.5.7. Documentation: CONTRACTOR agrees to require their personnel to develop and provide documentation sufficient to provide the contract users with a history of the related activities and audit trail of the project managed as required in the course of the Purchase Order. The contract user agrees to schedule reasonable work hours for CONTRACTOR personnel to develop and provide documentation sufficient to document the activities of CONTRACTOR personnel during the course of the Purchase Order.

III.5.8. Limitations of Charges - Quality of Work: CONTRACTOR agrees to perform the work specified in the Purchase Order/SOW in accordance with industry standards and agrees that the contract user has final acceptance of work products. The contract users will indicate the accomplishment of work by signing the time sheets for the work period.

III.5.9. Confidentiality of Contract Users Materials or Information: All materials or information (e.g., verbal, written or electronic) furnished by relating to STATE business functions or processes shall be considered "proprietary and confidential" by the CONTRACTOR personnel and its designees. Materials include, but are not limited to, memoranda, organization charts, official correspondence, e-mail, telephone correspondence, internet/intranet activity, studies, plans, reports, surveys, analyses, and/or projections (except such information and materials as may already be public knowledge or established to be in the public domain). CONTRACTOR personnel or designees shall not disclose any of such materials or information without written approval. Breach of confidentiality may result in disciplinary action and/or criminal prosecution pursuant to the rules and regulations of the State of Alabama Security policy and procedures manual (up to and including termination) and as governed by

the laws of the State of Alabama (up to and including fines and/or imprisonment).

III.5.10. Disposition of materials upon termination or expiration of Purchase Order-Contract:

Upon termination or expiration of the Purchase Order, all software, documentation, secure access control cards, building keys, or materials belonging to the CONTRACTOR or contract users shall be returned to the respective owner thereof and no copies shall be retained by the non-owning party.

III.5.10.1. Contractor Software or Documentation: Software or documentation developed by the contractor prior to this Purchase Order or developed by the contractor outside of this Purchase Order and used by the contractor to fulfill its obligation under this Purchase Order will remain the exclusive property of the contractor. Contract users' employees will treat as "Confidential" all software or documentation referred to in this paragraph (except such information as may be established to be in the public domain) and shall not disclose to third parties any of such contractor products without the contractor's prior written approval.

III.5.10.2. Software and Documentation Deliverables: Software or documentation developed for the contract users by contractor personnel while performing services for the contract users on an hourly rate basis pursuant to this Purchase Order shall be the exclusive property of the contract users provided that such software is not derived from software previously developed by the CONTRACTOR.

III.11. Special Actions to be taken for Termination of Contractor Personnel: Upon the contract users notifying the CONTRACTOR of the need to terminate one or more of their employees for any valid reason, the CONTRACTOR will send a manager to the site and they will obtain all items as noted above that are the property of the contract users. The manager will secure these items including all files, software, and intellectual property belonging to the contract users that may be in the CONTRACTOR's work area or resident on the CONTRACTOR's computer, email, or disks and ensure that the property is returned to the contract users. The manager will then retrieve their CONTRACTOR's personal belongings and escort the terminated employee(s) from the premises with instructions not to return to the site under penalty of trespass.

III.12. Personnel Rotation and Status Conversion:

III.12.1. Personnel Rotation: CONTRACTOR agrees not to replace any CONTRACTOR personnel obtained under any Purchase Order during the performance of any Purchase Order without first obtaining consent from the contract users.

III.12.2. Requested Removal of Contractor Personnel: The contract user may direct the immediate removal of an individual by the CONTRACTOR with (continuation of work order) or without (termination of work order) replacement. Such action shall be taken only when in the opinion of the contract user such individual's performance is unacceptable, conduct is disruptive, or is otherwise in the best interest of the contract user. The CONTRACTOR shall remove such individual immediately and in an effective manner upon notification of such directed removal by the contract user.

III.13. Restriction of Non-compete Agreements: The CONTRACTOR agrees to enter into an appropriate agreement with the individuals set forth in a Purchase Order to allow those individuals to enter into discussions with contract users representatives, and to accept employment with the contract user, without the risk of suit by the CONTRACTOR under the terms of any covenant not to compete that the CONTRACTOR may hold.

III.14. Restriction of Recruiting the Contract Users Personnel: During the term of this CONTRACT, the CONTRACTOR shall not solicit to hire, either directly or indirectly, any contract user personnel. For a period

of twelve (12) months after the termination of this CONTRACT, the CONTRACTOR shall not solicit to hire, either directly or indirectly, any contract user personnel the CONTRACTOR may have come in contact with as a result of this CONTRACT without the written consent of the contract user.

III.15. Termination of Contract Release Order: Any Purchase Order may be terminated by either party by written notice in the event the other party fails to perform its obligations as stated in this ITB and the duly issued respective Purchase Order. No notice of termination shall be given unless the party in default has been given prior written notice of its default and has failed to cure said default within thirty (30) days of notice, except in the case of an overdue invoice. Upon notification, the contract user shall pay such overdue invoice within thirty (30) days, or the CONTRACTOR shall have the right to terminate the Purchase Order forthwith and to recover for all services and products performed and delivered prior to the date of termination.

III.16. Contractor Personnel Benefits: The CONTRACTOR acknowledges that CONTRACTOR Personnel are not entitled to any benefit, compensation, or allowance provided for merit system employees of the contract user.

III.17. Inspection: All work under a Purchase Order shall be subject to inspection by the contract user at any reasonable time and place. Any inspection by the contract user shall be performed in such a manner so as not to unduly delay the work.

III.18. Location and Work Space: All CONTRACTOR staff retained pursuant to the CONTRACT will be assigned to a contract user and will routinely be based on-site within Alabama at sites designated by the contract users. The specific requirements of each project will be defined by the Purchase Order. Projects routinely require daily face to face interaction between project members. The contract users will normally provide the CONTRACTOR staff with a work space, access to telephones, office supplies, and connections to the relevant LAN/WAN and/or mainframe environment. There may be occasions where it is more advantageous or specific projects may require the CONTRACTOR to provide support for the CONTRACTOR staff. In that case, the terms and conditions of this support will be governed by the Purchase Order.

III.19. Work Hours, Absences and Restrictions: Normal contract user working hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. The contract user does not warrant nor imply that all IT Services personnel will work a normal 40 hour week. The high skill levels stated in this ITB may only require that the IT Services personnel work occasionally for a few hours at a time. Although every outsourced IT position is subject to an overtime requirement (including but not limited to longer work days, weekends, and holidays) the contract user is not obligated to provide supervision outside of normal the contract user working hours. The contract user will determine the structure of the workday and the number of hours to be worked per week. The contract user reserves the right to modify the work hours in the best interest of the project. Required overtime will be determined and pre-approved by the contract user and will be compensated at the normal rate established in the Purchase Order between the contract user and the CONTRACTOR. The CONTRACTOR staff shall observe the same standard holidays as the contract users employees: New Year's Day, Martin Luther King Jr./Robert E. Lee Day, Presidents' Day, Confederate Memorial Day, National Memorial Day, Jefferson Davis' Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, (generally two (2) days); and Christmas; approximately thirteen (13) total days. The contract user does not compensate CONTRACTOR for holiday pay.

III.19.1. Absences: The contract user intends to integrate the CONTRACTOR staff into the contract users workforce in order to accomplish the requirements of each specific project as required. Therefore, CONTRACTOR personnel must acquire permission from the contract users for all absences. The contract user has the authority to deny any request for leave that may affect the scheduled completion of a specific project.

III.19.2. Work-Place Restrictions: All contract user facilities are non-smoking buildings. Each building has area(s) designated for smoking and this is generally a loading dock, parking garage, etc. CONTRACTOR personnel will be paid for time at their place of work and will not be compensated for smoke breaks, regardless of duration. CONTRACTOR personnel will make arrangements for accounting for this time with their respective manager.

III.20. Training: If CONTRACTOR staff personnel are assigned to a contract users project or support area and the technology associated with their assignment changes, the CONTRACTOR is responsible for training of their staff personnel in the new or changed technology. This responsibility includes all fees associated with the actual training course, travel expenses, and also the hours the individual spends in training.

III.21. Contract Users Rules: CONTRACTOR personnel assigned to the contract users are bound by the State Cyber Security Policies, Standards and Guidelines posted at: <http://cybersecurity.alabama.gov/PoliciesStandards.aspx> Some positions, agencies or projects have additional or more stringent security requirements, such as criminal background checks, and drug screenings as is the case of the Purchase Order's of Information Services Division. Any such requirement will be defined by the in the Statement of Work (SOW). CONTRACTOR will be responsible for any costs associated with ensuring their personnel meet all requirements prior to assignment to the contract users.

III.22. Right to Refuse Contractor Personnel:

III.22.1. Work History with the Contract User: The contract user reserves the right to refuse, at its sole discretion, any candidates provided by the CONTRACTOR that has an unfavorable work history with the contract user. Reasons could include, but are not limited to, unprofessional departure from prior position(s), requested removal due to low performance or disruptive behavior, discovered unsatisfactory deliverables after departure of person, or potential of candidate to cause disruption or delay to project progress.

III.22.2. Other Work History or Personnel Issues: The contract user reserves the right to refuse, at its sole discretion, any candidates provided by the CONTRACTOR whose history indicates a problem with violence, unethical or unlawful behavior, professional instability, inability to work in a professional manner, or any other behavior or personality trait that would cause disruption or delay to project progress.

III.22.3. English Language Requirement: IT Services candidates provided by the CONTRACTOR must be able to communicate clearly in English, both written and oral. The CONTRACTOR acknowledges that all personnel assigned throughout the life of the CONTRACT resulting from this ITB shall be proficient in English. Candidates may be required to demonstrate the ability to communicate both orally and written in English. Failure of CONTRACTOR personnel to communicate clearly in English may impact the candidate's performance and shall be grounds for rejection or dismissal of candidate.

III.23. ITB Line Items - Statement of Work (SOW):

III.23.1. Statement of Work Requirements: The requirements for each line item will be defined in the Statement of Work (SOW) documents as determined by the contract user. CONTRACTOR personnel must meet the minimum requirements, including all special, general and educational expertise as specified in the SOW. CONTRACTOR must provide individuals that meet or exceed the stated minimums for every requirement listed on the SOW.

III.23.2. Multiple Positions per SOW: Each Statement of Work represents one job classification but may be used to fill multiple positions. The requirements defined on a SOW apply to all positions being filled through that SOW.

III.23.3. Travel Requirements: The Purchase Order may indicate the requirement for travel as a condition of the position. Vendor will be reimbursed at the current State of Alabama rate for travel expenses required by the Purchase Order. CONTRACTOR is responsible for any and all other travel expenses incurred by CONTRACTOR personnel in performance of the duties specified in the Statement of Work. The contract users will not otherwise reimburse CONTRACTOR for any additional travel expenses. In the event that travel of CONTRACTOR personnel is specified in the Purchase Order, all necessary and reasonable travel by CONTRACTOR personnel directly relating to any IT Services project will be approved in advance of such travel by the contract users. Travel to the work site and back to home station by CONTRACTOR personnel is not reimbursable by the contract users.

III.24. The Contract Users Contract:

III.24.1. Purchase Order Project Price: The Purchase Order will fix the duration of the assignment and the maximum amount of money to be paid in compensation (the "Purchase Order Project Price") for the services requested on a particular Purchase Order. This amount cannot be exceeded without a mutually agreed upon amendment. Such an amendment, if deemed necessary by the, would increase the maximum potential compensation due the CONTRACTOR for the work in question, and extend the Purchase Order project end date if necessary. **The hourly rate may not exceed the hourly rate bid of the bidder.**

III.24.2. Time Sheets: Time sheets shall be filled out by CONTRACTOR Personnel, approved by the manager overseeing the project, and signed to indicate contract users acceptance of all work performed during the time sheet period.

III.25. Invoicing and Payments for Services: The services shall be provided and invoiced at the respective hourly rate and hours worked, up to the Purchase Order Project Price stated in the Purchase Order. Half-hour increment is acceptable. For all services, fees, expense amounts, and reimbursements allowed through the Purchase Order the CONTRACTOR shall prepare and submit BI-MONTHLY (or as requested by) invoices to the contract users. Said invoices shall be accompanied by time sheets and such supporting documents as the contract users reasonably may require. The contract users will pay to the CONTRACTOR the invoice amounts on "due upon receipt basis". Said payments shall be subject to adjustment for amounts found to have been improperly invoiced. For each Purchase Order, the contract users will track the expenditures against the Purchase Order Project Price, and not pay CONTRACTOR invoices that exceed this dollar cap. The contract user retains sole option to either amend the Purchase Order Project Price to accommodate completion of any work in-progress, or to allow that Purchase Order to expire. The contract users shall not be liable to pay the CONTRACTOR for any hours worked in excess of the most current approved Purchase Order Project Price.

III.26. Work Visas and Two-Week Notices: The contract user expects CONTRACTORS to select IT Services personnel to be ready to begin work on the Project Begin Date stated in the Purchase Order. Historically, activities such as securing work visas and turning in two-week notices have delayed start dates. CONTRACTORS must take these sorts of delays into account when reviewing their complement of IT Services personnel that have those attributes that will enable them to begin work on the stated Project Begin Date. Availability of candidates will be one of the primary factors of selection by the contract users.

III.27. Performance Evaluations: CONTRACTOR's performance in meeting the objectives stated in this ITB will be evaluated at regular intervals commensurate with the completion of stated deliverables. In addition, each individual assigned to under a Purchase Order/SOW will, at the discretion of the contract users, be evaluated on a regular basis. The first evaluation may occur at the end of the fifth working day. If performance at that time is deemed to be unacceptable, the contract users will notify the CONTRACTOR of the problems and request that the individual be terminated. The contract user will not pay for the hours worked due to failure to perform. The contract users will notify the CONTRACTOR as to why the performance was unacceptable in writing (a fax or e-mail, with voice confirmation, will suffice). In this event, the contract users will not be liable to the CONTRACTOR for any costs or damages--including, but not limited to, hourly Payment Rate payments, travel expenses, relocation fees, etc.--related to that individual's assignment at the contract users. The contract users will provide such notification, or email, to the CONTRACTOR no later than the end of the fifth day of the individual's assignment.

III.27.1. A second evaluation may occur at the end of one calendar month. If there are sufficient performance problems identified at this time the contract users will notify the CONTRACTOR of the problems and request that the individual be terminated. The contract users will make the determination if any acceptable work was performed and pay only for the hours that acceptable work was performed. The contract users shall make the determination if the work was acceptable.

III.27.2. Subsequent evaluations may occur every six months.

III.28. Termination of Contract Personnel: The termination of an individual will not necessarily result in the termination of the CONTRACTOR that supplied the individual to the Purchase Order/SOW. The decision will depend upon the circumstances such as whether or not the terminated individual was the only individual on the CONTRACT in question.

III.29. Replacement Personnel: In the event an individual has been terminated or has voluntarily withdrawn from an assignment, the contract user has several options:

III.29.1. The contract user can request the CONTRACTOR replace the individual with an individual of equal or greater qualifications. The pay rate shall remain the same. The first 80 hours of work performed by the new CONTRACTOR replacement will be billed at one-half the awarded hourly rate to allow the replacement employee to get up-to-speed on what the previous IT Services personnel had or had not accomplished per requirements.

III.29.2. If the CONTRACTOR is unable to find an acceptable replacement, the contract user may cancel the purchase order

III.19.3. Replacement of personnel will be at the sole discretion of the contract users; the contract user is not obligated to replace terminated or withdrawn individuals.

III.30. Additional Policies and Procedures: The contract users will, as required, promulgate additional policies and procedures, manual or electronic, to govern the work environment, work conditions and position duties, throughout the life of the CONTRACT resulting from this ITB. The contract users also reserve the right to amend existing policies and procedures at any time if such is deemed to be in the best interest of the project or respective task in question.

Attachment AGlossary of Terms

TERM	DEFINITION
Check 21 Act Compliant Record Systems	Check clearing for the 21 st Century Act (Check 21) for digital version of an original check
COLD	Computer Output to Laser Disk / Advanced comprehensive image backup / storage
DICOM	Digital Imaging and Communications in Medicine
HL7 (systems / devices)	Radiology interface engine and router for interoperability between different DICOM providers
LAN	Local Area Network
MDI	Multiple Document Interface (graphical user interface)
OLE Objects Microsoft Dynamics CRM	Object Linking and Embedding (Microsoft technology) Open platform for Electronic Health Record management for caseworkers
TCP/IP OLE Objects	Transmission Control Protocol / Internet Protocol Object Linking and Embedding (Microsoft technology)
TIFF TCP/IP	Tagged Image File Format (document & image storage) Transmission Control Protocol / Internet Protocol
Unix "CRON" TIFF	Time-based job scheduler utility (Unix Chron Table) Tagged Image File Format (document & image storage)
VPN Unix "CRON"	Virtual Private Network Time-based job scheduler utility (Unix Chron Table)
WAN	Wide Area Network

Additional Glossary information may be found at:

<http://isd.alabama.gov/planning/documents/glossary.PDF>

Attachment B

Simple/Centralized Licensing Target

Agency B is in one central location and is serviced by one server that has one processor. It has a total of 35 concurrent ECM users with duties as follows:

- 2 concurrent users will scan and index documents.
- 1 concurrent user will be responsible for editing.
- 1 concurrent user will be responsible for quality control.
- 31 concurrent users will be responsible for document retrieval and viewing, document workflow and approvals, electronic document creation, and documenting printing.

Vendor **must** list every product license required, the catalog rate, discount off catalog, number of licenses, and target price. Add lines if necessary.

Vendors bidding on software **must** show the total first year’s annual maintenance cost for the software listed at the end of this section. If the first year’s maintenance cost is included in the initial acquisition cost, show zeros or N/A. Vendors **must** also show the ongoing total annual maintenance cost for the software listed. Maintenance includes upgrades, updates, fixes and assurance etc. Vendors must show the catalog percentage discount bid and used in this section and show whether the discount rate is applied to the MSRP or OEM pricing.

<u>Product License Required</u>	<u>Catalog Rate</u>	<u>Discount is applied</u>	<u>Rate after</u>	<u>Number of Licenses</u>	<u>Target Price</u>
_____	_____	_____	x	_____	= _____
_____	_____	_____	x	_____	= _____
_____	_____	_____	x	_____	= _____
_____	_____	_____	x	_____	= _____
_____	_____	_____	x	_____	= _____
_____	_____	_____	x	_____	= _____

Attachment B

Licensing Target - continued

<u>Product License Required</u>	<u>Catalog Rate</u>	<u>Rate after Discount is applied</u>	<u>Number of Licenses</u>	<u>Target Price</u>
_____	_____	_____ x _____	_____ = _____	_____
_____	_____	_____ x _____	_____ = _____	_____
_____	_____	_____ x _____	_____ = _____	_____
_____	_____	_____ x _____	_____ = _____	_____
_____	_____	_____ x _____	_____ = _____	_____
_____	_____	_____ x _____	_____ = _____	_____
_____	_____	_____ x _____	_____ = _____	_____
_____	_____	_____ x _____	_____ = _____	_____
_____	_____	_____ x _____	_____ = _____	_____
<u>Total First Years Maintenance</u> _____	_____	_____ x _____	_____ = _____	_____
<u>Total Annual Maintenance</u> _____	_____	_____ x _____	_____ = _____	_____

Catalog License discount rate of _____% is based on: _____
(MSRP or OEM Retail)

Attachment B

Professional Services & Training Targets

Vendors **must** list the name of software or ECM system for which professional services & training is being offered:

Vendors must show the catalog percentage discount bid and used in this section and show whether the discount rate is applied to the MSRP or OEM pricing.

Catalog License discount rate of _____% is based on: _____
(MSRP or OEM Retail)

Vendor **must** list the catalog rate, discount off catalog, and target price based on the number of hours shown for each item.

Agency B will require the following professional services:

<u>Service Required</u>	<u>Catalog Rate</u>	<u>Rate after Discount is Applied</u>	<u>Number of Hours</u>	<u>Target Price</u>
Technical Architecture	_____	_____ x	20	= _____
Business Architecture	_____	_____ x	40	= _____
Solution Architecture	_____	_____ x	20	= _____
Solution Development	_____	_____ x	100	= _____

Professional Services Target Price Total: _____

Agency A will require training services:

<u>Service Required</u>	<u>Catalog Rate</u>	<u>Rate after Discount is Applied</u>	<u>Number of Hours</u>	<u>Target Price</u>
Training (on site)	_____	_____ x	18	= _____

Training Services Target Price Total: _____

Attachment C

Complex/Distributed Licensing Target

Agency C has six regional locations, a main office, and a total of 700 users. One hundred (100) concurrent users operate out of each regional location and 100 concurrent users are located in the main office. The main office and each regional location have their own physical server(s), which uses one processor. The six regional servers are networked to the main office. The duties of the 700 concurrent users are as follows:

- 1 Percent of the concurrent users will scan and index documents.
- 1 Percent of the concurrent users will be responsible for editing.
- 1 Percent of the concurrent users will be responsible for quality control.
- 15 Percent of the concurrent users will be responsible for document retrieval and viewing, document workflow and approvals, electronic document creation, and documenting printing.
- 82 Percent of the concurrent users will be responsible for document retrieval, viewing, and printing.

Vendor must list every product license required, the catalog rate, the rate after the discount is applied, the number of licenses required, and target price for each item listed. Add lines if necessary.

Vendors bidding on software **must** show the total first year's annual maintenance cost for the software listed at the end of this section. If the first year's maintenance cost is included in the initial acquisition cost, show zeros or N/A. Vendors **must** also show the ongoing total annual maintenance cost for the software listed. Maintenance includes upgrades, updates, fixes and assurance etc. Vendors must show the catalog percentage discount bid and used in this section and show whether the discount rate is applied to the MSRP or OEM pricing.

<u>Product License Required</u>	<u>Catalog Rate</u>	<u>Rate after Discount is applied</u>		<u>Number of Licenses</u>		<u>Target Price</u>
_____	_____	_____	x	_____	=	_____
_____	_____	_____	x	_____	=	_____
_____	_____	_____	x	_____	=	_____
_____	_____	_____	x	_____	=	_____
_____	_____	_____	x	_____	=	_____
_____	_____	_____	x	_____	=	_____

Attachment C

Professional Services & Training Targets

Vendors **must** list the name of software or ECM system for which professional services & training is being offered:

Vendors **must** show the catalog percentage discount bid and used in this section and show whether the discount rate is applied to the MSRP or OEM pricing.

Catalog License discount rate of _____ % is based on: _____
(MSRP or OEM Retail)

Vendor **must** list the catalog rate, discount off catalog, and target price based on the number of hours shown for each item.

Agency C will require the following professional services at each of its regional locations and its main office:

<u>Service Required</u>	<u>Catalog Rate</u>	<u>Rate after Discount is Applied</u>	<u>Number of Hours</u>	<u>Target Price</u>
Technical Architecture	_____	_____ x	120	= _____
Business Architecture	_____	_____ x	240	= _____
Solution Architecture	_____	_____ x	120	= _____
Solution Development	_____	_____ x	700	= _____

Professional Services Target Price Total: _____

Agency B will require training services at each of its regional locations and its main office:

<u>Service Required</u>	<u>Catalog Rate</u>	<u>Rate after Discount is Applied</u>	<u>Number of Hours</u>	<u>Target Price</u>
Training (on Site)	_____	_____ x	392	= _____

Training Services Target Price Total: _____