



CITIZENS ENERGY CORPORATION
a non-profit energy company

Document Management RFP

Citizens Energy Oil Heat Division (OHP)

Document Version 1.3

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1. PURPOSE AND SCOPE

Citizens Energy OHP Oil Heat Program (OHP) is soliciting written proposals from qualified firms for the acquisition, installation, training and support of a document imaging, storage and retrieval system ("document management system"). The Department's goal is to implement an electronic document management solution. This solution will encompass Postal mail Recovery & Sorting, Document Scanning, Indexing, Reconciliation, Archiving and Data Retention.

The intention of the Request for Proposal (RFP) is to solicit proposals from companies (Vendors) that have a proven reputation for satisfactorily implementing and maintaining Electronic Document Management Systems (EDMS).

The Department has placed importance on a solution that will easily integrate with its existing and future Microsoft CRM applications and with its Microsoft Great Plains Billing and Financial Accounting system.

The Vendor must explain how this process will occur and training required to search, view, etc. those converted documents in the new system. The Department's preference is for one system that will manage and control all file information regardless of format, media or location.

The vendor selected under this RFP shall be expected to maintain the manual workflow application, coordinate its integration, and use by department staff and other contractor personnel.

1.1 Project Goals

Department Staff's goal is to develop a document management system that will include the following desired features:

- **Electronic storage of official documents:** The document management system should allow the department to store documents using low-cost electronic storage media such as hard disks and CD-ROM. The system must further allow easy transfer of documents to CD-RW or Writable DVD storage media with a self-contained viewer and user- friendly retrieval from storage.
- **Improved staff response time:** The document management system should include a modern database system to store and retrieve imaged records, with sophisticated search and retrieval

capabilities of selected records. Documents and images should be capable of being routed electronically using the Microsoft Exchange E-mail messaging system already in place.

- ***Serve and benefit to all departments:*** All documents, whether created internally or externally and regardless of size and format, must be capable of being scanned and stored. Once stored, they must be available to everyone via the Department's current network, including staff at remote sites.
- ***Document Security:*** Security is required to allow only authorized staff members with access to selected documents and images. In particular, the implementation should prevent unauthorized access to specified records.
- ***Internet access:*** The system should be capable of storing documents in electronic folders for access by authorized Citizens Energy OHP staff via the existing network, and by Internet access or e-mail to staff members.
- ***Backup and Recovery:*** The system should provide the capability of creating backup copies of all documents for off-site storage as required by the IT disaster recovery plan.

1.2 System Environment

The Citizens Energy OHP Oil Heat Program operates out of (1) main facility, a Co-Lo facility as well as several seasonal call center locations. Connections to the various facilities are performed via the Department's Ethernet network.

- ***Network***
Citizens Energy OHP OHP standard is the Ethernet-TCP/IP 10/100/1000 network infrastructure model.
- ***Network Servers***
Citizens Energy OHP OHP standardizes on Windows Server 2003 server and SQL server 2005. Most servers are HP Proliant DL class.
- ***Client PC's***
The Department's client PCs are running a mix of Windows 2000 Pro & Windows XP Pro with Windows Office 2000.
- ***Fax Server***
The Department utilizes the Castelle Fax Press Enterprise server for fax capabilities.
- ***OHP Applications***
The Department utilizes Microsoft dynamics applications for daily business functions. Specifically, CRM 3.0 and Great Plains 8.0 Financial software as well as Microsoft Exchange 2003 e-mail collaborative suite.

2. RFR – REQUIRED SPECIFICATIONS

All terms conditions, requirements and procedures included in this RFR are required for a response to be determined responsive unless otherwise specified in this RFR, all communications, responses, and documentation must be in English, all measurements must be provided in feet, inches, and pounds and all cost proposals or figures in U.S. currency. All responses must be submitted in accordance with the specific terms of this RFR. No electronic responses may be submitted in response to this RFR.

2.1 Vendor Location

Vendor is required to house required to be incorporated with the state of Massachusetts and maintain facilities within a 40 mile radius of Boston, MA. This is to facilitate easy access to vendor premises and on-site support requirements.

2.2 Vendor Communication

Direct communications with any employee of the procuring department by vendor except as specified in this RFR is prohibited. No other individual employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFR. Vendors may contact the designated contact person for this RFR in the event this RFR is incomplete or the Vendor is having trouble obtaining any required documentation, attachments or other related material necessary for the bid process.

2.3 Reasonable Accommodation

Vendors with disabilities or hardships that seek reasonable accommodation, which may include the receipt of RFR information in an alternative format, must communicate such requests in writing to the contact person. Requests for accommodation will be addressed on a case-by-case basis. A Vendor requesting accommodation must submit a written statement that describes the Vendor's disability and the requested accommodation to the contact person for the RFR. The department reserves the right to reject unreasonable requests.

2.4 Best Value Selection and Negotiation

The Department may select the response(s), which demonstrates the best value overall, including proposed alternatives, which will achieve the procurement goals of the Department. The Department and a selected Vendor, or a Vendor, may negotiate a change in any element of contract performance or cost identified in the original RFR or the selected Vendor's response which results in lower costs or a more cost effective or better value than was presented in the selected Vendor's original response.

2.5 Costs

Costs, which are not specifically identified in the Vendor's response, and accepted by a Department as part of a contract, will not be compensated under any contract awarded pursuant to this RFR. Citizens Energy OHP will not be responsible for any costs or expenses incurred by Vendors responding to this RFR.

2.6 Modifications

Vendors are solely responsible for obtaining and completing the required attachments identified in this RFR and for checking for any addenda or modifications that are subsequently made to this RFR or attachments. The department and its subdivisions accept no liability and will provide no accommodation to Vendors who fail to check for amended RFRs and submit inadequate or incorrect responses. Vendors may not alter (manually or electronically) the RFR language or any RFR component files. Modifications to the body of the RFR, specifications, terms and conditions, or which change the intent of this RFR are prohibited and may disqualify a response.

The Department makes no guarantee to purchase any commodities or services from any contract offer resulting from this RFR. If a Vendor is unable to meet any of the specifications required in this RFR, the Vendor's Response must include an alternate method for meeting such specification by identifying the specification, the proposed alternative and thoroughly describing how the alternative achieved substantially equivalent or better performance to the performance required in the RFR specification. The Department will determine if a proposed alternative method of performance achieves equivalent, or better, performance.

2.7 Subcontracting Policies

Prior approval of the Department is required for any subcontracted service of the contract. Vendors are responsible for the satisfactory performance and adequate oversight of its Sub-Vendors. Sub-Vendors are required to meet the same state and federal financial and program reporting requirements and are held to the same reimbursable cost standards as Vendors.

2.8 Contract Expansion

If additional funds become available during the contract duration period, the Department reserves the right to increase the maximum obligation to some or all contracts executed due to this RFR or to execute contracts with Vendors not funded in the initial selection process, subject to available funding, satisfactory contract performance and service or commodity need.

2.9 Environmentally Preferable Products and Services

The Department and Vendor (s) may negotiate during the contract term to permit the substitution or addition of Environmentally Preferable Products (EPPs) when such products are readily available at a competitive cost and satisfy the Department's performance needs.

2.10 Brand Name or Equal

Unless otherwise specified in this RFR, any reference to a particular trademark, trade name, patent, design, type, specification, producer or supplier is not intended to restrict this RFR to any manufacturer or proprietor or to constitute an endorsement of any commodity or service. The Department may consider clearly identified offers of equivalent commodities and services submitted in response to such reference.

2.11 Alternatives

A response, which fails to meet any material term or condition of the RFR, including the submission of required attachments, may lose points or be deemed unresponsive and disqualified. Unless otherwise specified, Vendors may submit responses proposing alternatives, which provide equivalent, better or more cost effective performance than achievable under the stated RFR specifications. These alternatives may include related commodities or services that may be available to enhance performance during the period of the contract. The response should describe how any alternative achieves equivalent or better performance to that of the RFR specifications. The Department will determine if a proposed alternative method of performance achieves equivalent or better performance. The goal of this RFR is to provide the best value of commodities and services to achieve the procurement goals of the Department. Vendors that propose discounts, uncharged commodities and services or other benefits in addition to the RFR specifications may receive a preference or additional points under this RFR as specified.

Vendors may also propose alternatives for equivalent, better or more cost effective performance than specified under the Vendor's original response to enable the Department to take advantage of enhanced technologies, commodities or services that become available during the term of the contract.

2.12 Terms and Conditions

All Vendors will be required to complete, execute and return the following two (2) documents:

1. All Vendors must complete, execute and return **Citizens Energy OHP Terms and Conditions** attached to this RFR. **Citizens Energy OHP Terms and Conditions shall be incorporated by reference into any Contract for Commodities and Services executed pursuant to this RFR.**
2. All Vendors must also complete, execute and return the **Standard Contract Form** upon selection for Contract negotiation and execution.

By executing the **Standard Contract Form**, the Vendor certifies under the pains and penalties of perjury that it has submitted a Response to a Request for Response (RFR) issued by the Department and that this Response is the Vendor's offer as evidenced by the execution by the Vendor's authorized signatory, that the Vendor's Response may be subject to negotiation by the Department, and that the terms of the RFR, the Vendor's response and any negotiated terms shall be deemed accepted by the Department and included as part of the Contract upon execution of the **Standard Contract Form** by the Department's authorized signatory.

Purchasing Department: Citizens Energy OHP Oil Heat Program (OHP)

Address: 88 Black Falcon Avenue
Telephone #: (617) 338-6300
Fax #: (617) 542-4487
E-Mail or Internet Address: N/A
RFR File Name/Title: Document Management Services
Contact Person: Claudia Stewart

2.13 RFP General Information:

- **Description or Purpose of Procurement:** Document Management Services
- **Acquisition Method:** Fee for Service
- **Whether Single Or Multiple Vendors Are Required For Contract(s):** Single Vendor - Joint proposals acceptable
- **Whether Single or Multiple Departments Will Be Able To Use:** Only Procuring Department May Contract Under RFR
- **Expected Duration of Contract (Initial Duration and Any Options to Renew):** Initial Duration: one-time purchase months 1 year(s) Through Sept 26, 2009
- **Renewal Options: (indicate number):** Options to renew for 1 year
- **Estimated Value of Procurement (Including Anticipated Renewal Option):** Contract will have a Maximum Obligation Amount.
- **Indicate Contract Performance and Business Specifications:** See attached response specifications.
- **Instructions for Submission of Responses:** (Where and How to Submit Responses Format, Medium and # of Copies of Responses) See submission instructions section (3).

2.14 Deadline for Responses:

Indicate Deadline Date: Sept 12th, 2008

Indicate Deadline Time: 5:00 p.m.

Will a Vendors Conference be offered? – NO

Will Opportunity for Written Questions – YES, Written Questions must be delivered by Sept 5th, 2008.

Address: 88 Black Falcon Avenue

Telephone #: (617) 338-6300

Fax #: (617) 542-4487

E-Mail or Internet Address: N/A

RFR File Name/Title: Document Management Services

Contact Person: Claudia Stewart

2.15 Contract Award:

Contract award date if any vendor is selected: Sept 26th, 2008

3. SUBMISSION INSTRUCTIONS

All Proposals submitted in response to this RFR must be in writing and submitted to:

Citizens Energy OHP, 88 Black Falcon Avenue
Suite 342 Boston, Massachusetts 02210.
RFR File Name/Title: Document Management Services
Attention: Claudia Stewart

3.1 Hardcopy Submission

A facsimile or other electronic submission of a proposal will not qualify as a "submission" for deadline purposes in advance of or in lieu of a hardcopy submission. Prospective Vendors shall be responsible for confirming actual receipt of Proposals by Department.

3.2 Proposal Validity

The Vendor agrees that the proposal will remain in effect for at least 120 days from the submission deadline and thereafter until either, the Vendor withdraws the proposal in writing, a contract is executed or the

procurement is cancelled, whichever occurs first. The Proposal acceptance period may be extended by mutual agreement of the parties. Notice of the award is not acceptance of the proposal submitted and shall not impose any contractual obligation on Citizens Energy OHP.

3.3 Written Questions

Vendors may submit written questions to Department by mail, facsimile, electronic or personal delivery until 5:00pm on Sept 5th, 2008. Written questions received after the deadline will not be considered. Department will provide written answers to questions on or before 5:00pm on Sept 12th, 2008 to all Vendors who have provided their name, mailing address, telephone number and facsimile number and a contact person to Department. No potential Vendor shall have a right to further notice unless provided herein.

3.4 Submission Deadline

The deadline for submission of proposals to the attention of the Department Contact is 5:00 p.m. on Sept 12th, 2008. A facsimile or other electronic submission of a Proposal will not qualify as a "submission" for deadline purposes in lieu of a hardcopy submission. Prospective Vendors shall be responsible for confirming actual receipt of Proposals by the Department.

3.5 Joint Proposals

Two or more Vendors may submit a joint proposal. A jointly submitted proposal must designate only one Primary Vendor and the remaining Vendors may be designated as Sub-Vendors. The Primary Vendor shall be legally responsible for ensuring full performance under the service contract.

3.6 Designated format

In order to simplify the review process and obtain the maximum degree of fair comparison, Vendors are required to organize their proposals according to the designated format, in the same sequence listed and with the same title and numbered format as indicated in the sample illustration below. The presentation of data and information should be clear and readily identify references to attachments or other sections contained in the Vendors proposal. Proposals should provide a straightforward and concise description of the Vendors ability to meet the requirements. The Department is not liable for any costs incurred by the Vendor in responding to this proposal. The use of recycled materials is encouraged.

4. PROPOSAL PRESENTATION OUTLINE

4.1 Firm Profile

This section provides the Vendor with the opportunity to present a profile of their firm's operations and qualifications. Vendors are encouraged to provide an overview of the firm's business operations relevant to the requirements of these specifications. Vendors shall outline the firm profile to include the following:

1. Whether the firm is local, national or international
2. The total number of employees, distinguishing between administrative staff, management and principal partners and officers
3. The location of the offices from which the work will be managed and the number of staff employed at the offices
4. The total staff assigned to this Service Contract

4.2 Relevant Business Experience

This section must state the number of years the Vendor has been in business providing these or similar services and the volume of business the Vendor currently conducts. The Vendor should list specific projects and contracts previously performed that are similar to the work to be performed pursuant to this Service Contract, or which otherwise demonstrates the Vendor's ability and capacity to perform the services required.

4.3 Previous Experience with Other Non Profit Entities

This section must identify previous similar business experience with other non-profit entities. The Vendor must also include a brief summary of all current non-profit contracts.

4.4 Vendor's Proposal Including Cost Estimates

This section must detail Vendor's proposal to provide Department with the security support services requested in the section entitled "Performance Specifications". This proposal must include:

- A service overview
- A process overview (describes how services will be performed)
- A help desk services and availability
- A customer portal and other web support services
- Applicable response times
- Problem priority classifications
- Case Escalation procedures

Vendor must describe its respective customer management methodology and recommend best practices to ensure delivery of service is within the guidelines of this agreement. Vendor must describe any third party or custom monitoring tools used to deliver services. Vendor pricing are to be on a per unit basis appropriately prorated for the total number of units added or removed from service.

4.5 Contract Manager

The Vendor must designate a Contract Manager who shall be responsible for oversight and management of the performance of services and act as the contact person for receipt of all correspondence and notice under the Service contract. The Contract Manager may be changed only upon prior written notice to the Department. Oral representation made by either party shall not be binding. Representations made by the Contract Manager for the Vendor or the Department shall be binding only if made in writing in accordance with the terms and conditions of the Service Contract and the Contract Manager is an authorized signatory for that party.

4.6 Key Personnel

This section provides the Vendor with the opportunity to present the qualifications, technical expertise and experience of the firm's key personnel assigned to the performance of services. The proposal must include a resume or a statement of qualifications for all key personnel. Vendors must include a breakdown of the following:

1. The responsibilities of all key personnel assigned listed in order of their positions of seniority and responsibility in the firm.
2. The percentage of time that each key person will devote to this Standard Contract.
3. The level of responsibility or authority of each key person

For the purposes of these specifications, key personnel shall include the principals, partners, managers, and on-site supervisors who will be assigned to, and responsible for, the contract. All other staff will be considered support or administrative personnel. Key personnel assigned to the Contract must perform as designated except in the case of termination from the firm or other unavoidable circumstances. Vendors responding to these specifications shall be considered to have accepted this condition. During the period of performance, key personnel may be removed by the Vendor only upon the prior written approval of the Department. A significant change in the key personnel listed in the Proposal prior to, or after, the execution of the Contract, which is unsatisfactory to the Department, shall be grounds for disqualification of the Proposal or termination of the Contract. The Vendor is required to notify the Department immediately in the event of the unavailability of any key personnel.

Although key personnel shall be responsible for ensuring performance under the Service Contract, no Vendor or employee of a Vendor shall directly or indirectly supervise any employee of Citizens Energy OHP. For the purposes of the contract "supervise" shall mean to direct the activities of a Citizens Energy OHP employee on a continuing or comprehensive basis, by either direct, verbal or written communication from the Vendor to the employee, or by indirect communication through a third party.

4.7 References

In this section, the Vendor shall list at least three business references. The references should be entities for which the Vendor has performed similar services, or services which otherwise demonstrate the Vendor's capability to perform the services under the Contract. The Department shall have the right to verify all references included in a Vendor's Proposal and to conduct any other reference or credit checks, as the Department deems appropriate. The Department may consider written references, including documented performance records of a Vendor on file at the Department or submitted to the Department during the procurement process.

4.8 Authorized Signatories of the Vendor

This section must include an original or certified copy of proofs of authorization for all authorized signatories. An authorized signatory is a legal representative who may execute contracts and legally bind a Vendor. The documentation attached by a corporation, partnership or other entity should also include an example of the signature of the authorized signatory that the Department may use to compare with the signature that appears on the Service Contract. If the documentation submitted does not contain an example of the signature of the authorized signatory, the signatory will be required to have his/her signature notarized on the Service Contract. The type of documentation to be attached to the Service Contract should be as follows:

1. Individual Vendors - require only a notarized signature on the Service Contract.
2. Corporations – a certified or true attested copy of a certification by the corporate clerk, with a corporate seal, or a certified or true attested copy of a board of directors vote stating that the signatory is authorized to execute contracts on behalf of the corporation. A corporate clerk who is also the President or authorized signatory may not self-certify as to authorized signatory status but submit documentation that has been independently notarized or certified.
3. Partnerships – a certification or true attested copy of a certification or other documentation, by the general or principal partners, that the signatory is authorized to execute contracts on behalf of the partnership.
4. Other Entities – must attach a certification or true attested copy of a certification that the signatory is authorized to execute contracts on behalf of the Vendor.

4.9 Sub-Vendors

This section must identify all Sub-Vendors, including a description of their qualifications, experience, and number of staff and percentage time that will be devoted to this Service Contract. The Department must authorize any subcontract entered into by a Vendor for the purposes of fulfilling obligations under this Service Contract. A subcontract authorized by a Department shall not relieve the Vendor of any duty, obligation, and responsibility of liability. Authorized subcontracts shall be in writing and contain provisions that are functionally consistent with and subject to the provisions, of the Standard Contract.

5. MINORITY VENDORS, AFFIRMATIVE ACTION AND ANTI-DISCRIMINATION

It is the policy of Citizens Energy OHP OHP that small businesses, State Office of Minority and Women Business Assistance (SOMWBA) certified minority and women-owned businesses, and businesses or firms owned or controlled by socially or economically disadvantaged individuals with disabilities participate to the fullest extent practicable. Accordingly, large firms are encouraged to subcontract with small business enterprises, owned and controlled by socially or economically disadvantaged individuals, including women-owned and minority business enterprises.

5.1 Minority Vendors

Minority Sub-Vendors - Minority Sub-Vendors under this section must be identified in the Proposal, including the percentage of services to be performed by the Sub-Vendor(s). The Vendor may not replace such Sub-Vendors without the prior written approval of the Department. Evidence of certification as a small, minority or woman-owned business or individual must accompany the Proposal. Appropriate assistance may be obtained by contacting:

1. The State Office of Minority and Women Business Assistance (SOMBA); (617) 727-8692; or
2. The Small Business and Purchasing Program (SBPP); (617) 727-4005.

5.2 Affirmative action

Pursuant to Executive Orders 227, 237, and 246, any Vendor receiving a Contract or other financial benefit of \$50,000.00 (fifty thousand dollars) or more shall be required to file an Affirmative Action Plan identifying its commitment to non-discrimination in employment and to procure goods, services and supplies from certified minority and women-owned business enterprises, businesses owned by individuals with disabilities, and businesses owned and controlled by socially or economically disadvantaged individuals. The currently approved Affirmative Action Plan must accompany proposals for each participating firm.

5.3 Anti-Discrimination

Vendors and authorized Sub-Vendors shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, religion, creed, disability, or sexual orientation. Vendors and authorized Sub-Vendors shall comply with all relevant state and federal statutes and regulations prohibiting discrimination.

Vendors (employers) and authorized Sub-Vendors shall comply with all relevant state and Federal statutes and regulations prohibiting discrimination, including but not limited to The Americans with Disabilities Act, 42 U.S.C. 12101 et.seq., 28 CFR Part 35 or as amended; the Rehabilitation Act of 1973, 29 U.S.C. § 791 et.seq.; Executive Orders 227, 237, and 246; MGL c.151B; and MGL c.272m § 92A and 98, and amendments to these provisions.

6. PROCUREMENT RULES

6.1 Corporate Certificates and Reports

The Vendor must certify that pursuant to MGL c. 156D, §16.22 (business and foreign corporations), c. 180, § 26A (non-profit corporations) and c. 12, § 8F (public charities), it has filed all certificates and reports with the Secretary of State and the Attorney General's Office.

6.2 Specification Amendment

The Department may, at a time prior to the award of a Service contract, and without penalty, amend these specifications or modify the procurement calendar as deemed necessary. The Department shall send by mail, facsimile or other electronic medium, notice of any such change to all Vendors on the Vendors list.

In the event it becomes necessary for the Department to make a significant change to the scope of these specifications, one that might result in encouraging additional Vendors to submit proposals, or make it advisable to seek additional Vendor Proposals, the Department shall have the option to amend or cancel these specifications and begin a new procurement.

6.3 Procurement Cancellation

The Department may, at any time prior to the execution of a Service Contract, and without penalty, cancel the procurement and reject all Proposals when a fair procurement has been compromised or when the Department determines that such action is in the best interests of the Department or Citizens Energy OHP. The Department shall provide written notice of cancellation, including the rationale therefore, to all Vendors who have submitted proposals. The Contract Manager shall have full discretion to allow Proposal corrections. Vendors shall not hold any press conference, make news releases or announcements concerning its selection or non-selection for a Service contract prior to the Department's public release of said information and then, only with the written approval of the Department.

All Proposals and related procurement documents shall become the property of Citizens Energy OHP upon receipt. Unless otherwise provided by law, written disclaimers by Vendor, including the identification of trade secrets in a proposal shall provide no exemption of ownership under this section. The Department shall retain these records for a period determined by Citizens Energy OHP.

6.4 Late Proposals

Proposals received after the deadline shall be automatically disqualified and the Department for any reason will not accept late proposals for consideration.

6.5 Non-responsive Proposals

Proposals which are not responsive or which fail to comply with material requirements of these specifications shall be deemed nonresponsive and be disqualified. Non-responsive proposals shall include, but not be limited to, those that fail to address or meet any required item and those submitted in insufficient number or in incorrect format.

6.6 Collusion

Collusion by two or more Vendors agreeing to act in a manner intended to avoid or frustrate fair and open competition is prohibited and shall be grounds for rejection or disqualification of a Proposal or termination of a Service Contract.

6.7 Debarred Vendors or Sub-Vendors

A Vendor who is currently subject to any state or federal debarment order or determination, including but not limited to Executive Order 147, MGL c.152, §29F and MGL c.152, §25C, shall not be considered for evaluation by the Department. If a Vendor's Proposal is dependent upon the services of a named Sub-vendor and the disqualification of the named Sub-vendor would materially alter the Proposal, then that Proposal shall be deemed unresponsive if the named Sub-Vendor is found to be debarred. Proposals that indicate that Sub-Vendors will be used but do not rely on a named Sub-Vendor shall not be deemed unresponsive

7 PERFORMANCE SPECIFICATIONS

7.1 General Description

Vendor must take possession of all incoming postal mail and fax transmissions designated for Citizens Energy OHP Oil Heat Program. Once received, vendor will open/print and sort by document type, state and oil dealer. Vendor shall prepare each document including envelope for inspection and prepare for scanning.

Vendor is responsible for document digital conversion into electronic images through a defined scanning process. Each document is required to be indexed according to pre-determined values established for each document type. Indexing will match data requirements for import into the existing Microsoft CRM system and will auto-populate the Microsoft CRM application.

Vendor is responsible for data entry of all Citizens defined information types from all received document types into Citizens existing Microsoft CRM 3.0 & 4.0 systems.

All documentation (both digital and hardcopy) is to be archived and stored until a destruction time-line and method has been established by Citizens Energy OHP.

7.2 Receive Incoming Postal Mailings

Vendor must demonstrate the ability to receive, sort hard copy documents such as letters, hard-stock brochures, etc. (If limited, state by number of pages, documents, folders, records or other description).

Specify the maximum image size (in megabytes) capable of being imported or scanned into database. List the image formats that are supported by the proposed system. Describe image enhancement capabilities available with proposed scanners and or software.

7.3 Receive Incoming Fax Transmissions

Vendor must demonstrate high volume fax capabilities. (If limited, state by pages, maximum receive rate). List the image formats that are supported by the proposed system. Describe image enhancement capabilities available with proposed fax systems and or software.

7.4 Document Scanning

Vendor must demonstrate the ability to scan received documents and route into established work queues. At minimum scanning process must:

- Accommodate multiple paper colors, inks, and paper weights from 8 to 36 pounds using the automatic document feeder
- Allow scanning of multiple dpi resolutions
- Allow batch scanning of diverse documents without re-setting scanner (e.g. documents on dark blue paper, pencil notations, highlighted text, faint carbon copies, documents with up to 45-degree skew, highly speckled documents, photographs, driver's licenses, insurance cards, etc.)
- Provide ability to compress scanned images using a compression algorithm which complies with CCITT Group 4 standards
- Automatically optimize scanner settings (e.g. contrast, speed, etc.) and adjust settings based on document type

7.5 Optical Character Recognition (OCR)

Vendor must demonstrate ability to provide Optical Character Recognition (OCR) throughout the scanning process. At minimum OCR process must:

- Provide ability to recognize many common typewritten and type set fonts (omnifont capability), and be trainable to recognize special fonts.
- Provide ability to de-columnize text
- Ability to manually correct OCRs and typos
- Allow user to set minimum percent accuracy level for OCR
- Provide ability to process portrait and landscape oriented documents.

7.6 Data Entry

Vendor must demonstrate ability to perform data entry procedures. At minimum data entry process must:

- Enter task data using OCR/ICR that the operators can verify, correct and direct key from the image manually populating the existing Microsoft CRM system.
- Review document for acceptability based on criteria provided by Citizens Energy OHP
- The system must provide for on-line edits, which prompt the data entry person to ensure correct keying as well as indicate erroneous data on the form.
- Once a document has been stored in an image format, it cannot be changed or modified, but new or subsequent documents or notes may need to be appended to the original document, with the ID of the operator adding it.
- The contractor shall complete all data entry no later than two (2) business days of receipt (including mail receipt, handling, scanning, and indexing). Turnaround time does not include weekends and Federal holidays.
- In the case of special action requirements, The Vendor will be expected to review the forms in question and take the appropriate action to complete the task. This may result in the re-routing of the task to another queue for processing or the manual preparation of a notice to the Citizens Energy OHP explaining why the form cannot be processed.

7.7 Import of External Files

Vendor must demonstrate ability to import external file types. At minimum external file import process must:

- Provide ability to import image and text files generated externally (i.e. by Vendors scanning backlog documents or microfiche)
- Provide ability to import image and text files generated by word processing, spreadsheet, graphics (e.g. AUTOCAD) and other software applications
- Supports import of .doc and .xls files. In comments, please list other file types that can be imported.

7.8 Editing

Vendor must provide document-editing software for annotation of images, which do not contain text, as well as editing files created by means of OCR. Support popular off-the-shelf office processing software (e.g. MS-Office) for annotation of images and for editing files created by means of OCR. Support document versioning. Provide ability to apply "sticky notes" or text notes to all document types and retain the relationship of the notes to the page.

7.9 Document Indexing and Storage

Vendor must demonstrate ability to index and store digital images of hardcopy documents within an existing Microsoft CRM 3.0 & Microsoft CRM 4.0 system. At a minimum, indexing and storage solution must:

- Support automated creation of document database indexes (e.g. through bar coding, etc.)
- Integrate with and auto-populate MS SQL database indexes used by MS CRM 3.0 & 4.0
- Allow users to customize database and indexing parameters (e.g., users can create index fields)
- Allow documents to be moved from one folder to another and re-indexed without re-scanning
- Support storage of TIFF files, ERM documents, and PC generated files (word processing documents, JPEG, voice files, and video clips) in one file cabinet
- Allow index processing to be performed while other stations are actively searching, viewing, scanning and editing.

7.10 Database Search

Vendor must demonstrate ability to search digital documents within an existing Microsoft CRM 3.0 & 4.0 system as well as web base search of archived documents. At minimum search capabilities must:

- Support document query through CRM application
- Support searching of scanned documents based on user-input character strings, keywords, etc.
- Support search queries using Boolean operators (e.g. AND, OR and NOT, wildcard) and fuzzy text search.
- Allow a search of OCR'ed documents by text string.
- Upon completion of search, immediately display all selected images and support quick navigation through documents.

7.11 Text and Image Manipulation

- Provide ability to jump to pages or information contained in a document.
- Provide ability to highlight words from search specification.
- Provide ability to attach annotations to stored images without altering the image.

7.12 Workflow

- Provide a visual, graphical (GUI) workflow tool to design workflow processes by "dragging and dropping" icons that represent workflow steps.
- Support "point-and-click" configuration enabling customization of workflow processes and user interface without programming.
- Provide ability to monitor which task the user is performing and automatically open documents (e.g. for reference) appropriate for that task.
- Provide flexibility for authorized users to route documents on an ad hoc, exception basis (e.g. for special review) outside of normal automated routing.
- Provide ability to initiate workflow processes upon receipt of electronic forms, Internet forms, and e-mail messages.

7.13 Printing and faxing

- Provide ability to print documents on a variety of printers using standard MS-Windows print drivers.
- Provide ability to print form overlays and images without viewing.
- Provide ability to automatically imprint date and time on copies.

7.14 Security

- Provide comprehensive security down to the page level, for every action (including print, fax, and e-mail).
- Use secure sockets layer (SSL) protocol to encrypt data transfer.
- Provide audit trail that includes date, time, user and operation.
- Support security audit reporting on document access that includes document type, user ID, date and time range, access by workstation / location.

7.15 Document Archival & Retention

Vendor must demonstrate the ability to complete document archival, retention and retrieval. At minimum, vendor must:

- Provide permanent laser-fiche archival in web based searchable format
- Provide ability to backup to tape entire database and ability to customize backup. In comments, please specify other options of backup capability (aside from tape).
- Support document file check-in and checkout controls to flag databases showing who is working on files and prevent simultaneous updates by other users.
- Support document exporting into PCX, TIFF, BMP, and JPEG file formats. In comments, please list any other export formats.
- Provide ability to easily publish documents to the web (i.e. without coding or HTML).

7.16 Document Reconciliation

Vendor must demonstrate the ability to perform document verification. At a minimum reconciliation process must:

- Received check detail reports from Citizens Energy OHP
- Compare daily check detail reports against prior business day processed vendor invoices.
- Return check detail report for review and check batch processing

8. BUSINESS REQUIREMENTS

8.1 Support Personnel Requirements

The Vendor agrees to provide system maintenance personnel that are fully trained, certified or show equivalent experience on maintenance of the proposed solution to the contracting Eligible entity. The Vendor must provide, in its response, the following information regarding its maintenance personnel:

- The number of maintenance service technicians available to service the Vendor's accounts.
- A description of how support personnel are trained by the system manufacturer.
- A description of how support personnel are kept updated on new product releases and functionality.

All support personnel assigned to service systems installed must have a minimum of six (6) months of field experience following the date of manufacturer certification. The Vendor agrees to comply with this experience requirement.

The Vendor agrees that all support personnel shall be familiar with the requirements of this RFR document in order to ensure that the Vendor's maintenance team will perform all required maintenance tasks specified in this RFR.

The Vendor agrees to ensure that all support personnel assigned are fully equipped to perform the maintenance duties required. "Fully Equipped" is described as possessing all tools, cable, connectors, ladders, test equipment, termination equipment, etc. needed to complete the required maintenance service without requiring the Department to supply such items.

The Vendor agrees to ensure that all support personnel assigned to the Department are dressed in a professional manner and possess company photo identification.

All Vendor personnel, upon entering the contracting premises, must inform the designated contact of his/her arrival. The Vendor must also inform the designated contact when leaving the premises. All Vendor personnel must comply with all security requirements of the contracting facility at which they are performing system maintenance services under this contract including the signing of required log in/out forms.

The Vendor's maintenance personnel must conduct themselves in a professional manner during any required system maintenance. Citizens Energy OHP reserves the right to request the re-assignment of any maintenance personnel they believe are not performing in a proper or professional manner. Should such reassignment of maintenance personnel be requested, the Vendor must provide replacement personnel immediately in order to ensure proper system maintenance.

Some locations may require additional security procedures of all Vendors. The Vendor must agree to provide maintenance personnel who will agree to these required security procedures, which may include such items as standard background checks, and strict tool count requirements. All facilities are considered "smoke free". The Vendor must agree to inform its maintenance personnel of such non-smoking regulations and enforce such at the locations.

8.2 Access to Support and Problem Reporting

The Vendor must provide a toll free telephone number for the reporting of system maintenance issues. This telephone number must be staffed to receive trouble reports twenty-four (24) hours a day, seven (7) days-a-week, three hundred and sixty five (365) days a year. The Vendor's support center will be the Single Point of Contact for the reporting of system support issues. The Vendor must not refer the reporting individual to another maintenance center or reporting telephone number, but must escalate within its organization until it resolves the reported issue.

8.3 Response to Support Calls

"Response" to a support call requires that the Vendor begin remote testing of the installed system or have a qualified technician, suitably equipped to service the installed system, on site at the reported location. After receipt of the system problem report, the Vendor must notify the reporting individual (by the required response times outlined in this section of the RFR document) that it has completed remote testing and/or when a qualified service technician will be on site to facilitate repair of the affected service.

8.4 Support Categories

The Vendor must agree to comply with the following support categories:

1. Critical – a major impact to business operations or critical device is off line.
2. Functional – service to a business area is degraded.
3. Administrative – information relative to areas of responsibility is requested.

8.5 Critical Support Requirements

The Vendor must meet or exceed the following when providing critical support:

Vendor must acknowledge receipt of notification and begin assessment within 30 minutes

Vendor must provide reports or records to confirm compliance with the 30-minute response requirement

Should the affected device not be repaired via remote access within 60 minutes of the notification, the Vendor must have a qualified technician onsite within 2 hours of the initial notification. Should the responding Vendor personnel be unable to make a determination of the cause within 4 continuous hours, the Vendor is required to escalate service call to more senior personnel.

The Department understands the tentative nature of the devices and that not all repairs may be completed within a set period. Thus, the Vendor is required to meet all response times listed. In regards to restoring the system to normal operating status, the Vendor is required to use commercially reasonable efforts to repair the system within 4 continuous hours of the initial notification. In the event the Vendor experiences extraordinary obstacles in its efforts to repair the system within the 4 hours, the Vendor must notify the Department and provide a detailed plan of repair, including the provisioning of alternate equipment or services.

8.6 Functional Support Requirements

The Vendor must meet or exceed the following when providing functional support:

1. Vendor must acknowledge receipt of notification and begin assessment within 30 minutes
2. Vendor must provide reports or records to confirm compliance with the 30 minute response requirement

3. Should the affected device not be repaired via remote access within 60 minutes of the notification, the Vendor must have a qualified technician onsite within 4 hours of the initial notification
4. Should the responding Vendor personnel be unable to make a determination of the cause within 4 continuous hours, the Vendor is required to escalate service call to more senior personnel.
5. The Department understands the tentative nature of the devices and that not all repairs may be completed within a set period. Thus, Vendor is required to meet all response times listed. In regards to restoring the system to normal operating status, the Vendor is required to use commercially reasonable efforts to repair the system within 4 continuous hours of the initial notification.
6. In the event the Vendor experiences extraordinary obstacles in its efforts to repair the system within the 4 hours, the Vendor must notify the Department and provide a detailed plan of repair, including the provisioning of alternate equipment or services.

8.7 Administrative Support Requirements:

1. Vendor must acknowledge receipt of notification and begin assessment within 8 hours
2. Vendor must provide estimated completion date within 16 hours of request Routine Maintenance

The Vendor must establish a routine maintenance schedule for each system listed in this RFR. The contractor must describe in writing its maintenance program and a list of items performed during such scheduled maintenance. The Vendor must submit desired maintenance windows to the Department for approval.

9. APPENDIX:

9.1 Sample Work Flow Diagrams





