

This is a Request for Information pursuant to Rule 60A-1.042, F.A.C., for planning purposes only. This is not a solicitation for offers.

The Department of Children and Families, Office of Information Systems ("DCF") has issued this Request for Information (RFI) seeking information from interested suppliers who are capable of providing software as specified in this RFI. Using the information received from vendors, DCF will make a decision regarding the type of procurement that will be used to procure the software desired. DCF may not issue any procurement for this software.

DCF is looking for an enterprise-level solution for electronic document imaging and management. The solution should provide a secure method of scanning, uploading, storing and retrieving documents while adhering to DCF security policies, program office procedures, and HIPPA compliance. The solution should provide extended document retention including archiving and retrieval of older documents. The solution should be cost-effective, minimizing licensing requirements. The solution should also utilize existing server-based Intel hardware and Windows or Linux operating system software resources and should utilize an open system architecture based on non-proprietary standards (e.g., AAIM and ANSI) to enable long-term records access and the ability to transfer from one hardware or software platform to another.

DCF is a large state government agency consisting of 12 program areas and over 13,000 employees statewide along with a large number of community-based care provider partners. The public assistance service delivery program office, Automated Community Connection to Economic Self-Sufficiency (ACCESS), currently uses a document imaging system developed within DCF in .NET 2.0 using an Intel X86/X64 hardware platform and with an Oracle RAC Cluster running Oracle 10g.

This existing system currently has 300 scanners and/or fax workstations located in offices throughout the State. There are a variety of makes and models of scanners and workstations used; however the key requirement is that they must have a 100% Direct Scan TWAIN driver. The preferred resolution is 200 by 200. There are 6,600 users manually adding approximately 11,000 documents per day totaling 75GB of stored documents per week. To date, there are over 19 million documents scanned. XML is used to add up to 8 index identifiers to the scanned PDF files. Authorized users can view documents using DCF's intranet and ActiveReports for .Net. Retrieval time for documents on the existing hardware ranges from immediate to several hours.

DCF also uses several smaller imaging systems to retain photos, security, adoption and other legal documents. Currently, there are no document imaging systems used by Human Resources or any other document-intensive offices.

DCF is looking for a commercial-off-the-shelf enterprise-level solution will utilize current, proven technologies. The solution must be architected, designed, and implemented to be scalable, securable, maintainable, dependable, supportable, manageable, customizable, flexible, expandable and affordable. To meet these goals, DCF is seeking solution ideas from suppliers for commercial-off-the-shelf solutions that offer an enterprise-level solution with the following features:

- Accessible by all DCF Employees via the DCF's intranet
- Secure user authentication
- Customizable user and group roles and assignments

- Administrative access to generate and maintain system configuration settings
- Scan documents and store in preferred electronic format
- Receive and store electronic faxes in preferred format
- Manually or automatically index image files based on key elements
- Search and retrieve electronic files based on key elements
- Manipulate/modify electronic documents such as PDF files
- Upload, store and retrieve various types of work related documents (Word, Excel, PowerPoint etc.)
- Automated work assignments for incoming documents
- Document workflow management with reviews and approvals
- Complete audit logging for scanning, creating, updating, deleting and view documents
- Automated document archive and retrieval
- Customizable, comprehensive analytical and statistical reporting capabilities

Please contact your suppliers with these requirements. If a supplier is interested in providing possible solutions, please have them provide a brief description of their capacity to meet these needs (see below):

- (1) A *brief* overview and history of the product and how long it has been in the marketplace;
- (2) Licensing and maintenance terms and conditions, including graduated licensing cost over time, fixed maintenance percentage of the initial license fees and an enterprise license option for DCF;
- (3) Experience in the implementation of the proposed system for clients the size and complexity of the Department, including demonstrated experience in delivering an implemented solution within a specific timeframe based on a deployment plan;
- (4) A physical hardware and software architecture that would be required to support each user;
- (5) The GSA, WSCA or U. S. Communities contract on which the proposed solution is available, including the contract number and a copy of the product availability on the indicated contract.

Responses are due by January 7, 2008. The contact person for this RFI is David Shepard, Department of Children and Families. Please submit any questions and all responses electronically to:

David_Shepard@dcf.state.fl.us