

STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE & FINANCIAL SERVICES
Office of Information Technology

RFP# 201406774

Enterprise Content Management Solution

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From the time this RFP is issued until award notification is made, all contact with the State regarding this RFP must be made through the aforementioned RFP Coordinator. No other person / State employee is empowered to make binding statements regarding this RFP. Violation of this provision may lead to disqualification from the bidding process, at the State's discretion.

Deadline for Submitted Questions: July 9th, 2014, 5:00 p.m. local time

Proposals Due: July 25th, 2014, not later than 2:00 p.m. local time

Submit to:

Division of Purchases
Burton M. Cross Building, 111 Sewall Street, 4th Floor
9 State House Station, Augusta ME 04333-0009

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Public Notice

State of Maine
Department of Administrative & Financial Services
Public Notice for RFP# 201406774
Enterprise Content Management Solution

The State of Maine Department of Administrative & Financial Services, Office of Information Technology (OIT), has a requirement for an Enterprise Content Management Solution. The State is procuring an **Enterprise Content Management Solution** where all State Entities can leverage and implement the technology. The State of Maine prefers a **cloud-based solution**. In accordance with State procurement practices, the Department is hereby announcing the publication of a Request for Proposals (RFP) # 201406774 for the purchase of the aforementioned Enterprise Content Management Solution and the Services to implement the application.

A copy of the RFP can be obtained at the OIT Website <http://www.maine.gov/oit/vendor/index.shtml> or by contacting the Department's RFP Coordinator for this project: Jeff Cotnoir, 145 State House Station, Augusta, ME, 04333-0145; or by email at Jeff.Cotnoir@maine.gov. The Department encourages all interested vendors to obtain a copy of the RFP and submit a competitive proposal.

Proposals must be submitted to the State of Maine Division of Purchases, located at the Burton M. Cross Office Building, 111 Sewall Street, 4th Floor, 9 State House Station, Augusta, Maine, 04333-0009. Proposals must be submitted by 2:00 pm, local time, on July 25th, 2014, when they will be opened at the Division of Purchases' aforementioned address. Proposals not received at the Division of Purchases' aforementioned address by the aforementioned deadline will not be considered for contract award.

Glossary of Terms

Access Management: The mechanism that controls access to part(s) of the Enterprise Content Management (ECM) application (i.e.):

- can be related to user management;
- can be related to delegation of user management;
- can be related to manipulating the properties of documents to apply user management groups;
- can be related to defining rules applying user groups to document groups/types;
- generally can be related to administration of content; and
- generally can be related to administration of rules.

Access Rights and Roles: Controls what a given person/process is allowed to access, how much of the document/object that person is allowed to access, and what type of access the person/process has to the part of the document they have access to.

Accessibility (508): The World Wide Web Consortium (W3C's) Web Accessibility Initiative (WAI) is an effort to improve the accessibility of the World Wide Web (WWW or Web) for people with disabilities. People with disabilities may encounter difficulties when using computers in a general sense and, specifically, using the Web. Since people with disabilities often require non-standard devices and browsers, making websites more accessible also benefits a wide range of user agents and devices, including mobile devices, which have limited resources.

Alerts: A notification to a User that an event has occurred. Alerts can be in the form of emails, pop-up boxes, tasks created, items added to work queues, etc.

Annotations: Items/notes associated with a given document without making it an integral part of the document.

Application Programming Interface (API): Specifies how software components should interact with each other.

Archiving – IT: Moving data to a secondary medium that can be readily accessed, if required. Active archiving enhances the performance of production databases by eliminating records that are not accessed daily but may need to be referenced from time-to-time. Data that has been actively archived can be quickly accessed or restored on record. In addition, the referential integrity of the data is maintained which means the proper relationships between the records still exists.

Bar code: An optical machine-readable representation of data.

Blogs: A type of website, usually maintained by an individual with regular entries of commentary, descriptions of events, or other material such as graphics or video.

Business Process Modeling (BPM): In systems engineering and software engineering is the activity of representing processes of an enterprise so that the current process may be analyzed and improved in the future. BPM is typically performed by business analysts and managers who are seeking to improve process efficiency and quality. The process improvements identified by BPM may or may not require Information Technology

involvement, although that is a common driver for the need to model a business process by creating a process master.

Capture: The process of digitizing images or paper documents using scanners or multifunction printers. Optical Character Recognition (OCR) software is often used, whether integrated into the hardware or as stand-alone software, in order to convert digital images into machine readable text.

Client Based: An application that runs natively on the user's machine. It usually has to be deployed by someone/some mechanism (i.e., SMS).

Configurability vs. Customization: Configurability for a software application refers to its flexibility for choosing setup options for different parameters of the software. It is distinguished from "customizability" primarily by ease of change; customization typically requires an expert to either modify code or write a special applet or script.

Dashboard: A graphical, quick-read presentation of metrics designed to represent statuses of important strategic processes and goals at an organizational, business unit, or individual level.

Data Security: The means of ensuring data is kept safe from corruption and access to it is suitably controlled. Thus, data security helps to ensure privacy. It also helps in protecting personal data.

Disaster Recovery: The process, policies, and procedures related to preparing for recovery or continuation of technology infrastructure critical to an organization after a natural or human-induced disaster. Disaster recovery planning is a subset of a larger process known as Business Continuity Planning and should include planning for resumption of applications, data, hardware, communications (such as networking), and other IT infrastructure. A Business Continuity Plan (BCP) includes planning for non-IT related aspects such as key personnel, facilities, crisis communication, and reputation protection and should refer to the Disaster Recovery Plan (DRP) for IT related infrastructure recovery/continuity. This article focuses on disaster recovery planning as related to IT infrastructure.

Document Centric Workflow: A workflow initiated, in most instances, from an electronic event that involves a document.

Document Dispute Resolution: If changes have been made to a document by someone else while you have it checked out, there is contention for which of the changes take precedence. The process of resolving the contention between the two sets of changes is Document Dispute Resolution.

E-Form: An e-form (electronic form) is a computer program version of a paper form. Aside from eliminating the cost of printing, storing, and distributing pre-printed form and the wastage of obsolete forms, e-forms can be filled out faster because the programming associated with them can automatically format, calculate, lookup, and validate information for the user. With digital signatures and routing via email (workflow), approval cycles can be significantly reduced with electronic submission of completed forms. You can also eliminate the cost of rekeying data and the associated errors.

Failover and Disaster Backup: The part of a system that insures that if any part of a system fails for any reason, no information or time will be lost.

Fault Tolerant: The characteristic of the supplied ECM software/hardware that minimizes system down time and also prevents data/information loss due to a hardware/software failure.

Full Text Searching: The ability of a search to reach inside a document within the ECM.

Fuzzy Logic: A form of multi-valued logic derived from fuzzy set theory to deal with reasoning that is approximate rather than precise.

Group: A group may be used in many contexts in this document but one use that needs further explanation is when referring to groups of documents. This document group may best be explained by an example. The best analogy of this group would be a folder. This folder contains one to many documents that go together. The folder will likely be sent through a workflow or a single document within the group (folder) can move through the workflow without it being removed from the folder. Another characteristic of the group is that it can have indexing/metadata of its own and it can contain other groups (folders) of documents.

Human Centric Workflow: A workflow that is initiated, in most instances, from a human through some form of action i.e., an action approval button.

Indexing: Utilized to track electronic objects. Indexing may be as simple as keeping track of unique object identifiers; but often it takes a more complex form, providing classification through the objects' metadata or even through word indexes extracted from the objects' contents. Indexing exists mainly to support retrieval. One area of critical importance for rapid retrieval is the creation of an index topology.

Internal User Based Licensing: Software licensing based on the number of users inside an organization precluding external users, number of servers/processors/Virtual machines.

JPEG: Electronic image/picture format (Joint Photographic Experts Group).

Kofax: A data capturing software founded in 1985 and utilized by the State of Maine in some scanning solutions.

LDAP: Lightweight Directory Access Protocol.

Licensed Software: All software and documentation the State acquires, or is granted any rights, under this contract.

Lifecycle Management: The practice of applying certain policies to the effective management of information throughout its useful life. This practice has been used by Records and Information Management (RIM) professionals for over three decades and had its basis in the management of information in paper or other physical forms (microfilm, negatives, photographs, audio or video recordings, and other assets).

Load Balancer: A technique to distribute workload evenly across two or more computers, network links, CPUs, hard drives, or other resources in order to get optimal resource utilization, maximize throughput, minimize response time, and avoid overload. Using multiple components with load balancing, instead of a

single component, may increase reliability through redundancy. The load balancing service is usually provided by a dedicated program or hardware device (such as a multilayer switch or a DNS server).

Metadata: Key information relative to an object and associated with an object for a variety of reasons, including the storage and retrieval of the object. Metadata is typically stored for each object. Metadata may, for example, include the date the object was stored and the identity of the user storing it. The DMS may also extract metadata from the object automatically or prompt the user to add metadata. Some systems also use optical character recognition on scanned images or perform text extraction on electronic objects. The resulting extracted text can be used to assist users in locating objects by identifying probable keywords, providing for full text search capability, or can be used on its own. Extracted text can also be stored as a component of metadata, stored with the image, or separately as a source, for searching object collections.

Metrics: The elements of a measurement system; a system or methodology that produces quantifiable data.

Operating System: The control program in a computer that provides the interface to the computer hardware and peripheral devices, and the usage and allocation of memory resources, processor resources, input/output resources, and security resources.

Patch Code Sheet: Patch codes are bar codes that change the scanner settings.

PDF: A file format created by Adobe Systems in 1993 for document exchange. PDF is used for representing two-dimensional documents in a manner independent of the application software, hardware, and operating system.

Planet Press: Planet Press is a modular software solution designed for printing and mailing complex documents with advanced output. In addition, the software helps automate the distribution (electronic or printed) and processing of these more complex documents. Some document management solutions such as Fortis has plugins to work with this software.

Pricing Models: The Company's method of pricing software including tiered pricing, discounts, etc.

Print Streams: Any application, regardless of platform, has printers available to it. When the application prints to this printer, the data transmitted is a print stream. In this context, we want the ECM to make available virtual printers. These virtual printers appear the same as any other physical printer. The virtual printer enables the capability to print directly to the ECM. The resulting document in the ECM can be used in the same way that any other document getting into the ECM. It can be stored, indexed, kick off workflow, etc.

Process Centric Workflow: A workflow that is initiated, in most instances, from an electronic event that involves data of time-driven events.

Process Driven Workflow: A workflow that is initiated, in most instances, by another workflow.

Recommended Hardware: The data processing hardware (including all terminals, auxiliary storage, communication, and other peripheral devices) utilized by the State as recommended by the contractor.

Records Management (RM): The practice of maintaining the records of an organization from the time they are created up to their eventual disposal. A record can be either a tangible object or digital information. For example; birth certificates, medical x-rays, office documents, databases, application data, and e-mail. This may include classifying, storing, securing, and destruction (or in some cases, archival preservation) of records. Records management is primarily concerned with the evidence of an organization's activities and is usually applied according to the value of the records rather than their physical format.

Records Retention: The retention period of a document is an aspect of records management. It represents the period of time a document should be kept. At the termination of the retention period, the document is usually destroyed. The term is generally used by accountants and tax professionals whose occupation involves dealing with legal documents that only need to remain in existence for a certain amount of time. The retention period varies for different types of records. For example, business incorporation documents have a permanent retention period (meaning that they should never be destroyed), but receipts for tax-deductible purchases by an individual taxpayer usually have a three-year retention period (and can often be safely discarded after that point). The length of the retention period is based on the likelihood that the document will be needed at some point in the future. Records that will serve no further purpose (as determined by the length of their retention period) are destroyed for space issues, usually by paper shredders.

Redaction: Limit/block/black-out access to a specific part of a document based on security rules.

Retention Rules: Rules that govern items in the system that must be kept, for how long and what should be done with them once they are disposed of.

Scan: A process that converts a physical document to a virtual document.

Scanner: Machine that converts a physical document to a virtual/electronic document.

Search and Retrieval: Retrieve the electronic documents from the storage. Although the notion of retrieving a particular document is simple, retrieval in the electronic context can be quite complex and powerful. Simple retrieval of individual documents can be supported by allowing the user to specify the unique document identifier and having the system use the basic index (or a non-indexed query on its data store) to retrieve the document. More flexible retrieval allows the user to specify partial search terms involving the document identifier and/or parts of the expected metadata. This would typically return a list of documents which match the user's search terms. Some systems provide the capability to specify a Boolean expression containing multiple keywords or example phrases expected to exist within the documents' contents. The retrieval for this kind of query may be supported by previously-built indexes or may perform more time-consuming searches through the documents' contents to return a list of the potentially relevant documents. See also Document retrieval.

Server Based Licensing: Software licensing based on the number of Servers/Processors/Cores/Virtual machines precluding the number of internal and external users.

Social Networking: Blogs such as Facebook, Twitter, Wikis, etc.

Tagged Image File Format (TIFF): Electronic image/picture format.

Thumbnails: A reduced-size picture acting as a link to the represented document.

Versioning: Versioning is a process by which documents are checked in or out of the document management system, allowing users to retrieve previous versions and to continue work from a selected point. Versioning is useful for documents that change over time and require updating, but it may be necessary to go back to a previous copy.

Virtualization: In the context of this project, we will likely run some or all of this system on server(s) in a virtualized Microsoft server environment.

Web Based: Application user interface is accessed via a browser.

Web Services: A method of communication between two electronic devices over the Web.

Workflow: <http://en.wikipedia.org/wiki/Workflow>

State of Maine - Department of Administrative & Financial Services
RFP# 201406774
Enterprise Content Management Solution

PART I INTRODUCTION

A. Purpose and Background

The Department of Administrative & Financial Services, Office of Information Technology (“Department”), is seeking proposals to provide an Enterprise Content Management Solution as defined in this Request for Proposals (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the Provider(s) will be selected, and the contractual terms which will govern the relationship between the State of Maine (“State”) and the awarded Bidder(s).

Project Overview

The State of Maine strategy is to increase functionality and to better utilize computing resources among Agencies. This will result in cost savings, cost avoidance, and standard processes across the Enterprise.

The State of Maine prefers a cloud-based solution.

The goal for the Enterprise Content Management Solution is to better utilize State of Maine resources in the following functional areas:

1. Data Capture & Indexing of Content;
2. Search & Retrieval of Content;
3. Document Check-in and Check-out;
4. Lifecycle Management;
5. Security;
6. Workflow;
7. Interface Requirements;
8. Training and Implementation Services

The Vendor preference would be in one of the Gartner Group Magic Quadrants for an Enterprise Content Management Solution.

The following Benefits and Efficiencies are expectations which will result from the selected Enterprise Content Management Solution:

1. Maximize use of State of Maine resources including hardware, software, and personnel;
2. Standardize processes and procedures to improve time to market;
3. Mitigate security risks including external partners;
4. Reduce administrative costs through centralized/delegated administration;
5. Standardize setup, configuration, and support;
6. Establish a single point to view and analyze the State’s risk;
7. Reduce maintenance and upgrade points;
8. Provide smaller agencies with access to better IT Solutions and support;

9. Easily communicate across agencies in a cost effective manner;
10. Facilitate the sharing of ideas and the development and promotion of policies and procedures.

It is the State's intention to realize the following cost savings as a result of the selected Enterprise Content Management Solution:

1. Reduction of software costs by pursuing statewide, enterprise, and volume license agreements;
2. Reduction of hardware costs by providing a shared service where appropriate;
3. Reduction of initial deployment, maintenance, and administration costs; and
4. Reduction in support contracts, i.e., multiple agencies with support contracts.

Current Environment

Currently, the State of Maine supports many agencies using the existing document management systems such as Fortis, Opentext EDOC solution, Laserfiche, Sharepoint, Filenet, and Orbit (an in-house developed solution). There are approximately 5,000 users of the existing systems. Filenet is only being used in one agency and is integrated into a case management system.

All Orbit customers will move to the ECM product as soon as possible. Our goal will be to reduce the amount of Document Management Systems to a common platform.

Initial Agency Implementation – 200 Users

Year 2/3 – up to 3,000 users

Year 4/5 – up to 6,000 users

B. General Provisions

1. Issuance of this RFP does not commit the Department to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to this RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
2. All proposals should adhere to the instructions and format requirements outlined in this RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Department. Proposals are to follow the format and respond to all questions and instructions specified below in the "Proposal Submission Requirements and Evaluation" section of this RFP.
3. Bidders shall take careful note that in evaluating a proposal submitted in response to this RFP, the Department will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Departmental information of previous contract history with the Bidder (if any). The Department also reserves the right to consider other reliable references and publicly available information available in evaluating a Bidder's experience and capabilities. The proposal shall be signed by a person authorized to legally bind the Bidder and shall contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
4. The RFP and the selected Bidder's proposal, including all appendices or attachments, will be incorporated in the final contract.
5. Following announcement of an award decision, all submissions in response to this RFP will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

6. The Department, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFP.
7. The State of Maine Division of Purchases reserves the right to authorize other Departments to use the contract(s) resulting from this RFP, if it is deemed to be beneficial for the State to do so.
8. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Proposer's/Vendor's responsibility to determine the applicability and requirements of any such laws and to abide by them.

C. Eligibility to Submit Bids

Public agencies, private for-profit companies, and non-profit companies and institutions are invited to submit bids in response to this Request for Proposals.

D. Contract Term

The Department is seeking a cost-efficient proposal to provide services, as defined in this RFP, for the anticipated contract period defined in the table below. Please note that the dates below are estimated and may be adjusted as necessary in order to comply with all procedural requirements associated with this RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Department may opt to renew the contract for 2 renewal periods of three years each, subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from this RFP, is defined as follows:

Period	Start Date	End Date
Initial Period of Performance	8/30/2014	8/30/2019
Renewal Period #1	8/30/2019	8/30/2022
Renewal Period #2	8/30/2022	8/30/2025

E. Number of Awards

The Department anticipates making one award as a result of this RFP process.

PART II SCOPE OF SERVICES

A. Enterprise Content Management Systems Requirement

1. Methodology for Delivering Functionality

Bidders must fully complete the following table to be considered for award. The table delineates methods which requirements can be provided as either:

- Standard/Configurable in Core Product: In current release, meets requirement without manipulation or custom coding, and can be easily configured.
- Available via 3rd Party Software and Integrates with Core Product: Available through a third party relationship and integrates into the Core Product(s).
- Available through Hardware Devices and Integrates with Core Product: Available through hardware devices and integrates into the Core Product(s).
- Requires Custom Coding: Not in current release; however, can be done through custom coding.

If a requirement can be met through multiple methods, Bidders are to mark each appropriate box and describe, in detail, the various methods by which the requirement would be met.

Bidders must use the format provided below and the table must be included in the Bidder's proposal. For each requirement, Bidders must provide their responses in the section titled "Describe". Bidders are allowed to use as much space as needed with brief and concise responses being preferred.

Capture and Indexing				
CI 1	Describe how your system would scan a paper document, manually index it and send an e-mail once the document is scanned & indexed.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 2	Describe how your system would scan a paper document and automatically index it using index fields and non-indexed fields from that document including but not limited to: 1. use of bar code field(s) to add index information to the scanned images and into a data base; 2. use of ICR/OCR to add index information to the scanned images and into a data base where there is no bar code on the form; 3. use of ICR/OCR to add index information 4. scanned images and into a data base, where the bar code identifies which form is being scanned and then utilizing the identified form to find the fields on the form automatically; 5. how to create a group to put scanned images in automatically based on information from the form; and 6. how to add images into an existing group automatically.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				

<u>Describe</u>				
CI 3	Describe how your system would scan a document and automatically index it using other methods.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 4	Describe how your system would scan multiple documents of varying sizes. Describe the methods your system uses to separate the documents pre and post scan including but not limited to: 1. use of a patch code sheet; and 2. separate intermingled documents of different types after the scan using software functionality.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 5	Describe how your system would scan multiple documents of varying sizes and document types. Describe the methods your system uses to separate and identify the documents including but not limited to: 1. multiple pages within the document have pre-printed barcodes indicating form identification; 2. multiple pages within the document have pre-printed barcodes indicating indexing and data content; 3. a number of pages in the document have no barcode; and 4. barcodes are not in consistent locations on a page or even on a given form type.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 6	Describe how multiple documents can be indexed by a single coversheet barcode including but not limited to: 1. how an index item is assigned to a document from a coversheet barcode; and 2. how an index item is assigned to each 'Page' of the document			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 7	Describe what bar code standards your software support. The State of Maine's primary bar codes are Code39 and Code128 (specifically IDAutomationHC39M.TTF Font)			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				

<u>Describe</u>				
CI 8	Describe how your system would be configured for network and/or desktop scanners/scanning and describe any special software/components that are needed.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 9	Describe how your system in conjunction with various scanners would date stamp paper documents, i.e., date the document is received which is not necessarily the date the document is scanned.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 10	Describe your methodology on how your system stores documents including but not limited to: 1. pdf's; 2. tiff's; 3. jpegs; 4. audio; 5. video; and 6. MP3			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 11	Describe how your system would perform image validation including but not limited to automatically checking quality of images being scanned.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 12	Describe how your system would perform simplex and duplex scanning including but not limited to: 1. scanning a document by a document type; and 2. automatically eliminating blank pages.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				

CI 13	Describe how your system would perform color, grayscale and black & white scanning.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 14	Describe how you would setup various document types in the ECM Software and how those document types could be used in scanning, i.e., w2, paystub, etc.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 15	Describe how your system would automatically rotate pages no matter how they are received from the scanner. Additionally describe how your system handles large scale documents, i.e., 24" x 36".			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 16	Describe how your system would read printed characters and hand written characters from documents including but not limited to: 1. how they are transmitted; and 2. how they are stored.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 17	Describe your OCR / ICR processes including but not limited to: 1. the number of OCR / ICR engines your processes utilize; 2. the use of thresholds to provide OCR / ICR confidence factors; and 3. the ultimate quality derived from your OCR / ICR processes.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 18	Describe how your system uses key ahead and drop down assistance for individuals to perform indexing and other related functions.			

	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 19	Describe how your system would auto fill index fields from a data base.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 20	Describe how you would create an API through your system to integrate to a legacy application.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 21	Describe how your system compresses documents including but not limited to: 1. during transit; and 2. in storage Is this lossless compression?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 22	Describe how your system would process scanned documents including but not limited to: 1. a scanned document that is partially indexed; 2. retrieval of a non-indexed document ; 3. retrieval of a fully indexed document; 4. indexing of a non-indexed document; 5. re-indexing of a partially indexed document; 6. re-indexing of a fully indexed document; and 7. methodologies i.e. work queues, etc.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 23	Describe how your system would capture and automatically index print streams, i.e., how would a server or PC application print to a document inside of the content manager directly.			

	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 24	Describe how your system would capture different types of content, i.e., a word document, video file, audio file, e-mail, GIS map, PDF and e-fax and manually index it. Identify any commercial plug-ins used. Describe your GIS interface capabilities.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 25	Describe your systems ability to provide image validation including but not limited to automatically checking quality of images scanned.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 26	Describe how your system would capture an e-mail directly from a client and validate that the complete e-mail address is available. In Outlook, only the users name is displayed i.e. Smith, Joe. We want to have access to Joe.Smith@Maine.gov			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 27	Describe how your system would Date Stamp an image after it is scanned.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 28	Describe your system's auditing / logging functionality with respect to the information recorded for all capturing and indexing tasks including but not limited to: 1. who performed the action; and 2. the date and time the action was taken.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				

<u>Describe</u>				
CI 29	Describe how your system allows for launching documents in their native format.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 30	Describe how your system imports multiple records from an external system (up to 25,000 a day providing multiple CSV Files) throughout the day.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 31	Describe how your system batch indexes or updates mass indexes or images.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 32	Describe how your system allows for external users to input a record into your system.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 33	Does your system support ability for business rules to create and update metadata?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 34	Describe how your system supports indexing for efficient searching and reporting.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				

CI 35	Does your system support ability to define required metadata for types of content based on role of creator?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 36	Does your system support scalability of metadata for ECM files and/or individual types of content stored within each ECM File?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 37	Describe how your system supports automated creation of metadata based on business rules.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 38	Describe how your system provides a means for users to record or edit additional metadata on demand.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 39	Does your system provide a means to notify a user when files requested to be stored are unreadable or cannot be imported into the ECM?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 40	Does your system provide a means to add and delete content to a file, when allowable based on user role permissions?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 41	Does your system provide for a means to define automated editing functions?			

	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 42	Describe how your system imports electronic documents using multiple CSV/IDX files with many documents.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 43	Does your system allow for printing directly from a screen, application, or external document directly into the ECM?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 44	Describe how your system interfaces with Kofax to capture images and indexing data.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 45	Describe how your system interfaces with Planet Press from Objectif Lune (Print Streams) to capture images and indexing data.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 46	Does your system provide for no loss of format or data from the original document and not alter the size or integrity of the document when exported back out of the system?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 47	Describe your system's ability to read hand printed characters from a document.			

	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 48	Describe how your system interfaces with external database sources to provide for capturing indexing information after entering key information.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 49	Does your system support drag and drop capability.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 50	Does your system have the ability to capture filename into an indexing field on import?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 51	Describe how your system would capture data from line of business applications screens to index automatically into the ECM.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 52	Does your system allow for saved scan and import scripts?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
CI 53	Does your system do Full Text Searching within documents?			
	Standard/Configurable	Available via 3rd Party	Available through Hardware	Requires Custom

	in Core Product	Software and Integrates with Core Product	Devices and Integrates with Core Product	Coding
<u>Check all applicable</u>				
<u>Describe</u>				
Object Management				
OM 1	Describe how you would add annotations/file notes/document notes to an existing document/image.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
OM 2	Describe how you would add annotations/file notes/document notes that applies to multiple documents/images within a collection, packet or index grouping.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
OM 3	Describe how you would redact a portion of a document manually and automatically. Describe how your redaction technology is designed to function.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
OM 4	Describe how your system converts documents including but not limited to: 1. PDF; 2. PDF/A; 3. TIFF; and 4. JPEG			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
OM 5	Describe your system's auditing / logging functionality with respect to the information recorded for all object management tasks including but not limited to: 1. who performed the action; and 2. the date and time the action was taken.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding

<u>Check all applicable</u>				
<u>Describe</u>				
OM 6	Describe how your system converts documents including but not limited to: 1. PDF; 2. PDF/A; 3. TIFF; and 4. JPEG			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
OM 7	Describe how your system handles redaction of documents manually and automatically.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
Search and Retrieval				
SR 1	Describe the process to configure search window(s) to view captured documents. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 2	Describe the process to perform Searches utilizing but not limited to; wild cards, partial indexes and fuzzy logic utilizing key ahead and drop down windows using single and multiple index fields. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 3	Describe the process to perform full text searching including but not limited to showing search fields highlighted in the results. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				

<u>Describe</u>				
SR 4	Describe the process on how objects are displayed through various viewers, Objects to consider but not limited to: 1. Word documents; 2. Video files; 3. Audio files; 4. E-mails; 5. GIS maps (vector/raster files); 6. PDFs; and 7. CAD. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 5	Describe the process on how thumbnails are handled including but not limited to: 1. resizing; 2. viewing; 3. single clicked; 4. double clicked; 5. locking in a designated size; and 6. Configurations. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 6	Describe the process on how images that are mandated by law can be secured and viewed by only authorized users and for other authorized users to view/audit who has accessed those images. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 7	Describe the process to print including but not limited to: 1. selected documents; 2. selected pages; 3. selected text; and 4. annotations, Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding

<u>Check all applicable</u>				
<u>Describe</u>				
SR 8	Describe the process to create an API to a legacy application. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 9	Describe your system's auditing / logging functionality with respect to the information recorded for all search and retrieval tasks including but not limited to: 1. who performed the action; and 2. the date and time the action was taken.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 10	Describe how your system allows outside users to retrieve/view documents.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 11	Describe how your system allows for viewing multiple documents at one time.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 12	Describe how your system provides restriction on searchable content based on role based permissions.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 13	Describe how your system provides restrictions on metadata available as search criteria based on role based permissions.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding

<u>Check all applicable</u>				
<u>Describe</u>				
SR 14	Describe how your system provides dynamic and various means of sorting search results and also how can you drill down through search results.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 15	Does your system provide a means to perform basic functions for selected search result(s): e-mail, view, print, export?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 16	Describe how your system allows for exporting of data and documents out of ECM.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 17	Describe how your system allows for launching, editing and resaving documents in their native format (Office Products).			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 18	Describe your system's ability to automatically rotate pages no matter how they are received during scanning and be able to handle large-scale documents. i.e. blueprints.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 19	Describe if your system is capable of having multiple screens open with different views of documents at one time both in a full client and web client.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding

<u>Check all applicable</u>				
<u>Describe</u>				
SR 20	Does your system perform searches as fast as backend database queries?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 21	Is your system simultaneously capable of multiple searches?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SR 22	Does your system allow for annotations with a web client and only a view license?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
Document Check-in/Check-out and Versioning				
DC 1	Describe the steps including but not limited to: 1. checking in a document; 2. checking out a document; 3. changing a document; 4. adding a document; 5. deleting a document; 6. minor versioning; 7. major versioning; 8. history of the changes; and 9. Sending of an alert for various actions. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
DC 2	Describe your system's auditing / logging functionality with respect to the information recorded for all check-in/check-out and versioning tasks including but not limited to: 1. who performed the action; and 2. The date and time the action was taken.			

	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
Lifecycle Management				
LM 1	Describe how to set up date driven record retention rules using index fields. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
LM 2	Describe how to set up event driven record retention rules using index fields. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
LM 3	Describe how to setup purging of records automatically. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
LM 4	Describe how to setup purging of records through an automated approval process. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
LM 5	Describe how to create an API to a legacy application including but not limited to purging images in the ECM from an event or action that has taken place in the legacy application. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				

LM 6	Describe your system's auditing / logging functionality with respect to the information recorded for all lifecycle management tasks including but not limited to: 1. who performed the action; and 2. The date and time the action was taken.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
LM 7	Describe how your system supports the different business definition of retention rules (archiving, purging, etc.)			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
LM 8	Does your system create temporary storage for deleted files and/or content based on business rules?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
Security				
SC 1	Describe how to setup Access (Authorizations) Rights and Roles for multiple users. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 2	Describe how authentications by users and groups are performed against LDAP. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 3	Describe how delegated administration would be setup and performed for various agencies. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding

<u>Check all applicable</u>				
<u>Describe</u>				
SC 4	Describe setting up enterprise-level administration which then delegates administration to various agency administrators. Then describe setup and configuration of agency administration.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 5	Describe how a user can add, edit, view and delete selected annotations, file notes and document notes. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 6	Describe role-based redaction. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 7	Describe your system's auditing / logging functionality with respect to the information recorded for all security management tasks including but not limited to: 1. who performed the action; and 2. The date and time the action was taken.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 8	Does your system support ability for business rules to be defined and configured by permitted roles?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 9	Does your system enforce role based permissions for actions performed on content?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding

<u>Check all applicable</u>				
<u>Describe</u>				
SC 10	Does your system utilize certificates for secure websites and encryption?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 11	Describe how your system utilizes LDAP and work across different child domains.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 12	Describe your system's security on folders, document types, index fields, in-baskets, workflow processes, database and queries.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 13	Does your system provide security on documents outside of the ECM application?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 14	Describe how your system allows the public to have access to selected content and upload selected content.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 15	Describe your system's ability to securely allow access to documents from outside the firewall – a portal.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				

SC 16	Describe how your system provides security logs to agencies for quality assurance reporting.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
SC 17	Describe how your system meets IRS security requirements for your cloud-based solution.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				

Workflow				
WF 1	Describe how to setup/create a workflow that is initiated by a document that is being captured as identified in the RFP including but not limited to: 1. sending an e-mail once the capture has taken place; and 2. Putting a task in a work queue once the capture has taken place. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 2	Describe how to setup/create a workflow that is initiated by an event, i.e., first day of a quarter. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 3	Describe how to setup/create a workflow that is initiated by another workflow process. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				

WF 4	Describe how to setup/create a workflow that has multiple workflow paths, multiple approvers, multiple authorizations and multiple signatures. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 5	Describe how to setup/create a workflow that can process specific sections of a document or e-form, e.g., Section 1 from page 1 and Section 6 from page 2 has to be reviewed, modified and approved from a 25 page document. The workflow would have to have the following capabilities including but not limited to: 1. selecting sections from a document; 2. process only selected documents through the workflow; 3. track who changed including date and time; and 4. View the entire document seeing the changed sections and the Date and Time they were last changed. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 6	Describe how to setup/create work queues and how those work queues are viewed and processed. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 7	Describe how workflow statuses are setup/created and viewed including but not limited to: 1. dashboards or similar technology; 2. where is the process in the cycle; 3. who is the processing waiting on; 4. how many processes are waiting approval; and 5. Critical steps/paths using through color such as red being critical, yellow as coming critical, etc. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 8	Describe how workflows are initialized and controlled throughout a process using Workflow Security and Access Management. Provide screen shots when possible.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates	Available through Hardware Devices and Integrates with	Requires Custom Coding

		with Core Product	Core Product	
<u>Check all applicable</u>				
<u>Describe</u>				
WF 9	Describe your system's auditing / logging functionality with respect to the information recorded for all workflow tasks including but not limited to: 1. who performed the action; and 2. The date and time the action was taken.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 10	Describe the process of setting up a complex workflow. The vendors that are selected to give onsite presentations and scripted demonstrations are expected to show a working model of the complex workflow including but not limited to: 1. debugging tools; 2. e-Forms engine; 3. monitoring tools; 4. interactive development platform; 5. Net or Java framework; and 6. Other framework(s).			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 11	Describe how your system executes workflows and include any limitations. There is a potential of hundreds of workflows being executed daily within the State of Maine.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 12	Does your system support ability for business rules to drive workflow assignments and notifications?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 13	Does your system support workflow processing based on defined business rules?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding

<u>Check all applicable</u>				
<u>Describe</u>				
WF 14	Does your system perform automated communications to ECM assignees?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 15	Describe how your system supports transfer of ECM data to external systems.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 16	Does your system support ability for permitted roles to configure workflow?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 17	Does your system provide dashboard representation of workflow health, status, and metrics?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 18	Describe how your system moves documents by index field variables to move documents to proper folders based on indexes, dates, and types.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
WF 19	Describe how your system generates return receipts, timed responses, and sends reminder messages.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				

WF 12	Is your system compatible with Microsoft Office including E-Mail?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				

Technical				
TE 1	Describe your LDAP integration strategy including but not limited to: 1. group setup and administration; 2. synchronization; 3. creation of user profiles that are used within your software; 4. viewing of user profiles that are used within your software; 5. maintaining user profiles that are used within the software; 6. identification of each user and their access rights and authorizations; 8. Storing rights and roles.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 2	Describe your strategy of how your software is priced including but not limited to any or all of the following: 1. server based licensing; 2. user based licensing; 3. internal User based licensing; 4. external User based licensing; 5. number of images captured; 6. tier licensing; and 7. Volume licensing.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 3	Describe your strategy on any web based and client based component including but not limited to: 1. client base installed components; 2. web base installed components; 3. functionality differences for same component(s) if they are both Web and Client based; 4. performance differences for same component(s) if they are both Web and Client based; 5. "light weight" versus "heavy weight" components; and 6. identify all components as web based, client based or both.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding

<u>Check all applicable</u>				
<u>Describe</u>				
TE 4	Describe your strategy of how your software analyzes correlates, and searches unstructured and structure content through federated searches including but not limited to: 1. across multiple ECM's; 2. security across multiple ECM's; 3. across multiple Databases on different platforms; and 4. Security across multiple Databases on different platforms.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 5	Describe your performance strategy including but not limited to: 1. settings for archive retrieval, 2. re-ordering documents for viewing; 3. software considerations; and 4. Hardware considerations.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 6	Describe your configuration and deployment strategy including but not limited to: 1. file servers; 2. databases; 3. desktops; 4. servers; 5. mandatory components; 6. executable code; 7. where components are installed and executed; 8. what components are downloaded including when and how often; and 9. What components are installed permanently?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 7	Describe your strategy for accessing the ECM within the State of Maine Network as well as outside the State of Maine Network including but not limited to: 1. VPN; 2. citrix; 3. other protocols; and 4. Provide a list of concerns and issues with such access.			
	Standard/Configurable	Available via 3rd Party	Available through Hardware	Requires Custom

	in Core Product	Software and Integrates with Core Product	Devices and Integrates with Core Product	Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 8	Describe your "Social Networking" capabilities including but not limited to: 1. how well do you integrate with "Social Networking" components from other vendors; 2. blogs; and 3. Wikis.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 9	Describe why your ECM solution is considered and/or classified as an "Enterprise Class" Content Management Solution.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 10	Describe an implementation strategy and provide a project plan to complete the initial setup of the Hosted Enterprise Content Management Environment as described in the Implementation Matrix – Appendix B (Cost Form #3) that includes but is not limited to: 1. installation of software on provided servers; 2. configuration of installed software; 3. integration into Maine Directory Services; 4. data archiving/backup and recovery; 5. fault tolerant; 6. disaster recovery; 7. testing environments; 8. partitioning/virtualization; 9. application deployment; and 10. Importing images/objects from one existing State of Maine owned document imaging system.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 11	Describe how the ECM Solution meets the Maine Technology Access (ADA) Standards. http://www.maine.gov/oit/accessibility/software_policy.html			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				

<u>Describe</u>				
<u>TE 12</u>	Describe how the ECM Solution supports the following but not limited to: 1. Mozilla (Netscape, Firefox) 3.0+; 2. Internet Explorer 7.0+; 3. 128 bit encryption; 4. 1024 x 768 screen resolution; and 5. Known problems or issue. Bidder should provide other browsers and releases that are supported.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
<u>TE 13</u>	Describe each ECM software component that is being proposed and identify what software comes bundled, what software does not come bundled and any 3rd party product(s) that are being bid and why that specific 3rd party product(s) was bid including but not limited to: 1. database; 2. usage tracking; 3. full text search engines; and 4. Archiving and performance.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
<u>TE 14</u>	The bidder must provide the State of Maine with a staffing plan for Maine staff and vendor staff that includes a detail description of each role, the number staff, and hourly rate of each role to support the Enterprise Content Management Environment proposed for the first year including but not limited to: 1. administrators; 2. software support; 3. hardware support; 4. database support; and 5. helpdesk support.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
<u>TE 15</u>	Describe your overall BPM (Business Process Modeling) strategy including but not limited to: 1. does your Enterprise Suite have a BPM Component; 2. do you have partnerships with BPM vendors; 3. are you proposing your BPM component in the overall solution; 4. are you proposing a partners component in the overall solution; 5. are you proposing your ECM workflow in the overall solution;			

	6. compare and contrast any workflow capabilities between ECM and BPM components; 7. compare and contrast your pricing models between ECM and BPM components.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 16	Describe your overall ECM and/or BPM custom coding strategy including but not limited to: 1. .Net Framework; 2. Java Framework; 3. other framework(s)/language(s); and 4. any limitation(s) of out of the box functionality where custom coding is needed.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 17	Describe your overall Development/Test Environment Strategy including but not limited to: 1. how your interactive development tool is architected; 2. what components are server based; 3. what components are workstation based; 4. virtualization; and 5. software/hardware requirements.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 18	Describe what metrics does your ECM and/or BPM provide for "Charge Back" including but not limited to: 1. are metrics user based; 2. are metrics server based; 3. are metrics transaction based; 4. are metrics hit based; 5. tools to gather and report metrics; and 6. format(s) data is gathered. Charge Back - Maine will need to charge each agency in the Shared Services Environment for their share of work performed against the Enterprise Solution.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				

TE 19	Describe your ECM and/or BPM portal and portlet deployment technology including but not limited to; 1. does your product(s) have a portal; 2. can your product(s) be deployed as portlets; 3. can your product(s) be an enterprise portal; and 4. are there any limitations/restrictions on where your portal and/or portlets can be deployed, i.e., in another vendor's portal.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 20	Describe your systems capability of utilizing web services to integrate with other systems.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 21	Does your system integrate with Objectif Lune Planet Press printing software? Describe how or what alternatives you have in your system.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 22	Describe your forms capability. Does it work with a portal for outside users?			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 23	Describe how your company is keeping up with technology.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 24	Describe your network latency requirements.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding

<u>Check all applicable</u>				
<u>Describe</u>				
TE 25	Describe how your system supports nested picklists.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 26	Describe your systems web client and it's capabilities vs. a full client.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 27	Describe how your system would allow for a means for external systems to extract content using predefined criteria.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 28	Describe if your system has the capability of screen scrape technology to allow for retrieval of documents from within any application with a hotkey.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 29	Describe how your system would allow for a means to link, e-mail, and/or import content from external systems.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 30	Describe how your system would allow for a means for external systems to dynamically edit content based on role based permissions.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding

<u>Check all applicable</u>				
<u>Describe</u>				
TE 31	Describe how your system would allow for extracting content and metadata to external system based on role based permissions.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 32	Describe if your system allows for a user administration interface that will allow for customization for billing to individual agencies.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 33	Describe how your system supports the archiving/off-loading of documents to less expensive storage devices based on retention rules defined for each document type.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 34	Describe what formats your system stores images and native documents in.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 35	Describe if your system provides for document portability and supports transferring documents and folders to other databases.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 36	Describe if your system provides for automated cleanup of temporary folders and in-baskets.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding

<u>Check all applicable</u>				
<u>Describe</u>				
TE 37	Describe if your company is able to provide support for the system to include software upgrades and site visits if required. Vendor must provide for ability to provide onsite services in case there aren't enough resources or knowledge to do a project for SOM.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 38	Describe how your system is able to be compliant with SOM Deployment Certification Policy for major applications. http://www.maine.gov/oit/policies/Application-Deployment-Certification.htm .			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 39	Describe your company's pathway to DOD 5015.2 certification.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 40	Explain if your company is in the Gartner Group Magic Quadrant.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				
TE 41	Describe how your cloud-based solution is compliant with IRS Standards.			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				

TE 42	Is your system compatible with RSA Secure ID (Remote Authentication Software)			
	Standard/Configurable in Core Product	Available via 3rd Party Software and Integrates with Core Product	Available through Hardware Devices and Integrates with Core Product	Requires Custom Coding
<u>Check all applicable</u>				
<u>Describe</u>				

2. Enterprise Content Management - Technical Architecture

Bidders are to provide a description(s) and Architectural Design/Diagram(s) of the proposed architecture for Development, Training, Testing, and Production.

The State of Maine prefers a cloud-based solution.

The description and diagram should include Failover/Fault Tolerant and Load Balancing.

The description(s) and diagram(s) should include a detailed list of each software component (Web Server, Data base, Full text search engine, workflow module, etc.) that is proposed to be installed and the functionality of each component of the core enterprise content management system.

The State of Maine already has an investment in hardware, software, and staff in the following areas (Bidders are to describe how their overall Enterprise Content Management Architecture can utilize any or all of the following):

- (a) Windows Servers 2008 R2 or 2012 R2 or later;
- (b) Microsoft Enterprise SQL Server Databases;
- (c) NAS CIFS Shares accessed via UNC Path
- (d) Microsoft's IIS
- (e) Ability for Failover/Fault Tolerance
- (f) Server Virtualization;
- (g) Load Balancers;
- (h) Link below for Architecture Domains and Bricks

http://www.maine.gov/oit/architecture/DomainsAndBricks/CommodityApplications/Document_Management_Brick.doc

Deliverables:

- (a) Architectural Design/Diagram for an on-premise implementation and a cloud-based solution.
- (b) Provide a description of your cloud-based solution. Please include your cost model.
- (c) List, description and pricing of required system software products/components to meet the requirements in the RFP. (Appendix B – Cost Form #3).

B. Service Management Plan

The Service Management Plan should address planning and implementation for both the enterprise infrastructure to support the ECM as well as the initial agency implementation which is described in section B-6.

1. Project Planning

The successful Bidder will provide an Implementation/Work Plan and Project Management Plan with the proposal. Working with the State Project Manager, the plans will be reviewed and refined, as necessary, to reflect the work to be accomplished. No work will begin until an Implementation/Work Plan has been established. The final version of the Implementation/Work Plan, and Project Management Plan, will be completed and officially accepted no later than 30 days from the official start date of the project.

The successful Bidder will schedule and coordinate all implementation activities. The successful Bidder will be required to provide all tools, equipment, materials, and resources necessary to effectively perform the required work tasks.

Deliverables:

(a) A detailed Project Implementation/Work Plan will include the following:

- Detailed list of tasks and sub-tasks to perform all work specified. Tasks and sub-tasks must include estimated work effort.
- Start and end dates for each task and sub-task.
- Relationships and dependencies for each task and sub-task presented in such a way that the critical path is clearly identified.
- Resource assignments that clearly reflect whether a task or sub-task is to be addressed by the successful Bidder, a sub-contractor, or State staff. State tasks must be shown separately from successful Bidder and sub-contractor tasks. For tasks involving State staff, the level of expertise required must be provided.
- Significant milestones/events that will assist in measuring the progress of the project.
- Detailed tasks for performing all tests in accordance with the Deployment Certification Policy.

(b) A Project Management Plan that will include the following:

- A named project manager with experience in the implementation of the proposed solution. A profile of work experience must be included in the response. The successful Bidder's Project Manager will be responsible for the successful completion of all work tasks, as defined within the project work plan, and will work under the direction of the State Project Manager to ensure that all work is performed in accordance with the terms and conditions of the contract. The successful Bidder's Project Manager will be required to be on-site in the Augusta, Maine area during the implementation of the desired solution for periods of time to be defined by the State Project Manager (minimum 5 days per month).
- Staffing Plan reflecting the major roles and responsibilities of State staff and staff of the successful Bidder
- Communication Plan reflecting communication processes and procedures for the project (e.g. meetings, reports)
- Issue Management Plan to formally document and track all issues. The plan will reflect details of the issues and recommendation for resolution.

- Risk Management Plan reflecting all known risks and an associated plan for mitigating the risks defined
- Quality Management Plan describing how to ensure work quality in deliverables and work processes.

2. Acceptance Testing

The successful Bidder will meet Application and Infrastructure Deployment Certification requirements. The State project team will work internally to accomplish Deployment Certification. The Deployment Certification Policy tests are available via the following links:

Application Deployment Certification

http://www.maine.gov/oit/policies/OIT_App_Deployment_Certification_Guidelines.htm

<http://www.maine.gov/oit/policies/Application-Deployment-Certification.htm>

http://www.maine.gov/oit/policies/OIT_App_Deployment_Certification_Signoff_Template.htm

Infrastructure Deployment Certification

<http://www.maine.gov/oit/policies/Application-Deployment-Certification.htm>

<http://www.maine.gov/oit/policies/Infrastructure-Deployment-Certification-Procedure.htm>

The successful Bidder will be responsible for creating test plans for each of the tests required. The successful Bidder will schedule and coordinate all testing activities to ensure each of the tests are prepared for, and performed in accordance with, the test plans that are created. All testing will be performed in a State facility in the Augusta, Maine area. Unless specified otherwise within the test plan, the successful Bidder will be required to provide all tools, testing materials, and resources necessary to effectively perform the required tests. All testing will be completed and approved in accordance with the Deployment Certification Policy before the solution can be implemented within the Production Environment.

Deliverables: Test Plan consisting of the following for each required test:

- (a) Detailed description of testing approach
- (b) List and description of all work tasks and human resources required to prepare for and conduct the required testing
- (c) List and description of required tools and equipment
- (d) Benchmarks and testing criteria (as necessary)
- (e) Test scripts, procedures, and materials for performing the tests and documenting results
- (f) Description of issue/error reporting and resolution procedure and associated materials
- (g) Test schedule
- (h) Completed testing and associated test results

3. Training

The successful Bidder shall be responsible for training all State of Maine Trainers in the administration and use of the proposed solution as part of implementation. The End Users will be trained in a “Train the Trainer” format. Initial training shall be held at a State of Maine location and the successful Bidder shall be responsible for their staff’s costs relating to travel, hotel accommodations, food, etc., for this training. Electronic media shall be consistent with all training provided.

The successful Bidder shall provide training to all administrative and technical support personnel, as proposed in the RFP solution, including:

- (a) Installation of software;
- (b) Configuration of software;
- (c) Performance monitoring and tuning;
- (d) Security and user group management;
- (e) Integration into Maine Directory Services;
- (f) Data archiving/backup and recovery;
- (g) Fault tolerant;
- (h) Testing environments;
- (i) Partitioning/virtualization;
- (j) Application deployment;
- (k) Troubleshooting and auditing tools; and
- (l) Development tools / languages.

The successful Bidder's training shall be for current versions/releases of the software/hardware as proposed in the RFP solution.

It is also anticipated that additional training for staff will be required after implementation of the solution. A catalog of available training for the Enterprise Content Management Solution is to be listed along with a course description, number of days, min/max class size, whether the course is recommended or optional, course format (instructor-led, online), suggested attendee background and cost.

4. Support and Maintenance

The successful Bidder will provide support and maintenance as identified in a Service Level Agreement.

As part of the Service Level Agreement, Bidder will address all questions and reported problems related to the technical and functional operation of the system. The successful Bidder must provide toll-free telephone support 24 hours per day x 7 days a week. A qualified technician will respond, via phone, to address all calls in accordance with the importance and criticality of the question being asked and/or the problem being reported within Service level Agreement definition.

First and Second line of support will be State of Maine post implementation. Bidder will be the Third Line of Support.

Each service request will be assigned a severity level based on the impact of associated issues. The severity of the service request will determine the speed of response. Critical Service requests will require 30 minutes response 24x7x365. Non-critical requests will take longer. The Service Level Agreement will be identified as part of the contract.

As part of the maintenance agreement, the successful Bidder will make all product releases and upgrades available to the State at no additional charge. Before the support and maintenance timeline begins, the successful Bidder will create a support and maintenance agreement containing a definition of terms, conditions, and procedures that will be in effect through the full term of the agreement.

Deliverables: Support and maintenance agreement outlining in detail all terms, conditions, and procedures.

5. Initial Agency Implementation

The initial implementation will be for the Department of Labor (DOL). DOL developed a product called Orbit which is an in-house developed document management solution built in JAVA with a MYSQL backend database. There are several ways that documents and indexing data can be captured for DOL Orbit. Kofax batch classes, Planet Press print streams that also direct to an imaging process, and a web program (SIDES) that turns PDFs to Tiffs using PeerNet and provides the indexing data. All of these various ways of capturing data provide indexing data and Tiffs that are captured by an intake process that was programmed by an in-house staff member that has retired. This program consists of a relational MYSQL database with many groupings of data given in a data file and is attached to only one image. One image can contain hundreds of different indexing fields and have multiple groupings of data about people, companies, etc. such as FEIN, SSN, etc. Users are able to query on any of the data supplied and bring back the images attached to that query. For example, there may be more than one person and each person has an SSN associated to it. Users can query on Name or SSN and retrieve the documents that are under that person and there may be more than one company associated with more than one person with FEIN info and SSN info about those fields.

Please explain if your software can handle multiple groupings of data that are in a relational database and have it attached to one image and describe how that would be accomplished in your software.

The DOL environment currently consists of:

- 244 Kofax Batch Classes
- 45 Planet Press Imaging Processes
- 12,924,893 documents
- 249 Orbit Users
- 79 Kofax Users
- 2 Document Application Types (Describing different indexing schema)
- 420 Document Categories
- 5 Scan Stations (3 in Augusta, 1 in Bangor, and 1 in Presque Isle).

Deliverables:

- (a) Detail Plan to support implementation for Initial Agency
- (b) Costs to support the implementation of the solution in Appendix B – Cost Proposal Initial Agency Implementation Costs (Cost forms #2, #6-8).

6. Migration Services

The State of Maine is attempting to estimate cost for data migration based on volume of data. Note: we realize this is an estimated cost and not a contracted fee. These numbers will be used to better estimate cost of transition to the selected enterprise system and not used in the evaluation of responses.

Code of the Orbit software may need to be decompiled in order to migrate the indexing information and images. In-house staff is attempting to provide an extract, but are not sure if they will be able to

accomplish this task. Please provide information whether your company has development staff that can accomplish this migration effort.

As of 5/1/14 there are 12,911,501 documents in the existing internally developed system. The agency is reviewing the potential for purging older documents based on archiving policies. The agency will need to have documents migrated to the new system. But due to a potential variance in the volume of documents to migrate to the new system, we would like you to provide costs associated with migrating the following document volumes:

Document Volume
5,000,000 – 8,000,000
9,000,000 – 12,000,000
13,000,000 – 15,000,000
16,000,000 and over

Deliverables: Estimated migration costs to include all assumptions made in estimating the document migration costs. This information should be provided as an attachment to the bidder's proposal, as noted in Part V Required Proposal Attachments.

7. Billing and Invoicing

The bidder must describe the billing/invoicing of the Enterprise Content Management Solution. It is anticipated that the cost of the enterprise infrastructure to support the system will be identified/billed separately and agencies utilizing the solution will be billed based on their unique licensing requirements/usage.

Deliverables: Proposed billing model for the Enterprise Content Management Solution

PART III KEY RFP EVENTS

A. Timeline of Key RFP Events

Event Name	Event Date and Time
Due Date for Receipt of Written Questions	July 9 th , 2014, at 5:00pm, local time
Due Date for Receipt of Proposals	July 25 th , 2014 at 2:00pm, local time
Estimated Contract Start Date (subject to change)	September 5 th , 2014

B. Questions

1. General Instructions:

- It is the responsibility of each Bidder to examine the entire RFP and to seek clarification in writing if the Bidder does not understand any information or instructions.
- Questions regarding the RFP must be submitted in writing and received by the RFP Coordinator listed on the cover page of this RFP document as soon as possible but no later than the date and time specified in the timeline above.
- Questions may be submitted by e-mail. The Department assumes no liability for assuring accurate/complete e-mail transmission and receipt.
- Include a heading with the RFP Number and Title. Be sure to refer to the page number and paragraph within this RFP relevant to the question presented for clarification, if applicable.

2. Summary of Questions and Answers: Responses to all substantive and relevant questions will be compiled in writing and distributed to all registered, interested persons by e-mail no later than seven (7) calendar days prior to the proposal due date. Only those answers issued in writing by the RFP Coordinator will be considered binding. The Department reserves the right to answer or not answer any question received.

C. Submitting the Proposal

- Proposals Due:** Proposals must be received no later than 2:00 p.m. local time, on the date listed in the timeline above, at which point they will be opened. Proposals received after the 2:00 p.m. deadline will be rejected without exception.
- Mailing/Delivery Instructions:** PLEASE NOTE: The proposals are not to be submitted to the RFP Coordinator at the requesting Department. The official delivery site is the State of Maine Division of Purchases (address shown below).
 - Only proposals received at the official delivery site prior to the stated deadline will be considered. Bidders submitting proposals are responsible for allowing adequate time for delivery. Proposals received after the 2:00 p.m. deadline will be rejected without exception. Postmarks do not count and fax or electronic mail transmissions of proposals are not permitted unless expressly stated in this RFP. Any method of hardcopy delivery is acceptable, such as US Mail, in-person delivery by Bidder, or use of private courier services.
 - The Bidder must send its proposal in a sealed package including one **original and nine (9) copies** of the complete proposal. Please clearly label the original. One electronic copy of the proposal must also be provided on CD or flash drive with the complete narrative and attachments in MS Word

format. Any attachments that cannot be submitted in MS Word format may be submitted as Adobe (.pdf) files.

- c. Address each package as follows (and be sure to include the Bidder's full business name and address as well as the RFP number and title):

Bidder Name/Return Address

Division of Purchases
Burton M. Cross Building, 4th Floor
111 Sewall Street
9 State House Station
Augusta ME 04333-0009

Re: RFP# 201406774

PART IV PROPOSAL SUBMISSION REQUIREMENTS

This section contains instructions for Bidders to use in preparing their proposals. The Bidder's proposal must follow the outline used below, including the numbering and section and sub-section headings as they appear here. Failure to use the outline specified in this section or to respond to all questions and instructions throughout this document may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Department and its evaluation team for this RFP have sole discretion to determine whether a variance from the RFP specifications should result in either disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in this RFP will, at best, be considered minimally responsive. The Department seeks detailed yet succinct responses that demonstrate the Bidder's experience and ability to perform the requirements specified throughout this document.

A. Proposal Format

1. For clarity, the proposal should be typed or printed. Proposals should be single-spaced with 1" margins on white 8 ½" x 11" paper using a font no smaller than 12 point Times New Roman or similar.
2. All pages should be numbered consecutively beginning with number 1 on the first page of the narrative (this does not include the cover page or table of contents pages) through to the end, including all forms and attachments. For clarity, the Bidder's name should appear on every page, including Attachments. Each Attachment must reference the section or subsection number to which it corresponds.
3. Bidders are asked to be brief and to respond to each question and instruction listed in the "Proposal Submission Requirements" section of this RFP. Number each response in the proposal to correspond to the relevant question or instruction of the RFP. The proposal should be limited to a maximum total of 75 pages. Pages provided beyond the aforementioned maximum amount will not be considered during evaluation.
4. The following proposal elements, if applicable/requested, will not be counted as part of the maximum total number of pages allowed for the proposal: proposal cover page, table of contents, financial forms, any required attachments, appendices, or forms provided by the Department in the RFP, organizational charts, job descriptions, or staff résumés.
5. The Bidder may not provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Any material exceeding the proposal limit will not be considered in rating the proposals and will not be returned. Bidders shall not include brochures or other promotional material with their proposals. Additional materials will not be considered part of the proposal and will not be evaluated.
6. Include any forms provided in the application package or reproduce those forms as closely as possible. All information should be presented in the same order and format as described in the RFP.
7. It is the responsibility of the Bidder to provide all information requested in the RFP package at the time of submission. Failure to provide information requested in this RFP may, at the discretion of the Department's evaluation review team, result in a lower rating for the incomplete sections and may result in the proposal being disqualified for consideration.
8. Bidders should complete and submit the proposal cover page provided in Appendix A of this RFP and provide it with the Bidder's proposal. The cover page must be the first page of the proposal package. It is important that the cover page show the specific information requested, including Bidder address(es) and other details listed. The proposal cover page shall be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

B. Proposal Contents

Section I Organization Qualifications and Experience

1. Overview of the Organization

Bidders are to present a brief statement of their organizational qualifications and capacity. If subcontractors are to be used, provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors' organizational capacity and qualifications.

2. Organization Location and Licensure

- a. Bidders location of their corporate headquarters. Also, describe the current or proposed location where services will be provided or from which the contract will be managed.
- b. Attach a certificate of insurance on a standard Acord form (or the equivalent) evidencing the Bidder's general liability, professional liability and any other relevant liability insurance policies that might be associated with this contract.

3. Organizational Experience

Bidders are to briefly describe their history, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. Include similar information for all subcontractors.

4. Description of Experience with Similar Projects

Provide a description of five projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the "Scope of Services" portion of this RFP. For each of the five examples provided, a contact person from the client organization involved should be listed, along with that person's telephone number. Please note that contract history with the State of Maine, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.

Section II Proposed Services

Bidders are to respond to the Scope of Services referenced above in this RFP (PART II) with what the Bidder will offer. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. If subcontractors are involved, clearly identify the work each will perform.

Bidders are to include their completed Tables (Functionality Requirements Table & Methodology for Delivering Functionality Table), Implementation/Work Plan, and Project Management Plan in this section of their proposal.

Section III Cost Proposal

1. General Instructions

- a. Bidders must submit a cost proposal that covers the entire period of the contract. Please use the expected contract start date of August 30th, 2014 and an end date of August 30th, 2019 in preparing

this section.

- b. The cost proposal shall include the costs necessary for the Bidder to fully comply with the contract terms and conditions and RFP requirements.
- c. Failure to provide the requested information, and to follow the required cost proposal format provided in Appendix B, may result in the exclusion of the proposal from consideration, at the discretion of the Department.
- d. No costs related to the preparation of the proposal for this RFP or to the negotiation of the contract with the Department may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.

2. Cost Proposal Form Instructions

Bidders are to fill out all cost forms provided in Appendix B of this RFP. Instructions on completing the forms are included on the forms themselves. Cost Form #1 is the total/summary form for the Enterprise Content Management Costs detailed in Cost Forms 3, 4, and 5. Cost Form #2 is for the total/summary for the Initial Agency implementation costs detailed in Cost Forms 6, 7, and 8.

Bidders are hereby notified the **total combined amount** from **Cost Form #1 & Cost Form #2** (Appendix B) will be the amount used in determining the cost proposal score (PART V, B. 3. below).

Section IV Economic Impact within the State of Maine

In addition to all other information requested within this RFP, each Bidder must dedicate a section of its proposal to describing the Bidder's economic impact upon and within the State of Maine. The use of economic impact in making contract award decisions is required in accordance with Executive Order 2012-004, which states that certain service contracts "...advertised for competitive bid shall include scoring criteria evaluating the responding Bidder's economic impact on the Maine economy and State revenues."

For the purposes of this RFP, the term "economic impact" shall be defined as any activity that is directly performed by or related to the Bidder and has a direct and positive impact on the Maine economy and public revenues within the State of Maine. Examples may include, but are not limited to, employment of Maine residents, subcontracting/partnering with Maine businesses, payment of State and Local taxes (such as corporate, sales, or property taxes), and the payment of State licensing fees for the Bidder's business operations.

To complete the "economic impact" section of the Bidder's proposal, the Bidder shall include no more than one page of typed text, describing the Bidder's current, recent, or projected economic impact with the State of Maine, as defined above. The Bidder may include all details and information that it finds to be most relevant for this section.

Section V Required Proposal Attachments

The following documents must be attached to the back of each Bidder's proposal in the order as numbered below. The required documents will be reviewed and rare information only.

1. Professional Services Rate Table (see Appendix C)
2. Enterprise Content Management System –Software License Pricing

Bidders are to provide a price list for all end user and other software licenses to support Enterprise Content Management System. The list should include license name, description, how licensed, price and any other information necessary to understand the license use

3. Data migration estimated cost including assumptions (Part II B-6)

PART V PROPOSAL EVALUATION AND SELECTION

Evaluation of the submitted proposals shall be accomplished as follows:

A. Evaluation Process - General Information

1. An evaluation team, comprised of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP, and in accordance with the most advantageous cost and economic impact considerations (where applicable) for the State.
2. Officials responsible for making decisions on the selection of a contractor shall ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal best satisfies the criteria of the RFP at a reasonable/competitive cost.
3. The Department reserves the right to communicate and/or schedule interviews/presentations with Bidders if needed to obtain clarification of information contained in the proposals received, and the Department may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Interviews/presentations are not required, and changes to proposals will not be permitted during any interview/presentation process. Therefore, Bidders should submit proposals that present their costs and other requested information as clearly and completely as possible.

B. Scoring Weights and Process

1. **Scoring Weights:** The score will be based on a **200 point scale** and will measure the degree to which each proposal meets the following criteria.

Section I. Organization Qualifications and Experience (40 points)

Includes all elements addressed above in Part IV, Section I.

Section II. Proposed Services (90 points)

Includes all elements addressed above in Part IV, Section II.

1	Methodology for Delivering Functionality ➤ Capturing and Indexing ➤ Object Management ➤ Search and Retrieval	30
2	➤ Doc Check-in ➤ Lifecycle ➤ Security ➤ Workflow ➤ Technical ➤ Enterprise Content Management – Technical Architecture	30

3	Service Management Plan ➤ Project Planning ➤ Acceptance Testing ➤ Training ➤ Support and Maintenance ➤ Initial Agency Implementation ➤ Migration Services ➤ Billing and Invoicing	30
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Section III. Cost Proposal (50 points)

Includes all elements addressed above in Part IV, Section III.

Section IV. Economic Impact within the State of Maine (20 points)

Includes all elements addressed above in Part IV, Section IV.

2. **Scoring Process:** The review team will use a consensus approach to evaluate the bids. Members of the review team will not score the proposals individually but instead will arrive at a consensus as to assignment of points on each category of each proposal. The contract award will be made to the Bidder receiving the highest number of evaluation points, based upon the proposals' satisfaction of the criteria established in the RFP. The Economic Impact section will also be scored using a consensus approach, with the highest number of evaluation points being assigned to the Bidder with the most economic impact, actual or feasible, as determined by the evaluation team. The Cost section will be scored according to a mathematical formula described below.

Scoring the Cost Proposal: The total cost proposed in Cost Forms 1 and 2 will be assigned a score according to a mathematical formula. The lowest bid will be awarded **50 points**. Proposals with higher bids values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

Bidders are hereby notified the **total combined amount** from Cost Form #1 & Cost Form #2 (Appendix B) will be the amount used in determining the cost proposal score.

The scoring formula is:

(Lowest submitted cost proposal/Cost of proposal being scored) x **50** = pro-rated score

No Best and Final Offers: The State of Maine will not seek a best and final offer (BAFO) from any Bidder in this procurement process. All Bidders are expected to provide their best value pricing with the submission of their proposal.

3. Negotiations

The Department reserves the right to negotiate with the successful Bidder to finalize a contract at the same rate or cost of service as presented in the selected proposal. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Department's Request for Proposals to an extent that may affect the price of goods or services requested. The Department reserves the right to terminate contract negotiations with a selected respondent who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event

that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

C. Selection and Award

1. The final decision regarding the award of the contract will be made by representatives of the Department subject to approval by the State Purchases Review Committee.
2. Notification of contractor selection or non-selection will be made in writing by the Department.
3. Issuance of this RFP in no way constitutes a commitment by the State of Maine to award a contract, to pay costs incurred in the preparation of a response to this request, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
4. The Department reserves the right to reject any and all proposals or to make multiple awards.

D. Appeal of Contract Awards

Any person aggrieved by the award decision that results from this RFP may appeal the decision to the Director of the Bureau of General Services in the manner prescribed in 5 MRSA § 1825-E and 18-554 Code of Maine Rules, Chapter 120 (found here: <http://www.maine.gov/purchases/policies/120.shtml>). The appeal must be in writing and filed with the Director of the Bureau of General Services, 9 State House Station, Augusta, Maine, 04333-0009 within 15 calendar days of receipt of notification of contract award.

A Bidder that submits a request for an appeal hearing for the contract award resulting from this solicitation must provide, with its appeal hearing request letter, a deposit in the amount of 1% of its proposed bid price (or \$5,000, whichever is higher) for the payment of costs and damages incurred by the State of Maine that result in a delay to the State's contract award process for this solicitation. This deposit must be payable to the Treasurer of the State of Maine and be in the form of a certified check.

In the event that the State's contract award process is not delayed as a result of an appeal, any deposit made will be returned.

In the event an appeal results in a delay to the State's contract award process, the Bidder will be assessed costs and damages until the Appeal Panel renders its final decision. Costs and damages shall be drawn from the deposit until exhausted. The Bidder shall be liable for all accrued costs and damages in excess of the deposit.

A decision by the State of Maine not to award a contract as a result of this RFP does not constitute a delay.

Submission of proposal in response to this solicitation shall signify the Bidder's consent to this element of the appeal process.

PART VI CONTRACT ADMINISTRATION AND CONDITIONS

A. Contract Document

1. The successful Bidder will be required to execute a contract in the form of a State of Maine Agreement to Purchase Services (BP54). A list of applicable Riders is as follows:

Rider A: Specification of Work to be Performed

Rider B-IT: Method of Payment and Other Provisions

Rider C: Exceptions to Rider B-IT

Rider D: RFP

Rider E: Awarded Bidder's Proposal

Rider G: Identification of Country in Which Contracted Work Will Be Performed

The complete set of standard BP54 contract documents may be found on the Division of Purchases website at the following link: <http://maine.gov/purchases/info/forms/BP54%20EO-IT.doc>

2. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and approval of the State Purchases Review Committee. Contracts are not considered fully executed and valid until approved by the State Purchases Review Committee and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders. (Referenced in the regulations of the Department of Administrative and Financial Services, Chapter 110, § 3(B)(i): <http://www.maine.gov/purchases/policies/110.shtml>)

This provision means that a contract cannot be effective until at least 14 days after award notification.

3. The Department estimates having a contract in place by August 30, 2014. The State recognizes, however, that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the State Purchases Review Committee. Any appeals to the Department's award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date may need to be adjusted, if necessary, to comply with mandated requirements.
4. In providing services and performing under the contract, the successful Bidder shall act independently and not as an agent of the State of Maine.

B. Standard State Agreement Provisions

1. Agreement Administration
 - a. Following the award, an Agreement Administrator from the Department will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Department staff will be available after the award to consult with the successful Bidder in the finalization of the contract.
 - b. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Department may withdraw its award and negotiate with the next-highest ranked Bidder, and so on,

until an acceptable contract has been finalized. Alternatively, the Department may cancel the RFP, at its sole discretion.

2. Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the State of Maine contract number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from this RFP.

PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS

Appendix A – Proposal Cover Page
Appendix B – Cost Proposal Forms
Appendix C – Professional Services Rate Table

Links/URLs

Below are the urls identified in the RFP, though may not be an exhaustive list of standards which apply. For complete documentation see below:

For a complete list of IT Policies

<http://www.maine.gov/oit/policies/index.shtml>

For a complete list of IT Architecture and Bricks documentation

<http://www.maine.gov/oit/architecture/index.shtml>

RFP Links

Accessibility Policies

http://www.maine.gov/oit/accessibility/software_policy.html

<http://www.maine.gov/oit/accessibility/policy/webpolicy.html>

<http://www.maine.gov/oit/policies/ADA-effective-communication-policy.htm>

<http://www.maine.gov/oit/policies/ADA-Communication-Appendix-A.htm>

Architecture

<http://www.maine.gov/oit/architecture/index.shtml>

Document Management

http://www.maine.gov/oit/architecture/DomainsAndBricks/CommodityApplications/Document_Management_Brick.doc

Application & Infrastructure Deployment Certification

http://www.maine.gov/oit/policies/OIT_App_Deployment_Certification_Guidelines.htm

<http://www.maine.gov/oit/policies/Application-Deployment-Certification.htm>

http://www.maine.gov/oit/policies/OIT_App_Deployment_Certification_Signoff_Template.htm

<http://www.maine.gov/oit/policies/Application-Deployment-Certification.htm>

<http://www.maine.gov/oit/policies/Infrastructure-Deployment-Certification-Procedure.htm>

Remote Access

http://www.maine.gov/oit/architecture/DomainsAndBricks/Network/Remoteaccess_Brick.doc

Security

<http://www.maine.gov/oit/policies/SecurityPolicy.htm>

PART VIII APPENDICES
Appendix A – Proposal Cover Page

State of Maine
Department of Administrative & Financial Services
PROPOSAL COVER PAGE

RFP# 201406774
Enterprise Content Management Solution

Bidder's Organization Name:		
Chief Executive - Name/Title:		
Tel:	Fax:	E-mail:
Headquarters Street Address:		
Headquarters City/State/Zip:		
<i>(provide information requested below if different from above)</i>		
Lead Point of Contact for Proposal - Name/Title:		
Tel:	Fax:	E-mail:
Street Address:		
City/State/Zip:		

Total CORE + AGENCY (Cost Forms 1 & 2 in Appendix B)	\$
<i>The proposed cost listed above is for reference purposes only, not evaluation purposes. In the event that the cost noted above does not match the Bidder's detailed cost proposal documents, then the information on the cost proposal documents will take precedence.</i>	

- This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
- No personnel currently employed by the Department or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder's proposal.
- No attempt has been made or will be made by the Bidder to induce any other person or firm to submit or not to submit a proposal.
- The undersigned is authorized to enter into contractual obligations on behalf of the above-named organization.

Debarment, Performance, and Non-Collusion Certification

By signing this document I certify to the best of my knowledge and belief that the aforementioned organization, its principals, and any subcontractors named in this proposal:

- a. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
- b. Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
 - i. fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.*
 - ii. violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;*
 - iii. are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and*
 - iv. have not within a three (3) year period preceding this proposal had one or more federal, state or local government transactions terminated for cause or default.*
- c. Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*

- **Failure to provide this certification may result in the disqualification of the Bidder's proposal, at the discretion of the Department.**

To the best of my knowledge all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.

Name:	Title:
Authorized Signature:	Date:

Appendix B – Cost Proposal Forms SUMMARY

State of Maine
Department of Administrative & Financial Services
COST PROPOSAL FORMS

RFP# 201406774
Enterprise Content Management Solution

Bidder's Organization Name: _____

Cost Form #1 – Core Enterprise Content Management System
Cost Proposal Summary Page

		Year One	Year Two	Year Three	Year Four	Year Five
1.	Software Product/Component (Total: Cost Form #3)	\$	\$	\$	\$	\$
2.	Implementation/Set-Up (Total: Cost Form #4)	\$				
3.	Software Maintenance	\$	\$	\$	\$	\$
4.	Other Expenses (Total: Cost Form #5)	\$	\$	\$	\$	\$
5.	Total Costs by Period	\$	\$	\$	\$	\$
Total CORE (Sum of “Total Cost by Period” amounts – proposed cost for initial contract period):		\$				

Cost Form #2– Initial Agency Implementation of Enterprise Content Management System
Cost Proposal Summary Page

		Year One	Year Two	Year Three	Year Four	Year Five
1.	Software Product/Component (Total: Cost Form #6)	\$	\$	\$	\$	\$
2.	Implementation/Set-Up (Total: Cost Form #7)	\$				
3.	Software Maintenance	\$	\$	\$	\$	\$
4.	Other Expenses (Total: Cost Form #8)	\$	\$	\$	\$	\$
5.	Total Costs by Period	\$	\$	\$	\$	\$
Total AGENCY (Sum of “Total Cost by Period” amounts – proposed cost for initial contract period):		\$				

Total CORE + AGENCY (Sum of “Total Cost by Period” amounts – proposed cost for initial contract period):	\$
---	----

Cost Form #3
Enterprise Content Management System Software Product/Component*
 Cost Schedule Line Item Detail

Software Product/Component Descriptions		Year One	Year Two	Year Three	Year Four	Year Five
1.		\$	\$	\$	\$	\$
2.		\$	\$	\$	\$	\$
3.		\$	\$	\$	\$	\$
4.		\$	\$	\$	\$	\$
5.		\$	\$	\$	\$	\$
6.		\$	\$	\$	\$	\$
7.		\$	\$	\$	\$	\$
8.		\$	\$	\$	\$	\$
9.		\$	\$	\$	\$	\$
10.		\$	\$	\$	\$	\$
Total Software Product/Component Cost Per Year (Totals to be entered on <u>Cost Form #1</u>)		\$	\$	\$	\$	\$

*Add additional lines to complete form, as needed.

Cost Form #4
Enterprise Content Management System Implementation/Set-Up/Training*
 Cost Schedule Line Item Detail

Implementation/Set-Up Descriptions (<u>This is to include initial training costs</u>)		Year One
1.		\$
2.		\$
3.		\$
4.		\$
5.		\$
6.		\$
7.		\$
8.		\$
9.		\$
10.		\$
Total <u>Implementation/Set-Up</u> Cost for Year One (Total to be entered on <u>Cost Form #1</u>)		\$

***Add additional lines to complete form, as needed.**

Cost Form #5
Enterprise Content Management System Other Expenses*
 Cost Schedule Line Item Detail

Other Expenses Descriptions		Year One	Year Two	Year Three	Year Four	Year Five
1.		\$	\$	\$	\$	\$
2.		\$	\$	\$	\$	\$
3.		\$	\$	\$	\$	\$
4.		\$	\$	\$	\$	\$
5.		\$	\$	\$	\$	\$
6.		\$	\$	\$	\$	\$
7.		\$	\$	\$	\$	\$
8.		\$	\$	\$	\$	\$
9.		\$	\$	\$	\$	\$
10.		\$	\$	\$	\$	\$
Total <u>Other Expenses</u> Cost Per Year (Totals to be entered on <u>Cost Form #1</u>)		\$	\$	\$	\$	\$

*Add additional lines to complete form, as needed.

Cost Form #6
Initial Agency Implementation Software Product/Component*
 Cost Schedule Line Item Detail

Software Product/Component Descriptions		Year One	Year Two	Year Three	Year Four	Year Five
1.		\$	\$	\$	\$	\$
2.		\$	\$	\$	\$	\$
3.		\$	\$	\$	\$	\$
4.		\$	\$	\$	\$	\$
5.		\$	\$	\$	\$	\$
6.		\$	\$	\$	\$	\$
7.		\$	\$	\$	\$	\$
8.		\$	\$	\$	\$	\$
9.		\$	\$	\$	\$	\$
10.		\$	\$	\$	\$	\$
Total <u>Software Product/Component</u> Cost Per Year (Totals to be entered on <u>Cost Form #2</u>)		\$	\$	\$	\$	\$

*Add additional lines to complete form, as needed.

Cost Form #7
Initial Agency Implementation/Set-Up*/Training
 Cost Schedule Line Item Detail

Implementation/Set-Up Descriptions (<u>This is to include initial training costs</u>)		Year One
1.		\$
2.		\$
3.		\$
4.		\$
5.		\$
6.		\$
7.		\$
8.		\$
9.		\$
10.		\$
Total <u>Implementation/Set-Up</u> Cost for Year One (Total to be entered on <u>Cost Form #2</u>)		\$

***Add additional lines to complete form, as needed.**

Cost Form #8
Initial Agency Implementation Other Expenses*
 Cost Schedule Line Item Detail

Other Expenses Descriptions		Year One	Year Two	Year Three	Year Four	Year Five
1.		\$	\$	\$	\$	\$
2.		\$	\$	\$	\$	\$
3.		\$	\$	\$	\$	\$
4.		\$	\$	\$	\$	\$
5.		\$	\$	\$	\$	\$
6.		\$	\$	\$	\$	\$
7.		\$	\$	\$	\$	\$
8.		\$	\$	\$	\$	\$
9.		\$	\$	\$	\$	\$
10.		\$	\$	\$	\$	\$
Total <u>Other Expenses</u> Cost Per Year (Totals to be entered on <u>Cost Form #2</u>)		\$	\$	\$	\$	\$

*Add additional lines to complete form, as needed.

Appendix C – Professional Services Rate Table

Professional Services Rate Table*

	Position/Title	Hourly Rate
1.		\$
2.		\$
3.		\$
4.		\$
5.		\$
6.		\$
7.		\$
8.		\$
9.		\$
10.		\$

***Add additional lines to complete form, as needed**