Humboldt State University – Request for Quote
Imaging and Document Management Software Solution

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A. General Information & Submittal Instructions

A.1 Purpose

Humboldt State University (HSU) is one of 23 Universities in the California State University (CSU) System. Please explore the Humboldt State website at: http://www.humboldt.edu/ for more information about the University and its organization.

HSU wishes to implement a robust and scalable imaging and document management solution, which meets the requirements detailed in this Request for Quote (RFQ).

A.2 Scope

The scope of this initiative is to acquire and implement an Imaging and Document Management system that will allow us to image years of documents that currently consume expensive floor space; automate manual business processes through use of workflow, online forms and integration with business systems; improve efficiency of records research; and enforce records retention policies. This solution must improve service and responsiveness to current and prospective students, staff and faculty, through reduced processing costs and efficiencies that allow us to offer extended services.

The successful solution will be capable of scaling to campus-wide usage although the initial implementation will be limited to a specific business process in a single department. For proposal purposes, contractors should present solutions to automate the Financial Aid Independent Verification process as the initial implementation; process maps outlining the current workflow are included in Appendix A. HSU retains the right to change the specific initial deployment project within the allowed budget of $150,000 for this project.

Included in the scope are all software, PeopleSoft interfaces, training, conversion of existing images and services necessary to implement such a system. Pricing should be structured to illustrate what the contractor can provide within the $150,000 budget limit, as well as any additional costs for future expansion of additional users, departments and modules. Any expansion pricing must give credit to the initial investment. The system will be used by department staff and students with appropriate authority, access rights, and security.

HSU will follow an informal bid process based on the guidelines of Policy Manual for Contracting & Procurement, Section 501D
http://www.calstate.edu/CSP/crl/policy/Policy.shtml

The award will be made on a best value analysis at the sole discretion of HSU.

A.3 Existing Infrastructure

HSU currently maintains a Fiber based SAN with two HP EVA units. Most server hardware is HP, DL 585s for Database servers, C-Class blades or virtual machines for application

servers. Server OS's are Red Hat Linux and MS Server 2003-2008, our preferred database is Oracle, but we also support MS-SQL and MySQL environments.

A.4 Schedule of Events

Date / Time	Action
November 24, 2010	Humboldt State University RFQ released
December 15, 3:00pm	Deadline for contractor questions
December 20	HSU response to contractor questions released
January 4, 4:00pm	Deadline for contractor responses to RFQ
(Note: The HSU Campus is closed from December 25 until January 3, 2011)	
January 14, 2011	Invitations issued for product demonstrations
January 31 – February 4	On-campus product demonstrations
February 14 (estimated)	Contract awarded

Tentative implementation timeline is February - June 2011.

A.5 Contractor Inquiries

Questions regarding the scope or specifications contained in this RFQ must be received by the date/time specified in A.4 Schedule of Events. Questions must be submitted by email to:

Melinda Haynes Swank
E-mail: Melinda.Haynes.Swank@humboldt.edu

All questions and their answers will be made available to interested contractors via posting at www.bidsync.com or via email, upon request.

If you have questions about the purchasing process, including the DVBE participation documentation, please contact:

A Gail Dungan
Contracts, Procurement & Risk Management
707.826.3307
Email: agd7001@humboldt.edu

A.6 Proposal Submittal

Deadline for contractor responses to this request is January 4, 2011 4:00pm PST

A contractor checklist has been included in Section A.8 to help ensure your response contains all documents necessary to be considered. The remainder of this RFQ document is

organized to follow the checklist, identifying HSU's needs and then what a vendor should submit to address these needs.

Pricing must be based on the system information provided in this RFQ.

Electronic submissions are accepted and encouraged. All files provided must be in Microsoft Word or Microsoft Excel formats readable by Microsoft Office 2007 or in PDF format readable by Adobe Acrobat software.

In the event of any discrepancies between the electronic file attachments and the printed paper information, the printed information will prevail.

Select contractors will be invited to the HSU campus to demonstrate the product(s) being proposed in their solution. The contractor's demonstration team must include the project lead being proposed to HSU for this project.

HSU reserves the right to reject any or all proposals.

Submissions must be submitted to:
A Gail Dungan
E-mail: agd7001@humboldt.edu
Contracts, Procurement & Risk Management
1 Harpst Street
Arcata CA 95521

A.7 Evaluation Criteria

Responses will be evaluated based on the following criteria for a maximum of 100 points.

Product Functionality – 35 points

- Meets the specifications outlined in this RFQ
- Currently part of the delivered product
- Easily integrates with other business applications, i.e. PeopleSoft HCM and Finance without modification.
- Ease of use

Experience – 35 points

- In depth knowledge and experience with the proposed solution and related products such as PeopleSoft HCM and Finance. Extra credit will be given to contractors experienced with implementations integrating with the CSU PeopleSoft environment, aka 'CMS Baseline'.
- Demonstrated experience in encouraging customer independence through training, knowledge transfer and implementation practices
- A proven and effective implementation methodology appropriate to the nature and timeline of this project.

- Experience providing document / content management solutions to higher education institutions.

Cost – 30 points

- Lowest bid receives the maximum points, scored as: (1) bid amount divided by low bid amount = cost factor; (2) maximum 30 points divided by cost factor = scored points. Example: Bid A was low at $10,000 and received 30 points. Bid B was next lowest at $11,000. Bid B when divided by Bid A equals a cost factor of 1.1. 30 points divided by 1.1 equals the point score of 27.27; factional rounding yields a point score of 27.
- Contractors submitting an accurately completed Small Business Preference and Certification Request shall be entitled to be within 5% of the low bid price and still be considered the low bid.
- Disabled Veteran Business Enterprises Contractual Participation Goals, Regulations and Procedures: Due to the nature of the services which are the subject of this proposal, this project has been exempted from compliance with DVBE requirements; however, the University offers a DVBE incentive per Senate Bill 115 of 3% or $100,000.00, whichever is less, to a proposer utilizing 3% or more of this contract to a Disabled Veteran Business Enterprise.
  The DVBE participation documentation (See Appendix C) must be submitted with the proposal response package in order to claim the DVBE incentive. Failure to submit full and accurate documentation by the proposal opening date will result in the Trustees deeming your firm ineligible for the DVBE incentive.
  Senate Bill 115 may be used in conjunction with the Small Business preference that gives a 5% preference to small business or 5% to non-small business utilizing 25% of the overall proposal with small business (see below). Potential primes can obtain up to 8% in preference and incentives or $100,000.00, whichever is less on this proposal.

Total Response Points Possible – 100

Points will be awarded based on the following scale:

Excellent	up to	100% of possible points
Above Average	up to	75% of possible points
Satisfactory	up to	50% of possible points
Fair	up to	25% of possible points
Not Satisfactory or Non-Responsive		0% of possible points

A.8 Contractor Checklist

This checklist has been created to help ensure your response contains all documents necessary to be considered. Please follow the submittal instructions in section A carefully. Completed checklists should be included in Section B.1 of your response.

Table of Contents must be organized in the order and numbering sequence of this RFQ,

Section B – Company Profile

- □ B.1 - Executive Summary
  Contractor Checklist
- □ B.2.1 - Company Description
- □ B.2.2 - Description of Experience
- □ B.2.3 - Financial Information
- □ B.2.4 - Personnel
- □ B.3 - System Reference Accounts
- □ B.4 - Forward Vision and Application Optimization
- □ B.5 - Compliance

Section C – Specifications

- □ C.2.1 - Technical Proposal
- □ C.2.2 - Solution Specifications
- □ C.4.1 – Highly Desirable Requirements table
- □ C.4.2 - Preferred Requirements table
- □ C.5 - Service and Support

Section D – Implementation

- □ D.1 - Proposed Implementation Plan

Section E – Cost & Resources

- □ E.1 - Pricing Options
- □ E.2 - Cost Proposal Table – Highly Desirable Requirements
- □ E.3 - Cost Proposal Table – Preferred Requirements

B. Contractor Profile and Experience

B.1 Executive Summary

Summarize your understanding of our business challenges and how your proposed solution can resolve not only our challenges but has resolved similar challenges faced by other higher education institutions. Identify what separates your company and proposed solution from other document management providers. Summarize your implementation and training approach and proposed pricing for all aspects of your proposed solution. The contractor checklist contained in Section A.8 should follow the Executive Summary.

B.2 Profile

1. Company Description: State whether the legal entity that would enter in the agreement is an individual, a partnership, a corporation, or a joint venture. Indicate the state of incorporation and number of years the entity has been organized and doing business under this legal structure (if other than an individual). A company organization chart is required.

2. Description of Experience: Supplier to provide information pertaining to past comparable experience, within a similar working environment. Five (5) references are required, as detailed in section **B.3, System Reference Accounts** below.

3. Financial Information: Submit financial statements prepared in accordance with generally-accepted accounting principles (GAAP) with at minimum an unqualified auditor's opinion, including footnotes, for your firm for the most recently completed fiscal year. If your company is a wholly-owned subsidiary of a parent company, also submit financial statements prepared in accordance with the above for the parent company for the most recently completed fiscal year.

4. Personnel: Provide names, position description, work experience, and if possible resumes*, and contact information for each key individual that would be involved in a partnership with HSU, including:

1. The sales representative or account executive responsible for the account.
2. The corporate executive who has the authority to negotiate for and bind the Contractor.
3. Members of the team planned to support HSU during the pre-implementation phase.
4. Members of the project team planned to support HSU during the implementation phase.
5. Members of teams planned to provide ongoing services and support required for the duration of the contract.

*Including appropriate technology certifications, if any, held by members of the teams supporting HSU.

B.3 System Reference Accounts

The Contractor must be able to demonstrate an established, successful track record of past performance in providing products and services closely related to the requirements specified in this RFQ.

Please provide five (5) reference accounts which are currently using the Contractor's proposed or similarly configured system in production environments. It is required that the reference accounts be able and willing to assist HSU in reviewing the Contractor's experience in the delivery of imaging and document management systems to large enterprises and/or other universities or colleges similar to the system being proposed to HSU.

The reference accounts must include at least two higher education accounts that use the Contractor's proposed or similarly configured system. Contractor must explain any differences between provided reference implementations and solution proposed for HSU. Reference information should include:

- College, University, or Corporation name
- Full mailing address
- Contact name and title
- e-mail address
- Telephone number

B.4 Forward Vision and Application Optimization

The University expects the solution provider to be forward thinking and supportive of business optimization:

• Please articulate your Top 5 innovations, ideas, and integrated deliverables addressing how your solution can improve service delivery to customer and reduce the costs of HSU's document storage, routing, sharing, and retention management processes.

• Within your response, provide a strategic roadmap and business model for the proposed technology services platform for the next 5 – 7 years, as it applies to HSU as a university, particularly in the context of optimizing business processes. Please include specific vision and plans for ERP application integration (e.g. with PeopleSoft), Business to Business applications, Self-service applications, and mobile access.

B.5 Compliance

The University requires the Contractor to state compliance on the following:

- Family Educational Rights and Privacy Act (FERPA): http://sorrel.humboldt.edu/~reg/students/ferpa.html
- CSU Accessibility Requirement – Please complete the following VPAT form: http://www.calstate.edu/Accessibility/EIT_Procurement/VPAT_Guide.html#15
- All contracts will be drawn to comply with CRL063, CSU General Provisions for Information Technology Acquisitions, a copy of which is included in Appendix B.

C. Specifications

C.1 Summary

This section presents the technical specifications HSU requires to be included in the architecture and additional features of the proposed system.

C.2 General Solution Requirements

Each response must include a technical proposal and solution specifications as further described in C.2.1 and C.2.2 below.

C.2.1 Technical Proposal

The technical proposal should illustrate and describe the requirements providing the solution requested.

C.2.2 Solution Specifications

Please provide:

1. A detailed schedule of all hardware required for this project, including relevant specifications such as storage capacity and server performance information.

2. A detailed schedule of all desktop requirements for this project, including compatible web-browsers and operating systems.

3. A detailed schedule of any Software-as-a-service (SaaS), cloud or hosted solution options.

4. A detailed schedule of all software required for this project, including minimum requirements, version numbers, and upgrade procedures:
   - Identification of which software components may be provided by the Contractor and are included within the proposed pricing.
   - A copy of the proposed software maintenance and support agreements, including pricing.
   - Identification of which software components HSU is expected to provide.

NOTE: HSU may opt to provide common software components (i.e. Windows Server 2003, SQL Server, Oracle, etc.) based on existing site licenses.

5. A detailed schedule of all networking requirements for this project including relevant specifications such as bandwidth, protocols, etc.

6. A detailed schedule of all personnel resources required for implementation of this project:
   - Identification of which contractor personnel resources are included within the proposed pricing.
   - Identification of which personnel resources HSU is expected to provide and the skill sets required.
   - Identification of expected impacts on HSU staff, faculty and students imposed by the implementation of the new system, including: training days per user, workstation software installation time, etc.

7. Copies of all proposed license agreements.

8. Recommendations and requirements for campus resources and skill sets required for on-going administration and support of the system, including required certification levels of HSU personnel.

C.3 General Characteristics

The following general characteristics are core requirements of any imaging product/s to be deployed:

C.3.1 Focused Functionality

HSU wishes to deploy a system that enhances and does not distract from the business of providing the highest level of service. Consequently, we intend to deploy a system that will not 'invade' the user's desktop with unnecessary complicated features and functionality, but will instead provide intuitive and efficient access to imaging and workflow.

It is key that:

1) The system does not compromise or decrease the functionality of users' workstations, nor require extensive training of end-users in order to take advantage of the new functionality.
2) The system does not require major user workstation upgrades or platform changes to support the proposed solution.

C.3.2 Rapid and Flexible Integration

HSU operates a wide range of applications and internal systems. It is our intention to integrate imaging with PeopleSoft HCM and Finance initially and with all appropriate systems over time. Our strong preference is to integrate using open standards. If the proposed solution incorporates proprietary technologies, standard methods for integration must be supported. Preference will be given to a solution that can be integrated <u>without modification</u> of our existing application systems or database tables.

C.3.3 Scalability

The system selected will be initially deployed within a single department but must be scalable for use campus-wide as well as possible external access via the web. To meet this requirement, the Contractor and their proposed solution must have a demonstrated track record of servicing functional requirements across offices of a varying size with mixed user-based requirements and technologies (e.g. student vs. staff, Windows vs. Mac OS).

The system must be cost-effective for the initial implementation as well as for future expansion. The system should have the capacity for subsequent growth in manageable increments and to accommodate growth without the need to replace major existing system components or incur significant training and/or personnel costs.

C.3.4 Independence from Contractor

HSU wishes to deploy a system that allows us to choose the entity performing specific integration and deployment functions. This will be of our choosing and may be the contractor, their recommended provider or an unrelated contractor.

HSU requires data access within the proposed solution, including access and management of accounts, database schemas, etc., without reliance upon services from the original system Contractor.

HSU will not deploy a system that will require it to depend entirely on the technical resources of the original Contractor to maintain, enhance, or expand the imaging system. HSU requires the capability of expanding the system to additional departments and users without reliance on the Contractor; project proposals should include training that supports this independence.

HSU also requires the capability of integrating the system with additional or new core business systems without reliance upon the original system contractor.

C.4 Specific System Requirements

The requirements below are split into two major sections.

• Highly Desirable Requirements:
This section lists the priority features desired in the proposed solution. The proposed solution should support all the listed requirements. Responses should be based upon a generally available, shipping version of the product.

• Preferred Requirements:
Lists the features HSU prefers to be provided in the proposed solution. In the preferred requirements section, features available in future versions should be identified as much as possible.

C.4.1 Highly Desirable Requirements

This section lists the priority features desired in the proposed solution. The proposed solution should support all the listed requirements. Responses should be based upon a generally available, shipping version of the product.

1. Requirement Number - used for reference purposes only. There is no ranking within requirement numbers. Contractors may reference the 'Requirement Number' in their responses.

2. Requirement – description of the function or feature that HSU requires within the proposed solution.

3. Contractor Response Entries – please check the appropriate columns:
- Yes – if the requirement is currently supported, or
- No – Currently not supported

Check the appropriate column Yes/No

4. Details – describe the solution's ability to meet or exceed the stated requirement. Contractors **must** note if the requirement can only be met with purchase of additional hardware and/or software beyond the shipping version of the product.

Req #	Category/Requirement Description	Y	N
	Scanning and Quality Assurance		
1	Save scanned images in open, industry-standard graphics format.		
	Details:		
2	Batch scanning capabilities for high-volume production environment		
	Details:		
3	Supports both centralized and decentralized scanning operations, including remote scanning from multiple locations via TCP/IP route		
	Details:		
4	Upload scanned batches directly to the server.		
	Details:		
5	Easily configure, name, save, select, and distribute capture settings such as document source, proposed index keys, workflow routing, and OCR and page content indexing.		
	Details:		

6	Configure, save, and apply scanner settings such as resolution, page size, orientation and brightness **Details:**		
7	Support for a full range of entry-level to high-speed scanners from a choice of manufacturers, with options including simplex and duplex, monochrome and color **Details:**		
8	Direct scanning output directly to workflow **Details:**		
	Electronic Capture and Object Support	**Y**	**N**
9	Capture a variety of physical and digital objects — paper documents, digital photos, faxes, e-mail, native document files, and the print output of any Windows application with a print function — into a single, electronic repository **Details:**		
10	Import, store, and display a wide range of digital object types in their native formats, including Microsoft Office, PDF, JPEG, TIFF, HTML, XML, DWG, and DXF **Details:**		
11	Import files into the imaging system on demand using the desktop client software **Details:**		
12	Automatically import single files or batches and send them directly into the imaging system's workflow environment **Details:**		
	Indexing / Advanced Metadata	**Y**	**N**
13	Flexible, customizable indexing options **Details:**		
14	Designated "Document Type" index key to help classify documents and control security		
15	Index documents to records in existing business software without manual entry **Details:**		
16	Ability to configure and select pre-defined index values via a drop-		

	down menu or "pick list" **Details:**		
17	Index documents with non-dynamic data not taken from the host application, such as date/time, unique ID, serial number, and free-form user entry. **Details:**		
18	Index multiple documents as a group without re-entering index values for each page **Details:**		
	Document Control	**Y**	**N**
19	Industry-standard document library services **Details:**		
20	Document control incorporates *digital* Signatures based on stringent Suite B or PKI standards **Details:**		
21	Track document control activities **Details:**		
	Document Viewer	**Y**	**N**
22	Document viewer allows flexible, user-configurable display of index keys, document properties, predefined tasks, page thumbnails, document notes, and toolbars **Details:**		
23	Single-page viewing **Details:**		
24	Multiple options for zooming in document viewer **Details:**		
25	Apply document annotations such as stamps, sticky notes, text, and redactions to bitmap images directly within document view interface. **Details:**		
26	Rotate documents in document viewer and save rotated views **Details:**		

27	Perform common operations such as re-index, copy, e-mail, export, print, and delete pages within document view interface **Details:**		
28	Convenient and flexible page selection interface within document viewer **Details:**		
29	Document viewer can display a wide range of digital object types in their native formats, including Microsoft Office, PDF, JPEG, TIFF, HTML and XML **Details:**		
	Retrieval and Search	**Y**	**N**
30	Manual image/object retrieval via simple index search **Details:**		
31	Build complex, multi-field queries using conditions such as AND, OR, LIKE, range, exact match and wildcards **Details:**		
	Annotation / Redaction	**Y**	**N**
32	Comprehensive set of annotation tools **Details:**		
33	Original images in object store remain unaltered by annotations **Details:**		
34	Flexible, easy-to-use, secure redaction **Details:**		
	Forms Processing	**Y**	**N**
35	Distinguish between document types (i.e., invoices versus transcripts) and identify variations within types (i.e., Company A **Details:** invoice versus Company B invoice). **Details:**		
36	Integrated feature to capture additional document information using fully customizable, formatted, electronic data collection forms (eForms) associated with specific documents and projects in the system		

	Details:		
37	eForms use industry-standards, i.e. HTML, XSLT, CSS, and JavaScript for design, navigation, data collection and validation processing **Details:**		
38	Validation of user-entered eForm data from external ODBC data source and resulting auto-population of defined fields in eForm **Details:**		
39	eForms can be associated with documents inside or outside of workflow **Details:**		
40	Ability to print eForms as hard copy, electronic formats, or document management system files **Details:**		
	Workflow	**Y**	**N**
41	Integrated workflow environment **Details:**		
42	Ability to automate workflow routing based on defined index values, priority, creation time, document type, length of time in queue, escalation if time in queue exceeded, user/group who routed document, previous queue, document type, custom properties, and project type **Details:**		
	Reporting	**Y**	**N**
43	Comprehensive workflow, security, and user activity reporting **Details:**		
44	Can restrict reporting to authorized users **Details:**		
	Printing / Faxing / Output	**Y**	**N**
45	Print to any print device within a platform's standard desktop/network printing environment **Details:**		

46	Ability to print documents with or without all annotations or only visible annotations **Details:**		
47	Print single selected pages within a multi-page document. **Details:**		
48	Print multiple pages **Details:**		
49	Control printing permissions through application security **Details:**		
50	Email documents from within application **Details:**		
	Integration	**Y**	**N**
51	Prior history of integration with PeopleSoft solutions **Details:**		
52	Ability to integrate with PeopleSoft without modification to PeopleSoft objects. **Details:**		
53	Prior history of integration with Oracle solutions **Details:**		
	Security	**Y**	**N**
54	User and group-specific annotation security profiles **Details:**		
55	Option for Secure Socket Layer (SSL) encryption between application server and browser-based client **Details:**		
56	Multiple user authentication options which build on a company's existing security infrastructure: Active Directory, LDAP, and PeopleSoft security roles and permission lists. **Details:**		
57	Comprehensive designation of system privileges by user and group		

	Details:		
58	Control document access via workflow queue; allow users access to only those documents currently residing in workflow queues to which they have permission **Details:**		
	Records Management	**Y**	**N**
59	Configuration features allow for loading records retention policies for automated monitoring; optional manual or automated removal of records. **Details:**		
60	Date stamping of documents and records to allow for enforcement of records retention policies. **Details:**		
	Client	**Y**	**N**
61	Thin client/web interface support **Details:**		
62	Supports Windows 7 **Details:**		
63	Supports Internet Explorer 8 or greater (Windows) **Details:**		
64	Supports Mozilla FireFox 3.6 or greater (Windows) **Details:**		
	Server/System Administration	**Y**	**N**
65	Graphical administrator interface on Windows servers **Details:**		
66	Configurable, automatic user log-off due to inactivity **Details:**		
67	Monitor license availability and usage from administrative interface **Details:**		

68	View real-time interaction between logged-on clients and the server for real-time auditing and troubleshooting **Details:**		
69	View all databases tables and their properties directly from the administrative interface **Details:**		
70	View server log files from the administrative interface **Details:**		
71	Available automatic synchronization of imaging system users and groups with those on an LDAP server or LDAP-enabled Active Directory server **Details:**		
72	Includes database which requires no full-time administration **Details:**		
73	Support for Oracle 10g **Details:**		
74	Support for ODBC connectivity **Details:**		
75	Support for RHEL 5 **Details:**		
76	Support for Microsoft Windows Server 2008 **Details:**		
77	Support for Microsoft SQL Server (2000, 2003, 2005) **Details:**		
	Server Architecture	**Y**	**N**
78	Secure single-port client/server TCP/IP communication for efficient performance across firewalls **Details:**		
79	Integration with variety of existing authentication schemes for streamlined and secure user ID and password validation: local machine , LDAP, Active Directory, and Oracle **Details:**		

80	Server-side extensibility, including scripting and web services **Details:**		
81	Supports wide variety of non-proprietary storage options, including RAID, NAS, SAN, and hierarchical storage management schemes **Details:**		
	Storage	**Y**	**N**
82	Data storage subsystem uses industry-standard file formats, file systems, and storage devices **Details:**		
83	Support for multiple object stores—Create separate object storage structures that can be subdivided by virtually any logical construct **Details:**		

C.4.2 Preferred Requirements

This section lists the features HSU prefers to be provided in the proposed solution. Responses should be based upon a generally available, shipping version of the product.

1. Requirement Number - used for reference purposes only. There is no ranking within requirement numbers. Contractors may reference the 'Requirement Number' in their responses.

2. Requirement – description of the function or feature that HSU requires within the proposed solution.

3. Contractor Response Entries – please check the appropriate columns:
   - Yes – if the requirement is currently supported, or
   - No – Currently not supported

Check the appropriate column Yes/No

4. Details – describe the solution's ability to meet or exceed the stated requirement. Contractors **must** note if the requirement can only be met with purchase of additional hardware and/or software beyond the shipping version of the product. If any of these requirements will be supported in the future, please provide best estimates for when the feature will be supported. If any of these requirements would require custom development for implementation, please describe that process and estimated time / cost.

Req #	Category/Requirement Description	Y	N
	Scanning and Quality Assurance		
1	Scan batches locally and upload batches to server at a time the user specifies **Details:**		
2	Compatibility with Kofax VirtualReScan VRS scanning software **Details:**		
3	Support for deletion of blank pages during scanning **Details:**		
4	Support for wide range of scan-time image processing filters **Details:**		
5	Options to perform quality assurance (QA) on images at scan time, and bypass QA if desired **Details:**		
	Electronic Capture and Object Support	**Y**	**N**
6	Automatically import e-mail and attached files **Details:**		
7	Ability to “print” documents from typical desktop business applications (e-mail, Office, Acrobat, proprietary applications that offer a print command) directly to the imaging system, without manual printing and scanning, at no extra charge **Details:**		
8	Ability to “print” documents, in bulk, directly to the imaging system from printing activity triggered by Windows batch scripts, UNIX "cron" jobs, or applications that schedule their own output, and perform text extraction without OCR **Details:**		
	Indexing / Advanced Metadata	**Y**	**N**
9	Creation and assignment of custom properties based on document type **Details:**		
10	Automatic scan-time indexing via OCR **Details:**		

11	Ability to distribute indexing tasks among workstations and locations **Details:**		
12	Automatic scan-time indexing via bar code **Details:**		
13	Use single keystroke to index multiple fields during batch processing **Details:**		
14	Automatic scan-time indexing via OCR **Details:**		
15	Ability to re-index documents via manual entry or single click associated with host records **Details:**		
16	Automatically index documents, based on a single known document key, through the retrieval and application of related index values from an external database **Details:**		
17	Automatically and periodically validate existing document keys against an external database. **Details:**		
18	Capture index data through Electronic Data Interchanges **Details:**		
19	Document control flexibility which allows individual use or group collaboration **Details:**		
	Document Control	**Y**	**N**
20	Includes option of *electronic* signature technology **Details:**		
21	Individual documents can easily be indexed "same as last document" **Details:**		

	Document Viewer	Y	N
22	Easily select preset page region views, both system- and user-defined.		
	Details:		
23	Automated zooming allows document viewer to auto-position view of newly opened page based on document type		
	Details:		
24	Multiple view panning options to easily adjust current position of viewed area on magnified image		
	Details:		
25	Ability to open a viewer-displayed document in an associated application for viewing or editing		
	Details:		
26	Ability to display documents side-by-side with records in the business application		
	Details:		
27	Multi-page (MDI) viewing—display two or more pages simultaneously on the user's screen		
	Details:		
28	Ability to reorder pages within the document view interface, and add pages to existing document via drag and drop		
	Details:		
29	Copy or move pages from one document to another from within the document view interface		
	Details:		
30	Document viewer interfaces with existing desktop e-mail software for simplified sending of images to e-mail recipients outside of the imaging system's workflow		
	Details:		
31	E-mail document or link to document directly from view interface, with options for page selection, annotation inclusion, multi-page TIFF generation, selectable headers and footers, and file renaming		
	Details:		

32	Ability to designate documents for collection into user-defined project groupings directly from document viewer, without using index values **Details:**		
33	Ability to add documents to workflow or route documents within workflow directly from document viewer **Details:**		
34	Option to open documents in native application, if installed, directly from viewer **Details:**		
	Retrieval and Search	**Y**	**N**
35	Search by any combination of custom properties and project properties, with ability to save such queries for future use **Details:**		
36	Build and execute searches for enterprise documents/reports from the same interface as simple, advanced, and full text searches. **Details:**		
37	Integrated document retrieval directly from business application; single-click access to documents from any customer/employee/vendor/patient/student record displayed **Details:**		
38	Full-text search the content of scanned documents and a wide range of native document formats simultaneously, with both full text and natural language search options and a variety of concept, proximity, and evidence operators **Details:**		
39	Restrict any search by creation date using your own values or predefined menu options for common intervals such as last 30 or 60 days **Details:**		
40	Integrated display of documents that are related to current document through shared index value or shared source document **Details:**		
41	Tree control for browsing search results **Details:**		

42	Determine document sort order, before or after a search, using any combination of document metadata individually designated as ascending or descending **Details:**		
43	Save, load and execute queries from either the client or the server. For each saved query, system lets users configure the way data is sorted upon return. Saved queries can prompt users for a value to use when executing the query. Saved queries can extract values from the business application record displayed onscreen for integrated searches. **Details:**		
	Annotation / Redaction	**Y**	**N**
44	Ability to create customizable text annotations **Details:**		
45	Ability to highlight portions of an image via annotation, with customizable color options **Details:**		
46	Ability to customize and apply multiple variations of line-based annotation tools such as pen, line, arrow, rectangle, and oval **Details:**		
47	Ability to create resizable check mark annotations in any color **Details:**		
48	Ability to print documents with or without all annotations or only visible annotations **Details:**		
49	Support for attaching OLE objects and URLs as annotations **Details:**		
50	Ability to create or append sticky note annotations, with full tracking of text entry by date, time and user **Details:**		
51	Ability to apply predefined stamp annotations to images and create and apply custom stamps **Details:**		

52	Ability to rapidly change properties of individual annotations and audit a specific annotation's history **Details:**		
	Forms Processing	**Y**	**N**
53	Provide option to collect data from scanned forms using advanced OCR functionality **Details:**		
54	Automatically index forms based on extracted data. **Details:**		
55	Provide context verification of text field contents for uncertain characters **Details:**		
56	Provide tools to configure recognition for a wide range of both structured and semi-structured documents, as well as custom forms design **Details:**		
57	Collected eForm data can be used to populate document index values and custom properties and to share with external ODBC data sources **Details:**		
58	eForms can be moved, resized, hidden, and docked to the document viewer window **Details:**		
59	eForm source files used by multiple worksheets can be uploaded once and shared for increased efficiency and a common look and feel **Details:**		
60	Ability to extract line-item data from forms **Details:**		
61	Automatically route captured and validated forms into workflow process **Details:**		

62	Flexibility to purchase sets of recognition templates or individual recognition templates customized to specific business requirements **Details:**		
63	Library of form recognition templates for a variety of both structured and semi-structured forms, backed by an ongoing program of user-driven form library development **Details:**		
64	Tight integration of forms processing and imaging system **Details:**		
65	Multiple eForms can be associated with each document or workflow **Details:**		
66	Pre-built sample eForms are included to illustrate eForm methods and features such as dynamic navigation, data management, and validation **Details:**		
	Enterprise Report Management	**Y**	**N**
67	Automatically capture wide variety of electronic print output and convert into searchable, non-proprietary PDF files **Details:**		
68	Capture basic and advanced print streams in ASCII, EBCDIC text, PDF, HP PCL, and PostScript formats **Details:**		
69	Allow manual searching of enterprise report output **Details:**		
70	Allow searches against line item values, not just index values **Details:**		
71	Provide user access to select, formatted pages related to records in the business application, such as a single invoice from a large print stream **Details:**		
72	Define a different set of graphical form overlays for each type of print stream		

	Details:		
	Workflow	**Y**	**N**
73	Integrated workflow environment at no extra cost **Details:**		
74	Drag and drop graphical workflow design tool **Details:**		
75	Point-and-click interface for assigning users and groups to queues and defining detailed routing privileges **Details:**		
76	Real-time graphical representation of workflow, highlighting document or process state **Details:**		
77	Statistical information for each workflow detailing number of stops, and average wait time **Details:**		
78	Ability to structure workflow efficiently in support of staff absences, turnover and workload balancing **Details:**		
79	Ability to use workflow independently, without integration into business applications **Details:**		
80	Ability to use document management system independently, without requiring users to take advantage of workflow features **Details:**		
81	Ability to create advanced workflow logic using non-cryptic syntax, meeting many workflow objectives without scripting **Details:**		
82	Ability to create and apply custom scripts written in industry-standard scripting language to automate queue actions on current, inbound, or outbound documents **Details:**		
83	Ability to create workflow alarms based on triggers such as number of documents in queue, defined index values, document		

	type, length of time in queue, custom properties, previous queue, and project type **Details:**		
84	Ability to create workflow alarms that are centralized, reusable, and provide multiple notification styles **Details:**		
85	Full range of route types including sequential, sequential automatic, conditional, parallel, conditional parallel, and inter-process routes **Details:**		
86	Availability of a workflow queue type that contains a collection of distinct sub-queues which perform the same workflow function, reducing the number of alarms, routes and rules that are needed **Details:**		
87	Ability to route not only scanned paper but electronic objects such as e-mails, faxes, PDFs, Office documents and more **Details:**		
88	Ability to capture workflow user actions and document route—including the queues a document has been in, user interaction with the document, and additional relevant data for reporting **Details:**		
89	Ability to assign specific workflow process and queue management roles to defined users and groups **Details:**		
90	Ability to remove items and documents from workflow but retain their workflow history **Details:**		
91	Ability to route objects that are only partially indexed **Details:**		
92	Ability to link document index values to a host application within a queue or validate document index values while routing forward or back **Details:**		
93	Ability to send documents and projects into a specific workflow queue by dragging and dropping		

	Details:		
	Reporting	**Y**	**N**
94	Report scheduling **Details:**		
95	Comprehensive report library with ongoing report definition development based on user input **Details:**		
	Printing / Faxing / Output	**Y**	**N**
96	Print documents from a list view such as search results or workflow queue, without opening them **Details:**		
97	Print a list of documents, rather than the documents themselves, from a list view such as search results or workflow queue **Details:**		
98	Option to selectively overprint relevant document values such as page number, date and time, and document keys on each page **Details:**		
99	Automated printing and exporting triggered by workflow events, server APIs, other application modules, or values generated by external applications **Details:**		
	Integration	**Y**	**N**
100	Prior history of integration with custom, "home-grown" applications **Details:**		
101	Integration via web services standards **Details:**		
102	Options for both programmatic and non-programmatic integration **Details:**		
103	Direct integration with any core business system without programming		

	Details:		
104	Extended integration functionality that allows placement of imaging application icon in screens of business applications to prompt calls to the imaging system via scripting		
	Details:		
105	Extended integration functionality that spawns transactions based on certain conditions, approval of a travel request generates a PeopleSoft Finance transaction, etc.		
	Details:		
106	Non-programmatic integration with browser-delivered applications		
	Details:		
107	Secure, non-proprietary metadata storage, accessible by third-party tools		
	Details:		
	Security	**Y**	**N**
108	Control users' batch access		
	Details:		
109	Ability to leverage existing business system security roles, i.e. PeopleSoft HCM or Finance roles, to dictate user access in the document management solution.		
	Details:		
110	Configurable, automatic user log-off from the application due to inactivity		
	Details:		
111	Encrypted communication between server and clients		
	Details:		
112	Server storage subsystem includes encrypted object path metadata, secure object store connectivity (no client-level direct access or drive mapping required) and the availability of volume-level encrypted storage		
	Details:		
113	Document access control via logical filing hierarchy		
	Details:		

114	Control users' actions on documents based on defined "document type" value **Details:**		
115	Audit specific actions of defined clients from the administrative interface **Details:**		
	Client	**Y**	**N**
116	Ability to interact with documents and participate in workflow via WAN, LAN, VPN or anywhere via TCP/IP **Details:**		
117	Automatic client log-off initiated by new log-on from different location **Details:**		
118	Client can be installed or auto-updated from the server **Details:**		
119	Automatic log-in process to speed access to application by OS-authenticated user **Details:**		
	Server/System Administration	**Y**	**N**
120	Ability to configure all server settings on one screen **Details:**		
121	Ability to send messages to individual imaging system users or all users currently logged on, directly from the administrative interface **Details:**		
122	Monitor workflow queues from administrative interface **Details:**		
123	Ability to disable user accounts without deleting them **Details:**		
124	Audit specific actions of defined clients from the administrative interface **Details:**		

125	Graphical interface for document repository configuration such as mirroring, spanning, set creation, tree creation, tree properties **Details:**		
	Server Architecture	**Y**	**N**
126	Design that eliminates drive mapping from client for storage or retrieval of objects **Details:**		
127	Encryption of object storage path for enhanced document security on server file system **Details:**		
128	Consistent browsing and retrieval performance regardless of document quantity **Details:**		
129	Consistent browsing and retrieval performance regardless of user load **Details:**		
130	Use of platform-specific database drivers for maximum performance **Details:**		
	Storage	**Y**	**N**
131	Server storage subsystem includes encrypted object path metadata, secure object store connectivity (no client-level direct access or drive mapping required) and the availability of volume-level encrypted storage **Details:**		
132	Supports the use of a Hierarchical Storage Management (HSM) solution **Details:**		
133	Support for spanning object stores—Represent several physical drives as one logical drive, allowing a single designated storage area to be much larger **Details:**		
134	Support for data set management—Move, copy and delete object		

	store structures based on business rules		
	Details:		

C.5 Service and Support

Proposals should describe your offerings for support and services:

1) Support, maintenance, and warranty programs available with details on coverage- i.e. what is covered under warranty vs. what is considered a support cost? Included should be details on available user documentation, online options, e-mail options, self-service offerings, for-fee service offerings, etc.
2) Procedures for dealing with customer service and support issues as well as escalation procedures, including hours of availability
3) Process and policy for integrating customer feedback and enhancement requests into product/s.
4) Plans and timelines for future releases and their implementation and support at HSU within the next three years.
5) Certification program offerings.
6) Ancillary support opportunities such as user groups, listserves, and user conferences.

D. Implementation

D.1 Proposed Implementation Plan

The Contractor must provide a Proposed Implementation Plan describing their approach and timeline by a phased and smooth transition to implementation. The plan should include the decision making protocol for the key project milestones.

The proposal must clearly demonstrate that the Contractor has the ability to implement the services on the tentative implementation timeline stated on in the Schedule of Events. HSU will work with the selected Contractor to create a detailed Implementation Plan based upon initial Contractor response to this RFQ.

At a minimum, the proposed plan should include a Project Schedule and Timeline including estimated start and end dates, milestones, and accompanying written explanation for complete project implementation including:

1) **Hardware & Software** required and delivery schedules
2) **Training** of personnel
    A) On-site system administrator training
    B) On-site training of all types of system users
    C) Off-site training classes offered and their locations
    D) Training, onsite or offsite, for new skills required by HSU, including:
        1) System administrators
        2) Technical Support staff – Help Desk
        3) User Training – Administrative and User-level
        4) Training materials provided for items 1 - 3 above
        5) Recommendation for training logistics including classroom size and required network, hardware and software facilities, program, and timetable
3) **Assessment of Proposed Project** for process improvement opportunities. Contractor is expected to make recommendations on how existing processes can be improved with the implementation of their product.
4) **Assumptions & Requirements** regarding the University's staff participation and any costs or specifications for necessary services, hardware or software to be provided by HSU outside the Contractors Proposal
5) **Contingency Plan**, which describes how problems will be handled, including: back-up equipment, services personnel, escalation protocols, response and resolution times (if different than baseline support services)
6) **Go-Live,** describing the procedures to move into production operation

While not part of the initial project scope, contractor should provide recommendations for conversion of existing system images and mass imaging of existing archive records.

D.2 Implementation Scope

The scope of this initiative is to acquire and implement an Imaging and Document Management system capable of scaling to campus-wide usage although the initial implementation will be limited to a specific business process in a single department. Please refer to A.2 and A.3 for more specifics.

D.3 Proposed Schedule

Contractors are encouraged to provide proposed plans for the implementation that can be completed within 5 months. It must include a decision-making protocol for key milestones. However, determination of the actual project plan and schedule will be made in conjunction with HSU's Project Implementation Team.

In order to prepare a proposal, Contractors may respond under the assumption that the Schedule (Month 1) starts in February 2011.

D.4 Acceptance Test

HSU will be conducting an Acceptance Test. Acceptance testing is intended to ensure that the system performs in substantial accord with the Contractor's technical specifications, is adequate to perform as warranted by Contractor's response to this document, and provides a satisfactory level of performance & reliability prior to its acceptance by HSU.

E. Cost & Resources

E.1 Pricing Options

The pricing should be based on the requirements in sections C & D. Please provide pricing, prior to tax, for each of the options listed below. As referenced in A.2, pricing should be structured to illustrate what the contractor can provide within the $150,000 budget limit, as well as any additional costs for future expansion of additional users, departments and modules. In each case, provide:

1) Contractor's price for each component of the system. Pricing should be presented in both hosted and locally installed environments and include licenses, maintenance and support, professional services, training and, if applicable, any hardware components.

2) A summarized price schedule that clearly describes each *and every* hardware, software, services, training and support and maintenance components the University will be required to acquire in order to affect a complete solution, indicating if they are one-time, annual, or multi-year.

3) Indicate which of these components you intend to provide.

4) Indicate which of these components you expect HSU to provide, or obtain from other sources.

5) The price and estimated workdays for services you intend to supply

6) An estimate of the workdays and type of services that HSU is expected to supply

7) All mention of licenses should include the type of license: i.e. concurrent, workstation, user, client, web-based etc.

8) An explanation of any site licensing or incremental pricing models that may benefit HSU as additional users are added to the applications.

9) An explanation of any incremental resource requirements that may be required as additional users are added to the system. Such resources may include management and administrative staff, storage capacity, memory and CPU resources, etc.

10) A brief rationale for the pricing of each item, if necessary, for clarification.
The chart below is a suggested presentation of the requested information. Year 1 costs will primarily be acquisition costs, but any maintenance or service fees should also be listed. Years 2 and 3 are listed for ongoing maintenance costs. There is also a row indicating expected or estimated resource loads for various staff types. Please provide an average

number of FTE days for each of the listed positions. If there are additional positions, please note in your response.

E.2 Cost Proposal for Implementation

Item	Year 1 Costs	Year 2 Costs	Year 3 Costs	Rationale
1. Hardware Price:				
Acquisition or Upgrade – identify components				
Annual Maintenance				
2. Software Price:				
Acquisition (Specify Licensing Model)				
Annual Maintenance				
3. Services Prices				
Training				
Conversion				
Consulting				
4. Other Prices (Please describe below):				
	FTE Workdays	**FTE Workdays**	**FTE Workdays**	
5. Staffing expected to be supplied by HSU (FTE workdays), including: • Systems Management & Administration • System Support & Maintenance • Documentation & Knowledge Transfer • Other (please list)				
6. Other Required Resources: Description of Other Prices: Description of Other Resources:				

_____
Date of Quotation

_____
Proposer/Company name

_____
Authorized Signature

_____
Name (print)

_____
Title

_____
Telephone Number