

**KALAMAZOO COUNTY
HEALTH AND COMMUNITY SERVICES
ENVIRONMENTAL HEALTH
DOCUMENT MANAGEMENT SYSTEM
REQUEST FOR INFORMATION**

Submissions Requested by: June 28, 2013
5:00 p.m. Eastern Standard Time

Submit to: Vern Johnson, R.E.H.S.
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Department
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Submit: Three (3) identical printed copies and a email attachment(s) to the address listed above.

INTRODUCTION

Kalamazoo County (the county) is requesting Requests for Information (RFI) for a Document Management System (DMS) for the Environmental Health (EH) division of Kalamazoo County Health & Community Services. Specifications and requirements are attached. The county will evaluate the RFIs to determine which vendors or solutions to continue to pursue. After evaluation, the county may or may not request a formal proposal or bid. This document is solely for the purpose of pursuing further DMS information and should not be considered a binding bid or contract. Completion of this document is required by all vendors that have interest in the DMS project. All vendors submitting RFIs will be notified of the project status after the RFI evaluation.

The DMS was approved as a CIP (Capital Improvement Program) for 2013. CIP approval indicates that the county board has approved funding for this project.

SCOPE OF PROJECT

EH currently has 30000-35000 paper facility files which contain approximately 500,000 documents. EH also manually manages numerous forms and requests for information, all of which are paper documents. The initial purpose of the DMS is to scan the paper facility files into a DMS. The time scope for completing the existing document scanning is approximately 2 years.

The intent of this project is as follows:

1. To have an 'on site' scanner(s) with DMS software that would allow EH personnel to scan existing facility files into the DMS. The DMS would then index the scanned documents based on criteria set by EH, most likely by property parcel id and/or property address.
2. To have the DMS manage and/or generate computer based document 'work flow' (automated document distribution and management) within EH for new documents. Document workflow would be performed either locally or by remotely connected clients.
3. To have the DMS integrate with other EH applications, whether by 'screen scrubbing' (gathering data from the screens of other applications) or by direct file or database integration.
4. To have the Eforms functionality within the DMS. The Eforms generated documents would be used for 2 general purposes. The first is 'internal only' document origination/management performed by EH staff. The second would be Eforms that would be accessible and completed by the general public via the Internet, such as application requests for new permits. EH currently accepts credit card payment for public document requests or applications and would likely continue to do so with publicly available Eforms application forms.
5. Conversion and delivery of approximately 40000 microfiche images currently stored on 4" x 6" jacketed microfiche to computer graphic image files (TIFF or JPG).

While the initial scope of the project involves only EH, future use of the DMS may expand to other county departments as needs arise. Future use may include only departmental use, such as EH, or county wide use, such as Human Resources, for example.

The above are the general scope and 'goals' of the project. However, the county reserves the right to change the scope depending on the findings of RFIs and future discovery. This does not preclude other alternatives from being considered.

CURRENT COMPUTING ENVIRONMENT

Kalamazoo County currently uses predominately Windows 2008 servers, dedicated and virtual Hyper-V, and Windows 2008 SQL Server. The county has a 1 gigabyte wired LAN connection to Health & Community Services Department where EH resides. The county also has a high speed internet connection. User Workstations are all Microsoft Windows, predominately Windows XP with plans to upgrade to Windows 7 in 2013.

The initial plan for the DMS in the EH department was to have a dedicated 'scanning' PC workstation that is configured with a high speed scanner (50 ppm minimum). 2 other PC workstations would be configured with lower cost scanners (20 ppm approximate minimum).

While color scanning may be necessary in the future, it is anticipated that the current facility documents can be scanned as black & white or grayscale images at 200 dpi (dots per inch). The existing documents vary in size, from half sheet to legal sized, thickness up to near card stock and can be single or double sided.

A maximum of 8 concurrent end users would currently be using the DMS.

This is only a general description of the planned environment for the DMS. This does not preclude other alternatives from being considered.

VENDOR INFORMATION

Company Name

Office Address (that would be serving EH)

Headquarters' Address

Contract Representative

Title

()
Telephone Number

()
Fax Number

E-mail Address

1. How many years have the company provided software applications and support?
2. How many years has the company provided DMS software and support?
3. What are your support hours? Do your technicians provide support on weekends or off business hours?
4. How many employees does the company currently employ?
5. How many employees live in Kalamazoo County?
6. How many employees live in counties contiguous to Kalamazoo County (Allegan, Barry, Branch, Calhoun, Cass, St. Joseph and Van Buren)?
7. What is the length of time your RFI is valid? (Minimum of 60 days required)
8. How many trained DMS technicians does your company have?
9. Describe any DMS technician 'certification' programs that your technicians have achieved. How many of your technicians have DMS certification?
10. Describe what generally differentiates your organization and application from your key competitors.

A vendor must provide the following information concerning a vendor's qualifications.

- a. A brief history of the vendor and a description of the vendor's present organizational structure. (Attach as Exhibit 2a)
- b. A summary of any litigation, previous or outstanding, relating to vendor's performance of professional services contracts, or an account of why this information is not provided. (Attach as Exhibit 2b)
- c. The identity of the manager of this project, including his or her qualifications, highlighting similar projects successfully managed. The number of employees who will be dedicated to the project, including a brief description of each employee's responsibilities. (Attach as Exhibit 2c)

VENDOR REFERENCES (Attach any copies as Exhibit 3)

Complete the reference list below for at least three (3) sites that have implemented similar hardware configurations and software application(s) proposed by the vendor. At least one (1) site should be in the State of Michigan. Vendor may, at its discretion, provide additional references.

Client Organization Name:		
Address:		
Phone: (		
Contact Name:	Title:	
Number of Users:	Application Name:	
Configuration Installed:		
RDBMS Used:	Installation Date:	Project Cost:
Time Length:	Completed on Time?	Completed on Budget?
Interfaces to/integration with other systems, name of systems and vendor		
System Name	Vendor	Business Relationship to Client

OPERATING ENVIRONMENT AND TECHNOLOGY INFORMATION

Please respond with code and comment as needed. Every question must contain a response code.
 Attach additional information as exhibits labeled with section number and question number (eg: I.B.2.)

Codes:

Y = Yes	Requirement currently exists in proposed system and can be demonstrated. The cost of the requirement is included in the cost of the base software.
N = No	Requirement is not available and cannot be provided.
D = Under Development	Requirement is currently under development, in Beta test, or not released; but will be available in proposed system at no additional cost.
M = Minor Modification	Requirement will be met by minor modifications to existing software and will be available in proposed system. All work shall be performed by the vendor at an additional cost to EH and will be included in the cost of the proposal.
C = Major Customization	Requirement could be met by minor or major modifications to the existing software, but will not be available in the proposed system. All work shall be performed by the vendor at an additional cost to EH and will be included in the cost proposal.
T= Software Tools	Requirement could be met by the use of supplied user tools, such as a report writer or query language. Work shall be performed by EH.
O = Other	Other must include comments.

I. SYSTEM LOCATIONS

A.		CODE	COMMENTS
1.	What is the total number of installed sites of your proposed system? Provide a list of those sites.		
2.	How many organizations are currently installing your proposed system but have not completed the installation/conversion? Provide a list of those sites.		
3.	What is the total number of installed sites of your proposed system in the State of Michigan? Provide a list of those sites.		
4.	Further SYSTEM LOCATIONS information:		

II. APPLICATION

A.	FUNCTION	CODE	COMMENTS
1.	What file types (TIFF, PDF, JPG, MS Office documents, spreadsheets, etc.) can be scanned/imported and indexed by the DMS?		
2.	Are there any commonly used file types that can't be imported into the DMS?		
3.	What are the most common file types used by other customers of the DMS?		
4.	Can video files be imported and indexed by the DMS? What video file types are supported?		
5.	Can audio files be imported and indexed by the DMS? What audio file types are supported?		

6.	How does the DMS assign file names to scanned, imported documents? Is the document name automatically generated within the system? Can the system be user-configured to automatically use certain index fields to name new documents?		
7.	Can the imported, indexed documents be viewed via Windows Explorer (assuming the user has network rights to access the documents)?		
8.	Is there a complete audit trail of each document in the system that includes the user scanning/importing the document and each change or view of the document?		
9.	Is file auditing a feature that can be user configured or turned off? Where is the auditing data stored? How much storage is recommended for full auditing (assuming the EH document estimates listed above)?		
10.	Does the DMS directly interface with MS Office applications? Please describe.		
11.	Does the DMS directly interface with other applications either by 'screen scrubbing' or direct file or database integration? Please describe.		
12.	Does the system support OCR (optical character recognition)? What is the accuracy rate of the OCR?		
13.	Is any data stored in a 'proprietary' data file format? Is there any data in the system that a technically proficient end user (county IT personnel) could not access or retrieve assuming the user has file level security rights?		
14.	Does the work flow configuration require any scripting or is it entirely GUI based?		
15.	How much DMS training would be required for an end user to be proficient?		
16.	How much training would be required for an 'admin' end user (county IT personnel) to be technically proficient to configure/administer the complete DMS?		
17.	Are there any limits in the DMS, other than licensing restrictions, which would prevent the DMS from handling the estimated volume listed above? If so, please describe.		
18.	Does the DMS enable users (not admins) to create their own personalized saved searches?		
19.	Does the application control and track the modification of documents through multiple revisions (version control), allowing users to view prior revisions and track document history?		
20.	Is it possible to set date parameters for auto-deletion or archiving of records? If not, how does the system accommodate retention schedules for documents?		

21.	Can the DMS application retrieve records/documents by highlighting text from another application and pressing a programmed key sequence? Please describe.		
22.	Does the DMS workflow allow for temporary redirection of workflow documents (in the event that certain personnel are unavailable)? Please describe.		
23.	Can an index field be changed after data for the field is established in the DMS? Please describe the capabilities and any limitations.		
24.	Can the DMS application (directly) write select content onto removable media (CD/DVD) in an encrypted format? Please describe.		
25.	Does the DMS display any documents that are in use (checked out) and does it automatically process any document changes once the document is not in use?		
26.	Does the DMS allow for document storage in separate physical locations? Please describe any limitations.		
27.	When was the first release of this DMS application on a Windows platform? What is the most current release?		
28.	Please provide a typical application training agenda.		
B. TECHNOLOGY REQUIREMENTS		CODE	COMMENTS
1.	What are the file server requirements/specifications (OS level, hardware requirements)?		
2.	What are the workstation desktop requirements (OS level, hardware requirements)?		
3.	What remote devices (laptops, notebooks, tablets, etc.) can be used for remote connection to this application and what are their technical requirements?		
4.	What server hardware and server software is the customer expected to supply?		
5.	Does the DMS require a dedicated server for either the server application or database?		
6.	Does the DMS support a virtual server environment? If so, please list specific requirements.		
7.	What is the recommended amount of server disk space required for the server application?		
8.	What is the recommended amount of server disk space needed for document and database storage (based on EH document estimates given above)?		
9.	What communication ports are required for all aspects (local and remote) of the DMS?		

10.	Does this application interface with Active Directory? If so, how is single sign-on achieved?		
C. DATABASE LANGUAGE		CODE	COMMENTS
1.	What type of enterprise database (i.e. SQL, Oracle) does the system support? Please list versions currently supported.		
2.	Does the system allow for a 'test' database?		
3.	Are the actual documents stored within the database or stored externally?		
4.	Are there any known technical issues with certain databases or version levels?		
5.	What is most widely used enterprise database and version that is used by the DMS?		
D. SOFTWARE REQUIREMENTS / MAINTENANCE		CODE	COMMENTS
1.	How often are software upgrades released?		
2.	How are software 'patches' (i.e. bug fixes) released and installed?		
3.	Can patches and upgrades be installed by the customer by someone with reasonable technical knowledge (i.e. qualified IT personnel)?		
4.	What other 3 rd party software (i.e. java, Internet Explorer) is required to run with the DMS? Please list requirements with current version levels.		
5.	Is there any issue with Microsoft Security Patching (server or Workstation)?		
6.	Can Microsoft Security Patching be done without coordination with the vendor?		
7.	Are there any issues with Anti-Virus applications and the DMS?		
8.	Does the DMS have an 'auto update' feature? If so, please describe.		
9.	Are there any technical maintenance requirements (i.e. 're-indexing', file reorganization, etc.) other than patches or upgrades that would require the DMS to be unavailable for the end users? If so, what are they and how long would they take? Can technical maintenance 'jobs' be scheduled in the system to run unattended during non peak hours?		
10.	How is a workstation configured to use this application? Does it require a 'client' software installation? Can the client installation be scripted to allow for unattended client installation?		

11.	What, if any, maintenance can be performed remotely by the vendor? What would be the technical requirements for the customer to enable this?		
12.	Would a commonly used remote device (Laptop, notebook, tablet) need to be 'brought in' to apply patches or client software updates? In other words, is local maintenance required for commonly used remote devices?		
13.	Where are the locations of the primary technical support centers for the DMS (country, state)? Are they fully staffed 24x7? If not, what are the customer support hours?		
E. BACK-UP/DISASTER RECOVERY		CODE	COMMENTS
1.	What are the recommended backup procedures for both databases and program files?		
2.	Does the DMS need to be 'off line' (unavailable to end users) in order to backup?		
3.	How is recovery accomplished for both database and program files?		
4.	Is there any disaster recovery options?		
F. SECURITY		CODE	COMMENTS
1.	Is security managed through the DMS or within Active Directory?		
2.	Does the system allow for group level security, i.e. allowing multiple users access based on the same security settings?		
3.	Can someone with 'admin' (application administrator) rights access all features in the system, i.e. are there any features that are unavailable for a local user with 'admin' rights?		
4.	Is there any data stored on remotely attached devices (laptops, notebooks, tablets) other than application software?		
5.	If another county department was added to the DMS, could the DMS security be configured so that one department does not have access to DMS data from the other department?		
6.	If the county uses the DMS in the future for county-wide use, such as Human Resources for example, how would that affect the use and security of the DMS for internal only departments, such as EH? Would there need to be separate logins and application use for HR and EH?		
7.	Does the DMS support encryption? If so, please describe.		
G. LICENSING		CODE	COMMENTS
1.	Describe all licensing models for the DMS (per seat, per document, per server, etc.)		

2.	Is the per-seat licensing based on a concurrent 'floating' user count or are the licenses configured to dedicated workstations?		
3.	What are the steps to add additional per-seat licenses?		
4.	Can licenses be reduced along with a reduction in licensing cost?		
5.	Is there any device (i.e. dongle) required for any license?		
6.	If the DMS uses client software on the workstations, can the client software be loaded on more workstations than the maximum user count? In other words, can the client software be legally loaded on 10 workstations even if there is an 8 user maximum concurrent license count?		
7.	Will the complete DMS continue to function without issue if a maintenance or support contract is not purchased/renewed?		
8.	Does the software licensing extend to remote locations, other agencies, etc.?		
9.	Are there any terms or time limit related to the software license?		
10.	Is maintenance and support available on a Time and Material basis? If so, what are the conditions, prices, other details?		
11.	If a server license is based on a server 'count', can the server software be installed on another server for purposes of disaster recovery without additional server licensing cost?		
12.	What would be the steps involved in transferring a server license from one server to another?		
13.	How does the DMS track server licenses (by IP address, server name, MAC address, etc.)?		
14.	Are software upgrades ('new version' releases) included in the maintenance or support agreement?		
15.	If another county department was added to the DMS, what configuration or licensing changes would be required?		

III. REMOTE ACCESS

		CODE	COMMENTS
1.	What are the capabilities of remote access clients within the DMS? Are all DMS features available to use if the DMS is accessed remotely?		
2.	What are the technical requirements (server level, network level, open firewall ports, etc.) to enable remote access for the DMS?		

3.	Does the DMS directly integrate with an Eforms module or application?		
4.	Is the Eforms module a third-party application or from the same vendor as the DMS?		
5.	If the Eforms is a third-party application, how much admin level training would be necessary to become technically proficient in developing Eforms applications?		
6.	If the Eforms is a third-party application, does the DMS author fully support, recommend or 'certify' the Eforms application?		
7.	Describe how an end user is able to create and manage Eforms. Does Eforms creation require scripting or web site programming?		
8.	What credit card or payment processing system does the Eforms or DMS integrate with? What are the technical requirements of the payment processing system?		
9.	What are technical requirements (server software, web service, IIS, Apache, Secure SSL, etc.) for Internet based Eforms?		
10.	Is there a browsing capability provided for query-only, without incurring a per-seat charge? If yes, what is capability and what browsers is it compatible with?		
11.	What other programs can be used to create Eforms for the DMS, such as Microsoft InfoPath or Adobe Livecycle?		

IV. SCANNER/PERIPHERAL DEVICES			
		CODE	COMMENTS
1.	What scanners are supported by DMS? Please describe any technical requirements for scanners.		
2.	What scanner manufacturers/models would you recommended (based on our usage estimate listed above)?		
3.	Are there certain scanner manufacturers/models that are not recommended or that have known issues working with the DMS?		
4.	Does your company sell and support scanners along with the DMS?		
5.	Does the DMS support use of signature pads? Are there other peripheral devices that can be used with the DMS?		
6.	If a scanner fails, what is the maximum downtime before it was replaced or fixed?		
7.	Is your company fully responsible for all issues that fall under the scanner warranty or service contract?		

8.	Does the scanner have drivers that are 'native' to the DMS or are the drivers provided by the scanner manufacturer?		
9.	Are there any special site 'requirements' (electrical, heating/cooling, etc.) that is needed for the scanner?		
10.	Is the scanner able to scan different sizes of paper in a 'batch' without interruption or issues?		
11.	Is the scanner able to scan single sided and double sided (duplex) documents in the same 'batch' without interruption or issues?		
12.	Is the scanner able to scan near card stock documents?		
13.	Would EH be able to exchange a scanner for a different make or model if the scanner does not perform adequately? Would there be any cost to do this other than paying a price difference for the new scanner?		

V. MICROFICHE CONVERSION

		CODE	COMMENTS
1.	Would you perform the Microfiche conversion 'in house' or through a third-party vendor?		
2.	How long would the conversion take before the Microfiche was returned to EH (based on volumes mentioned above)?		
3.	Would you assume all responsibility for the Microfiche even if the conversion was performed by a third-party vendor?		
4.	What location would the Microfiche conversion take place (city, state)?		
5.	Could a Kalamazoo county employee be present during the conversion for oversight of the conversion process?		
6.	Is the price for Microfiche a flat fee or per document price?		
7.	Will the vendor destroy all remaining copies of the digital graphic files within 3 business days after the conversion is complete and delivered to EH?		

VI. PROJECT MANAGEMENT/INSTALLATION

		CODE	COMMENTS
1.	Is a formal project plan developed? If so, how is it managed?		
2.	How many hours of end user training are estimated? Is training at the EH site using actual EH data and documents?		

3.	How many hours of 'admin' training are estimated (assuming experienced county IT personnel)?		
4.	What would be required of the county for training/implementation (training room, supplies, etc.)?		

VII. CONTRACT INFORMATION

		CODE	COMMENTS
1.	What obligations exist in the contract that require vendor to comply with federal, state and/or local compliance?		
2.	Please attach or provide all copies of standard contract and/or licensing agreements.		
3.	Is the DMS HIPAA compliant? If HIPAA compliancy is necessary will you agree to contract language requiring the DMS be HIPAA compliant?		
4.	Would you still provide support to the DMS if the county chose to purchase hardware separately from your proposal?		
5.	Would your prices for the DMS Software and Support change if the county chose to purchase hardware separately from another vendor?		

VIII. PRICING

Please provide detailed pricing similar to the format in the tables listed below. If the DMS has more than one licensing model, please provide separate detailed pricing based on each model. Detailed pricing can be provide on a separate attachment (Exhibit 4)

1. Software - for the 'Required or Optional' column, specify whether the software module is required as a 'base' package or whether the software is an optional add-on.

Module & Description	Required or Optional	\$ Price/Ea	\$ Price Total

2. Hardware – please attach detailed specification sheets for the following hardware

Manufacturer	Model	Qty	\$ Price/Ea	\$ Price Total

3. Professional Services – include all installation, training for end users and admin users. Specify whether the services would be on-site at Kalamazoo County or off-site (include location).

Service & Description	Onsite/Offsite	Number of Hours	\$ Price/Hour	\$ Price Total
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4. Support Contracts or Agreements – please list detailed pricing information on all licensing/support agreements or contracts. Also include any travel expenses or other fees.

5. Vendor terms – describe any payment terms for all items, support policies, hourly time & material fee or any other general vendor terms or policies.

6. Microfiche conversion – provide detailed pricing for complete conversion and delivery based on volume estimates given above.

Proposed Services	Equipment	Equipment	Equipment	Equipment
Device Description				
Length of warranty (months)				
Warranty begins from installation or delivery acceptance?				
Days and Hours of Coverage				
Telephone Support (Y/N)				
Normal hours of telephone support (Eastern Time)				
Remote software diagnostics (Y/N)				
Remote software update (Y/N)				
Updates and enhancements included (Y/N)				
Services Response Time (hours)				
Phone/Online on Average				
Phone/Online Guaranteed				
On-Site on Average				
On-Site Guaranteed				

IX. WARRANTY AND MAINTENANCE INFORMATION

Is Hardware Preventive				
Maintenance included in agreement (Y/N)				
If yes, what are the scheduled intervals? (days)				
How long will you guarantee support of item proposed? (number of years)				

Please include further information you would like to share with the EH about your DMS.

Thank you for completing this RFI in the interest of partnering with the Kalamazoo County Environmental Health to provide and develop an effective and efficient Document Management System.