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# **Cowlitz County Information Technology**

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## **Request for Proposal**

### **Enterprise Electronic Content Management (ECM) Software with District Court eFiling & Workflow, and Prosecuting Attorney Case Management Functionality**

**Issue Date:** October 24, 2012

**Due Date:** 4:30 p.m. (PST), November 28, 2012

**COWLITZ COUNTY**  
**Information Technology**  
207 4<sup>th</sup> Ave. North, Rm. 307  
Kelso, Washington 98626  
Phone (360) 577-3024 ext. 6732

**BOARD OF COUNTY COMMISSIONERS**

MICHAEL A. KARNOFSKI District No. 1  
GEORGE RAITER District No. 2  
JAMES MISNER District No. 3

## **Cowlitz County Information Technology (IT) Request for Proposals**

Notice is hereby given that proposals will be received by Cowlitz County, for:

### **ECM Software with District Court eFiling & Workflow and Prosecuting Attorney Case Management Functionality**

Cowlitz County Information Technology is requesting Proposals from qualified firms to provide a system that provides an off-the-shelf solution for *ECM Software with District Court eFiling & Workflow, and Prosecuting Attorney Case Management* capabilities. Ideally and preferentially, this system will require little to no customization; as well as a 'Software as a Service (SAAS)' option and the ability to effectively configure and manage the system using only Cowlitz County staff resources since ongoing costs will be a major consideration.

Final selection will be based on evaluation of the written proposal. The evaluation process is further outlined in the proposal specifications. All firms submitting proposals will be notified as to their status upon completion of the process.

Proposals will be received at Cowlitz County IT, 207 4<sup>th</sup> Ave. North, Rm. 307, Kelso, WA 98626. Proposals may be submitted in person, by mail, or by fax but **MUST** be received prior to 4:30 p.m. on Wednesday, November 28, 2012.

Copies of the Request for Proposal (RFP) packet may be obtained from Cowlitz County IT by request at the above stated address, or may be obtained and then printed from the internet website of: <http://www.co.cowlitz.wa.us/financialmanag/fm/cs.html>. Proposals must be submitted on the form provided (additional pages may be added if additional space is needed to respond to all items – please reference question number). It is the vendor's responsibility to check the website for or inquire about possible amendments to the RFP as a complete vendor distribution list will not be kept. For the purpose of this document the terms, vendor and contractor are those entities representing the submission of a response to this RFP.

Cowlitz County reserves the right to reject any and all proposals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate Cowlitz County to pay any costs incurred by respondents in the preparation and submission of a proposal. In addition, this RFP does not obligate Cowlitz County to accept or contract for any expressed or implied services.

If you have questions about preparing or submitting a proposal, please contact Kristin Young in the Cowlitz County IT department at (360) 577-3024 ext. 6732 or by email: [youngk@co.cowlitz.wa.us](mailto:youngk@co.cowlitz.wa.us).

David Wallis  
**IT/GIS Director**

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## Chapter I: General RFP Information

# Chapter I: General RFP Information

## Objective of this RFP

COWLITZ COUNTY IT (hereinafter referred to as the "County") invites you to submit a proposal for providing ECM (Enterprise Content Management) software with District Court eFiling & Workflow, and Prosecuting Attorney Case Management functionality. The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified vendors experienced in the development of state-of-the-art ECM software with District Court eFiling & Workflow, and Prosecuting Attorney Case Management functionality. Proposals submitted in response to the specifications contained herein shall comply with the instructions and procedures outlined within the RFP.

This project will select a vendor to deliver a solution comprising:

- **Document Capture** system, including paper, import, virtual print, email, and electronic filing.
- Convenient **Document Access** tailored to user role or business function also allowing retrieval through Case Management System (CMS) without custom coding.
- **Document Integration** with our CMS, and other integrations with departmental applications or databases currently in use will also be considered.
- **Document and Data Enterprise Sharing** abilities with other County offices (prosecutor, jail, attorneys, etc.).
- **Electronic Filing** for attorneys, litigants, pro per, law enforcement, and other Cowlitz County Justice agencies to electronically file court documents directly with the court without requiring:
  - *The production of paper copies, or*
  - *The services of a third party*
- **Document Workflow** for automating certain processes and strengthening internal controls over document handling or operational procedures. Reporting functions, an “executive dashboard” view of these processes and integrated tools to handle alternative scenarios if applicable. Workflow must provide a smooth flow for document processing from start to finish, to include:
  - *Civil Workflow* (small claims, landlord tenant, general civil case types)
  - *Criminal Workflow* (misdemeanors and felony case types)
  - *Warrant Workflow* (manage the documents and notifications of new active warrants or warrants that have been removed due to arrest)
  - *Arraignment Workflow* (manage courtroom arraignments to eliminate duplication of documents from back-and-forth faxing from jail to court. Allow real-time actions and ability to apply electronic signatures from the judge, defendant, and/or attorney during both video or face-to-face arraignments)
  - *Judicial Workflow* (ability to manage court documents that require judge signatures as well as scheduled docketed events that take place in the courtroom by providing an electronic file used during proceedings)
  - *Probation Workflow* (manage document flow between court, probation, and/or jail – if applicable)
- **Document Processing** (receiving, organizing, printing, sorting, Filing).
- Secure **Document Storage**, including Disaster Recovery in keeping with Cowlitz County’s current policies.
- Dedication to evolving company guidelines and regulatory requirements for **Records Management**.

### Background

The existing manual procedures for receiving and sending documents between the jail, law enforcement, prosecutor, and courts are inefficient and time-consuming. Existing procedures do not provide the means to share documents or existing data efficiently between the departments, forcing duplicate records which can

lead to errors or inconsistencies of valuable information. This slows down the legal processes, which compromises the public's confidence in the judicial system.

The existing procedures have led the County to seek a solution that provides enterprise capabilities for real-time sharing of electronic documents and/or data between the various judicial departments, which will improve customer service, internal processes, and public safety.

### **Evaluation Process**

The Evaluation team will consider how well the vendor's proposed solution meets the needs of the County as described in the vendor's response to each requirement. It is important that the responses be clear, concise and complete so the evaluators can adequately understand all aspects of the proposal in a concise manner. The evaluation process is not designed to simply award the contract to the lowest cost vendor. Rather, the evaluation process shall be a competitive negotiation process as outlined in RCW 39.04.270. It is intended to help the County select the most advantageous vendor, with the best combination of professional attributes, experience and relevant skill-sets. Price is also a factor and is based on the evaluation factors. The County reserves the right to require a subset of finalists to make a presentation to the evaluation team for consideration. The County also reserves the right to reject all proposals and to solicit a wider field of vendors if the first RFP's received are both inadequate and too costly.

This RFP provides general and technical information as well as the required format for responses. Your submitted response will be the primary source of information used for system evaluation and selection. Please include all required and appropriate information with your proposal. No other source of information submitted, either written or verbal, will be considered part of your proposal.

If a vendor is selected at the completion of the RFP process, the County will complete contract negotiations with the chosen vendor to provide these services, representing, but not limited to, solutions that best meet the County's criteria in design, cost, vendor requirements and references.

# Project Objectives

We are looking for a solution for an initial total of 50 concurrent users that will enable the District Court to become paperless and that has automatic document flow, electronic filing (e-filing), and remote document signing. The graphical user interface for this District Court functionality will be tailored for the court's workflow. The solution will also include case management for the Prosecuting Attorney's Office to enable it to become paperless as a long term goal. The graphical user interface for this Prosecuting Attorney's Office functionality will be tailored for case management. In addition, we would like to have the option of either in-house deployment with server purchases, OR a web-based 'Software as a Service (SaaS)' solution (preferred). Your response should include pricing for all hosted options (in-house server-side, in-house client-side, or 'SaaS'). If your response includes an in-house hosted solution, please also provide hardware recommendations and associated costs.

## Project Objectives for District Court (Measurable)

District Court is looking for a solution to minimize document processing; to share information across systems / departments; to provide ability for law enforcement, pro per, and attorneys to file electronically; and to automate reoccurring court procedures through various workflows for court documents, regardless of how they entered the system. This will ultimately reduce the time to process a file.

The District Court has identified the following as key project objectives:

- Identify and Implement **Document Capture** functions for all means of interactions between the various departments (prosecutor, law enforcement, attorney, etc.), including paper, import, virtual print, workflow routing, and electronic filing. Assume the caseload (on average) for Cowlitz County District Court to be as follows:

Document Type Description	# Issued / Received Per Month	% of Total Breakdown
Civil case documents	2,000	<ul style="list-style-type: none"> <li>• <b>75%</b> Received from mail service</li> <li>• <b>25%</b> Received over-the-counter</li> </ul>
Criminal new case documents	500	<ul style="list-style-type: none"> <li>• <b>10%</b> Received from Prosecutor's office</li> <li>• <b>90%</b> Received as tickets from law enforcement agency</li> </ul>
Criminal existing case documents	1,000	<ul style="list-style-type: none"> <li>• <b>50%</b> Received over-the-counter by Prosecutor and/or Defense Attorney</li> <li>• <b>40%</b> Received in courtroom by Prosecutor and/or Defense Attorney</li> <li>• <b>10%</b> Received by Defendant</li> </ul>
Active warrants	300	<ul style="list-style-type: none"> <li>• <b>100%</b> Created by court's Content Management System (CMS)</li> </ul>
Civil infraction new case documents	1,500	<ul style="list-style-type: none"> <li>• <b>100%</b> Received as tickets from law enforcement agency</li> </ul>

- Provide **Document Access** to District Court staff of 15, as well as 3 judges and various pro tem judges. Secure access will be provided for public viewing and /or receiving documents.
  - Provide ability to display documents in a 'tabbed' arrangement, similar to how a paper case file is viewed.

- *Support real-time search results for Attorneys or Law Enforcement agencies for accessing court documents.*
- Provide **Document Integration** (where possible) with current software packages in use by the Cowlitz County Hall of Justice (HOJ) including, but not limited to, Spillman, Laserfiche, JAMS, JABS, PROM, SCOMIS, and DISCIS. Integration should include all court processes and communications between jail/corrections department, law enforcement, county prosecutor’s office, and contracted city attorney offices. District Court expects that the selected Vendor will perform necessary integration consulting to discover the method and instances where integration with noted HOJ software screens or tables is necessary.
- **Document and Data Enterprise Sharing** abilities with other County offices (prosecutor, jail, attorneys, etc.) to share documents and data between the various systems and eliminate duplicate entries of information and provide for immediate access of documents.
- **Hosted eFiling portal** for attorneys, pro per litigants, and law enforcement agencies for filing electronic documents with the prosecutor or court in real-time instances; while offering a continued back-and-forth communication between department and filer. System must also provide means to send electronic proof of service to parties without the use of a 3<sup>rd</sup> party.
- **Document Workflow** for automating transactional processes, strengthening control over documented accounting objectives, supplemental to and subordinate to functions currently implemented within the CMS. District Court expects that the selected Vendor will perform necessary workflow consultative discovery. Assume the court procedures (on average) for Cowlitz County to be as follows:

<b>Court Procedure Description</b>	<b>Total (#) Per Month</b>	<b>% of Total Breakdown</b>
Arraignments held	500	<ul style="list-style-type: none"> <li>● <b>40%</b> Video arraignment</li> <li>● <b>50%</b> Face-to-face scheduled</li> <li>● <b>10%</b> Face-to-face non-scheduled walk-ins</li> </ul>
Judge signatures required	9,000	<ul style="list-style-type: none"> <li>● <b>80%</b> Obtained in courtroom</li> <li>● <b>20%</b> Obtained in chambers</li> </ul>
Defendants placed on probation	80	<ul style="list-style-type: none"> <li>● <b>N/A</b></li> </ul>

- a) **Document Storage and retention** according to current Administrative Office of the Courts guidelines and statute requirements for retention period for documents are as follows:
  - *Delete cases per destruction list provided by Administrative Office of the Courts.*
- b) Adherence to evolving company guidelines and regulatory requirements for **Records Management**. Selected vendor must demonstrate a Records Management technology for good corporate governance over District Court records.

**Project Objectives for the Prosecuting Attorney’s Office (Measurable)**

The Prosecuting Attorney’s Office is looking for a system to track criminal and civil cases, people, processes and workflows for an initial 30 concurrent users. The replacement system is required to provide assistance and reduce workloads for operations and administration within the Cowlitz County Prosecuting Attorney’s Office. It is also a long term goal to become a paperless office environment.

The Prosecuting Attorney’s Office has identified the following as key project objectives and it is expected that the new system will provide the following minimum benefits:

- Cowlitz County will acquire software that can meet minimum standards highlighted in this document. The system shall:
  - Be functionally rich in capabilities to manage prosecution cases and schedules, provide ad hoc statistical information, and enhance the efficiency and work flow of the office.
  - Provide the capability of importing and exporting information (data) from other law enforcement

and court systems in use in Cowlitz County.

- Be capable of generating, assembling and interfacing with both criminal and civil litigation forms typical to litigation processes from the Case Management Database.
- Convert all relevant information from the currently existing Case Management system (CRIMES) into the new system.
- Be compliant with Cowlitz County computer and networking standards.
- Provide excellent security controls, i.e. different levels of security based on user login.

<b>Document Type Description</b>	<b># Received Per Year</b>	<b>% of Total Breakdown</b>
New Criminal Case Reports	25,000	<ul style="list-style-type: none"> <li>• <b>99%</b> Received from Law Enforcement agencies via courier service (7+ agencies)</li> <li>• <b>1%</b> Received via email</li> </ul>
New District Court Case Files	7,500	<ul style="list-style-type: none"> <li>• <b>99%</b> Received from Law Enforcement agencies via courier service (7+ agencies)</li> <li>• <b>1%</b> Received via email</li> </ul>
New Juvenile Case Files	4,000 – Juvenile 2,000 – Truancies	<ul style="list-style-type: none"> <li>• <b>99%</b> Received from Law Enforcement agencies via courier service (7+ agencies)</li> <li>• <b>1%</b> Received via email</li> </ul>
Appeals Files	40,000	<ul style="list-style-type: none"> <li>• <b>80%</b> Received via email</li> <li>• <b>20%</b> Received via hard copy</li> </ul>
Supplements	7,500 - Felony	<ul style="list-style-type: none"> <li>• <b>100%</b> Received via hard copy</li> </ul>
Subpoenas	10,000 – Felony 5,000 – District Court	<ul style="list-style-type: none"> <li>• <b>100%</b> Received via hard copy</li> </ul>
Victim Letters	5,000 – Felony 1,500 – District Court	<ul style="list-style-type: none"> <li>• <b>100%</b> Received via hard copy</li> </ul>
Additional Documents	5,000 - Felony	<ul style="list-style-type: none"> <li>• <b>N/A</b></li> </ul>
Documents Generated from Prosecuting Attorney’s Office	5,000 – Felony 3,000 – District Court	<ul style="list-style-type: none"> <li>• <b>100%</b> Received via hard copy</li> </ul>
Documents Generated from Outside Attorneys	3,500	<ul style="list-style-type: none"> <li>• <b>100%</b> Received via hard copy</li> </ul>
External Storage Media	2,000+	<ul style="list-style-type: none"> <li>• <b>Received as CD, photo, DVD, USB, other.</b></li> </ul>

- Eliminate duplicate and redundant entry of transactions across departments.
- Capture all events and information pertaining to the referral and prosecution of a case; and/or the pursuit or defense of civil litigation.
- Add and update name information, to maintain contact history for victims, witnesses, lawyers, defendants and anyone else involved in a case.
- Provide capability for deputy prosecutors and staff to easily manage cases and calendars.
- Create case lists, track important dates, and read/enter case information and notes.
- Automatically assemble custom built documents for each case.
- Produce statistics about the office caseload covering a variety of aspects and allowing for ad hoc data inquiries.
- Allow for simultaneous management of cases on the basis of defendants, victims, witnesses, attorneys, judges, courts, crimes referred, crimes charged, disposition, plaintiffs, respondents, and all other events including opening, closing, and/or inactivating the file.

- Ability to ‘flag’ special needs or categories of cases, defendants or any other component.
- Assemble and generate customized documents and manage documents, including the ability to generate amended documents while showing history (**versioning**) and saving previous documents.
- Allow multiple concurrent users, allow for different levels of security for users and differentiate between security levels of simultaneous users.
- Archiving of records.
- Ability to store copies of photos and statements.
- Reminder system.
- Ability to redact documents for public record requests and other reasons.
- Ability to review statistics on caseloads of individuals and by case or charge for managerial purposes.

## Instruction to Vendors

This section contains the information required to submit a responsive proposal. Please read this section carefully.

### Submitting Proposals

Please have your proposals delivered to us prior to 4:30 p.m. on Wednesday, November 28, 2012. Proposals may be delivered in person, by mail, or by fax. All questions regarding this Request for Proposal should be directed to:

<p><b>Cowlitz County IT</b>          207 4<sup>th</sup> Ave. North, Rm. 307          Kelso, WA 98626          Direct: (360) 577-3024 ext. 6732          FAX: (360) 423-9987</p>
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1. **Each vendor, by submitting a proposal, represents that:**
  - This RFP has been read and is fully understood.
  - The proposal submitted is based upon understanding of the specifications and requirements described in this RFP.
  - In the event of any litigation which arises from this RFP, venue shall be in Cowlitz County, Washington.
  - Vendors shall promptly notify the County of an ambiguity, inconsistency or error which they may discover upon examination of this RFP.
  - Vendors requiring clarification or interpretation of any section(s) contained in this RFP shall make a written request to the County to be received by the deadline described in the Schedule of Events. Written inquiries regarding clarification should be addressed attention “ECM software with District Court eFiling & Workflow, and Prosecuting Attorney Case Management Functionality Proposal”; address noted above.
2. **Written requests for clarification must be received by the County prior to October 31, 2012.**
3. Any interpretation which results in a correction or change of this RFP will be made by written addendum from the County.
4. All addenda will be issued by the County via mail or delivery to all vendors who receive the original RFP.
5. A point-by-point response to all bulleted sections, subsections, paragraphs, subparagraphs, and

appendices shall be submitted by each vendor in order to be considered for selection. Vendors are encouraged to organize proposals into sections following the format of this RFP, with tabs separating each section. If no exception, explanation or clarification is required in the vendor's response to a specific subsection, vendor shall indicate so in the point-by-point response with the following: "Vendor's Name understands and will comply."

6. Proposals should be complete to the degree that: 1) all of the information sought by this RFP is supplied in the order requested, and 2) all responses which constitute "claims" relative to product performance are substantiated by appropriate documentation.
7. Each proposal must be submitted in one (1) original copy to Cowlitz County IT. Proposals must be received by 4:30 p.m. on Wednesday, November 28, 2012. Proposals received after this time will not be accepted for consideration.
8. All proposals will be reviewed by an evaluation team using the following criteria when evaluating your response to this RFP. This is not to be considered an inclusive list.
  - o Organization's experience in this space
  - o Customer references
  - o Support methodology
  - o Response to Functional Requirements
  - o Response to Technical Requirements
  - o Implementation complexity
  - o Cost
9. The above will be evaluated for ability to meet County needs and cost. **NOTE: NON-COMPLIANCE WITH SPECIFIED PROPOSAL FORMAT REQUESTS MAY AFFECT EVALUATION OF YOUR SUBMISSION.** The County may choose not to evaluate a proposal which fails to comply with proposal requirements stated in the "Project Overview".
10. The Pricing form will be evaluated based on a comparison of relative prices to determine the lowest overall cost to the County.
11. Costs for developing and delivering responses to this RFP and any subsequent presentations of the proposal as requested by the County are entirely the responsibility of the vendor. The County is not liable for any expense incurred by vendors in the preparation and presentation of their proposals.
12. All materials submitted in response to this RFP become the property of the County upon delivery to the Evaluation Committee and are to be appended to any formal documentation which would further define or expand any contractual relationship between the County and vendor resulting from this RFP process.
13. The County encourages free and open competition among vendors. Whenever possible, specifications, proposal requests and conditions are designed to accomplish this objective, consistent with the necessity to satisfy the County's needs and the accomplishment of technically sound, cost-effective services.
14. The vendor's signature on a proposal in response to this RFP guarantees that the prices quoted have been established without collusion of other eligible vendors and without effort to preclude the County from obtaining the lowest possible competitive price.
15. The County will execute a contract with the successful vendor. The RFP, vendor's response, the best and

final offer, and formal addenda to the RFP will be included in the contract documents.

16. A Vendor Response to Qualifications, Work Plan, and System Information guide along with Functional, Technical, Implementation & Support, Training, and Pricing questionnaires have been provided. It is required to ensure to both the vendor and the County that all requests have been met. These must be utilized and submitted with your proposal.

### **Appeals**

Vendors who wish to appeal a disqualification of proposal or the award of contract may submit the appeal in writing to the Cowlitz County District Court. The appeal must be received within five (5) business days of the Notice of Award or disqualification. Appeals should be sent to the following address:

**Cowlitz County IT Appeal – ECM Software with District Court eFiling & Workflow, and Prosecuting Attorney Case Management Functionality RFP**  
207 4<sup>th</sup> Ave. North, Rm. 307  
Kelso, WA 98626  
Direct: (360) 577-3024 ext. 6732  
FAX: (360) 423-9987

The appeal must describe the specific citation of law, rule, regulation, or practice upon which the protest is based. Neither the judgment used in the scoring by individual evaluators nor disagreement with the procurement process shall constitute grounds for appeal. The County will not consider any protest based on items that could have been or should have been raised prior to the deadline for submitting questions or requesting addenda. The filing of a protest shall not prevent the County from executing a contract with any other vendor.

### **Schedule of Events**

All times set forth herein are Pacific Time. Hard copy responses and related materials must be delivered prior to 4:30 p.m. on Wednesday, November 28, 2012, as specified in the RFP. Late responses will be rejected at the sole discretion of the County. An approximate schedule for selection is as follows:

<b>Milestone</b>	<b>Date</b>
Issue Request for Proposal:	October 24, 2012
Deadline for Questions:	October 31, 2012
County Responses Released to Vendors via internet website:	November 7, 2012
RFP Proposals Due Prior to:	4:30 p.m. on Wednesday, November 28, 2012
Selection Committee Meets / Interviews or Demos as needed:	December 12, 2012
Vendor Selection:	January 7, 2013
Contract Negotiations Complete:	To be determined
Contract Signed:	To be determined
Implementation Commences:	To be determined
Final Acceptance:	To be determined

**Withdrawal of Proposals**

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing and directed to the same individual and address. Proposals cannot be changed or withdrawn after the time designated for receipt.

**Security of Information**

All information and data furnished to the vendor by the County, and all other documents to which the vendor's employees have access during the term of the contract, in any way connected to this RFP and/or project, shall be treated as confidential to the County. Any oral or written disclosure to unauthorized individuals is prohibited.

**Deadline for Questions**

In order to make information available to all proposing vendors, no questions will be entertained past October 31, 2012. All questions and answers will be posted on the internet website for review by all vendors by November 7, 2012.

**RFP Submission**

Please submit one (1) original copy of your proposal, in its entirety, to the contact address below prior to 4:30 p.m. on Wednesday, November 28, 2012.

<p><b>Cowlitz County IT</b> 207 4<sup>th</sup> Ave. North, Rm. 307 Kelso, WA 98626 Direct: (360) 577-3024 ext. 6732 FAX: (360) 423-9987</p>
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**Proposal Validity Period**

Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the County and the successful vendor.

**Vendor Communication**

Upon release of this RFP, all vendor communications concerning the overall RFP should be directed to the RFP Coordinator listed below. Any unauthorized or oral communications will be considered unofficial and non-binding on behalf of the County. Vendors should rely only on written statements issued by the RFP Coordinator:

<p><b>Name:</b> Kristin Young, <i>IT Business Analyst</i> <b>Address:</b> 207 4<sup>th</sup> Ave. North, Rm. 307 <b>Telephone:</b> (360) 577-3024 ext. 6732 <b>Fax:</b> (360) 423-9987 <b>E-mail:</b> youngk@co.cowlitz.wa.us</p>
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**Right of Selection/Rejection – Waiver of Informalities or Irregularities**

The County reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the County. Selection of a vendor solution shall not be construed as an award of contract, but as commencement of contract negotiation, including but not limited to the contract price proposed.

**RFP Revisions**

The County reserves the right to change the schedule or issue amendments to the RFP at any time. The County

also reserves the right to cancel or reissue the RFP at any time. Amendments or a notice of cancellation will be faxed to all vendors who have submitted a letter of intent to bid.

### **Statement of Confidentiality**

“Under Washington State Law,” the documents, including but not limited to written, printed, graphic, **electronic**, photographic or voicemail materials and/or transcriptions, recordings or reproductions thereof, submitted in response to this Request for Proposal (herein known as the “documents”) become public record upon submission to the County. The documents will also be subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law.

### **Compensation**

No payment of any kind will be provided to the submitting vendor, or parties they represent, for obtaining any of the information solicited. Procurement of all equipment and services will be in accordance with subsequent contractual action.

### **Commitments**

All quotes should be submitted initially on the most complete basis and with the most favorable financial terms available. The selected vendor's proposal may, at the County’s option, be made part of the final purchase contract and all representations in the vendor's proposal may be considered commitments to supply the services as described.

Vendors may submit more than one proposal in response to this RFP. However, each proposal must be a separate, complete package, and will be considered independent of all other proposals.

### **Contract Award and Execution**

The County reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood the proposal will become a part of the official file on this matter without obligation to the County.

The general conditions and specifications of the RFP and the successful vendor's response, as amended by agreements between the County and the vendor, will become part of the contract documents. Additionally, the County will verify vendor representations appearing in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

No cost chargeable to the proposed contract may be incurred before the vendor has received a fully executed contract.

### **Cooperative Purchasing**

The Washington State Interlocal Cooperative Act RCW 39.34 provides that other governmental agencies may purchase goods or services on this solicitation or contract in accordance with the terms and prices indicated therein if all parties agree. The County does not accept any responsibility or involvement in the purchase orders or contracts issued by other public agencies.

# Computing Environment and Software Standards

The County's information technology working environment (servers and workstations) consists of Microsoft-based operating systems and MSSQL-based databases. The County anticipates an initial need for 50 concurrent users within the ECM Software with District Court eFiling & Workflow, and Prosecuting Attorney Case Management Functionality.

Based on server-side application requirements, (an) appropriately configured server(s) running Windows Server 2008 R2 or greater will be identified.

The Information Technology Department is responsible for the planning, organizing and controlling delivery of IT infrastructure services and applications. Further questions may be directed to David Wallis, IT/GIS Director at (360) 577-3024 ext. 6730.

## **Technical Support Offered by Cowlitz County IT**

- Support of the network's infrastructure, including:
  - Cable infrastructure
  - Fiber infrastructure
  - Telephone (POTS, switches, VoIP)
  - Total network infrastructure including: wireless, VPN, remote access, etc.
  - Security, including firewalls; routers; user account permissions; virus, spam, and malware protection.
- Support of desktops, licenses, orders, and asset management.

**Applications Development** services are provided by the IT Department. It supports all software applications for the County through direct development and maintenance, support of third-party applications including evaluation of third-party software by departments before purchase, integration of in-house and third-party software, participation in statewide initiatives for software development, departmental assessments of software needs and requirements, and e-commerce.

**Software Standards** for Cowlitz County IT are as follows:

- For an in-house, County-hosted solution server-side **or** client-side:
  - **Server-Side:**
    - Server-based enterprise software in which the client and server are separate and provide client access to the server through our network.
    - Has the ability to run on Server 2008 R2 or higher.
    - Database must be Microsoft SQL or SQL-compatible.
    - Has the ability to run on a virtual server.
  - **Client-Side:**
    - Has the ability to operate on Microsoft Windows operating systems XP or higher.
  - **For a 'Software as a Service (SaaS)' solution (preferred over an in-house server application):**
    - Has the ability to run in a Windows web browser such as Internet Explorer 8 or higher or Google Chrome.
  - Has a reliable backup utility tool to back up data every day.
  - Meets concurrent usage standards with minimum of 50 users.
  - Capable of migrating data from current system to proposed solution.
  - Contains strong report writing tools.
  - Software can be modified to meet our needs.
  - Strong vendor support, including training provided by vendor.

## Chapter II: Vendor Response to Qualifications, Work Plan, and System Information

### Chapter II: Vendor Response to Qualifications, Work Plan, and System Information

To best determine which vendor will suit the County's specific needs, answers to the questions in this section must be submitted with the vendor's proposal.

#### Vendor Experience and Qualifications

- Please provide a brief (1-2 paragraphs) background of your organization, including the year you were founded.
- Please provide a brief (1-2 paragraphs) background of the solution you are proposing.
- Please provide the percentage of your total annual revenue that is driven by enterprise content management (ECM) related revenue (software, services, maintenance, etc.)?
- What percentage of revenue is derived from the following?
  - Software License Fees:
  - Maintenance Fees:
  - Professional Services/Consulting:
- Please provide evidence of what your organization is doing to remain a viable and stable player in the ECM market.
- Please describe the financial stability of your organization. If available, please include documentation depicting this stability.
- What is the annual research & development (R&D) investment for the ECM solution being proposed - both in terms of financial investment and total number of employees dedicated to the R&D function?
- How much of your R&D is a result of a customer request (enhancement, new functionality)?

#### Vendor Strategic Partnerships

- Describe your partnership with Microsoft from a product, technology, and business perspective.
- Describe your relationship with Spillman, Laserfiche, JAMS, JABS, PROM, SCOMIS, and DISCUS.

#### Personnel

- Please provide the current number of employees dedicated to the solution you are proposing.
- Please provide a breakdown of the employees dedicated to these functions:

- Research & Development:
- Technical Support:
- Services:
- Please provide the number of offices and their locations.
- Please provide statistics related to the number of employees your company has added over the past five (5) years.
- Have you had to lay off any employees? If so, when and how many?
- Provide the average employee tenure for your Technical Support team.
- Provide the longevity, in terms of years, of your executive management team – particularly your CEO and CTO.

## Competitive Analysis

- Please list any of the relevant, independent ECM analyst reports and rankings validating your solution within the ECM market. For example, Gartner Magic Quadrant for ECM, Forrester Wave for ECM Suites, Butler Group, or the CMS Watch ECM Suites Report (Real Story Group).
- Describe what generally differentiates you from your key competitors.
- Describe your market share in the ECM space.

## References

- How many organizations have implemented your solution overall?
- How many organizations sold are still running your solution with an active maintenance and support contract (lifetime customer retention)?
- Provide the name of the oldest active customer of your solution.
- How many organizations have implemented your solution in the past fiscal year?
- Please describe your customer retention.
- Please describe the customer industries you service.
- Must provide information from at least (5) ‘court-specific’ customer references who have implemented a District Court and/or a Prosecuting Attorney’s Office solution in order to be considered. Include company name, location, start date, and solution specifics.
- Would you be willing to host our organization for a site visit at your corporate headquarters?

## Chapter III: Functional Requirements

# Chapter III: Functional Requirements

Directions: The following questions relate to the functional requirements that are required in the proposed solution.

## User Experience

Category	Requirement	Response
1-Client User Interface	Users can easily navigate and perform their primary job tasks with intuitive ribbon-style toolbars, tabs, and easy access features that are based on the familiar look and feel of Microsoft Office products.	
2-Client User Interface	Client provides the capabilities for users themselves to personalize the user experience (i.e. personalized home page that opens to personal workflow lifecycles, stored favorite retrievals, etc).	
3-Client User Interface	Client displays all of the associated information about a document right alongside the image itself – displaying index values, notes, related documents, revisions, discussion threads, and document history.	
4-Client User Interface	Client provides ability to display the document being indexed in a preview pane during the indexing process.	
5-Client User Interface	Client provides the ability to auto-import camera images and media files directly from a connected device.	
6-Client User Interface	Client enables users to play, stop, and pause multimedia files (audio/video) with your native viewer.	
7-Web Client Interface	Solution offers the full feature set of a client based solution through a web deployable interface (i.e. rich internet application).	

8-Web Client Interface	Web client provides a dashboard component to create and manage personalized interfaces that present end-users with access to priority content and tasks (i.e. workflow status report, commonly used document searches).	
9-Web Client Interface	Solution offers full support for Internet Explorer and Mozilla Firefox browsers on windows platforms as well as full support for the Mozilla Firefox and Safari browser on the Macintosh platform.	
10-Search Experience	Solution enables users (not administrators) to create their own personalized saved searches.	
11-Search Experience	Solution provides ability for document type names to appear in a search result list that can contain both static text as well as defined index values, offering a more detailed description of the documents returned.	
12-Search Experience	Solution's search interface accommodates multiple search methods from a single panel. This includes advanced search operators, full text searching, text searching, searches against notes, index value searches, searches against defined document types, all file formats, date ranges, etc.	
13-Search Experience	Ability to utilize full text searching alongside index value search. Provide a screen shot depicting this capability from a single interface.	
14-Search Experience	Solution provides advanced full text search capabilities that include fuzzy, inflectional, thesaurus, proximity, wild card, and SOUNDEX.	
15-Search Experience	Describe how your core search and retrieval client allow users to search for multiple document types (text/ COLD, image, PDF, Word, etc.) in one search.	
16-Search Experience	Can searches on text documents use wildcards?	
Search Experience	Can text searches on a group of documents be saved for a user for reference during another session?	

17-Search Filtering	Ability for a user to filter a broad search result list by dragging and dropping attribute fields (index values) on the fly. Please provide a screen shot of this capability.	
18-Foldering	Does your ECM solution allow the use of Folders as well as other ways of organizing data?	
19-Foldering	Can the data brought into the system dynamically create folders and folder hierarchies?	
20-Foldering	How many folder structures are supported?	
21-Retrieval	Ability to automatically link related documents, of similar or different file types, to each other by case number. For example, a mainframe generated text file to a TIFF image. If so, also ability to cross-reference multiple cases files under a primary name and DOB.	
22-Search - Microsoft Office	Solution provides capabilities to not only retrieve and archive to the ECM system from the native office toolbar, but also can search and retrieve ECM stored content from directly inside the native office application.	
23-Integrated Workflow	The workflow experience is integrated to provide tasks buttons and user interaction on a menu right from selected or open documents through standard document retrieval (aka - user does not need to enter the workflow client). Please provide a screen shot depicting this embedded workflow functionality in your viewer.	
24-ERP / Business Application Client Interface	Describe how your client interacts with case management systems to access ECM stored content, workflows, foldered documents, and create electronic forms directly from within the existing business application. This should be accomplished without any custom programming.	
25-Offline Client Experience	Describe the capabilities you have for an offline/mobile worker (i.e. access documentation, complete forms, synchronization).	

26-Mobile Devices	Solution provides natively built interfaces to standard mobile devices - BlackBerry, iPad, iPhone, Windows Phone, and Droid.	
27-Kiosks	Describe existing offerings for kiosk based solutions for public access to records, view or print options and security level for reviewing confidential documents. Can the system restrict the printing of certain documents?	
28-Client Deployment	System offers a click once deployable solution for the client interface, minimizing administration overhead and supporting IT policies.	

## eFiling Requirements and Capabilities

Category	Requirement	Vendor Response
29-Secure Web Portal – eFiling	Provide electronic filing (eFiling) functionality for documents through a hosted Secure Web Portal.	
30-Secure Web Portal – eFiling	Provide a Hosted Electronic Payment Secure Web Portal.	
31-Secure Web Portal – eFiling	Describe systems access control and security capabilities for specific sealed or confidential documents.	
32-Filers – eFiling	Allow attorneys, litigants, and other justice agencies to electronically file court documents directly to the court without requiring the production of paper copies.	
33-Filers – eFiling	Ability for self-represented (pro per) litigants to file and view electronic documents with the court.	
34-Document Types – eFiling	Describe case types available for filing through the eFiling portal (i.e. criminal / civil).	
35-Capture – eFiling	Provide processing support for all types of electronic documents that may be filed in the electronic court case file (i.e. TIFF images, PDF, MS Word, etc.)	
36-Capture – eFiling	Capabilities for Web Portal to accept documents uploaded and filled out by the filer using the State’s fillable PDF documents.	

37-Automatic Electronic Servicing	System's ability to send electronic servicing to all or selected parties on a case without the services of a third party. Describe what process and how proof of service is generated.	
38-Indexing – eFiling	Describe automated methods for indexing, docketing, and processing financial transactions (Payments) through the transfer of data between the e-filed document and other necessary systems.	
39-Auto-Indexing – eFiling	Describe how documents are auto-indexed based off the document type selected by filer.	
40-Case Status – eFiling	Describe system ability to display real-time statuses of the cases filed with the court (i.e. submitted, accepted by court, pending payment, filed).	
41-Workflow – eFiling	System's ability to allow the clerk an option to accept or reject a filing if the filer chose the wrong document type not matching the document being submitted.	
42-Workflow – eFiling	Describe the workflow process of your eFiling system including: (1) back-and-forth communication between the filer and the court; (2) processing or filing fees if applicable; (3) at what point the payment is processed; (4) when is the document filed and stamped with date / time; (5) what date is used when filing comes in on a weekend.	
43-Electronic Signature – eFiling	Provide an electronic signature capability for judges, clerks and court staff.	
44-Retrieval – eFiling	Describe filers search options for retrieving documents submitted to the court.	
45-Retrieval – eFiling	Ability to provide online customer services for public court documents and generate revenue.	

## Capture and Image Management

Category	Requirement	Vendor Response
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46-Capture	Describe the breadth of your solution's native, individual capture solutions.	
47-Capture	Describe your ability to automatically classify and index images.	
48-Capture	Describe the system's ability to capture and index documents from remote users through either a web based connection or disconnected method.	
49-Capture	Describe the system's ability to perform quality assurance (QA) / verification of capture imaged documents. For instance, the solution should provide for options to QA both image quality and/or index accuracy. It should also provide for a simple re-scan process for images that need to be re-scanned, and automatically replace the poor images with the newly scanned images.	
50-Capture	Capture process allows for page separation and retrieval. This should include the separation sheet or barcode capabilities.	
51-Capture – Electronic	Describe your solution's capabilities related to electronic capture.	
52-Capture – Electronic	Describe the solution's support of sweeping images and other file types from a network directory, providing an indexing interface for viewing those documents while classifying and indexing them.	
53-Capture – Electronic	Solution capabilities to automatically consume documents created within the case management system, while auto-indexing, and routing to appropriate workflow based on routing rules.	
54-Capture – Electronic	Describe the ability to import content into your repository directly from within an application such as Microsoft Word or Excel.	
55-COLD	Ability to parse a print stream and index documents in one process within your solution. The solution should be able to handle multiple types of print streams. Please list those supported by your system.	
56-COLD	Describe you systems ability to ingest advanced print streams such as AFP, DJDE, PCL, or PDF.	

57-COLD	Does the solution allow for files to be processed into the system automatically?	
58-Workflow	Does the solution allow interactions to be captured as part of a workflow?	
59-Integration	Does the solution capture any type of data or communication surrounding a specific business process?	
60-Integration	Does the solution integrate with other modules in the document management system?	
61-Integration	Defined integration with other third party capture products (advanced capture products).	
62-Fax / MFP Integration	Ability to integrate with other devices (fax, MFP) as a means of ingesting documents into the system.	
63-SharePoint	Describe the capabilities you offer for scanning through the Microsoft SharePoint interface.	
64-Indexing	Describe indexing capabilities available within your solution.	
65-Indexing	Describe your capture processes ability to automatically fill several index values on a document based on a primary index value (i.e. Court Case Number, TCN# or CTN# if applicable) that triggers the automatic look up of additional index information already contained within the system.	
66-Recognition Technologies	Describe the system's ability to natively provide data and text extraction capability for scanned image documents, including OCR, ICR, OMR, bar codes, and signature detection in order to provide hands off process of documents scanned directly into the system, without involving 3 <sup>rd</sup> party software applications.	
67-Image Management	Describe the solution's ability to control and track the modification of documents through multiple revisions, allowing authorized users to view prior revisions and track document history. The solution should clearly display the number of revisions associated with a specific document. The solution should allow for the addition of comments per revision.	

68-Image Management	Can a duplicate document be processed in as a new revision of the existing document (i.e. amended)?	
69-Image Management	Can a document with the same index values of an existing document be appended to the existing document?	
70-Image Management	Ability to stamp a specific revision of a document as a version, limiting which revisions of a document a certain user can see.	
71-Image Management	Describe the system's ability to create another document when a multiple document type comes in as one (i.e. motion and proposed order comes in as one document). Explain how system can index original as the motion and create a 'copy' of it to index as the proposed order. This keeps consistency within the 25ordering structure). How does this differ from created a new version?	
72-Image Management	Describe the system's ability to apply stamps on a document as defined by court (i.e. confidential, denied, etc.) based of a specific document type or by using an ad hoc task.	
73-Image Management	Provide details regarding your solutions ability to markup an electronic document and permanently burning it to the document and creating a revision (i.e. a judge adding additional text to a proposed order prior to signing) displaying the latest version.	
74-Image Management	Ability to File Stamp an electronic document with the current date / time at a specific point in the process.	
75-Image Management	Ability to File Stamp an electronic document with specific date / time stored as a keyword in the system (i.e. judge signed date / time).	
76-Image Management	Describe systems temporary markup or overlay options available (i.e. highlight, sticky notes, overlay text, stamps).	
77-Image Management	Does your system allow judges and / or clerks to create confidential sticky notes to keep hidden from other users?	

78-Image Management	Describe systems ability to lock-down editing of document or keywords after a specific action takes place (i.e. judge signature) or based off the document type.	
79-Image Management	Provide details regarding your solutions abilities to redact information within a document, create a confidential document within a file (on demand or based off the document type) or suppress an entire case file.	
80-Image Management	Allow electronic filed documents to be managed only as imaged (TIFF) documents and files regardless of format originally filed as.	
81-Security Management	Describe your systems security levels for document viewing / retrieval / sharing both internally within the courts and for outside agencies such as: prosecutor's office, probation, jail, local law enforcement agencies, or the public.	
82-Electronic Signature	Describe the capabilities of your solutions electronic signature; (1) how does it appear on a document; (2) what information is captured (e.g. date / time / title); (3) proxy sign capabilities for authorized users in the absence of another.	
83-Electronic Signature	Explain how the electronic signature is applied within your system by various users such as: judge (both in chambers and on the bench), court staff, prosecutor, attorney, jail, and defendant. Please provide a screen shot so that we may have a visual representation of the electronic signature.	
84-Electronic Signature	Does the solution allow markup capabilities to be performed prior to signature on a document? For example, a judge wants to a sentence on a proposed order before signing.	
85-Interface	Solution provides one central GUI for administration and deployment of capture products.	
86-Configuration	Describe about out of the box configurable options related to your solutions scanning interface.	

87-Scalability	Describe the features that enable your system to scale for high volume imaging applications.	
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## Business Process Management & Workflow

Category	Requirement	Vendor Response
88-User Environment	The workflow configuration and user interface environments are integrated with the rest of the ECM solution (you can access the workflow interface from within the client environment).	
89-User Environment	Provide details for out of the box integration with case management system used in our court.	
90-User Environment	Does the solution allow the atypical user access to just the reading viewer for document acknowledge?	
91-User Environment	Does the solution provide the ability to launch the required reading viewer automatically when a user logs in to the ECM system?	
92-User Experience	Provide for customized instructions to be displayed within the workflow application, directing the end user on what functionality they can or should execute.	
93-Collaboration	Does your solution include a collaboration tool?	
94-Collaboration	Does the collaboration solution allow users to share documents and information (i.e. defendant name, DOB, CTN#, TCN#, etc.) and manage the related communications and conversations, for the purposes of problem solving and consensus?	
95-Collaboration	Can individual user permissions and rights to collaboration content and conversations be controlled?	
96-Collaboration	Can collaboration conversations be made public and accessible by all users?	
97-Collaboration	Can conversations be made private, to be accessible only by a select group of users?	

98-Process Design	Explain your systems configurable, out of the box, workflow design process and actions for civil case types.	
99-Process Design	Explain your systems configurable, out of the box, workflow design process and actions for criminal case types.	
100-Process Design	Explain your systems configurable, out of the box, workflow design process and actions for arraignment or court appearances.	
101-Process Design	Explain your systems configurable, out of the box, workflow design process and actions for attaining judge's electronic signatures.	
102-Process Design	Explain your systems configurable, out of the box, workflow design process and actions for active warrants and / or bench warrants considering the time sensibility of the documents.	
103-Filter / Sort Options	Describe the system's ability to filter / sort documents within workflow by judge, document type, case number or document date.	
104-Process Initiation	<p>Allow documents to be added to a workflow in several different ways, including:</p> <ul style="list-style-type: none"> <li>• Scanning</li> <li>• Enterprise text report processing</li> <li>• Enterprise transfer of documents from one lifecycle to another (jail, prosecutor, court).</li> <li>• Electronic forms processing</li> <li>• Document import processing</li> <li>• API</li> <li>• E-Mail Interface</li> <li>• Drag and drop, from a line of business application screen</li> <li>• Adding documents already stored within the solution's repository to a workflow process at a specific point-in-time</li> <li>• eFiling documents</li> </ul>	

105-Process Initiation	Immediately upon import (based on the case or document type) system must have ability to automatically identify which workflow processes to associate a given document with.	
106-Configuration	Ability to provide for the workflow process to interact directly with defined Web services, allowing external data received to be used as part of a workflow process (i.e. the case status has been closed). This is to be accomplished out of the box with point-and-click configuration.	
107-Work Distribution	<p>Allow for the automatic distribution and sorting of work based on load balancing rules. Rules should include role, availability, percentage, order of arrival, index values, or the size of existing workloads for users as well as custom built work distribution rules.</p> <p>This load balancing should also allow ability for authorized users to rebalance work to other users if inequity is discovered within the Workflow processes.</p>	
108-Work Distribution	Describe system's ability to set a 'High' priority on a document either (1) automatically by predetermined identified document type; or (2) manually when scan / import for time sensitive documents. Describe how these documents would differ from other documents within the same queue and provide a screen shot.	
109-Notifications	Does the solution have the ability to send an e-mail notification to supervisors when a clerk / judge is delinquent in acknowledging a required document for processing or remains in a queue too long?	
110-Notifications	Does the solution provide a method for one user to notify or update another user(s) about a business issue or process?	
111-Notifications	Does the solution have the ability to send an e-mail notification to users when a new document requires acknowledgement?	

112-Timers	Does the solution provide timers to manage alerts and notifications?	
113-Pending	Describe the options available in your system to pend documents (i.e. document needs to be reviewed at a later time by a specific user).	
114-Decision Making	Describe the system's ability to view the entire case file, directly within the workflow interface, as related documents associated to the transaction to provide better decision making (i.e. judge has a proposed order in queue for signature but needs to view the motion that is related but not in workflow).	
115-Decision Making	Describe your workflow solutions ability to provide, out of the box, visual indications of missing documents required of arraignment packets (i.e. fingerprints, advise of rights, etc.) based off the case type.	
116-Decision Making	Describe your workflow system's ability to conditionally present a targeted set of user tasks, based on role and step of the process, to assist with processing decisions.	
117-Decision Making	Describe the system's ability to retrieve or perform activity on related documents that may exist in the solution's ECM repository (file server), outside of the documents that currently exist within various stages of the workflow process.	
118-Decision Making	Describe the system's ability to provide for a document in a workflow to check an attribute (i.e. document type or index keyword value) on a related document and make a processing decision, such as how the document is to be routed, based on pre-configured logic and rules.	
119-Decision Making	Provide the ability to perform parallel processing, by automatically routing a single document through multiple business processes simultaneously and allowing multiple users to access the document at the same time.	

120-Decision Making	Upon execution of a task within a workflow process, provide the ability to automatically present a prompt which requests additional information for processing (i.e. signature required). This is to be accomplished out of the box with point-and-click configuration.	
121-Decision Making	Many workflow processes require the user to select a simple decision task such as approve or deny. Explain how additional out of the box tasks can be presented to the user, allowing them to execute more business specific functions. For example simple tasks such as print, annotate, and email; advanced tasks such as calling out to external systems, advanced routing, document composition, or the creation of e-forms.	
122-Integration	<p>Ability to present and access workflow from these locations:</p> <ul style="list-style-type: none"> <li>• BlackBerry</li> <li>• iPad</li> <li>• iPhone</li> <li>• Windows Phone</li> <li>• Droid</li> <li>• Standard Client</li> <li>• Outlook</li> <li>• Web Client</li> <li>• Java Web Client</li> <li>• Line of Business Application</li> <li>• SharePoint</li> <li>• URL string</li> <li>• Should be accomplished out of the box or through a productized offering.</li> </ul> <p>Please provide a screen shot depicting this functionality within these viewers.</p>	<p>Check all that apply and include requested screen shots:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> BlackBerry</li> <li><input type="checkbox"/> iPad</li> <li><input type="checkbox"/> iPhone</li> <li><input type="checkbox"/> Windows Phone</li> <li><input type="checkbox"/> Droid</li> <li><input type="checkbox"/> Standard Client</li> <li><input type="checkbox"/> Outlook</li> <li><input type="checkbox"/> Web Client</li> <li><input type="checkbox"/> Java Web Client</li> <li><input type="checkbox"/> Line of Business Application</li> <li><input type="checkbox"/> SharePoint</li> <li><input type="checkbox"/> URL string</li> <li><input type="checkbox"/> Accomplished out of the box or through a productized offering.</li> </ul>
123-Business Activity Monitoring	<p>Provide for a native, configurable workflow dashboard for supervisors or authorized staff to monitor, in real time, the workload of both judges and court staff. This should provide for an automatic visual notification within that dashboard when a process threshold has been crossed.</p> <p>Please provide a screen shot so that we may have a visual representation of this.</p>	

124-Business Activity Monitoring	<p>Provide for a browser-based workflow dashboard to be displayed natively through your client interface, Microsoft SharePoint, or any WSRP 1.0 compliant portal product without any custom coding.</p> <p>Please provide a screen shot so that we may have a visual representation of this.</p>	
125-Reporting	<p>Provide preconfigured workflow reports that detail processing information such as:</p> <ul style="list-style-type: none"> <li>• Average Time to Process Document per Lifecycle (i.e. criminal / civil)</li> <li>• Document Process Time Per Workflow Queue</li> <li>• Process Time from Case Initiation to Arraignment to Final Disposition</li> <li>• Daily Workflow Usage per Clerk</li> <li>• Average Workload per Judge / Clerk</li> <li>• Total Number of Cases Received for each Case Type per Month / Quarter / Year</li> <li>• Total Number of Guilty Pleas Received per Case Type</li> <li>• Total Number of Bench / Jury Trials Held</li> </ul>	
126-Reporting	<p>Ability to produce reports utilizing custom transactions (i.e. approval time stamp added by a specific user during a transaction).</p>	
127-Electronic Forms	<p>Workflow solution will include, at no additional cost, your native electronic forms application without requiring the purchase of any proprietary forms software.</p>	
128-Electronic Forms	<p>Workflow solution will include a case note forms specific for each case type (i.e. civil, criminal).</p>	
129-Electronic Forms	<p>Workflow solution will include docket form initiated from each schedule event.</p>	
130-Electronic Forms	<p>Can electronic forms trigger the start of a back-end automated business process such as workflow?</p>	

131-Electronic Forms	<p>Electronic forms offering will be architected in a way to interact with other parts of your ECM repository including:</p> <ul style="list-style-type: none"> <li>• Document Import Capture</li> <li>• Web (online form submission)</li> <li>• Web portal and SharePoint (form creation / submission through portal)</li> <li>• Kiosk</li> <li>• Index value design and structure</li> <li>• Cross-referencing</li> <li>• Notes / annotations</li> <li>• Workflow (form auto-triggers a workflow process)</li> <li>• E-mail (form viewed as attachment)</li> </ul>	
132-Electronic Forms	<p>In addition to your native electronic forms solution, the solution will provide for integrations with popular forms software like Microsoft InfoPath and Adobe LiveCycle to allow users to complete forms created with these products and processes them directly into the system repository.</p>	
133-Electronic Forms	<p>Maintains revision control on electronic forms to offer flexibility to display forms in their submitted state or with a new layout allowing business processes to advance.</p>	
134-Electronic Forms	<p>Can electronic forms utilize hidden fields to conceal irrelevant information?</p>	

## Integration Technologies

Category	Requirement	Vendor Response
135-Non Programmatic Integration	<p>Allow the entire ECM case file to be displayed when clicking on a case number from within the Case Management System screen without custom programming, API programming, scripting, or modifications to the existing application.</p>	
136-Non Programmatic Integration	<p>Provide the ability to execute separate and distinct document retrievals from sections / fields on the screen (i.e. docket event).</p>	

137-Non Programmatic Integration	<p>Beyond retrieval, solution allows for other ECM functions to be performed, non-programmatically (i.e. point-and-click configurable), within the business application.</p> <p>This includes the ability to execute ALL of the following ECM functions from a single screen:</p> <ul style="list-style-type: none"> <li>• Index ECM stored documents using data on the displayed CMS</li> <li>• Present user with a workflow step in context with the business application screen</li> <li>• Launch a complete set of related documents presented in a tabbed folder view</li> <li>• Launch scanning interface to perform ad hoc capture related to the case file / document displayed</li> <li>• Create a scanning cover sheet with bar codes using data from the CMS</li> <li>• Index captured documents using data from more than one screen within more than one business application</li> <li>• Launch and complete an electronic form to track an event or start a workflow process</li> <li>• Create a form letter, based off of a Microsoft Word template, using keyword data provided by CMS</li> </ul>	
138-Non Programmatic Integration	<p>Provide integrations with email clients like Microsoft Outlook, Lotus Notes, and Novell GroupWise, allowing users to access ECM functionality and import emails and attached documents into the repository directly from their email interface.</p>	
139-Non Programmatic Integration	<p>Non-programmatic configuration enables your system to be auto-aware of any business application that is integrated for document retrievals (meaning a user does not have to manually declare the business system they are working inside).</p>	
140-Non Programmatic Integration	<p>Provide http URL requests to retrieve documents, present workflow interfaces, and present a folder interface in lieu of custom programming.</p>	

141-Non Programmatic Integration	Beyond image enabling, does your solution broker bi-directional data and document communication between your system and multiple third party applications? For example, posting invoice data from a capture process to the invoice entry in Lawson, SAP, or Oracle.	
142-ERP System Integration	Explain any packaged integrations or experience you have with the business applications and/or ERP systems we are currently utilizing (i.e. SAP, Lawson, Oracle eBusiness Suite, PeopleSoft, JD Edwards, Microsoft Dynamics, etc.).	
143-Programmatic Integration	Provide a high level document describing API and Web Service feature set.	
144-Programmatic Integration	System offers well documented, robust API. Please describe in detail.	
145-Programmatic Integration	Explain your existing API training program available to help organizations extend their ECM investment.	

## Records Management

Category	Requirement	Vendor Response
146-Records Management	Records management functionality provided by the solution is native without requiring integration with a third-party or external RIM tool.	
147-Records Management	Solution provides the ability for documents to be automatically file stamped and declared as records without any user interaction based on pre-determined rule set.	
148-Records Management	Allow for multiple documents to be grouped together and treated by the system as a single record, with a single retention plan (i.e. documents are related by case number and each case type would hold a specified retention plan).	

149-Records Management	Ability for documents to be dragged-and-dropped into a record (folder of documents) and have this new document automatically inherits the records management policy.	
150-Record Types	Allow users to capture, declare, and store electronic records (documents) in their native format, including: e-mail, electronic forms, physical items, images, text files and Office documents.	
151-Hold	Solution provides the ability to place a hold (or multiple holds) on a record, as in the case of a review or legal discovery is needed. (i.e. civil cases pend while waiting for proof of service or answer to be filed).	
152-Auditing	Solution provides the ability to identify both complete and incomplete records across the entire repository.	
153-Workflow	Describe how you configure record management events to be automatically posted, from within your workflow engine, to a record including: Open, Closed, In Progress, Hold, and Final Disposition.	
154-Workflow	Solution displays indicator on how document was filed, status of file, or judgment amount depending on the document type.	
155-Purging	Solution provides a variety of destruction options including the ability to keep both index values and files permanently, keep only index values, or purge both index values and files with or without a history log (certificate of destruction) based off the document type and action code that took place (i.e. final disposition or judgment). User interaction would be required before documents are actually purged from system. This will allow the clerk to purge specific documents within the file or purge the entire file of record.	
156-Physical Records Management	Ability to provide a holistic view of both digitally stored content and physically stored content in a single search result list.	

157-DOD Certified	Provides a DOD 5015 certified records management product. Include date of certification.	
158-Administrative	Provides an administrative view of physical record locators either pending checkout (requested) or currently checked-out with appropriate location information (item name, user in possession, expected return date, identifier, repository, repository name).	

## E-Mail

Category	Requirement	Vendor Response
159-E-Mail Component	Does your solution contain a native e-mail component?	
160-E-Mail Component	Can e-mails be sent to individuals outside of the system?	
161-E-Mail Integration	Allow drag-and-drop import of messages into the ECM system using e-mail client folders in order to automate the classification and indexing of e-mails and attachments. For example, a user could create a folder for correspondence-outgoing, correspondence-incoming, correspondence-probation office, etc.,	
162-E-Mail Integration	Allow e-mails and attachments to be automatically imported and fully indexed into the system without any user intervention or data entry.	
163-E-Mail Archive	Provide an E-mail Archive solution that provides the ability to assign time-based retention to e-mails with the ability to put an e-mail or group of e-mails “on hold” preventing automatic destruction.	
164-E-Mail Archive	Support single instance storage of both e-mail and attachments. For example, are e-mails and attachments only stored once in the E-mail Archive, with the sender and all recipients pointing to one record/file?	
165-E-Mail Archive	Provide the ability for a user to access an e-mail in the archive directly from their client.	

166-E-Mail Archive	Provide the ability to search on e-mail index values and/or perform a full-text search on e-mail and attachment content.	
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## Auditing & Reporting

Category	Requirement	Vendor Response
167-Auditing	Provide the ability to provide a document level audit trail directly from the document.	
168-Auditing	Describe what is natively tracked in your out of the box audit trail.	
169-Auditing	Provide the capabilities to allow an administrator, from within the client, to perform an ad hoc audit on system related activities (i.e. identification of all documents / files accessed by a recently released employee).	
170-Auditing	Provide the ability for a system administrator to create custom audit log entries tied to workflow progress for the purpose of generating state monthly / quarterly / annual reports.	
171-Reporting	Reporting tool directly integrates with Microsoft Excel, allowing users to build reports natively in Excel utilizing the ECM system attributes.	
172-Reporting	Provide, within Microsoft Excel, point and click data mining and modeling of text based reports stored within your repository.	
173-Exception Reporting	Provide a report, out-of-the-box (with no custom coding), that identifies for matched, unmatched, or missing numeric and/or character index values between a primary document and secondary document(s) (i.e. invalid case number).	
174-Exception Reporting	Based on the exception identified, solution automatically routes exception items from the exception report to a workflow for proper resolution. This should be accomplished without any coding.	

## Chapter IV: Technical Requirements

# Chapter IV: Technical Requirements

Directions: The following questions relate to the technical requirements that are required in the proposed solution.

## System Architecture

Category	Requirement	Vendor Response
175-Index Value Configuration	The system must support an unlimited number of index values per document.	
176-Index Value Configuration	Provide an overview of the different meta data types you support (i.e. date, date and time, currency, specific currency, alphanumeric, numeric, floating point).	
177-Index Value Configuration	Provide point-and-click configuration for index values, with multiple pre-configured formats (i.e. date: dd/mm/yyyy, month/dd/yy, mm-dd-yy or a case number format).	
178-Index Value Addition	Without any programming, describe your system's ability to define multiple instances of the same index value field to a single document. Explain how this is accomplished.	
179-Index Value Grouping	Provide for the ability to store index value sets that can later be used to auto-index documents by entry of only a single primary value. This enables simplified indexing and more flexible retrieval, allowing users to enter a single index value and have all related index values auto-populate (i.e. case number).	
180-Index Value Updates	Provide a detailed explanation of how your system can re-index documents, at a global level, without programming. The solution should provide for index values to be updated or replaced on multiple documents at once, without custom programming or scripting.	

181-Index Value Updates	Solution should provide a means of purging, with just a few clicks, those index values that are no longer being used (saving database space and optimizing performance).	
182-Index Value Security	Describe validation of attribute values, including data sets, masking, etc.	
183-Classification	Describe how the system classifies/categorizes content. Is categorization of content user defined.	
184-Classification	Support for an unlimited number of document and sub-document types within the system.	
185-Classification	Support the organization of documents into folder type structures (i.e. folder containing color-coded tabs for each document type). Explain how this is accomplished.	
186-Document Linking	Underlying ability to easily pre-define document relationships for use in search and retrieval.	

## Configuration

Category	Requirement	Response
187-Administration Interface	System should provide a single interface for the configuration and administration of all major system components (import processing, document type configuration, index value configuration, workflow, user groups and rights, storage structure, scanning, records management, foldering, scripting, etc.).	
188-Administration Interface	Solution allows for ease of configuration in that most administrative tasks (adding new document types, index values, user administration, configuring workflows, etc.) can be done by an internal resource as opposed to a third party software expert.	
189-Configurability Options	Quantify the number of configurable options in your solution.	

190-Import Processing	Across all of your input/ingestion offerings (document capture, COLD/ERM, directory imports, document imports, etc.), describe the ease of configuring this content to automatically enter one or many workflow processes upon ingestion.	
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## Infrastructure

Category	Requirement	Response
191-Database	The database architecture supports multi-vendor platforms, specifically Microsoft SQL and Oracle.	
192-Virtualization	Describe your solution's support for virtualization.	

## Security Administration

Category	Requirement	Response
193-Security	<p>Describe the depth and breadth of your system's security methodology (rights and privileges) including system's ability to assign security at each of these levels</p> <ul style="list-style-type: none"> <li>• User groups</li> <li>• Users</li> <li>• Document Type Groups</li> <li>• Document Types</li> <li>• Index Values</li> <li>• Folders</li> <li>• Notes</li> <li>• Workflow</li> <li>• Workflow Queues</li> <li>• Workflow Tasks</li> <li>• Import Processors</li> <li>• Scan Queues</li> <li>• Configuration</li> </ul>	

194- Authentication	Describe the solution's different security options for logging into the system; allowing the system administrator to decide which option is the best for our company (examples include using a separate security model for an additional logon and password, NT Authentication, integration with Windows© Active Directory, Novell© Security, or single sign-on authentication).	
195- Encryption	Describe your solution's ability to publish select content onto removable media (CD/DVD) in an encrypted format; allowing access to a self-contained / runtime version of your client.	
196- Encryption	Describe your solution's ability to send certified documents as an encrypted PDF (i.e. replacing the raised seal and verifying as true copy of the court). Must provide screenshots.	
197-PCI Compliance	Describe how your systems manages highly sensitive information (i.e. payment card information), adhering to the PCI compliance standard.	
198- Confidential Documents	Describe how your system manages confidential (non-public), suppressed, and expunged cases.	
199- Confidential Information	Describe how your system manages public documents that contain confidential information (i.e. social security number) and needs to be redacted. Must provide a screenshot of both the court and public view of the document.	
200-Workflow Administration	To accommodate multi-departmental / enterprise deployments involving numerous administrators, explain how your system segregates workflow administration privileges.	
201-Web Administration	Describe the system's ability for designated users to perform the following administrative tasks via your web-based client: <ul style="list-style-type: none"> <li>• Add new users</li> <li>• Change passwords</li> <li>• Reset passwords</li> <li>• Apply rights to user groups</li> </ul>	

202-Licensing Assurance	Describe how the solution allows the system administrator to hold a specific number of licenses for different features (i.e. logging into the system, importing documents, or using Workflow) for specific user groups that must be guaranteed access to these features regardless of who else is logged into the system. For example: Judges would need guaranteed access for courtroom proceedings and signatures.	
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## Storage

Category	Requirement	Response
203-Storage Options	Solution allows the archiving of documents to various media, including: <ul style="list-style-type: none"> <li>• Windows file servers to allow the leveraging of Share and NTFS permissions</li> <li>• Archiving of documents to Linux file servers</li> <li>• Archiving of documents to Unix file servers</li> <li>• Integrate with IBM Tivoli Storage Management</li> <li>• Integrate with EMC Centera</li> <li>• NetApp</li> <li>• Plasmon Archive Appliances</li> <li>• CD, DVD or Blu-ray</li> </ul>	
204-Storage Formats	Solution stores documents in their original, native file format, not a proprietary format, so that we are not forced to use your software to access our data.	
205-Storage Formats	How many native file formats do you support? For unique file types, explain how you handle storage.	
206-ERP Document Storage	Describe the ability of your solution to act as a repository for ERPS solutions such as SAP, Oracle EBS, PeopleSoft, JDE, and Lawson. Are you a certified partner with any of the leading ERP solutions?	
207-SharePoint	Describe capabilities solution provides for high volume storage for SharePoint content (aka SharePoint archiving).	

208-Export	Solution should contain an export tool for massive exporting of content in a non-proprietary format. This should supply both the document and the index values.	
209-Off-line	Users have the ability to check documents out of the system for access via a localized copy that can be worked on, checked back in, and processed automatically.	
210-Administration	For increased efficiencies in backup and database sizing, content is stored with pointers in the database to file storage location as opposed to a blob in the database.	
211-Fail-Over / Redundancy	Storage architecture allows for documents and images to be stored at one, to many, different physical locations for the purpose of redundancy. If one of the locations were to have a failure there will be no interruption of access to the documents.	
212-Security	System must have the option to limit access to the storage locations based on service accounts.	
213-Encryption	Ability to encrypt data at the database level, the file storage level, and content that has been backed up/at rest.	

## Scalability

Category	Requirement	Response
214-Deployment	System supports ClickOnce deployment to ease the use of installation and configuration updates.	
215-Test Environments	Solution allows for development, test, and disaster recovery environments with no additional licensing fees.	
216-Expansion	After our initial investment, we intend to add on additional departments. Describe how your software could accommodate this growth and is it contained in one code base.	

217-Users	<p>Please provide examples of scalability using real customer examples and metrics:</p> <ul style="list-style-type: none"> <li>• Peak number of users in a single instance at one time</li> <li>• Peak number of retrievals per hour</li> <li>• Peak number of documents ingested per day</li> <li>• Peak number of documents stored in the ECM repository</li> </ul>	
218-Index Values	<p>System supports an unlimited number of customer-defined, first class, index value fields per document within one storage structure. These fields should be of various formats including date, currency, alphanumeric, and numeric. Second class index value fields would include any additional information stored about a document separate from the primary document index structure (i.e. TCN# from jail, CTN# from prosecutor, and any information pertaining to these values to be carried over).</p>	
219-Index Values	<p>System supports the ability to store multiple values for the same index value instance (i.e. Plaintiff Name = Sarah Adams and John Adams). The population of an additional value(s) should be accomplished with a single mouse click or keyboard short cut.</p>	
220-Image Storage	<p>System utilizes a file storage system to store documents as opposed to storing directly into the database.</p>	
221-Batch Processing	<p>Describe how your system supports the ingestion of large volumes of transactions during peak processing timeframes.</p>	
222-Performance	<p>One application server can be utilized to support all the system processes (i.e. remote scanning, workflow processes, notifications, etc.). Additionally, these processes can be offloaded to different application servers to support customer scalability needs. Describe how your solution handles this and what the expected cost for this configuration would be.</p>	

223-Code Base	Describe how your system's architecture supports the addition of features and functionality without having to build connectors between the applications in your suite of products.	
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## Chapter V: Implementation and Support

# Chapter V: Implementation and Support

Directions: Please answer the following questions in detail.

## Implementation

- 224-Describe your implementation processes and procedures.
- 225-Describe the roles and responsibilities the vendor will have during an implementation.
- 226-Describe the roles and responsibilities the customer will have during an implementation.
- 227-Provide a sample of the structured project implementation plan utilized.
- 228-Describe the number of customer resources necessary for ongoing maintenance of the system.
- 229-Describe the number of environments (test, production) supported in an implementation of your system and the cost of each.

## Technical Support

- 230-Describe your technical support organization and structure.
- 231-How many support centers do you operate?
- 232-What hours is your Technical Support department available?
- 233-Describe how support issues are logged.
- 234-Describe the designated support representative that will be assigned.
- 235-Provide a means to check the status of an issue on line.
- 236-Detail your problem escalation procedure.

## Software Support

- 237-When was the first version of your solution released?
- 238-Describe how consistently new versions of the software are released.
- 239-Describe how software changes or enhancements are incorporated into a release.
- 240-Explain how long a release is maintained.
- 241-Detail the software license costs or upgrade costs typically incurred with an upgrade to a new release.

## Chapter VI: Training

# Chapter VI: Training

Directions: Please answer the following in detail.

- 242-Describe the training that is available to the customer's personnel and if it is available on site.
- 243-Provide a train-the-trainer technique within your training offerings.
- 244-Provide web enabled training courses and tutorials. If yes, what are the fees associated with these courses?
- 245-Offer full array of live interactive training (including solution certification) via the internet, thus minimizing end-user's need for travel and additional travel-related expenses for training.
- 246-Describe subscription based training services available, providing our organization with on-demand, online training for one price.

## Chapter VII: Pricing

# Chapter VII: Pricing

Directions: Please answer the following in detail.

- 247-Please describe your solutions pricing model.
- 248-Describe how your software licensing model promotes multi-departmental adoption and enterprise growth?
- 249-Describe how you price your software in terms of client access licenses.
- 250-Describe additional test and development environments provided. What are the costs to license these environments – both software and maintenance?
- 251-Both hosted and premise-based deployment options are available. Describe.
- 252-Using a separate appendix, please provide a software cost summary.
- 253-In situations where there must be guaranteed access (ex. departmental budgets), describe how the system administrator is able to hold a specific number of licenses for different features such as logging into the system, importing documents, or using Workflow for specific user groups.

# Vendor Signature Form

The bidder acknowledges receipt of the following addenda (if any): \_\_\_\_\_.

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DATE AVAILABLE: \_\_\_\_\_

BID SUBMITTED BY: \_\_\_\_\_  
*(Company Name)*

SIGNATURE: \_\_\_\_\_

NAME PRINTED: \_\_\_\_\_

TITLE: \_\_\_\_\_

ADDRESS OF BIDDER: \_\_\_\_\_  
\_\_\_\_\_

PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

DATE OF BID: \_\_\_\_\_