



**Solicitation Information
August 13, 2014**

RFP# 7548936

TITLE: Imaging System Solution

Submission Deadline: September 3, 2014 at 2:00 PM (Eastern Time)

**PRE-BID/ PROPOSAL CONFERENCE: No
MANDATORY:**

If YES, any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

DATE:

LOCATION:

Questions concerning this solicitation must be received by the Division of Purchases at David.Francis@purchasing.ri.gov no later than **August 20, 2014 at 10:00 AM (EST)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

David J. Francis
Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

TABLE OF CONTENTS

SECTION 1: INTRODUCTION	3
Instructions and Notifications to Offerors.....	4
SECTION 2: BACKGROUND	6
SECTION 3: SCOPE OF WORK	7
General Scope of Work	7
Business Requirement.....	7
Technical Requirements.....	7
Proposed Hardware & System Software	7
Proposed Services.....	9
Imaging System Requirements – TAX	12
Additional Modules	13
SECTION 4: TECHNICAL PROPOSAL.....	13
Executive Summary.....	14
Workplan	14
Additional Module Description.....	15
Staff Qualifications.....	15
Capability, Capacity, and Qualifications of the Offeror	16
SECTION 5: COST PROPOSAL.....	17
SECTION 6: EVALUATION AND SELECTION	17
SECTION 7: PROPOSAL SUBMISSION	18
Response Contents	19
Concluding Statements	20
APPENDIX A CURRENT SYSTEM DESCRIPTIONS AND MAINTENANCE REQUIREMENTS.....	21
APPENDIX B – SERVICE LEVEL AGREEMENTS (SLA).....	31
APPENDIX C – BUDGETARY COST FORM.....	31

SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Labor and Training and the Division of Information Technology (RIDLT) is soliciting proposals from qualified firms to provide Imaging and Document Management system integration services, migrating existing database, OCR images, workflow and document management functionality, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.gov .

The initial contract period will begin approximately September 30, 2014 for one year. Contracts may be renewed for up to four additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.

11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov.

SECTION 2: BACKGROUND

Specific Requirements

The Rhode Island Department of Labor and Training's Division of Income Support (RI DLT), is seeking information from qualified authorized Hyland Solution Providers (herein known as "vendors") for the purchase and implementation of an Imaging and document management system, integration services, migrating existing images, workflow and document management functionality and upgrading the current version of the Hyland Solutions Inc. system software. The proposed system will be used with a newly modernized Unemployment Insurance Benefits System being developed to support a three state consortium, Mississippi, Rhode Island and Maine (MRM Consortium). The technical proposal must address Benefits, Tax and all additional modules and describe the proposed solution. It is RI DLT's desire to enhance the current Unemployment Insurance (UI) functionality to work with the new MRM Consortium Benefits and Employer Tax solutions (MS ACCESS), incorporate the redesigned forms and obtain pricing for the remaining additional modules (including migrating WC and TDI). Employer Tax is like Benefits, it will have enhanced functionality and upgraded forms. RI DLT at its sole discretion will decide which modules to implement if any. Any necessary information to make this decision outside of cost must be included in the technical response.

RIDLT envisions the new/enhanced imaging system for Benefits and Tax to integrate with the new MS ACCESS system utilizing web service calls to replace the number of third party integrations listed in Appendix A. The new MS ACCESS system must be integrated such that the MS ACCESS system knows that a form has been returned to RIDLT and processed through the imaging systems workflow. Ideally this would cause the MS ACCESS workflow to occur (creation of a work item in most cases). WC and TDI functionality will not be enhanced. WC and TDI will be migrated to the new platform as is.

The desire is to have one vendor be responsible for Project Management, Hardware and Software, Installation, Testing, and Training of a common platform for the Departments Imaging System. The system should provide basic Imaging System functions and workflow. **RI DLT requires vendors to address all modules.** Please see section 6 of this RFP for evaluation and scoring criteria.

The vendor must be an authorized Hyland Solution Provider, possess extensive prior experience implementing, installing and configuring Imaging Systems and Maintenance.

The RIDLT mission is to provide temporary benefits to eligible individuals who are out of work through no fault of their own, and to collect the unemployment insurance Employer Tax from employers for the payment of unemployment insurance benefits. The imaging and document management system scans and performs OCR and indexes all RIDLT Benefits, Workers Compensation and Temporary Disability Forms and correspondence.

SECTION 3: SCOPE OF WORK

General Scope of Work

To Procure an upgrade to the Onbase™ Imaging System Hardware, Software and Services, including obtaining pricing on all options, to provide and encompass the design, configuration, installation, training, conversion, enhancement, maintenance and support of an Imaging System solution that will be installed in a specific location at Rhode Island Department of Labor & Training. The location will be 1511 Pontiac Ave, Bldg 69, Data Center Operations, Cranston, RI, 02920

Business Requirement

The Rhode Island Department of Labor and Training (RI DLT), Unemployment Insurance, is preparing to purchase a new Imaging System to interact with the modernization project known as MS Access. RI DLT is seeking a vendor who can satisfy the needs of the consortium.

Technical Requirements

Proposed Hardware & System Software

Vendor must include necessary services, hardware and software to perform the migration and run the Imaging System. Non Hyland Solutions system software and hardware will be called out separately and purchased by RIDLT. The New Imaging System solution must interface with the Hardware and Software listed in Appendix A. **Vendor must bid any components that are not marked as being supplied by RI DLT. Vendor must bid any components that are necessary to implement their solution.**

- A) The selected offeror shall provide technical and business services that support and ensure the reliability and functionality of the technical architecture, applications and their business processes.
- B) The selected offeror shall meet the following technical requirements:
 - 1) Maintenance support and database administration of current system.
 - 2) Migrate currently stored images to the upgraded Onbase™ Imaging system
 - 3) Upgrade current system platform, hardware and software.
 - 4) Integrate imaging applications into MS Access system using web services.
 - 5) Establish cost effective system redundancy.
 - 6) Implement approved system enhancements.
 - 7) Migrate all legacy images, workflow, forms, queue's and reports.
 - 8) Support post-contract transition to RIDLT staff or new contractor.
 - 9) Cooperate with State audit processes including IV and V's (Independent Verification and Validation – at RI DLT's discretion).
 - 10) Meet further requirements below.

C) The selected offeror must address all criterion/requirement in the technical proposal, including all additional modules and describe how the proposed services will meet the requirements as described in the RFP.

- D) The selected offeror shall provide a strategy to integrate the existing images into the new MS Access system.
- E) The selected offeror shall propose a complete solution to address the services and hardware listed in Appendix A, Optional Components in Appendix C and detail their service offerings for each component of the MS Access system Upgrade solution.
- F) The selected offeror shall provide a description of the methodology to integrate the database with the application software. The description must include the interface with the imaging application software as well as the network applications.
- G) The selected offeror shall provide a description of the methodology for the rapid response (retrieval) time for image viewing and OCR reject and repair.
- H) The selected offeror shall clearly describe the extent to which existing functions in the application suite will be replaced or upgraded to current versions of the Hyland Onbase™ software.
- I) The selected offeror shall also include any illustrative material that the selected offeror deems necessary to describe the work plan with documented policies, plans and procedures.
- J) The selected offeror must provide a document management system with OCR functionality. The system must integrate an existing image database and image file exceeding 18 million images, with an expected annual growth rate of 10%. At a minimum, the system must provide: image capture in a non-proprietary format, image retrieval at the desktop level, data recognition on a dual-sided form using OCR / ICR technology, the ability to communicate through web services to the new MS Access system, automatic workflow triggered by form mark-sense areas, in-bound fax capability and image import of Excel and Word documents.
- K) The selected offeror shall provide this system compatible with a network using desktop configurations and network specified in Appendix A.
- L) The selected offerors shall be ready to provide a system that will OCR the existing RIDLT Benefits, TDI , WC and Employer Tax forms. RIDLT Benefits and Employer Tax will be changing all of the forms and modify workflow in support of the new MS Access system. Employer Tax like Benefits is being modernized. Employer Tax will be implemented 1 year after Benefits. TDI and WC will be implemented in the benefits timeframe but will require no changes to functionality, just migration services for their solutions including legacy images.
- M) The selected offeror shall provide the ability to connect to the MRM cloud based MS Access system using industry standard web services connections to the Onbase™ Solution as necessary to preserve current functionality. The selected vendor is expected to do the analysis necessary to upgrade our legacy imaging solution for Employer Tax and Benefits to work with redesigned forms and altered workflow requirements. The additional modules for TDI and WC will not require any functional changes, just conversion and testing to make sure everything works in the new environment. Please use appendix A metrics for estimating your solution effort.

N) The selected offeror must provide a detailed discussion of capabilities and approach to address all criterion/ requirement in the technical proposal, and describe how the proposed services will meet the requirements as described in this RFP.

Proposed Services

Project Management Plan. Prospective Offerors shall provide a Project Management Plan to include the baseline schedule , milestones, deliverables, description of important project requirements, resources, a Gantt Chart, Staffing Management Plan, Communication & Management Plan, and Risk Management Plan. The plan shall reflect installing a new instance of the Hyland Onbase TM solution, upgrading and migrating Benefits, migrating the additional modules of TDI and WC, upgrading and migrating Employer Tax described in this RFP.

Provide Transition and Setup Documentation Plans. Prospective Offerors will provide RIDLT with the documentation for the following plans and analysis (this applies to Benefits, Tax and all Additional Modules (WC, TDI, fax to imaging, second Onbase TM Instance and the Development Instance).

Transition and Setup Plan. Prospective Offerors shall analyze the current imaging and document management system and provide the results of the analysis to the State as a deliverable. The analysis shall include recommendations for both system hardware and software upgrades (non Hyland Solution which will be acquired separately). The analysis will include an evaluation of the current system's methodology for database architecture, scanning, OCR techniques, optical migration schemes, document archiving strategy and document purge criteria.

Quality Assurance for Business Process Plan – Prospective Offerors shall provide a formal plan that ensures that delivered products and services satisfy contractual agreements and meet or exceed quality.

Security Plan. Prospective Offerors must provide a plan describing the methodology used to ensure the new system will be secure from both inside and outside threats.

Database Migration Plan. Prospective Offerors must provide a plan describing the strategy to migrate the existing SQL Server database to an upgraded version of the SQL Server database platform. The plan must describe the timeline for the migration, describing in detail how the migration will occur, when it will commence and when the migration will be completed.

Image Storage Plan. Prospective Offerors must estimate the image storage(s) requirements for the new system. RI DLT will procure the necessary storage. The plan shall include the analysis necessary for RI DLT to make this decision.

Training Plan. Prospective Offerors must provide a plan that describes the training that will be provided to RIDLT staff. The training plan shall include an overview of the training for both system administrators and system users. Training must be included for all modules

Integration and Migration Plan. Prospective Offerors must provide a plan that describes in detail the procedures for integrating existing software and systems with the new system. The plan shall also describe which existing software and images will be transferred to the new system, and how that transfer will occur.

User Acceptance Testing (UAT) Plan

A) Prospective Offerors must provide a detailed UAT plan that incorporates the following MS Access system business requirements to ensure successful testing without error of existing system applications, validate system set-up for transactions and user access, verify performance, confirm integrity, verify that all of the requirements have been met, verify acceptable speed and error rates, and determine subjective level of satisfaction. Prospective Offerors shall provide RI DLT with a report that verifies that the following have been achieved.

- 1) Prospective Offerors shall arrange for user testers to be properly trained as required.
- 2) All testing shall be carried out using the applications.
- 3) The UAT plan shall be so structured as to not waste the user's time.
- 4) The UAT plan shall have a mechanism in place to communicate any issues and outcomes. RI DLT will be advised of any issues that need resolution. All testing shall be well documented by the Selected Offeror.
- 5) The document retrieval software must allow for the desktop retrieval of existing documents in at least 10 seconds.
- 6) The documents can be retrieved from the pre-implementation system.
- 7) The new system recognizes the existing forms and performs the new workflows as specified (Benefits and Employer Tax only – TDI and WC will migrate as is).
- 9) The OCR functionality works with all forms.
- 10) The data capture and export functionality works as per the new specifications.
- 11) The new system scans a batch of test data, properly recognizes the form types, launches the appropriate OCR data perfection template, stages the unreadable completion, performs necessary workflow, performs data export in an acceptable format and finally allows for document retrieval.
- 12) The new MS Access system and existing UI network applications are tested and perform acceptably with the new imaging system.
- 13) Inbound fax images can be displayed and indexed in the document management system.
- 14) The following Error Severity Level ranges will be used to catalogue problems with the system found during testing. At the conclusion of the UAT all problems will be resolved.
 - a) Show Stopper (Testing will stop).
 - b) Critical Problem (The RIDLT Manger will determine if Testing can continue, UAT problem must be resolved prior to production).
 - c) Minor Problem (The RIDLT Manager will determine if Testing can continue but problem must be resolved prior to production).
- 15) Prospective Offerors will acknowledge in writing to RIDLT confirming the successful completion of the UAT.

B) Prospective Offerors will notify RIDLT of all error conditions and their resolution.

Provide proposed Solutions, Inc specific Hardware and Software . The selected Offeror shall provide Hyland Solutions, Inc specific hardware and software for the MS Access system. RIDLT will procure non Hyland Solutions specific hardware and software (please see Appendix A). The system shall include all the proposed Hyland Solutions specific hardware and software necessary for the MS Access system. The offerors response should also specify all non Hyland Solutions hardware and software necessary to run the system. Please see Appendix A for a list of hardware and software RIDLT already has. All equipment provided must be new and unused. Used, refurbished or remanufactured equipment will not be accepted.

Inventory of Hardware and Software Report. Prospective Offerors shall provide RIDLT with an inventory report of all the provided proposed hardware and software necessary for the MS Access system.

Perform Pre-Implementation Software Integration and Testing for the system

Install and Test All Hardware. Install and test Database hardware, OCR hardware, workflow and document management hardware. Prospective Offerors shall provide written confirmation of the installation and testing of the hardware to RIDLT for Approval.

Install and Test All Software. Install and test Database software, OCR software and document management software. Prospective Offerors shall provide written confirmation of the installation and testing of the software to RIDLT.

Perform Production Test of All Hardware and Software. Prospective Offerors shall provide the RIDLT Manager a report that states all hardware and software are installed and functioning as an integrated system.

Perform Pre-Implementation Verification and Validation Testing. Perform pre-implementation performance period to test with existing system applications, validate system set-up for transactions and user access, verify performance, confirm integrity, verify all of the requirements of the MS Access system have been met, verify acceptable speed and error rates, and determine subjective level of satisfaction.

Provide System Documentation. Prospective Offerors must provide documentation for system software, system architecture, network / system environment and security architecture and detailed manuals of all software modifications beyond the COTS. System documentation deliverables shall include a manual for the System Administrator and a manual for system users. The manuals must be in a format that allows RIDLT to modify and enhance for future system developments. The manuals must be in a format that the Project administrator agrees to, such as Microsoft Word or Adobe Acrobat.

System Administrator Manual. System documentation shall include a manual for the System Administrator.

System User Manual. System documentation shall include a manual for the System Users.

Initiate/Complete Implementation. Prospective Offerors must update all plans for any changes occurring prior to the implementation date. The implementation date must be synchronized for Benefits to the MS Access system implementation date. TDI and WC can be implemented prior to or after Benefits. Employer Tax must be synchronized to the MS Access system implementation date for Employer Tax. Prospective Offerors must update all plans for any changes occurring prior to the implementation date.

Provide System Service/Maintenance Support

Provide System Service/Maintenance Agreement Plan. Prospective Offerors shall develop and provide a Service Maintenance Agreement Plan incorporating all elements in Appendix B: "Service Level Agreements" of this RFP.

A) Prospective Offerors shall provide system service maintenance support for the purchased equipment and software upgrades for the life of the Contract for all vendor supplied parts and labor from the date of acceptance by the State.

B) Prospective Offerors must license all software and system modifications in the name of RIDLT. The address for all licensing matters shall be the address referenced in this RFP. During the life of the system support agreement, the Contractor will be responsible for applying all available software upgrades and improvements to the Hyland Solutions, Inc. software. This includes software releases to which licensed users are entitled. Incumbent upon the Contractor is the maintenance of licensing and software support. It is the Contractor's responsibility to ensure that RIDLT is covered by any and all applicable licensing support agreements

C) Prospective Offerors shall provide a qualified service technician at the purchased equipment site within four (4) hours of the placing of the service call. Please see Appendix B for service level agreement requirements.

D) Prospective Offerors shall provide full restored functionality within twenty-four hours of the purchased equipment to be serviced.

E) Prospective Offerors shall track each service call from initial call to completion and be prepared to report on progress of work and provide solution oriented escalation procedures to the RIDLT Manager.

F) Prospective Offerors shall include all charges for vendor supplied parts, materials, labor and travel as part of this procurement.

G) Prospective Offerors shall protect the confidentiality of sensitive data by having all personnel committed to this contract sign the RIDLT Confidentiality Agreement.

H) The State does not require a dedicated on-site presence for the life of the contract.

Provide Training:

RIDLT will provide a training room with PCs and necessary equipment for training purposes. Prospective Offerors will be responsible for ensuring that the PCs will run the new applications

Provide System User and System Administrator Training. Prospective Offerors shall provide user training for twenty (20) system users and system administrator training for two (2) system users located at the RIDLT address specified in this RFP.

Provide Certificates of Completion. Prospective Offerors shall issue certificates of completion for each the system users and administrators successfully completing the training. At the conclusion of the training system users and system administrator personnel will be capable of independently performing all system transactions specified in the system user and system administrator manuals.

Imaging System Requirements – TAX

Provide a solution to upgrade and migrate the UI Employer Tax imaging system to the new Hyland Onbase™ environment. This includes migrating legacy forms and images. This will involve changing all forms and existing workflow to the new MRM Consortium standard – MS ACCESS. Enhanced functionality will be required. This effort is similar to the Benefits effort in scope. Please see appendix A for sizing metrics.

Additional Modules

The offeror is required to address all modules from a technical and cost perspective. Technical points will be awarded for addressing the solution requirements in the technical proposal. Please see section 6 of this RFP for evaluation and scoring criteria.

Additional Module 1: Migrate Temporary Disability Insurance	Provide a solution to migrate the TDI system from the legacy Onbase™ environment to the new Onbase™ environment including the conversion/migration of all legacy images. No functional changes will be made to the system. Please see appendix A for sizing metrics.
Additional Module 2: Migrate Workers Compensation	Provide a solution to migrate the WC system from the legacy Onbase™ environment to the new Onbase™ environment including the conversion/migration of all legacy images. No functional changes will be made to the system. Please see appendix A for sizing metrics.
Additional Module 3: Upgrade fax to image solution	RIDLT needs a fax to image solution to replace an existing system which is outdated. Please provide pricing for the necessary software and integration services. RIDLT will provide the server, system software and modem card.
Additional Module 4: Pricing for a second Onbase™ instance	Please provide pricing for all required Hyland Solutions, Inc. Hardware and Software to create a second instance of our production environment.
Additional Module 5: Development system licensing	Please provide pricing for all required Hyland Solutions, Inc. Hardware and Software to create a development instance

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal must address specifically each of the required elements:

The Technical Proposal shall begin with a title page bearing the name and address of the Contractor and the name and number of this RFP. A table of contents shall follow the title page for the Technical Proposal.

The following outline must be used in preparing your proposal. Offerors not following this outline may be deemed non-compliant. Your offer should address each of the areas outlined below (as applicable) and provide the information requested. As your offer will be evaluated based on the information you

provide, failure to provide a complete and comprehensive presentation of your solution could negatively effect our evaluation of your offer.

Executive Summary

Prospective Offerors shall condense and highlight the contents of the technical proposal in a separate section titled “Executive Summary.” Within the Executive Summary, the Contractor shall clearly identify what products and services they are proposing. The Summary shall provide a broad overview of the contents of the entire proposal.

Prospective Offerors shall state that they have no exceptions to the requirements of this RFP or any other attachments. Warning: Exceptions to terms and conditions shall result in having the proposal deemed unacceptable or classified as not reasonably susceptible of being selected for award

Work Plan

The technical Proposed Services – Work Plan of the Proposal response shall include the following:

- 1) Requirements: A detailed discussion of the Contractor’s understanding of the work and the Contractor’s capabilities, approach and solution to address the requirements outlined in Section 2 and 3.
- 2) Assumptions: A description of any assumptions formed by the Contractor in developing the Technical Proposal.
- 3) Risk Assessment: An assessment of any risks inherent in the work requirement and actions to mitigate these risks.
- 4) Proposed Solution: A description of the Contractor’s proposed solution to accomplish the specified work requirements.
 - a) Prospective Offerors shall propose support for transition to the MS Access system upgrade, and subsequent support and maintenance. This section must clearly indicate whether the Contractor proposal satisfied each mandatory specification of this RFP.
 - b) Prospective Offerors shall provide a strategy to integrate the existing images into the new MS ACCESS system;
 - c) Prospective Offerors shall propose a complete solution to address the services and hardware required and detail their service offerings for each component of the Imaging Upgrade solution.
 - d) Prospective Offerors shall provide a description of the methodology to integrate the database with the application software. The description must include the interface with the imaging application software as well as the network applications and MS ACCESS Solution.
 - e) Prospective Offerors shall provide a description of the methodology for the rapid response (retrieval) time for image viewing and OCR reject and repair.
 - f) Prospective Offerors shall clearly describe the extent to which existing functions in the application suite will be replaced by their solution.
- 5) Proposed Tools: A description of all proposed tools that will be used to facilitate the work.

6) Tasks and deliverables: A description of and the schedule for each task and deliverable, illustrated by a Gantt chart. Start and completion dates for each task and deliverable shall be indicated. The Gantt chart will form the baseline for task order monitoring, and will be updated bi-weekly as part of progress reporting.

7) Work Breakdown Structure: A detailed work breakdown structure and staffing schedule, with labor hours by skill category, resumes that will be applied to meet each deliverable and to accomplish all specified work requirements.

8) Acceptance Criteria: A statement acknowledging the Contractor's understanding of the acceptance criteria.

9) Prospective Offerors shall also include any illustrative material that the Contractor deems necessary to describe the work plan with documented policies, plans and procedures.

Additional Module Description – (See Section 3 Scope of Work – Additional Module Description)

This section should address each module and describe the proposed solution.

(UI Benefits, Tax, TDI, WC, Fax to Image, Second Onbase™ Instance, Development Licensing).

Staff Qualifications

Provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field of Imaging systems in particular, if any. The Key Person for this engagement may only be switched by mutual consent between RI DLT the selected Offeror.

Provide a list of your key staff and include the following;

- Resume of each staff person listed
- Job description of each staff person listed
- Qualifications of each staff person listed as it pertains to IMAGING SYSTEM systems and solutions.
- Identify the resource that will be designated as the “Key Person” for this engagement

A. Proposed Personnel

- 1) Identify all proposed personnel by labor category.
- 2) Provide the names and titles of all key personnel who will be involved with supervising the services rendered under this RFP.
- 3) Contractors shall only propose staff available at the time of this RFP.
- 4) Prospective Offerors shall certify that all candidates meet the required qualifications. At the option of the State, Contractor personnel may be approved for performance in multiple skill categories for which they are qualified. However, personnel cannot perform in multiple labor categories at the same time.
- 5) Individuals proposed and accepted as personnel for this RFP are expected to remain dedicated throughout this RFP commitment. Substitutions will be allowed only when the RIDLT Manager specifically agrees to the substitution in writing or due to an emergency circumstance. All proposed substitutes of personnel must have qualifications at least equal to that of the person initially proposed and evaluated and accepted in this RFP. The burden of illustrating this comparison will be the Contractor's. The resumes of the initially proposed personnel shall become

the minimum requirement for qualifications for successor personnel for the duration of the RFP term.

6) Provide resumes for all personnel being bid.

7) During the performance period for this RFP, no substitution of personnel will be permitted unless such substitutions are necessitated by an individual's sudden illness, death, or as otherwise approved by the Manager. In any of these events, the Contractor shall promptly notify the RIDLT Manager. All proposed substitutions of personnel for other than emergency situations must be submitted in writing, at least 15 business days in advance of the proposed substitution, to the RIDLT Manager. The RIDLT Manager must agree to the substitution in writing before such substitution shall become effective.

8) All requests for substitutions must provide a detailed explanation of the circumstances necessitating the proposed substitutions, a resume of the proposed substitute and any other information requested by the RIDLT Manager to make a determination as to the appropriateness of the proposed substitution. All proposed substitutes must have educational qualifications and work experience equal to or better than the resume initially proposed for personnel; the burden of illustrating this comparison shall be the Contractor's.

Capability, Capacity, and Qualifications of the Offeror

Please provide a detailed description of the Vendor's experience. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided. In order to be qualified to receive award, Offerors must meet the following mandatory minimum qualifications: Offeror must have completed three (3) successful installations of similar size and scope; Offeror's organization must have five (5) years of experience with projects of similar scope. In order to evaluate your responsibility, Offeror shall submit the following information or documentation for the Offeror

- (a) A general history of your organization.
- (b) A brief history of the Offeror's past 3 years' experience in providing work of similar scope and size. For each example, include implementation dates and times, list any delays in implementation and any other information to support the successful implementation of each project presented.
- (c) A detailed, narrative statement listing the three most recent, comparable contracts (including contact information) which you have performed and the general history and experience of your organization. Any information provided may be used by RIDLT to contact the entity and confirm the reference.

SECTION 5: COST PROPOSAL

RI DLT is requesting a firm fixed price offer that is deliverables based. All costs must be fixed to a deliverable. Applications must use the attached Appendix C – Budgetary Cost Form. Appendix C is a Detailed Budget and Budget Narrative: Provide a detailed fee structure proposed to complete all of the requirements of this project. Please address all costs associated with each module. This project will be subject to a 10% holdback on all deliverables which will be payable upon final acceptance of the system.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (80%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or will be evaluated for cost and assigned up to a maximum of 30 points in that category, bringing the potential maximum score to 100 points.

The Department of Labor and Training reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Executive Summary	5 Points
Work Plan	20 Points
Additional Module Description	15 Points
Staffing Qualifications	15 Points
Capability, Capacity, and Qualifications of the Offeror	15 Points
Total Possible Technical Points	70 Points
Cost -Calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at david.francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7548936** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to

this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus five (5) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP# 7548936 Imaging System Solution**” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

Response Contents

Responses should include the following:

1. One completed and signed four-page R.I.V.I.P generated bidder certification cover sheet (included in the original proposal) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. One completed and signed W-9 (included in the original proposal) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation
4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project using APPENDIX C – BUDGETARY COST FORM.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CDRom, diskette, or flash drive)**. PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

Concluding Statements

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest. The State also reserves the right to select which modules the state will implement (along with their associated cost). This RFP is not a commitment on the states behalf, to accept all modules. The State, at its sole discretion, may selectively implement modules and only incur the cost associated with that module.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

Appendix A - Current System Descriptions and Maintenance Requirements

Specifications for IMAGING SYSTEM Solution

This appendix describes the current system Hyland Solutions, Inc. Hardware and Software, Non Hyland Solutions, Inc. Hardware and Software and other relevant information necessary to respond to this RFP. The last 2 columns contain information regarding whether or not RIDLT intends to keep or replace current system equipment and if it is replaced, whether or not RIDLT will supply the replacement HW/SW or whether the vendor is required to bid this. Additionally, metrics are included to determine licensing needs, data migration requirements and for Benefits and Employer Tax, enhanced functionality level of effort. For benefits and Employer Tax it should be assumed that every form will change. The data should remain stable but locations and lengths might change to accommodate the new MS Access system. We anticipate workflow requirements changing for benefits and Employer Tax. We also anticipate incorporating web service calls into the new imaging functionality for benefits and Employer Tax. For TDI and WC, there will be no changes to the current system solution in terms of forms, workflow, fields and data. The TDI And WC systems need to be migrated to the new platform with all legacy images required to be migrated as well. Communication methods and protocols will remain the same for TDI and WC.

This table represents the Unemployment Insurance Benefits current system. Please use the metrics to determine licensing needs, data migration requirements and enhanced functionality level of effort. Please assume that every form will change. The data should remain stable but locations and lengths might change to accommodate the new MS Access system. We anticipate workflow requirements changing. We also anticipate incorporating web service calls into the new imaging functionality.

Unemployment Insurance - Benefits				
Component	Description	Quantity	Keep/Replace/Suggest	Comment
Current System Architecture - Imaging	Database – Microsoft SQL Server 2005 Standard Edition (Onbase™)	1	Replace	RIDLT will supply
	Scan Stations: Panasonic KV-S7075C	11	Keep	

	Storage EVA 4400 C: = 20gb 2gb free D: = 48.3gb 44.2gb free E: = 59.9gb 11.1gb free F: = 1.46tb 319gb free G: =749gb 509gb free Note: Disks E:, F: G: are SAN storage	1	Replace	RIDLT will supply
	Server - HP Proliant Blade server model BL460c G1	1	Keep	RIDLT will upgrade if required
	Server Windows Server 2003 R2 SP2 Standard Edition 32 bit	1	Replace	RIDLT will supply
	Onbase TM Software: Version 9.2.1.556 Service Pack 1 <ul style="list-style-type: none"> • Application Enabler • Business Activity Monitoring • Enterprise Document Composition • COLD/ERM • EDM Services • Document Import Processor (x2) • Distributed Disk Services • Advanced Capture • Integration for Kofax Ascent Capture • Multi-User Server • Batch OCR • Integration for Microsoft Outlook 2010 (going to office 365) • PDF Input Filter • Virtual Print Driver • Report Services • Unity Client Server • Web Services Toolkit • Web Server 		Replace/upgrade	Offeror must bid
	Onbase TM Concurrent Client	55	Replace	Offeror must Bid

	Onbase TM Concurrent Client - Named	15	Replace	Offeror must Bid
	Onbase TM Concurrent Client Workflow	30	Replace	Offeror must Bid
	Onbase TM Concurrent Client Workflow - Named	5	Replace	Offeror must Bid
	Number of Images	8M	Replace	Migrate/Archive
	Number of Workflows documents	16	Replace	Offeror must Bid Enhance
	number of workflow lifecycles	9	Replace	Offeror must Bid Enhance
	number of workflow que's	75	Replace	Offeror must Bid Enhance
	Number of forms with revisions – (80 direct scan Onbase TM docs)	109	Replace	Offeror must Bid Enhance
	Number of Custom reports	12	Replace	Offeror must Bid Enhance
	Number of Interactions w/3 rd Party Software	50	Replace	Offeror must Bid Enhance
	How many people to scan	5	Replace	Offeror must Bid Enhance
	How many people to really use system	30 named, 105 concurrent	Replace	Offeror must Bid Enhance
	How many people for ad hoc access	140	Replace	Offeror must Bid Enhance

The following description applies to the Temporary Disability Insurance (TDI) current system imaging requirements. The requirement for this system is to migrate it as is with the legacy images.

Temporary Disability Insurance				
Component	Description	Quantity	Keep/Replace/Suggest	Comment
Current System Architecture - Imaging	Database – Microsoft SQL Server 2005 Standard Edition (Onbase™)	Included in UI count	Replace	RIDLT will supply
	Scan Stations: Panasonic KV-S7075C	2	Keep	
	Storage EVA 4400	Included in UI count	Replace	RIDLT will supply
	Server Windows Server 2003 R2 SP2 Standard Edition 32 bit	Included in UI count	Replace	RIDLT will supply
	Number of Images	5M	Replace	Offeror must Bid Convert as is
	Onbase™ Concurrent Client	15	Replace	Offeror must Bid
	Onbase™ Concurrent Client - Named	3	Replace	Offeror must Bid
	Onbase™ Concurrent Client Workflow	0	Replace	Offeror must Bid
	Onbase™ Concurrent Client Workflow - Named	0	Replace	Offeror must Bid
	Number of Workflows documents	0	Replace	Offeror must Bid Convert as is

	number of workflow lifecycles	0	Replace	Offeror must Bid Convert as is
	number of workflow que's	0	Replace	Offeror must Bid Convert as is
	Number of forms with revisions	60	Replace	Offeror must Bid Convert as is
	Number of reports	5	Replace	Offeror must Bid Convert as is
	Number of Interactions w/3 rd Party Software	50	Replace	Offeror must Bid Convert as is
	How many people to scan	2	Replace	Offeror must Bid Convert as is
	How many people to really use system	2	Replace	Offeror must Bid Convert as is
	How many people for ad hoc access	60	Replace	Offeror must Bid Convert as is

The following description applies to the Workers Compensation (WC) current system imaging requirements. The requirement for this system is to migrate it as is with the legacy images.

Workers Compensation				
Component	Description	Quantity	Keep/Replace/Suggest	Comment
Current System Architecture - Imaging	Database – Microsoft SQL Server 2005 Standard Edition (Onbase™),	Included in UI count	Replace	RIDLT will supply

	Scan Stations: Panasonic KV- S7075C (WC does use some of the 3)	3	Keep	
	Storage EVA 4400	Included in UI count	Replace	RIDLT will supply
	Server Windows Server 2003 R2 SP2 Standard Edition 32 bit		Replace	RIDLT will supply
	Number of Images	3.2M	Replace	Offeror must Bid Convert as is
	Onbase TM Concurrent Client	10	Replace	Offeror must Bid
	Onbase TM Concurrent Client - Named	2	Replace	Offeror must Bid
	Onbase TM Concurrent Client Workflow	5	Replace	Offeror must Bid
	Onbase TM Concurrent Client Workflow - Named	1	Replace	Offeror must Bid
	Number of Workflows documents	5	Replace	Offeror must Bid Convert as is
	number of workflow lifecycles	5	Replace	Offeror must Bid Convert as is
	number of workflow que's	5	Replace	Offeror must Bid Convert as is
	Number of forms with revisions	75	Replace	Offeror must Bid Convert as is
	Number of custom reports	5	Replace	Offeror must Bid Convert as is

	Number of Interactions w/3 rd Party Software	15	Replace	Offeror must Bid Convert as is
	How many people to scan	1	Replace	Offeror must Bid Convert as is
	How many people to really use system	10	Replace	Offeror must Bid Convert as is
	How many people for ad hoc access	20	Replace	Offeror must Bid Convert as is

This table represents the Unemployment Insurance Employer Tax current system. Please use the metrics to determine licensing needs, data migration requirements and enhanced functionality level of effort. Please assume that every form will change. The data should remain stable but locations and lengths might change to accommodate the new MS Access system. We anticipate workflow requirements changing. We also anticipate incorporating web service calls into the new imaging functionality.

Unemployment Insurance - EMPLOYER TAX				
Component	Description	Quantity	Keep/Replace/Suggest	Comment
Current System Architecture - Imaging	Database – Microsoft SQL Server 2005 Standard Edition (Onbase™), MS SQL Server 2008 R2 (Kofax)	1	Replace	RIDLT will supply
	Scan Stations: Panasonic KV-S7075C (how many non kofax scan stations 14, TDI 100% kofax, WC does use some of the 14 – say 3))		Keep	

	Storage EVA 4400	1	Replace	RIDLT will supply
	Server Windows Server 2003 R2 SP2 Standard Edition 32 bit	1	Replace	RIDLT will supply
	Onbase TM Software: Version 13.0.2.225 <ul style="list-style-type: none"> • Application Enabler • Bar Code Recognition Server • Document Import Processor • Advanced Capture • Multi-User Server • Report Services • Web Server 	1	Replace	Option to be bid
	Onbase TM Concurrent Client	0	Replace	Offeror must Bid Enhance
	Onbase TM Concurrent Client - Named	40	Replace	Offeror must Bid Enhance
	Onbase TM Concurrent Client Workflow	20	Replace	Offeror must Bid Enhance
	Onbase TM Concurrent Client Workflow - Named	5	Replace	Offeror must Bid Enhance
	Number of Images	2M	Replace	Migrate/Archive
	Number of Workflows documents	12	Replace	Offeror must Bid Enhance
	number of workflow lifecycles	9	Replace	Offeror must Bid Enhance
	number of workflow que's	50	Replace	Offeror must Bid Enhance
	Number of forms with revisions – (80 direct scan Onbase TM docs)	109	Replace	Offeror must Bid Enhance
	Number of Custom reports	10	Replace	Offeror must Bid Enhance
	Number of Interactions w/3 rd Party Software	50	Replace	Offeror must Bid Enhance
	How many people to scan	2	Replace	Offeror must Bid Enhance

	How many people to really use system	40 named	Replace	Offeror must Bid Enhance
	How many people for ad hoc access		Replace	Offeror must Bid Enhance

The following table represents the current system for Kofax for Benefits, TDI, WC and Employer Tax. RIDLT intends to keep and/or upgrade Kofax and its server and storage as per the results of the initial analysis by the selected vendor. Proposed solutions must be compatible with the use of Kofax or bid a replacement along with the justification necessary to change solutions.

Current System Architecture - Kofax	Database – MS SQL Server 2008 R2 (Kofax)	1	Keep	RI DLT will upgrade if necessary
	Storage EVA 4400 C: = 68.3gb 5gb free D: = 200gb 169free Note Disk D: is SAN storage	1	Keep	RI DLT will upgrade if necessary
	Server - HP Proliant Blade server model BL460c G1	1	Keep	RI DLT will upgrade if necessary
	Server Windows Server 2003 R2 SP2 Standard Edition 32 bit	1	Keep	RI DLT will upgrade if necessary
	KOFAX Capture 10.0	1	Keep	RI DLT will upgrade if necessary
	KOFAX VRS (just for Employer Tax)	1	Keep	RI DLT will upgrade if necessary

The following table represents the network topology and average workstation deployed and in use for Benefits, TDI, WC and Employer Tax.

Network Topology	Windows Active Directory		Keep	
	Connected to a switched Fast Ethernet network with multiple broadcast domains	N/A	Keep	
	Desktop Workstation –Windows 7 Professional both 32 & 64 bit versions	N/A	Keep	See Benefits, Employer Tax, TDI and WC for client licensing requirements

Appendix B – Service Level Agreements (SLA)

The following requirements represent the warranty requirement for the Onbase™ hardware/software. It is RIDLT's desire to acquire maintenance services through the 5th year. We would expect a warranty period initially followed by the maintenance period through the 5th year (each year renewable). Offerors must describe how they will meet the warranty and maintenance requirements.

RI DLT expects the Maintenance Period to cover Five (5) full years. RIDLT is asking for Five Year Onsite support with Vendor supplied parts Replacement Included,

Specifically Maintenance should include the following:

- 7dayx24 hour coverage
- 800(toll free) number phone access
- 1 hour response time
- Remote Diagnostics
- Problem Resolution Assistance
- Daily Automated Remote System Monitoring
- 8am-5pm – direct call support via toll free number
- 5pm – 8am – log call or email w/4 hour return call.

SERVICE LEVEL AGREEMENTS

The prospective offeror must agree to the following service level agreement requirements:

- A) Prospective Offerors staff assigned to the Task Order shall work on-site at RIDLT, unless otherwise approved by RIDLT's Manager, and shall adhere to RIDLT's policies regarding the use of telephone, internet, computer equipment and RIDLT's standards for dress and business behavior.
- B) Prospective Offerors shall provide guaranteed service availability of 99.5% or greater of a qualified service technician at the purchased equipment site within four (4) hours of the placing of the service call.
- C) Prospective Offerors shall provide full restored functionality within twenty-four hours of the purchased equipment to be serviced
- D) The Contractor's personnel shall provide weekly, monthly and upon request reports on the status of all active assignments to include work accomplished.
- E) The RIDLT Manager shall be notified 48 hours in advance of scheduled maintenance activities that may impact site/system availability. All maintenance must have prior approval of the RIDLT Manager.
- F) Division of Information Technology's (DOIT) internal policies governing change management, documentation, maintenance, privacy and security, testing, training, disaster recovery, and data

management will apply to all work under this Task Order. The Contractor staff assigned shall adhere to these policies as directed by RIDLT DOIT Management.

- G) Normal work hours shall be between 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding State Holidays.
- H) All personnel described in the Contractor's proposal shall perform continuously for the duration of the contract, and for so long as performance is satisfactory to the RIDLT Manager. The RIDLT Manager shall give written notice of Contractor performance issues to the Contractor, clearly describing the problem and delineating remediation requirement(s). Prospective Offerors shall respond with a written remediation plan within three (3) business days and implement immediately upon written acceptance of the RIDLT Manager. Should performance issues persist, the RIDLT Manager may give written notice or request the immediate removal of person(s) whose performance is at issue, and determine whether a substitution is required. Prospective Offerors may not substitute personnel, other than by reason of an individual's death, sudden illness or termination of employment, without the prior written approval of the RIDLT Manager. To replace any personnel specified in the task order proposal, the Contractor shall submit the resumes of the proposed substitute personnel to the RIDLT Manager for approval at least two weeks prior to the effective date of substitution. All proposed substitute personnel shall have qualifications at least equal to those of the replaced personnel, and must be approved by the RIDLT Manager that the proposed substitutes meet the minimum qualifications specified in this RFP.
- I) There will be no payment for labor hours for travel time or reimbursement for any travel expenses for work performed on this contract.
- J) Prospective Offerors shall provide system service maintenance support for the purchased equipment and software upgrades for the life of the Contract for all vendor supplied parts and labor from the date of acceptance by the State.
- K) Prospective Offerors must license all software and system modifications in the name of RIDLT. The address for all licensing matters shall be address on record within this RFP. During the life of the system support agreement, the Contractor will be responsible for applying all available Onbase™ by Hyland Solutions, Inc. software upgrades and improvements. This includes software releases to which licensed users are entitled. Incumbent upon the Contractor is the maintenance of licensing and software support. It is the Contractor's responsibility to ensure that RIDLT is covered by any and all applicable licensing support agreements.
- L) Prospective Offerors shall track each service call from initial call to completion and be prepared to report on progress of work and provide solution oriented escalation procedures to the RIDLT Manager.
- M) Prospective Offerors shall include all charges for vendor supplied parts, materials, labor and travel as part of this procurement.
- N) Prospective Offerors shall protect the confidentially of sensitive data by having all personnel committed to this and sign the RIDLT Confidentiality and Access Agreement (s).
- O) The State does not require a dedicated on-site presence for the life of the contract.

Appendix C – Budgetary Cost Form

RI DLT is requesting a firm fixed price offer that is deliverables based. All costs must be fixed to a deliverable. Applications must use the Appendix C – Budgetary Cost Form to give a Detailed Budget and Budget Narrative: Provide a detailed fee structure proposed to complete all of the requirements of this project. Please address all costs associated with each module. This project will be subject to a 10% holdback on all deliverables which will be payable upon final acceptance of the system.

Imaging Migration Services – Benefits (Firm Fixed Price)

Identification	Deliverable	Proposed Price
B1	Provide Project Management Plan at Kick-Off Meeting	
B2	Provide Transition & Set Up Documentation Plans	
B3	Install & Test Solution	
B4	Install and Configure Software	
B5	Perform Production Test of S/W & H/W	
B6	Perform Pre-Implementation Performance Verification & Validation	
B7	Provide System Documentation	
B8	Initiate/Complete System Implementation	
B9	Provide System / Maintenance Support	
B10	Provide Training	
B11	Hyland Onbase™ Hardware solution (if any)	
B12	Hyland Onbase™ Software solution	
B13	System integration	
B14	Data Migration Services	
Total Benefits Proposed Fixed Price		

Imaging Migration Services – (hourly rates for enhancements and changes)

Labor Categories	Hourly Labor Rate
Project Manager	\$
Systems Analyst	\$
Application Programmer	\$
Junior Application Programmer	\$
Database Management Specialist	\$
Other	\$
Year One – Five Proposed Time & Material Labor Rates	

Imaging System Software Maintenance - Benefits (Firm Fixed Price)

Identification	Deliverable	Proposed Price
SM1	Year 1 Software Support (if warranty does not cover this)	
SM2	Year 2 Software Support	
SM3	Year 3 Software Support	
SM4	Year 4 Software Support	
SM5	Year 5 Software Support	
	Total Year One – five Software Maintenance	

Imaging Migration Services – Tax (Firm Fixed Price)

Identification	Deliverable	Proposed Price
T1	Provide Project Management Plan at Kick-Off Meeting	
T2	Provide Transition & Set Up Documentation Plans	
T3	Install & Test Solution	
T4	Install and Configure Software	
T5	Perform Production Test of S/W & H/W	
T6	Perform Pre-Implementation Performance Verification & Validation	
T7	Provide System Documentation	
T8	Initiate/Complete System Implementation	
T9	Provide System / Maintenance Support	
T10	Provide Training	
T11	Hyland Onbase™ Hardware solution (if any)	
T12	Hyland Onbase™ Software solution	
T13	System integration	
T14	Data Migration Services	
Total Benefits Proposed Fixed Price		

Imaging System Software Maintenance - Tax (Firm Fixed Price)

Identification	Deliverable	Proposed Price
SM1	Year 1 Software Support (if warranty does not cover this)	
SM2	Year 2 Software Support	
SM3	Year 3 Software Support	
SM4	Year 4 Software Support	
SM5	Year 5 Software Support	
	Total Year One – five Software Maintenance	

Additional Modules – (Firm Fixed Price)

Identification	Deliverable	Proposed Price
AM1	Migrated TDI System; Provide a solution to migrate the TDI system from the legacy Onbase™ environment to the new Onbase™ environment including the conversion/migration of all legacy images. No functional changes will be made to the system. Please see appendix A for sizing metrics.	
AM2	Migrated WC System; Provide a solution to migrate the WC system from the legacy Onbase™ environment to the new Onbase™ environment including the conversion/migration of all legacy images. No functional changes will be made to the system. Please see appendix A for sizing metrics.	
AM3	Upgrade fax to image solution; RIDLT needs a fax to image solution to replace an existing system which is outdated. Please provide pricing for the necessary software and integration services. RIDLT will provide the server, system software and modem card.	
AM4	Installed Second Onbase™ instance w/warranty and 5 year maintenance support; Please provide pricing for all required Hyland Solutions, Inc. Hardware and Software to create a second instance of our production environment.	
AM5	Installed Development system; Please provide pricing for all required Hyland Solutions, Inc. Hardware and Software to create a development instance.	