



Solicitation Information

7 Oct 2011

RFP# 7449118

TITLE: Electronic Scanning / Indexing - DMV Accident Division.

Submission Deadline: 8 November 2011 @ 1:30 PM (Eastern Time)

Pre-bid Meeting / Site Visit: Yes **Date & Time:** to be determined
Mandatory: YES

Location: RI Division of Motor Vehicles, Pastore Complex, Aime J. Forand Building,
600 New London Avenue, Cranston, RI

Questions concerning this solicitation can also be emailed. Questions must be received by the Division of Purchases at questions@purchasing.ri.gov no later than **21 Oct 11 @ 12:00 Noon** (Eastern). 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. Once again, the pre-bid meeting is mandatory. Respondents who do not attend the mandatory pre-bid meeting will not have their offer considered for contract award.

SURETY REQUIRED: No
BOND REQUIRED: No

Jerome D. Moynihan, C.P.M., CPPO
Assistant Director for Special Projects

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

Note to Applicants:

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

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 - INTRODUCTION

The Rhode Island Department of Administration, Division of Purchases, on behalf of the Division of Motor Vehicles is soliciting bids from qualified organizations to provide services described elsewhere herein, and in accordance with the terms of this Request and the State's General Conditions of Purchases which may be obtained at the Rhode Island Division of Purchases Home page by internet at <http://www.purchasing.ri.gov>.

This is an invitation for Bid; responses will be evaluated on the basis of the relative merits of the bid and in addition to price; there will be no public opening and reading of responses received by the Office of Purchases pursuant to the request, other than to name those offeror's who have submitted bids.

Bids are considered to be irrevocable for a period of not less than (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent. All pricing submitted will be considered to be firm and fixed.

Bids misdirected to other state locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered. For the purpose of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases.

It is intended that an award pursuant to this request will be made to a prime vendor, who will assume responsibility for all aspects of work. Joint venture and cooperative proposals will not be considered, but subcontractors are permitted provided that their use is clearly indicated in the offeror's bid and the subcontractors proposed to be used are identified in this bid.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign vendor, a vendor 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. Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this bid will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

Project Overview:

- The Division of Motor Vehicles is pursuing a vendor to image and index documents in order to make them more easily retrievable by various means thru: a web browser, direct SQL queries, and third-party software including but not limited to the DMV new software application(RIMS) that is currently being developed.
- The Division of Motor Vehicles uses software called KnowledgeLake Capture to process these documents which interface with Microsoft SharePoint (the documents are stored in StoragePoint). Back-end knowledge of the State's environment would be helpful for the vendor to understand but it is not mandatory. Other solutions will be considered if the State deems them to be both beneficial and viable solutions.
- The selected vendor will preferably need to interface with the KnowledgeLake software inside our firewall. The possibility of using other software then importing the images and metadata into our imaging system **is not preferred however viable alternatives MAY be considered**. The amount of documents to be imaged and indexed is approximately 1,000,000 (one million); however batches contain more than one document (important note for Indexing step).
- The vendor and all their employees assigned to this project will be required to sign confidentiality agreements as well as pass a criminal background check.
- All processing will be done at the Enterprise Operations Center. This facility is scheduled to be moved so depending on the start date, the location will be one of the following addresses:

State of Rhode Island Enterprise Operations Center 50 Service Avenue Warwick, RI 02886	State of Rhode Island Enterprise Operations Center 1670 Hartford Avenue Johnston, RI 02886
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<<<NO PAPERWORK IS PERMITTED TO LEAVE THE DMV or EOC PREMISES FOR ANY REASON>>>

Transporting of documents will be coordinated the State thru it contracted Messenger Service on a schedule agreed upon by the State and the Vendor

Contract Information:

If no applicants within a category receive passing scores in the Technical Review, The Division of Motor Vehicles may select from a single category, based on the Technical Review score.

The project is anticipated to begin as soon as a vendor is selected and continue through completion.

Proposals will be evaluated based on the relative merits of the proposal.

This solicitation, and any subsequent award, is governed by the State's General Conditions of Purchase, which is available at www.purchasing.ri.gov.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential offerors are advised to review all sections of this Request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- 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 Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Submitters should be aware of the State's MBE requirements, which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the State MBE Administrator at (401) 574-8253 or cnewton@gw.doa.state.ri.us Visit the website <http://www.mbe.ri.gov>
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI
- Equal Employment Opportunity (RIGL 28-5.1)
 § 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 in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via email raymond1@gw.doa.state.ri.us

SECTION 2 - BACKGROUND AND PURPOSE

Background:

The Division of Motor Vehicles has a backlog of documents that need to be indexed and imaged so they can be retrieved in a quicker and more efficient manner. The documents cover a two and a half year period. With the current resources the Division of Motor Vehicles has at this time, we can not keep up with the backlog of documents.

Purpose:

Because of the lack of resources and volume of documents needed to be indexed and imaged the DMV is seeking a vendor to bring us up to date with our backlog of documents. Storage is also a major concern of the DMV, boxes of documents are piling up in all areas of the building.

The DMV seeks to select a vendor who will utilize software that is compatible with our Knowledge Lake software.

SECTION 3 - SCOPE OF WORK

The State of Rhode Island Division of Motor Vehicles requests proposals from qualified vendors to submit a request for proposal to provide imaging and indexing of documents. The proposed bid must meet all the general requirements stated in the RFP. The vendor must provide a separate cost proposal. All documents are scanned as multi-page TIF files. The vendor must comply with, but not be limited to, the following scope of work:

(A) Prerequisites:

PROJECT MANAGER:

- The vendor shall appoint ONE Project Manager to oversee the entire project and act as a liaison to the State's staff assigned to this project from both the DMV and DoIT.
- The above mentioned Project Manager shall attend training sessions to learn the State's imaging process & applications as needed until such time that the State is satisfied that the vendor's knowledge of the State's systems is at a level that will ensure 100% accuracy with the so that NO documents are lost (non-retrievable) as a result of this engagement. This individual will also be asked to provide status updates upon request.
- The VENDOR shall be responsible for training additional personnel. The State reserves the right directly or thru the Project Manager; to inspect, supervise, and coordinate ALL of the vendor's personnel assigned to this project.

SITE VISIT:

Mandatory Site Visit for all potential respondents

RI Division of Motor Vehicles
Aime J. Forand Building
600 New London Avenue (Pastore Complex)
Cranston, Rhode Island

(B) Document Prep Work:

- Vendor will be responsible for making sure boxes are not already scanned. A random sampling of the documents will be taken and searched for, if these searches do not return results, the vendor shall scan the documents. If the images are retrievable they will be a procedural process agreed upon between the vendor and the State that will be followed. This is to avoid storing images more than once and therefore requiring extra disk space.

- Vendor will be responsible for ALL prep work on documents. This includes but not limited to: Removing staples and/or paper clips, rubber bands, etc.

- The vendor will be responsible for attaching pre-printed barcodes to batches if none exist to make sure that each transaction is scanned as a separate document.

- Some document types are mixed together (License & Registration) the vendor must make sure that each transaction is separated and a barcode page be inserted as a cover-page to each transaction. These documents can be scanned as mixed batches or separately. Either way, all documents must be separated into a *single transaction* but can be scanned as batches.

(B) Scanning Documents:

SCANNERS:

- Because there is a wide variety of documents being scanning (watermarks, various colored pages, sizes, etc) the State prefers the vendor uses the State's scanners that have gone thru a pain-staking configuration process so that the image quality is good and consistent among all these different types of documents, therefore:

- The State prefers that the vendor utilizes the State's two existing high-speed scanners (Fujitsu fi-5900) to interface with it's scanning application (KnowledgeLake Capture) running on the State's PCs. The State also has several smaller scanners (Fujitsu 6230) that can be made available to the vendor.

- If the vendor feels that additional high-speed scanners will be needed the vendor will provide specific model numbers of scanner(s) running extensive testing with DMV documents to ensure image quality is satisfactory. The scanners must be compatible with ISIS and TWAIN drivers.

- The vendor will also be responsible for consumables for these scanners (cleaning kits, maintenance, etc). The scanners must meet at least the minimum specifications as our existing scanners.

*** See Attachment: Scanner minimum requirement specifications ***

DESKTOP COMPUTERS:

- The State prefers the vendor utilizes the State's PCs that are already configured for scanning/indexing these documents. The State has six (6) PCs dedicated for this project.

- If additional PCs are needed the State MAY be able to supply extras for indexing.

- If the vendor deems that more PCs are required, the vendor will be required to provide the additional PCs as needed including the software licenses that will be required to access the DMV imaging environment, eg: Active Directory, Enterprise Antivirus (Symantec EndPoint Protection preferred), KnowledgeLake Capture, SharePoint CALS (MOSS), etc.

- If the vendor provides additional PCs, they must meet the minimum machine specifications and be running the following OS: Windows XP SP3 and be fully patched.

*** See Attachment: KnowledgeLake Capture release notes for specifications and minimum requirements for PCs to run this software. ***

OPERATING SCANNERS:

- All scanning will be done at the Enterprise Operations Center in Warwick.
- The State has two high speed scanners - Fujitsu fi5900 (KOFAX / TWAIN driver) as well as several smaller Fujitsu fi3295 (VRS 4.5 / TWAIN driver) scanners that the have extensively tested so that the exact configuration necessary to scan the DMV's vast array of documents most clearly has been achieved.
- The State also has PCs that can be used.
- If additional hardware is needed. The vendor shall make sure that both their scanners and PCs meet the minimum configuration requirements for both the hardware and software.
- The State is NOT requiring the vendor to use the State's equipment, alternatives will be considered but must be extensively tested at NO COST to the State.
- There are three (3) document types that will be imaged:
 - o Accident document files
 - o License document files
 - o Registration document files

** See Indexing Section below for Field Data Types.

PREVIEW IMAGES & RELEASE FOR INDEXING:

- Occasionally some batches of documents contain unnecessary or unreadable documents, IE: black and white copies of driver's licenses, passports, blank documents, etc. The vendor shall be responsible for deleting these pages so they do not take up unnecessary space on the imaging servers.
- Occasionally some batches scanned are too light and need to be rescanned. The vendor will make sure that this is done if necessary.

(C) INDEXING:

• The vendor will be provided access to the DMV legacy system to look up the index values. NO DOCUMENTS ARE TO BE HAND ENTERED WITHOUT VERIFYING THE INFORMATION IS CORRECT

- Each document type has different indexes:
 - o Accident Document Files
 - Case File Number (Text 00-00000)
 - Date of Accident (Text MM/DD/CCYY)
 - o License Document Files
 - License Number (Text field)
 - Last Name (Text field)
 - First Name (Text field)
 - DOB (Text MM/DD/CCYY)
 - License Type (Choice)
 - o Registration Document Files
 - VIN (Text field)
 - Plate Number (Text field)
 - Plate Type (Text field)

• The vendor is responsible for making sure the indexes correspond with the documents being imaged. The vendor will be responsible for matching the T.I.N. (Transaction Identification Number) up with the hardcopies of the documents (done thru lookups in legacy system).

• The vendor shall "COPY and PASTE" the index values from the State's legacy system as opposed to hand-keying these values to ensure that no typos are entered accidentally.

VERIFYING DOCUMENTS:

• The vendor shall verify that documents are retrievable thru queries that are already configured on the SharePoint sites.

- The vendor's Project Manager must provide progress reports as requested by the State (document counts for both imaging and indexing).

PACKING BOXES FOR OFFSITE STORAGE:

- The vendor shall pack and label NOVA boxes per instructions provided by the DMV to ship boxes off-site.

OTHER:

- No change orders affecting the technology or technologies used shall be allowed once the final contract is awarded.

- The vendor will provide nightly counts of all documents scanned and indexed to State Project Manager.

NOTE: This is the preferred method of processing! However, if the vendor knows of an alternative process not listed and that would benefit the State, it can be listed and included in the proposed solution. The Department of Information Technology would then work with the potential vendor(s) to see if proposed solution(s) are viable

Pre-Bid Questions:

See page one of this solicitation

Vendor Qualifications/Requirements:

- A brief history of the vendors firm.
- The vendor should have a minimum 3 years experience indexing and imaging documents.
- Vendors must include at least (2) most recent customer references. Please include name, address, and the contact person's title, organization/agency and phone number. Give a brief project summary and the start and end dates of the project.
- All costs associated with the preparation, development or submission of bids or other offers will be responsibility of the vendor. The state will not reimburse any such costs.
- All documents, correspondence and other submissions to the Division of Purchases are considered public records, pursuant to Title 38, Chapter 2 of the General Laws of the State of Rhode Island.
- The vendor must submit a high level description of the project approach and proposed time lines.
- The vendor must provide project management functions, coordinate communications, and provide accurate status information to DMV and project personnel.
- The vendor will be required to post a performance bond for this project.
- The selected vendor must obtain DMV approval for any increase in

fees.

SECTION 4 - PROPOSAL SUBMISSION REQUIREMENTS

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than the date and time indicated on page one of this solicitation. Please reference RFP # 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.

A separate Cost Proposal

A separate technical proposal describing the qualifications and background of the applicant and experience with similar projects, as well as the work plan or approach proposed for this requirement. Two (2) references and corporation biography.

Responses: An original plus four (4) copies should be mailed or hand-delivered in a sealed envelope marked "RFP# 7449118: Scanning / Indexing - DMV Accident Division" 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. A completed and signed three-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 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. The Technical Proposal is limited to ten (10) pages (this excludes any attachments). As appropriate, resumes of key staff that will provide services covered by this request.
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. The Cost Proposal form is attached and should consist of a 12-month budget and budget narrative.
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). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be

placed in the proposal marked "original".

SECTION 5 - EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. The maximum possible score is 100 points and applications scoring below 45 points in the technical review will not be considered. 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. Proposals will be reviewed and scored based upon the following criteria:

Technical Proposal :(65 total points)

- Vendor Qualifications - Technical & Business Expertise - 40%.
- Project Approach - 15%
- References - 10%.

Cost Proposal: (35 total points)

- Cost - 35%

Technical proposals must receive a minimum of 45 (out of 65) points to warrant further consideration. Proposals not receiving the minimum technical score will not have the accompanying cost proposal opened or evaluated.

The State reserves the right to reject any or all proposals submitted as a result of this bid process. The State also reserves the right to award on the basis of cost alone and to act in its best interest. Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The technical review Sub-Committee will present written findings, including the results of all evaluations, to the Division of Purchases. The State Purchasing Agent, or her designee, will make the final award decision.

CONCLUDING STATEMENTS

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

This solicitation, and any subsequent award, is governed by the State's General Conditions of Purchase (available at www.purchasing.ri.gov).

When a vendor has been selected, the Division of Purchases website will be updated to reflect the contract award (s).

Scanner minimum requirement specifications:

Functional Specifications

Technology Dual Color Charge Coupled Device (CCD) image sensor

Resolution 50-600 dpi (600 optical)⁽¹⁾

Halftone patterns 4 Dither Patterns and error diffusion

Grayscale 10 bit/1024 level (internal), 8 bit/256 level (output)

Color 24-bit single pass color

Scanning speeds

(200 or 300 dpi, Letter, Color, Grayscale and Monochrome)

Output Simplex Duplex

Portrait 100ppm⁽²⁾ 200ppm⁽²⁾

Landscape 120ppm⁽²⁾ 240ppm⁽²⁾

Scanning mode Simplex and Duplex

Document Feeding Mode Automatic document feeder (ADF)

ADF capacity 500 Sheets (letter/A4, 17 lb.)

Document size ADF Minimum (A8) (2.1 in. x 2.9 in.)

ADF Maximum (A3) (12 in. x 17 in.)

Interface Ultra Wide SCSI / USB 2.0 / Kofax VRS Ultra Wide SCSI / Kofax VRS USB

2.0 and Third Party Slot

Software driver support ISIS® and TWAIN driver included (Win 98/2000/NT/Me/XP/Vista and

Windows 7, Win Server 2003/2008)

JPEG Compression Hardware real time JPEG compression available

Physical Specifications

Power requirements (autoswitching)

100-240 VAC, 50/60 Hz

Power consumption 250 VA or less

Operating Temperature 59° to 95° F (15° to 35° C)

environment

Relative

Humidity

20%-80% (non-condensing)

Not operating: 8%-95%

Dimensions (HxWxD) 20 in. x 21 in. x 21 in.

Weight 110.4 lbs.

Limited Warranty 3 months on-site

Service Options **In-Warranty Upgrade** - On-Site 4 hour response

Post-Warranty - On-Site Next Business Day or 4 hour response

Inbox Contents USB 2.0 cable

Bundled Software

(DVD format)

Adobe Acrobat Standard⁽³⁾, Kofax VRS 4.2 Professional, ScandAll PRO,

QuickScan Pro (Demo), Image Processing Software Option 2.5

Options Pre and Post Imprinter

Features Ultrasonic Intelligent MultiFeed Function Double Feed Detection (3x) and

Long Document Scanning⁽⁴⁾

Capture

4.8.1 Release Notes

Table of Contents

PRODUCT DETAILS	2
REQUIREMENTS	2
INSTALLATION NOTES	3
ALL INSTALLATIONS	3
UPGRADING FROM PREVIOUS CAPTURE 4.X RELEASES	3
UPGRADING FROM KNOWLEDGELAKE CAPTURE 3.X AND TABLEROCK CAPTURE	3
UPGRADING FROM KNOWLEDGELAKE DESKTOP CAPTURE AND CLEARWATER	3
UPGRADING FROM CAPTURE BETA/RC RELEASES	3
PRODUCT ACTIVATION	4
KNOWN ISSUES AND EXPECTED BEHAVIORS	4
SOFTWARE VERSION	6
HISTORY	6
ADDITIONAL AVAILABLE SOFTWARE	11
ABOUT 2D BARCODES:	11
ABOUT VRS:	12
PRODUCT SUPPORT	12
DOCUMENT VERSION HISTORY	12

KnowledgeLake Capture 4.8.1 | RELEASE NOTES 4.8.1-01 | Page 2

Product Details

Release Date: June 1, 2011

Version: 4.8.1

Requirements

Desktop Software Requirements

- Microsoft Windows 7 x32 or x64 or greater
- Microsoft Windows Vista x32 or x64 +SP2
- Microsoft Windows XP Professional +SP2 or greater
- Microsoft .NET 3.5 +SP1 or higher

Desktop Hardware Requirements

- 1 GHz processor or higher
- 1 GB RAM
- 50 MB hard disk space + *space for documents to be scanned*
- 1024x768 or higher display resolution
- ISIS, TWAIN or WIA compatible capture device, if scanning rather than using File Import. *Ensure that the desktop hardware meets the scanner manufacturer's documented requirements.*

These are the *minimum required* hardware specifications. For recommended hardware in a high volume scanning environment, please refer to Appendix 1 of the Capture Admin Guide

Supported Server Systems

- Microsoft Windows SharePoint Services 2.0 or greater (WSS)

- Microsoft Windows SharePoint Portal Server 2003 (SPS)
- Microsoft Office SharePoint Server 2007 (MOSS)
- Microsoft SharePoint Server (“SharePoint 2010”)
- Microsoft SharePoint Foundation (“SharePoint 2010”)

KnowledgeLake Capture 4.8.1 | R E L E A S E N O T E S 4 . 8 . 1 - 0 1 | P a g e 3

Installation Notes

All Installations

It is recommended that compatible scanners and drivers are installed first; however scanners can be configured after installation without problems. Installation, activation, and configuration must be performed with an administrator account.

Upgrading from Previous Capture 4.x Releases

Run the installer on the workstation. Capture will perform an in-place upgrade and all settings will be maintained.

Upgrading from KnowledgeLake Capture 3.x and Tablerock Capture

KnowledgeLake Capture 4.x will install side by side on the same machine with KnowledgeLake Capture 3.x or Tablerock Capture, however the applications must not be executing at the same time. KnowledgeLake provides “Legacy Indexing Plug-In” that enables customers to utilize Capture 3.5.x custom indexing solutions and/or auto-indexing configurations in Capture with SharePoint 2003.

Upgrading from KnowledgeLake Desktop Capture and Clearwater

KnowledgeLake Capture 4.x will install side by side on the same machine with KnowledgeLake Desktop Capture and Clearwater, however the applications must not be executing at the same time. KnowledgeLake Capture is a different platform from Desktop Capture and Clearwater. Previous integrations will not work in Capture without making code changes to adapt to the new API. KnowledgeLake provides “Legacy Indexing Plug-In” that enables customers to utilize Desktop Capture custom indexing solutions in Capture with SharePoint 2003.

KnowledgeLake Capture does not support printing to image files for manipulation as Desktop Capture and Clearwater did. KnowledgeLake recommends using KnowledgeLake Capture with popular print to image drivers such as:

- Microsoft Office Document Imaging Writer (included with Microsoft Office 2003 Professional and all Microsoft Office 2007 suites).
- Adobe Acrobat PDF Writer (included with Adobe Acrobat).
- Microsoft XPS Document Writer (included with .NET Framework 3.0).

Upgrading from Capture Beta/RC Releases

All pre-release versions of KnowledgeLake Capture must be removed before installing the final release version. All Capture profiles and user settings must also be removed. The default location for these profiles and settings is “C:\Documents and Settings\%User Name%\Local Settings\Application Data\KnowledgeLake\KnowledgeLake Capture 2007.”

KnowledgeLake Capture 4.8.1 | R E L E A S E N O T E S 4 . 8 . 1 - 0 1 | P a g e 4

Product Activation

KnowledgeLake products require activation to function correctly. Contact KnowledgeLake Support if you do not have a valid activation key.

Known Issues and Expected Behaviors

- When using Windows Vista or 7 and a Fujitsu scanner interfacing with the TWAIN scan adapter, you must first select the scanner using the Select Scanner button on the Scan tab of the ribbon bar.
- Using a content organizer with a target library name that is part of another document library name will cause Capture to not display content types for the second library. If using the content organizer do not use a target library name whose name is contained in an unrelated library. For example, using a target library name of “KnowledgeLake Library 2” will cause issues if a library

called “KnowledgeLake Library” also exists.

- When using content organizers and drop off libraries, auto foldering must be turned off in Capture. The content organizer job does not look for documents in sub folders to route them according to the rules configured in SP 2010. If auto foldering is turned on, the documents will remain in the drop off library until the user navigates to them in SP, edits properties, and clicks OK.
- If an index field contains an input mask, you cannot lock the metadata values.
- If Outlook is pinned in Windows 7, any e-mail generated from Capture fails.
- Outlook should be closed before clicking the “Contact Us” button in the resources tab. If Outlook is open, an error is generated.
- If a column validation exists in a document library, Capture is unable to release to that library with auto-foldering enabled.
- Using CTRL+W will close a batch, but not during indexing.
- When using Windows 7, you may experience crashes and Object reference errors when using the Profile Administration Utility to copy and paste Capture profiles.
- When importing Excel spreadsheets, each worksheet is made into a page of a document in Capture. If the worksheet has an excessive amounts of data, Capture may crash. As a general rule we recommend no more than thirty rows on a worksheet. This figure varies, however, and is based ultimately on the complexity and amount of data being imported.
- User may have to reselect their scanner after changing advanced VRS options. A user must select a scanner source before configuring scanner properties. However, when the user selects the scanner properties and chooses the Advanced button (using Kofax VRS) if they leave the advanced screen, the Scanner buttons in Capture will be unavailable and the user has to leave this screen (scan tab) come back and then reselect their scanner before reconfiguring scanner properties. Alternatively, if the user realizes the Scanner Properties menu is still open and accessible when leaving the advanced Kofax configuration menu, they would only need to click Scanner Properties from the Windows taskbar to continue as expected.
- When using the Kofax document viewer, no OCR features can be used. This is by design, because the Kofax viewer does not use TIFF files.
- When using both landscape and portrait pages, the horizontal scroll bar may be missing.

KnowledgeLake Capture 4.8.1 | R E L E A S E N O T E S 4 . 8 . 1 - 0 1 | P a g e 5

- Capture Quick Start is activated on one user. If switched to a different user, the quick start will not start for the new user. It can only be run by one user at a time.
- Capture allows you to create a profile with a name that already exists. Recommended action is not to create duplicate profile names.
- Capture users on a local machine must have unique user names, even if the users belong to different domains. Having two users with the same user name but different domains causes confusion when the Profile Admin Utility looks for paths.
- Uninstalling the 2D barcode module does not remove the symbologies: Data Matrix, PDF417, and QR Code from the barcode rules "Edit Rule" screen.
- Double byte characters cannot be used in the cache ID.
- If you are upgrading the 2d barcode plug-in, you must first uninstall any previous versions of the 2d barcode plug-in.
- KnowledgeLake Index columns that are not SharePoint columns do not appear in the Barcode Rules editor.
- Capture will not read barcodes or apply barcode rules to PDFs. If barcode rules are to apply to a PDF document, you must configure the profile to “Convert PDF documents to TIFF on Import”
- Files released as searchable PDF or searchable PDF/A files depend on the OCR provider, even if a user has set the OCR plugin to **None**. If a user enables “Detect Page Orientation” the page will be rotated as necessary to match the text orientation as detected by the KnowledgeLake OCR engine. If “Detect Page Orientation” is not enabled, the OCR engine will not rotate the page to match the text, but image quality will suffer and the document will not be searchable.

- Capture cannot support Document Sets with a 2 or 4-digit number as a name. When Capture autogenerates folders, 2 or 4-digit numbers are used to name the newly created folder with the current year, month, day, and hour. When Capture releases a batch, the newly generated folder is placed in the appropriate document library. If a document set is named with a 2 or 4-digit number that matches a part of an auto-generated folder name, then Capture will create a folder structure inside the document set – a setup which is not allowed by SharePoint.
- If a column is configured with the information type “Person or Group” the indexer must have full access to the related groups. If “All Users” is selected in the configuration of the column, the indexer must have access to All Users and Groups. Capture does not filter to only groups to which the indexer has access. If the indexer does not have the appropriate permissions the dropdown will be blank.
- Content Types displayed in the Default list may not be accurate if Content Organizer is enabled. The correct list will display in the Index Panel.

KnowledgeLake Capture 4.8.1 | R E L E A S E N O T E S 4 . 8 . 1 - 0 1 | P a g e 6

Software Version History

Capture 4.8.1 Changes

The following changes were made to Capture 4.8.1 to resolve the indicated ticket number.

- Capture now displays an error message if an attempt is made to install Capture without at least .NET 3.5 with SP1 or greater. (2616-8309628)
- The advanced barcode engine recognizes coordinates correctly. (2616-8309630; 2616-8311243)
- Page separation occurs as expected when using 3 of 9 barcodes with Directory Watcher (2616-8309823)
- OCR Templates load as expected when using barcode rules with the Directory Watcher (2616-8311484)
- Fixed a bug that was preventing indexing after using a zonal OCR template. (2616-8311496)
- Capture will no longer resize large-scale PDF documents upon release. (2616-8309413)
- Point and Shoot functionality will update if a user selects a new document class when indexing. (2616-8310300; 2616-8311222)
- Point and Shoot will populate currency columns with values that include a decimal point. (2616-8310335)
- European date formats such as 28/08/2010 will validate. (2616-8310284; 2616-8314730)
- Point and shoot indexing of key fields will now trigger automatic indexing. (2616-8310739)
- The Advanced Barcode Detector plug in will detect more than one type of barcode on a page. (2616-8311132)
- Zoom will maintain position during or after selecting Index. (2616-8311436)
- Restart is no longer required every time a user closes out the barcode options screen. (2616-8311594)
- Blank page removal is working as expected. (2616-8311394)
- Barcode separator pages are being removed as expected in batchese with multiple barcode separator pages. (2616-8311596; 2616-8314260.
- The sequence of multiple barcodes on a page is detected properly and populating appropriate metadata as configured. (2616-8311596; 2616-8313382)
- Support was added for calculated date fields with the formula *Today +/- x*. (2616-8311719)
- Large searchable PDFs do not error out during conversion upon release. (2616-8310469; 2616-8312278; 2616-8310870)
- Order of operations was altered to ensure the completion of the Capture Server activities: Identify SharePoint Destination and Assign Unique Document ID. (2616-8311266)
- Capture will display the content types for the destination library when content organizer is selected and configured to redirect users to a drop off library. (2616-8312581)
- Barcode rule for document class separation will apply only to the document class selected

during configuration of the barcode rule. (2616-8311999)

KnowledgeLake Capture 4.8.1 | R E L E A S E N O T E S 4 . 8 . 1 - 0 1 | P a g e 7

- Landscape oriented images will render and release as a searchable PDF or PDF/A as well as an image-only PDF. (2616-8311891)
- Default values for zonal OCR templates will persist after Capture closes. (2616-8311377)
- Dropdown menus in Capture are sorted alphabetically as seen in SharePoint (2616-8312187)
- Users can open and/or reindex documents from Capture Server that contain masked fields. (2616-8312224)
- OCR point and shoot functions as expected. Previously column values were not being populated consistently with the selected words. (2616-8313161)
- Blank page removal is available in both the KnowledgeLake Advanced Image Enhancer plugin and the KnowledgeLake Image Enhancer. (2616-8310464; 2616-8311595)
- PDF to TIFF conversion during import with the File Importer will maintain original PDF dpi. Previously 300dpi PDF documents were being reduced to 96dpi TIFFs. (2616-8313203; 2616-8313451; 2616-8313886)
- Data Matrix barcodes are being detected properly by the KnowledgeLake Advanced Barcode Provider Plug-in. (2616-8313306)
- Capture will automatically mark new documents as indexed if configured to do so. Previously this option failed to perform if a document was imported through the Directory Watcher, or if using a scanner with a barcode rule in place. (2616-8313792; 2616-8314160)
- If using .NET 3.5, dates prior to 2007 were sometimes altered as a result of poor daylight savings calculations. Capture now incorporates a way to correct this. (2616-8313850)
- Validation messages update with each entry of data. Previously if a valid entry was input, and then replaced with an invalid entry, no message was displayed for the newly invalid data. (2616-8313901)
- Lock columns across batch will function as expected and lock all columns. (2616-8314001)
- The index panel will not close after a failed lookup. (2616-8314203)
- Searching auto-indexed date columns in document sets is supported (2616-8313903)
- ISIS drivers will recognize blank pages as expected, and handle them according to configurations, behaving similarly to the TWAIN drivers. (2616-8314172)
- The “copy” function works as expected and can be used multiple times. Previously after a user copied a document once, the function became unavailable and the document could not be copied again. (2616-8314168)
- When using Windows XP, the index panel maintains its proper display and position throughout indexing. (2616-8314410)
- If a user enters a non INT value into a key field with a INT data type requirement, then Capture will display a helpful error message rather than closing the index panel. (2616-8314620)
- The scan user and scan date will populate as expected for all documents regardless of how a batch is opened. (2616-8314787)
- Document properties for documents that were copied and pasted via the tree view are saved in the appropriate (new) location, rather than being associated to the original document. (2616-8314803)

KnowledgeLake Capture 4.8.1 | R E L E A S E N O T E S 4 . 8 . 1 - 0 1 | P a g e 8

- Command line install of Capture has been streamlined to remove all prior issues with registering SLP services. (2616-8314308)
- Term store columns cannot be left blank if required. (2616-8309743)
- If using Imaging 2.4 or Imaging 3.0, custom columns will now display in the Capture index panel. (2616-8311150)
- Capture will accept negative values in currency column, even if auto-indexing. (2616-8312868; 2616-8314782)
- Barcode rules process so that multiple rules on a page will complete sequentially. (2616-8313236; 2616-8313557; 2616-8313382)

- If using the 2D barcode module, Capture will detect QR and PDF417 barcodes as expected. (2616-8312868; 2616-8314782; 2616-8314278)
- Choice columns displayed in a Document Set search will clear out when Cancel is selected. Previously if a choice was made in the search result, future searches for that document set would display the selection previously made in the dropdown and it could not be cleared. (2616-8312581)
- There is no longer a case sensitivity conflict between Capture profile names and Windows/AD names. (2616-8313535; 2616-8314565)
- Capture will accurately recognize and skip indexed documents if configured to do so even if working with a batch with some documents indexed and some not.
- Blank dates remain blank with or without Enable Retention selected. (2616-8314327)
- The release of Capture Server batches indexed in Capture has been improved.
- Point and shoot OCR will no longer allow a user to input data into a managed metadata column types that do not allow fill-in.

Capture 4.8 Changes

- Decreased amount of time for auto indexing to initiate.
- Error messages will wrap properly in the panel.
- Input Masks show as underscores instead of the character used when creating the mask in Imaging.
- Double lookups work.
- Auto-indexing time has been improved.
- OCR speed has improved.
- Columns available for Point and Shoot change when the doc class is changed.
- Point and Shoot of decimals show correctly in currency columns.
- There is an MRC Compression option for searchable PDFs.
- User can view driver dialogue when clicking scan with the ISIS driver.
- File sizes are less than or equivalent to ScanPerfect when using the same scan settings.
- Barcode rules now behave properly for the relevant document class.
- Advanced barcoding will detect both 2D and traditional barcodes on the same page.
- Document level page rotation.
- Batch manipulation when indexing a batch from Capture Server.
- User can select multiple documents in the treeview.

KnowledgeLake Capture 4.8.1 | R E L E A S E N O T E S 4 . 8 . 1 - 0 1 | P a g e 9

- User can move pages within a document, insert a page between other existing pages, merge 2 documents, and create document sets in the tree view.
- User can filter document set content types when indexing.
- Recent document sets retained for easy indexing between batches.
- Export to Folder will create the folder location automatically if it does not exist.
- PDF/A now releases with the same dpi as when scanned.
- Batches are not released until OCR has completed on all pages.
- Works with documents with both color and black and white compressed images.
- Releases documents with mix of portrait and landscape pages.
- A central network profile can be created to automatically update all stations using that profile.
- Admin can add the central network profile via CMD prompt.
- Central network profile can work with only read permissions.
- Log files have the file extension .log.

Capture 4.7 Changes

- SharePoint 2010 support.
- Directory watcher now emulates scanning batches. This means you can configure post-scanning Image Processing.
- Improved TWAIN Scan Adapter.

- New KnowledgeLake Advanced Image Enhancer plug-in.
- New KnowledgeLake Advanced Barcode Detector plug-in.
- New Skip Indexed Documents button in Index ribbon bar.

Capture 4.6 Changes

- Windows 7 Support.
- Improved scanning and viewing speed.
- Point and Shoot OCR performance is improved. User need not wait for an entire page to be OCR'd.
- Minor bug fixes and enhancements.
- Office document import. Capture users can now import Excel 2003 & 2007, Word 2003 & 2007, and PowerPoint 2003 documents into Capture.

Capture 4.5 Changes

- Multi-language support. Application user interface is available in these languages: English, Spanish, German, French, Italian, Chinese (simplified), Chinese (traditional), Japanese, Russian, Portuguese, Korean. Quality Assurance was performed on English and Spanish installations. Documentation was written for English, Spanish, and Japanese.
- Microsoft .NET 3.5 SP1 compatible.
- Capture Server Integration. Capture can now retrieve batches from any of the following Capture Server activities: Capture Server Index, Manual Index Validation, or Rescan.
- Local Cache ID is no longer copied between profiles by the Profile Admin utility.
- Automatic batch release option.
- Index button functionality. Have the ability to configure the Index button for pre-index, postindex, and Capture Server index.
- Profile Administration utility can now be run by domain administrators if the domain administrators group has been added to the local administrators group.

KnowledgeLake Capture 4.8.1 | R E L E A S E N O T E S 4 . 8 . 1 - 0 1 | P a g e 1 0

Capture 4.4 Changes

- Added the directory watcher option to create a single document from every file.
- Added the general option to lock the Message Window open.
- When OCR plug-in is set to "None," OCR buttons are now disabled.
- Added the option in the ISIS Scan Adapter to suppress "Feeder is Empty" prompt.
- Added the option in "Release to SharePoint" configuration to generate unique filenames. This alleviates the need for machines to have unique Cache IDs.
- Vista SP1 support.
- Resolved issue with rename of Active Directory user and conflict with the default Capture profile.
- Support for Capture Server 2008 and the soon to be released Branch Capture Server 2008 (including off-line release with BCS 2008).

Capture 4.3 Changes

- ISIS Scanning.
- 2D Barcodes (Data Matrix, PDF417, and QR Code).
- Windows Vista Support (32-bit and 64-bit).
- 10-fold performance improvement for batch open operation.
- "DocType" as a default property is automatically populated with the document class name.
- Support index values containing special characters in the Icelandic alphabet.
- Support currency columns with more than 2 decimal places.
- Display "Total Page Count" in document properties.
- Added the option to allow locked fields to work across document classes.
- Added the option to remove certain characters (e.g. dashes in SSN) from Zonal OCR results.
- A document class can now be associated with multiple Scan Presets as long as these Presets belong to different scanners.
- Batches can be released to document libraries that have been renamed.

Capture 4.2 Changes

- New barcode detector with performance and accuracy improvements, as well as patch code and checksum support.
- Zonal Barcoding: Locating barcodes based on rectangle coordinates. The barcode rule editor now provides the ability to detect barcodes on an image and automatically set rectangle coordinates when user selects a barcode on the image.
- More flexible barcode rules that supports default properties and the ability to set document class based on barcode values.
- The ability to create barcode rules that applies to all document classes in the current profile.
- Date/DateTime columns that are not required can now be set to blank.
- SharePoint columns with special characters (e.g. “#”, “?”, etc.) in the name are now supported
- SharePoint choice columns that “Allow Fill-Ins” are now supported.
- SharePoint lookup columns that allow multiple selections are now supported.
- Users can “Create New Page” and “Create New Document” by cropping a region from a page
- When a key column is populated by barcodes or point & shoot OCR, secondary columns can be auto-indexed.
- The ability to use masks on the key column of an auto-indexing set.
- Pages deleted during scanning (via blank page detection or barcode/patchcode detection) will be counted towards the total page number in a document when separating documents based on “Scan X pages per document”.

KnowledgeLake Capture 4.8.1 | RELEASE NOTES 4.8.1 - 01 | Page 11

- The ability to send a document/page as PDF, XPS or Multipage TIFF to OfficeLive or a specific folder of SharePoint without having to pre-configure the default folder for document classes.
- The release plug-in will automatically check-in documents for libraries that require check-out.
- The option to query databases directly instead of via KL Index Web Service for external validation and auto-indexing.
- JPEG-compressed TIFF can now be imported via File Importer (or Directory Watcher) and be properly displayed in the viewer.
- Directory Watcher now supports multiple search patterns for each watched path.
- Many usability improvements and bug fixes.

Capture 4.1.1 Changes

- Fixed issue with index value not uploading if it contains “=” sign.
- Fixed issue with empty documents not showing in the batch treeview if all pages were removed by blank page detection.
- The cache now supports pages with extensions longer than 3 characters (up to 6 characters).
- OCR text result has all leading and trailing white-space characters removed by default.
- Setting page gap to zero forces Directory Watcher to create a new document for each imported file, disabling the combine pages into document feature.
- Insert As pop-up menu is scrollable with a long list of document classes.

Capture 4.1 Changes

- OCR: Point & Shoot Indexing, Zonal OCR Indexing, Forms Recognition.
- Profiles: Enables easy switching between different SharePoint sites, scanners, and other settings.
- Directory Watcher: Ability to watch specific directories and import files into Capture.
- Messaging: Reports status of background processes such as OCR and release.
- TWAIN: Ability to hide scanner device dialog and map scan settings to document classes.
- Event Indexing: Automatically capture certain metadata during scanning and indexing.

Capture 4.0.2 Changes

- KnowledgeLake Image Processing plug-in is now included in the main installer and no longer requires activation.
- Batches exported to and re-opened from the network will go into the proper phases (INDEX, RESCAN, etc.).

- Capture will save user's selection of document class for a site and no longer prompts for it on every startup.
- Convert document format before release to Capture Server now works correctly.
- KnowledgeLake Windows Viewer will be able to properly display images with non-square DPIs (e.g. 200 by 100).
- Rotations are automatically saved.
- Kofax Scanning now works with KnowledgeLake Image Processing.

Additional Available Software

About 2D Barcodes:

KnowledgeLake Capture 4.8.1 | R E L E A S E N O T E S 4 . 8 . 1 - 0 1 | P a g e 1 2