

BIDDERS COMPANY NAME

REQUEST FOR PROPOSAL

#6286

ENTERPRISE DOCUMENT MANAGEMENT AND IMAGING SYSTEM FOR WASHTENAW COUNTY, MI

Prepared By:

Washtenaw County Purchasing
Administration Building
P.O. Box 8645
220 N. Main B-35
Ann Arbor, MI 48107

Robert G. Devault, C.P.M.
Purchasing Manager
(734) 222-6760





WASHTENAW COUNTY

Finance Department
Purchasing Division

P.O. Box 8645, 220 N. Main, Ann Arbor, MI 48107-8645
Phone (734) 222-6760, Fax (734) 222-6764

REQUEST FOR PROPOSAL #6286

July 20, 2006

Washtenaw County Purchasing Division on behalf of the County's Document Management and Imaging Project Team is issuing a sealed RFP #6286 for an Enterprise Document Management and Imaging System.

Sealed Responses: Interested parties will deliver one (1) original and two additional (2) hardcopies, and one copy on CD in Adobe Reader PDF format and an electronic copy of the specifications spreadsheet, which are clearly marked as such and must contain one original signature to the following address:

**Washtenaw County
Administration Building
Purchasing Division
220 N. Main St. Room B-35
P.O. Box 8645
Ann Arbor, MI. 48107**

by 2:00 p.m. EST on Wednesday, August 16, 2006

This submission shall include the entire Request for Proposal document, requested attachments, and any amendments if issued.

Responses received after the above cited time will be considered late and are not acceptable unless waived by the Purchasing Manager.

- The envelope must be clearly marked "**SEALED RFP #6286**".
- Please direct purchasing and procedural questions regarding this RFP to Robert Devault at **734-222-6760** or devaultb@ewashtenaw.org
- Please direct technical questions regarding this RFP to David Wilson, IT Information Analyst at **734-222-6508** or wilsond@ewashtenaw.org

Thank you for your interest.

Table of Contents

1.	Proposal Information	5
2.	Proposal Terms	6
3.	Award	7
4.	Proposal Specifications	8
4.1	<i>Overview</i>	8
4.2	<i>Washtenaw County Background</i>	8
4.3	<i>Current Document Management / Imaging Environment</i>	9
4.4	<i>Project Drivers</i>	9
4.5	<i>System Goals and County Vision of Future Product Functionality</i>	10
4.6	<i>County Stakeholders</i>	10
4.7	<i>Anticipated Project Schedule</i>	15
4.8	<i>Requested Phase 1 Implementation Services</i>	16
4.9	<i>User Licensing Environment</i>	17
4.10	<i>County IT Standards / Preferred ECM Product Suites</i>	18
4.11	<i>Proposal Response Format</i>	20
4.12	<i>System Requirements</i>	24
4.13	<i>Required Forms</i>	26
4.14	<i>Contractor Selection Criteria</i>	37
5.	Standard Provisions for Contracts	40
5.1	<i>SERVICE CONTRACT - (NAME OF CONTRACTOR)</i>	40
5.2	<i>ARTICLE I - SCOPE OF SERVICES</i>	40
5.3	<i>ARTICLE II - COMPENSATION</i>	40
5.4	<i>ARTICLE III - REPORTING OF CONTRACTOR</i>	40
5.5	<i>ARTICLE IV - TERM</i>	40
5.6	<i>ARTICLE V - PERSONNEL</i>	41
5.7	<i>ARTICLE VI - INDEMNIFICATION AGREEMENT</i>	41
5.8	<i>ARTICLE VII - INSURANCE REQUIREMENTS</i>	41
5.9	<i>ARTICLE VIII - COMPLIANCE WITH LAWS AND REGULATIONS</i>	42
5.10	<i>ARTICLE IX - INTEREST OF CONTRACTOR AND COUNTY</i>	42

5.11	ARTICLE X - CONTINGENT FEES	42
5.12	ARTICLE XI - EQUAL EMPLOYMENT OPPORTUNITY	43
5.13	ARTICLE XII - LIVING WAGE.....	43
5.14	ARTICLE XIII - EQUAL ACCESS.....	43
5.15	ARTICLE XIV - OWNERSHIP OF DOCUMENTS AND PUBLICATION	43
5.16	ARTICLE XV - ASSIGNS AND SUCCESSORS	44
5.17	ARTICLE XVI - TERMINATION OF CONTRACT	44
5.18	ARTICLE XVII - PAYROLL TAXES.....	44
5.19	ARTICLE XVIII - PRACTICE AND ETHICS	44
5.20	ARTICLE XIX- CHANGES IN SCOPE OR SCHEDULE OF SERVICES	44
5.21	ARTICLE XX - CHOICE OF LAW AND FORUM.....	44
5.22	ARTICLE XXI INCORPORATION BY REFERENCE	44
5.23	ARTICLE XXII RISK DURING STORAGE AND INSTALLATION	44
5.24	ARTICLE XXIII SHIPPING OF EQUIPMENT / SOFTWARE	45
5.25	ARTICLE XXIV PROJECT MANAGEMENT STAFF DESIGNATION	45
5.26	ARTICLE XXV WARRANTY OF SOLUTION.....	45
5.27	ARTICLE XXVI WARRANTY	46
5.28	ARTICLE XXVII FINAL ACCEPTANCE OF THE SYSTEM	46
5.29	ARTICLE XXVIII - EXTENT OF CONTRACT.....	46
6.	Appendix A: Existing Data	47
7.	Appendix B: County Network Diagram	48
8.	Appendix C: County Business Applications Related to Phase 1.....	50
9.	Appendix D: Document Inventory	51
10.	Appendix E: Integration Examples.....	54

1. Proposal Information

Definitions	“Bidder”	an individual or business submitting a bid to Washtenaw County
	“Contractor”	One who contracts to perform services in accordance with a contract
	“County”	is Washtenaw County in Michigan

2. Proposal Terms

- A. Washtenaw County reserves the right to reject any and all proposals received as a result of this RFP. If a proposal is selected, it will be the most advantageous regarding price, quality of service, the Contractors qualifications and capabilities to provide the specified service, and other factors that the County may consider. The County does not intend to award a contract fully on the basis of any response made to the proposal; the County reserves the right to consider proposals for modifications at any time before a contract would be awarded, and negotiations would be undertaken with that contractor whose proposal is deemed to best meet the County's specifications and needs.
- B. The County reserves the right to reject any or all bids, to waive or not waive informalities or irregularities in bids or bidding procedures, and to accept or further negotiate cost, terms, or conditions of any bid determined by the County to be in the best interests of the County even though not the lowest bid..
- C. Proposals must be signed by an official authorized to bind the contractor to its provisions for at least a period of 90 days. Failure of the successful bidder to accept the obligation of the contract may result in the cancellation of any award.
- D. In the event it becomes necessary to revise any part of the RFP, addenda will be provided. Deadlines for submission of RFP's may be adjusted to allow for revisions. The entire proposal document with any amendments should be returned. To be considered, one (1) original and two additional (2) hardcopies, and one copy on CD in Adobe Reader PDF format and an electronic copy of the specifications spreadsheet.
- E. Proposals should be prepared simply and economically providing a straight-forward, concise description of the contractor's ability to meet the requirements of the RFP. Proposals shall be typewritten. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed in ink by the person signing the proposal.

3. Award

It is the desire of the County to obtain a "turnkey solution" from a product vendor, through a single VAR / Integrator to take responsibility for the completion of all the requirements detailed in this RFP. It is also the intent of the County to obtain proposals from as many qualified vendors as possible. Proposals, however will be considered which do not include all functionality areas (modules). It is a requirement for the Vendor to propose only on complete solutions for each module, including all related services for each proposed module. (i.e. – vendors who's solutions do not include workflow, will still be considered).

The County will accept and consider proposals from vendors who are system implementers of a qualified ECM product suite, who do not specifically resell that solution.

It is also the intent of the County to award separate contracts for the license of any necessary software, maintenance and support agreements for the software, and the necessary implementation services.

4. Proposal Specifications

4.1 OVERVIEW

Washtenaw County is distributing this Request for Proposal (RFP) to obtain an Enterprise Document Management and Imaging System Solution. The purpose of this document is to provide interested parties with enough information to enable them to prepare and submit a proposal for the Enterprise Document Management and Imaging System Solution in the defined areas. Washtenaw County will use the results of this process to award a contract for the system solution described herein.

The County is anticipating that contractors will propose an enterprise Document Management and Imaging System Solution, including software and the related implementation services.

It is the intent of the County, through this RFP process to measure and select the most appropriate product / solution suite that meets the County's long term requirements, and the best reseller / implementer of that suite to perform a series of Phase 1 implementation services for installation of the new System and conversion of existing systems. Additional future projects described herein will be requested at a later time, through a separate RFP process.

4.2 WASHTENAW COUNTY BACKGROUND

Washtenaw County is situated in southeastern Michigan approximately 30 miles west of Detroit. The County spans a space of 720 square miles. In 2000 the population was over 322,000, with projected growth of 87,853 by 2020, representing a 27% increase. The number of households is also projected to increase to 169,613 by 2020, an increase of 35 percent. It is one of the few Michigan Counties which continues to grow at a moderate rate. Over the next 20 years, job growth is projected to increase by 20.5 percent, from the current 232,175 jobs in the County to 279,741 by 2020 (an increase of 47,566 jobs). Also, Washtenaw County's median household income as reported by the 2000 U.S. Census was \$51,990, exceeding the median household income for the State of \$44,667.

More information about Washtenaw County can be found on the County's website at:

<http://www.ewashtenaw.org/>

or from the U.S. Census Bureau, at:

<http://quickfacts.census.gov/qfd/states/26/26161.html>

4.3 CURRENT DOCUMENT MANAGEMENT / IMAGING ENVIRONMENT

The County has an existing document management / imaging environment which can be summarized as follows:

- FileNET IS (3.6.1) running on HP-UX
- OSAR running on HP 600mx
- Using MRII for importing documents and data scanned off site
- One custom app for Vital Records department
- Three departments using KOFAX for scan, validate, store into FileNET
- Six departments doing retrieval only using FileNET WebServices
- 31 shared user licenses for File Net web access, currently
- 11 named user licenses for FileNET IDM access, currently
- Additionally, the County has provided a diagram of the County network in Appendix B.
- Additionally, the County has provided a list of current business software applications in Appendix C.
- To support the County's current Document Management and Imaging systems the following scanning devices have been deployed:

Location	Scanner Model	Quantity	Approximate Purchase Date
Planning & Environmental	Bell & Howell FB2000D	2	January 2003
Drain Commissioner's Office	Bell & Howell FB2000D	1	January 2003
IT	Bell & Howell FB2000D	1	January 2003
Clerk – Vital Records	Fujitsu 4079D	1	January 2002

4.4 PROJECT DRIVERS

Various influences are driving this project at the current time. These have been identified by the project team as follows:

- Need to upgrade / replacement existing software
- Hardware is at end of maintenance period and life expectancy and no longer connects to new hardware
- Need an affordable system (i.e. considerations for maintenance and project development)
- Users require improved performance undeliverable by current jukebox technology
- User departments are requesting additional assistance from IT team to increase in-house development
- Need to be able to do more with the documents we have – ie, share, versioning, workflow, publish and distribute, etc

4.5 SYSTEM GOALS AND COUNTY VISION OF FUTURE PRODUCT FUNCTIONALITY

The County's Document Management and Imaging project team has developed a vision for the new system environment:

- Enterprise solution
- Integration with department specific applications and other desktop MS apps ("Save as" or "Save to")
 - Many of the County's application software systems are expected to generate reports or documents that need to be electronically captured and integrated into the Document Management and Imaging System.
 - The County believes that much of the value of imaged documents is derived when these documents are available to be retrieved by the end user within the direct context of their business unit software applications. As such, it is a goal of the County, for users to be able to directly access imaged documents as they work within their business unit specific applications, based on the association of field level information within the business unit software application to index information within the document management and imaging system.
- Secure system
- Records retention – beyond the digital files, tickler for shredding and managing paper files
- Search – need to define beyond simple indexes and OCR – may include full text OCR
- Imaged document repository
- Allow rapid, low cost, high impact project development – "low hanging fruit"
- Easy to use interface
- Inexpensive web integration
- Expandable system – capacity and functionality
- Able to develop in-house expertise
- Affordable access – non-prohibitive expansion costs
- Licensing for scan, retrieval, and desktop integration
- Relieve overcrowding of network drives
- Email retention and categorization
- Workflow
- Integration with MS, Java, Linux, EMC Centerra, Oracle and other County standard technology environments
- Supportable System – both from application and hardware perspective

Additional detailed system specifications can be found in Section 4.12.

4.6 COUNTY STAKEHOLDERS

The County's IT (Information Technology) Department, supports current document management and imaging activities and has been facilitating related projects. The project team consists of various staff within County IT. Each stakeholder has been classified into one of the following categories:

- Current DM / Imaging Operations
- Identified Near Term Initiatives
- Future Interest for DM / Imaging Use

The following County departments have been identified by the County's Document Management / Imaging project team as being key stakeholders in the project:

County Department		Status
1.	Administration	<p>Future Interest for DM / Imaging Use</p> <ul style="list-style-type: none"> • Document types include: BOC resolutions, supportive documents, contracts, grants, policies and procedures, administrative directives (departmental guidelines), pink file (correspondence), BOC minutes, BOC picture archive, BOC district maps • Sample projects include: <ul style="list-style-type: none"> ○ BOC picture archive ○ Searching BOC records – minutes, resolutions, grants, etc. ○ Grants and contracts ○ Agenda preparation • Goals to integrate with County's JD Edwards financial management system and the County web site
2.	Building Inspection	<p>Current DM / Imaging Operations</p> <ul style="list-style-type: none"> • KOFAX version 6.1 for scan, index, verify and committal • Document types include permit and inspection records, plans and drawings (up to E size) • Integrates with Accela Wireless and Tidemark • Allow 'Save as ...' with meta data • Available to public and from wireless in the field
3.	Circuit Court	<p>Future Interest for DM / Imaging Use</p> <ul style="list-style-type: none"> • TBD
4.	Clerk – Court Records	<p>Future Interest for DM / Imaging Use</p> <ul style="list-style-type: none"> • TBD
5.	Clerk – Deeds	<p>Future Interest for DM / Imaging Use</p> <ul style="list-style-type: none"> • Document types will include records of real property ownership, easements and other encumbrances, land divisions and plat maps, land corners and liens. • Sample projects will include Microfilm back file conversion: digital image and index back to 1969, paper book and index conversion: Digital image and index back to 1824. , Implement e-document filing with major title companies., Implement OCR e-indexing. • Intend to integrate with eWashtenaw e-commerce site, County Equalization system and County Treasurer system

County Department		Status
6.	Clerk – Vital Records	<p>Current DM / Imaging Operations</p> <ul style="list-style-type: none"> • KOFAX version 6.1 for scan, index, verify and committal • Document types include birth, marriage, and death, notary public and business names records • Integrates with current database retrieval system & County e-Commerce site
7.	District Court	<p>Future Interest for DM / Imaging Use</p> <ul style="list-style-type: none"> • Document Types include court records and case files for various criminal and civil cases • Goal to integrate to key Court systems: eNact and Ticket Pay (java based)
8.	Drain Commissioner's Office	<p>Current DM / Imaging Operations</p> <ul style="list-style-type: none"> • Document types include Chron files and Drain board files • Not ready to do digital plan review unless can see larger scale full size (or near full size) - this is a stopper for electronic submission <p>Identified Near Term Initiatives</p> <ul style="list-style-type: none"> • Goal to integrates to County GIS (ESRI)
9.	Environmental Health	<p>Current DM / Imaging Operations</p> <ul style="list-style-type: none"> • KOFAX version 6.1 for scan, index, verify and committal • Document types include permit and inspection records, plans and drawings (up to E size) • Integrates with Accela Wireless and Tidemark
10.	Equalization	<p>Future Interest for DM / Imaging Use</p> <ul style="list-style-type: none"> • Document Types include: Field record cards, property transfer affidavits, real property statements, surveys, micro-fiche, tax maps, historical maps • Sample projects include: Affidavits and real property statements, Historical maps • Goal to integrate with BS&A Equalizer application
11.	Finance/Payroll	<p>Current DM / Imaging Operations</p> <ul style="list-style-type: none"> • <i>See Human Resources item below</i> <p>Identified Near Term Initiatives</p> <ul style="list-style-type: none"> • <i>See Human Resources item below</i>

County Department		Status
12.	Friend of the Court	<p>Current DM / Imaging Operations</p> <ul style="list-style-type: none"> • Look up only using FileNET's out of the box web retrieval tool – • Documents are put in the system through FileNet MR11 (mid range image import) • Documents are digitized from existing microfiche • Document types are payment and account records for FOC cases going back to the 1950's <p>Identified Near Term Initiatives</p> <ul style="list-style-type: none"> • Goal to integrate with MiCSES
13.	Human Resources	<p>Current DM / Imaging Operations</p> <ul style="list-style-type: none"> • Documents are put in the system through FileNet MR11 (mid range image import) • Document types are payroll and personnel records • Retrieval being performed by custom tool developed by County IT (similar to that used by Clerk - Vital Records) <p>Identified Near Term Initiatives</p> <ul style="list-style-type: none"> • KOFAX version 6.1 for scan, index, verify and committal • Document types are payroll and personnel records • Intended to integrate with County's JD Edwards Financial Management system
14.	Prosecuting Attorney – Juvenile	<p>Current DM / Imaging Operations</p> <ul style="list-style-type: none"> • Documents are put in the system through FileNet MR11 (mid range image import) • Document types are case files for abuse and delinquency • Look up only using FileNET's out of the box web retrieval tool <p>Identified Near Term Initiatives:</p> <ul style="list-style-type: none"> • Integrates with ACT contact management system and Court system
15.	Probate Court	Future Interest for DM / Imaging Use

County Department		Status
16.	Public Defender	<p>Future Interest for DM / Imaging Use</p> <ul style="list-style-type: none"> Document types include: Bench Warrants, Appearances – filed with PA and Court, Discovery Demand – filed with PA. Copies to Court Clerk, Judge, PA, Clerk, maybe Client - Praecipe (notice of hearing - 1 page), Motion (1-2 pages), Briefing in support of motion (varies in size), 911 Voice Recordings, Pictures on CD, etc., Workflow between depts. Exists – PA, Courts and Sheriff; example – police report Project goals include E-filing is a project with the Feds. Maybe other projects nationwide as well. Goals include integration with the Public Defender's Oracle system, limited access to the AS400 based New World System and other files
17.	Risk Management	<p>Future Interest for DM / Imaging Use</p> <ul style="list-style-type: none"> Risk Management Department document types include: Litigation, Claims, Auto accidents, Insurance Procurements, Safety, FOIA requests and all responses like letters, emails Goals for future projects include adding images to incident reporting, closed files and automating FOIA requests There is a goal to integrate with the Incident Reporting System
18.	SESC	<p>Current DM / Imaging Operations</p> <ul style="list-style-type: none"> <i>Included in Building Inspection item above</i>
19.	Sheriff	<p>Identified Near Term Initiatives</p> <ul style="list-style-type: none"> Document types include Inmate folders, incident reports, major case files, traffic citations, training and certification records Will need to integrate with key public safety systems: CLEMIS and New World Systems
20.	Support Services/IT	<p>Future Interest for DM / Imaging Use</p>
21.	Treasurer	<p>Future Interest for DM / Imaging Use</p> <ul style="list-style-type: none"> Document types include: Check registers, Micro-fiche tax records, rabies certificates, delinquent tax hardship client files, accounts payable backup documentation for escheats, accounts receivable backup documentation to close out Goals to integrate with JD Edwards and BS&A Equalizer system

County Department		Status
22.	Enterprise-wide	<p>Near Term Identified Projects (to be implemented in Phase 1)</p> <ul style="list-style-type: none"> Implement document management functionality enterprise-wide to assist County with goals to replacing shared network drives <p>Future Interest for DM / Imaging Use</p> <ul style="list-style-type: none"> Provides e-Government front-end interface to allow self-service and on-line payment processing to constituents requiring document copies. Must be capable of integrating with current eGov system.

Please refer to the Appendix A for specific record types and historical transaction volumes for existing data.

Please refer to Appendix D for a specific document inventory.

4.7 ANTICIPATED PROJECT SCHEDULE

The County's project team has defined a long term project schedule:

Phase		Key Activities
1.	New System Installation and Conversion of Existing System	<ul style="list-style-type: none"> Sale / delivery of all necessary software components necessary to transition current County stakeholders that have been classified as having "Current DM / Imaging Operations" Implement document management functionality enterprise-wide to assist County with goals to replacing shared network drives Hardware is NOT being requested within this Phase, however contractors are asked to respond with hardware recommendations. See <i>Requested Phase 1 Implementation Services</i> section below

Phase		Key Activities
2.	Near Term Implementation of Current / Identified / Other projects	<ul style="list-style-type: none"> • Identified projects: <ul style="list-style-type: none"> • Drain Commissioner's Office <ul style="list-style-type: none"> i. Integrate to GIS (ESRI) • Finance / Payroll / Human Resources <ul style="list-style-type: none"> i. Integration with JD Edwards ii. Scanning of various records • Friend of the Court <ul style="list-style-type: none"> i. Integrate with MiCSES • Prosecuting Attorney <ul style="list-style-type: none"> i. Scanning of various records ii. Integration with ACT and Court System • Sheriff <ul style="list-style-type: none"> i. Potential first projects include: Inmate folders, incident reports, major case files
3.	Implementation of additional projects with County stakeholders which have expressed an interest	<ul style="list-style-type: none"> • Additional projects for: <ul style="list-style-type: none"> • Circuit Court • Clerk – Court Records • Clerk – Deeds • Finance / Payroll / Human Resources • District Court • Probate Court • Public Defender • Support Services / IT • Treasurer

For purposes of this RFP, contractors should acknowledge that the County is interested in proposals related to Phase 1 activities only. Services for future phases will be revised as necessary and considered by the County at a later date.

4.8 REQUESTED PHASE 1 IMPLEMENTATION SERVICES

The County's IT department will assign a project manager for the activities in Phase 1 of the project. The County expects that the successful bidder will assign a project manager as well. The County expects the Contractor to provide the necessary services for Phase 1. The Contractor project manager will facilitate delivery of the following services from the Contractor in order to ensure a successful project:

- 1) Project Management for Phase 1 activities
 - a) Project plan development and execution
 - b) Weekly status reporting
 - c) Issues management
- 2) Technical environment planning
 - a) Application server / hardware planning with County IT staff
 - b) Database server / hardware planning with County IT staff

- c) Coordination with County IT staff related to integration with County storage environment
- d) Coordination with County IT staff for other network / infrastructure considerations
- 3) Installation
 - a) Coordination with the County IT for hardware installation
 - b) Installation of enterprise software components
 - c) Coordination with County IT staff for configuration and deployment of client side user software
 - d) Configuration of software to meet Phase 1 requirements
- 4) Data conversion (for complete FileNet data as of time of conversion)
 - a) Coordination with County IT staff for conversion planning
 - b) Coordination with County IT staff for testing of sample County data
 - c) Conversion of existing data (see Appendix A for estimated volumes) into new system
 - d) Coordination with County IT for post-conversion quality assurance
- 5) Design, Configure and Implement Phase 1 initiatives
 - a) Full transition of existing content and processes for current County stakeholders that have been classified as having “*Current DM / Imaging Operations*”
 - b) Application integration of systems with existing County Applications (See Appendix E)
 - i) For all Phase 1 projects
- 6) End user training
 - a) General system training to County IT staff and key departmental users on all system components
 - b) Department specific training for each of the departments affected by Phase 1 activities
- 7) Technical training & Knowledge Transfer
 - a) Adequate technical training for County IT staff to provide:
 - i) an overview of all of the components of the system
 - ii) identification of resources for ongoing support
 - iii) understanding on setup / configuration options and their implications
 - b) Coordination with County IT staff during other Phase 1 implementation services
- 8) Additional necessary services

4.9 USER LICENSING ENVIRONMENT

Due to the need to manage shared “G drive” storage and considering email retention requirements, ***the County anticipates licensing the system for the entire enterprise.*** The following table has been provided as estimates of departmental usage.

	County Department	Number of Users	Number of Desktops	Phase 1
1.	14TH District Court	54	31	No
2.	22ND Circuit Court	121	n/a	No
3.	Board of Commissioners	11	n/a	No
4.	Children’s Services	55	n/a	No
5.	Clerk / Register of Deeds	49	n/a	No
6.	Clerk / Vital Records	9	13	Included
7.	Community Support & Treatment	266	n/a	No
8.	County Administration	7	n/a	No
9.	Emergency Management	5	n/a	No
10.	Employment Training & Com.	44	n/a	No

	County Department	Number of Users	Number of Desktops	Phase 1
11.	Equalization	17	n/a	No
12.	Facilities	40	n/a	No
13.	Finance / Payroll	22	22	Included
14.	Friend of the Court	25	25	Included
15.	Head Start	39	18	No
16.	Human Resources	10	10	Included
17.	Information Technology Services	40	n/a	No
18.	Parks & Recreation	35	n/a	No
19.	Prosecuting Attorney	56	40	Included
20.	Public Defender	23	n/a	No
21.	Public Health	118	n/a	No
22.	Sheriff	311	151	No
23.	Support Services – Other	24	n/a	No
24.	Treasurer	20	n/a	No
25.	Veteran Services	5	n/a	No
26.	WCHO	101	n/a	No
27.	Zeeb Road departments (Building Inspection / SESC / Drain Commissioner's Office / Environmental Health)	137	110	Included
	<i>Estimated Total:</i>	1644	1750	

License costs in contractor proposals should minimally be quoted by Contractors for enterprise licensing. Contractors are welcome to additionally optionally propose a seat based or workstation based licensing model to meet Phase 1 requirements. If a Contractor is proposing multiple licensing options (i.e. enterprise and named user) please provide a complete copy of the pricing forms for each option, clearly labeled as such.

4.10 COUNTY IT STANDARDS / PREFERRED ECM PRODUCT SUITES

The County currently observes the following standards as a minimum for user workstation specifications:

Attribute	Current Standard
CPU	Intel Pentium 4 3.2GHz, 2M, 800Mhz, FSB)
RAM	512MB DDR2 Non-ECC SDRAM, 533MHz
Disk	80GB
DVD	8X DVD+/-RW
Display	17 " Flat Panel
O/S	Microsoft XP SP2 fully managed
Anti Virus	Symantec
Browser	IE 6

The County additionally currently observes the following technology standards:

Technology	Current Standard
Database	Oracle
Development Platform	Java, JBoss, or Microsoft
Server Hardware	Dell PowerEdge servers
Storage	EMC Centerra
Server OS	Microsoft Windows Server2003 SP4 or current service pack., Linux
Capture	KOFAX

The County has performed some preliminary research related to product suites of Document Management, Imaging and other ECM technologies and has identified several which are of particular interest to the County. Those contractor suites include (alphabetically):

- EMC / Documentum
- FileNet
- Hummingbird
- Hyland Software
- Laserfiche

4.11 PROPOSAL RESPONSE FORMAT

Contractors should consult the following format in developing and formatting their proposal response:

Section		Contents
1.	Executive Summary	This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages, describing the proposed solution. Please indicate if your organization is an implementer or reseller of document management and imaging solutions and indicate which contractor product suite is being proposed. The summary should contain as little technical jargon as possible, and should be oriented toward non-technical personnel. The Executive Summary should not include cost quotations
2.	Organization Background	The Contractor is required to provide a general description of the application program product(s) and Contractors must provide information about their company so that the County can evaluate the Contractor's stability and ability to support the commitments set forth in response to the RFP. The County, at its option, may require the Contractor to provide additional documentation to support and/or clarify requested information. If the Contractor is proposing to use a subcontractor on this project, please provide background information on the subcontractor, Contractor relationship with that firm and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The County has the right to approve all sub-contractors of the Contractor at any time.
3.	Proposed Applications Solution	The Contractor is required to provide a general description of the application program product(s) and how it will meet requirements of this RFP. For each product included, please describe the software manufacturer, and product version. Describe opportunities for making local customizations or development of interfaces without compromising the integrity of the base system.
4.	County Request for Proposal	The Contractor must include a complete copy of the County's RFP as well as any related addendums.
5.	Questionnaire	The Contractor must respond to the Contractor Questionnaire from Section 4.13 of this RFP. Please complete one Questionnaire form for each company / firm represented in the Contractor proposed solution. Please indicate the Prime Contractor for only one organization.

Section		Contents
6.	Services Implementation Work-plan	<p>The County expects that an initial step in the implementation, will be to more clearly define a detailed implementation plan and schedule based on interactive planning process with the Contractor, considering the County's priorities. Considering the Phase 1 activities and <i>"Requested Phase 1 Implementation Services"</i> identified in Section 4.8, the Contractor is to provide a preliminary implementation plan in narrative format supported by an activity-level project plan that details how the proposed solution is to be implemented.</p> <p>The Contractor should not be constrained to only include the identified items in the Contractor's proposal response if the Contractor feels that they add value to the overall implementation. The County requests that the Contractor should provide their work plan in a Microsoft Project format as part of the proposal response.</p> <p>It is expected that the Contractor will lead the efforts in each of the implementation areas described unless stated otherwise</p>
7.	On-Going Support and Maintenance	<p>The Contractor must specify the nature, costs and conditions of any post-implementation support options including:</p> <ul style="list-style-type: none"> a) On-site support b) Telephone support - Include the minimum response time provided as part of the basic support agreement and average response time for the past twelve (12) months. c) Delivery method of future upgrades and product enhancements. d) Hardware and database e) Frequency of upgrades f) Availability of user groups g) Escalation options and procedures <p>Identify the party or business unit that is responsible for the support options provided above.</p>

Section		Contents										
8.	Response to General System Requirements	<p>Responses to the requirements listed in Section 4.12 of this RFP must be provided in this section of the Contractor's response. Use the pages provided and attach added explanation pages as necessary. The following code should be used when responding to the requirements:</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Y</td> <td>If specification is available as a standard feature of the software</td> </tr> <tr> <td>M</td> <td>If specification is available through modification to the software</td> </tr> <tr> <td>F</td> <td>If specification is not available now, but will be available in a future release of the software within 1 year of the date of the Contractor's proposal.</td> </tr> <tr> <td>N</td> <td>If specification is not available</td> </tr> </tbody> </table> <p>Contractor proposal responses must include an electronic Excel copy of this section as well.</p>	Response	Description	Y	If specification is available as a standard feature of the software	M	If specification is available through modification to the software	F	If specification is not available now, but will be available in a future release of the software within 1 year of the date of the Contractor's proposal.	N	If specification is not available
Response	Description											
Y	If specification is available as a standard feature of the software											
M	If specification is available through modification to the software											
F	If specification is not available now, but will be available in a future release of the software within 1 year of the date of the Contractor's proposal.											
N	If specification is not available											
9.	Hardware Requirements	<p>The County is not requesting hardware in this RFP. Contractors are to provide recommendations for:</p> <ul style="list-style-type: none"> • Server hardware • Scanning stations • Workstation specifications <p>If a Contractor's proposal requires hardware that exceeds or inconsistent with the County's IT standards, the Contractor must indicate it within this section.</p>										
10.	Client References	<p>The Contractor must provide at least four references from clients that are similar in size and complexity to the County. The format for completing the Contractor references is provided in Section 4.13 of this document.</p>										
11.	License and Maintenance Agreements	<p>Sample license and maintenance agreements must be provided in this part of the Contractor's response for all components of the recommended solution (i.e., hardware, software, operating system, database, etc.). Indicate the basis on how licenses are determined.</p>										
12.	Exceptions and Deviations	<p>If the Contractor finds it impossible or impractical to adhere to any portion of these specifications and all Appendices, it shall be so stated in its proposal, with all deviations grouped together in a separate section entitled, "Exceptions/Deviations from Proposal Requirements." This section will be all inclusive and will contain a definition statement of each and every objection or deviation with adherence to specific RFP sections. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the Contractor in submitting a proposal, will accept this stipulation without recourse.</p>										
13.	Other Information	<p>Please provide any other information that supports your proposal in this additional section.</p>										

Section	Contents
14. Bid Sheet	<p>Costs for the Contractor's proposed solution should be submitted on Proposal Pricing Forms provided in Section 4.13 of this RFP. Costs should include the complete costs for the solution including software, license fees, training, travel, per diem, installation, documentation, discounts, operating costs, etc. Use additional pages as needed to provide additional cost detail, however all costs should be completely reflected on the Proposal Pricing Forms. For each item, indicate if the cost is one-time, annual, or other. In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect. In the event the product or service is not being included in the Contractor proposal, the item should be noted as "No Bid".</p> <p><i>If a Contractor is proposing multiple licensing options (i.e. enterprise and named user) please provide a complete copy of the pricing forms for each option, clearly labeled as such.</i></p>
15. Signature Page	<p>Please attach a completed copy of the Signature Page signed by an individual is authorized to sign on behalf of company submitting proposal.</p>

4.12 SYSTEM REQUIREMENTS

Washtenaw County has included in this section the following application specifications categories for the proposed Document Management and Imaging system:

- 4.12.1 - General Requirements
- 4.12.2 - Document Capture
- 4.12.3 - Maintenance and Storage
- 4.12.4 - Document Retrieval
- 4.12.5 - Work Flow and Business Process Management

The County believes that the majority of the requirements identified for these applications can be met by packaged software products with a minimum of software modifications.

Each contractor should review the specifications and reports listed in each subsection and respond as to their availability within the contractor's software system.

The Priority column includes one of the following entries to indicate the importance of the specification/report to the County:

Priority	Importance
H	Highly Critical
C	Critical
D	Desirable

Each Contractor should review the specifications listed in each category and respond as to their availability within the Contractor's software system. The responses should be entered under the "Availability" column of each form as follows:

Availability	Description
Y	If specification is available as a standard feature or configurable option of the packaged system included in the proposed solution
M	If specification is available through modification to the system
F	If specification is not available now, but will be available in a future release of the software <u>within 1 year of the date of the Contractor's proposal.</u>
N	If specification is not available

Do not change the order or language of the specifications.

Contractors must enter their "Availabilities" (i.e., Y, M, F, or N) for all specifications on the Excel forms and provide them electronically (on CD) with their proposal.

Use the Cost column for "M" or "F" responses to estimate the cost to be incurred by the County to secure the specification/report. Use the Comment column to provide additional comments pertaining to the Contractor's response for that item.

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12.1	<u>GENERAL REQUIREMENTS</u>				
	<u>Key System Requirements</u>				
1	The software language used to develop the system should be a widely-used industry standard, as opposed to being written in a proprietary language. Describe tools and environment to modify and extend the systems functionality	H			
2	System is supplied, implemented, and supported by a single vendor.	D			
3	System allows navigational security, with multiple layers of user-definable security to limit access at department, user, system, function, and file levels.	H			
4	System integrates with network operating system environment and supports LDAP/Active directory authentication	H			
5	Scanning includes an audit process to date/time/user stamp the scanned files. Audit trail must record which and when records were accessed and by which user id.	D			
6	Image files are identified (indexed) by, and retrieved by, user-definable fields per document, and are stored in an industry standard relational database. Oracle is our standard. Provide database supported in comments section.	H			
7	Capability to annotate document pages from viewing screen.	C			
8	System must support and store multiple layers of annotations separately.	D			
9	Ability to print out annotations on images at user's option.	C			
10	Industry standard image file formats accommodated (TIFF, JPG, PDF, Others).	H			
11	System is capable of importing other various standard content file types (doc, xls, pdf, etc.) and launching appropriate applications / viewers to support their retrieval	H			
12	System is capable of importing other various file types with no restrictions as to file type	C			
13	System is capable of importing audio content files (MP3, wav, etc.) and launching appropriate media viewers for retrieval	C			

H - Highly Critical
C - Critical
D - Desirable

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12.1	<u>GENERAL REQUIREMENTS</u>				
14	System is capable of importing video content files (wma, mpeg4, real video, etc.) and launching appropriate media viewers for retrieval	C			
15	Storage approach includes magnetic disk storage.	H			
16	System, as well as on-going support and enhancements to the system, complies with the State of Michigan PA 116 of 1992 and the subsequent Optical Imaging Rules.	H			
17	The network operating system under which the system runs must be Windows 2003 server based. Please indicate NOS support under comments section.	H			
18	The network operating system under which the system runs must be Linux based. Please indicate NOS support under comments section.	D			
19	The imaging system client must be fully certified with Windows XP Professional in a managed environment..	H			
20	System is ODBC compliant	H			
21	Uses TCPIP protocol for network communication	H			
22	System offers a web based search and retrieval client.	H			
23	Output reports and all files must be viewable on-line, real-time for easy review and revision.	C			
24	Any attached workstation must be able to view any scanned and indexed files, based on security profile.	H			
25	The system must allow for the capture and display of color images.	H			
26	System complies with Identification and Indexing of Page Components (ANSI/AIIM MS55-1994)	C			
27	The following information regarding document structure should be kept once for each document type: page count and measurement units (inches or centimeters).	H			
28	The following information regarding page structure should be kept once for each page within a document type: page size (x,y), page orientation, and zone count.	H			

H - Highly Critical
C - Critical
D - Desirable

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12.1	<u>GENERAL REQUIREMENTS</u>				
29	The following information regarding zone structure should be kept once for each zone within a page: zone location (x,y), zone size (x,y), zone orientation, spatial resolution (x,y), gray-scale resolution, and zone content.	H			
30	The system must make use of and interface with an industry standard report writer. The county standard is Business Objects.	H			
	Accommodates not-to-exceed processing speeds of:				
31	- Direct retrieval of an indexed file - 3 sec.	H			
32	- OCR search and retrieval of an indexed file - less than 1 min.	H			
33	- Report compiling - less than 30 sec.	C			
34	The system accommodates multiple departments, each with unique indexing requirements.	H			
35	The ability to view multiple pages of a file or multiple files on screen at the same time.	D			
36	The ability to store and view multiple pages files (multi-tiff).	H			
37	Capability to track revisions	H			
38	The ability to select and print documents and reports to attached and/or networked printers.	H			
39	System interfaces with a network facsimile system (i.e., incoming and outgoing images can be retrieved and distributed to users on the network, and scanned files can be sent to recipients outside of the network).	D			
40	GUI (graphical user interface) style screens.	H			
41	Capability to "white out/black out" sections of images before printing. (redacting)	H			
42	Option of source code escrow.	H			
	Access to, or updating of, information stored in the system should be restricted through use of a password security system at the following levels				
43	- User	H			
44	- Workstation	H			
45	- Application	H			

H - Highly Critical
C - Critical
D - Desirable

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12.1	<u>GENERAL REQUIREMENTS</u>				
46	- Transaction Type (add, change, inquire, delete)	H			
47	- Field	H			
48	Security methodology includes use of "roles"	H			
49	Role based security model includes ability to establish exceptions	C			
50	Additionally, access can be limited to "read only" at the user level.	H			
51	One common area for security setup for all applications	C			
52	All file changes are recorded in a detailed permanent audit trail, including user and time stamp.	H			
53	System security allows / restricts users to add / update / delete functionality by user and by function (screen / report)	H			
54	The system must perform error checking to verify the quality of the information entered and that the system balances are maintained.	H			
55	Data entry controls to ensure system enters data into all required fields for both batch and on-line data entry. A system administrator should be able to define which fields are required fields.	H			
56	Must be able to accept queries or query results from 3rd party system to retrieve documents from the system. (i.e., screen scrape and get related documents)	H			
57	Allows for enterprise licensing model	H			
58	Allows for concurrent or team based licensing	H			
59	Allows for concurrent or named user licensing	H			
60	Web services provided or access to the Java API	H			

H - Highly Critical
C - Critical
D - Desirable

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12. 2	DOCUMENT CAPTURE				
	Key System Requirements				
1	The software interfaces with the Windows Print Manager to allow importing of images from any Windows based application reporting feature. Output type (tiff, pdf, etc) must be configurable by document class.	H			
2	The software interfaces with the Windows operating system to allow saving of documents (Save As..) from any Windows based application.	H			
3	Ability to capture, store, retrieve, and reproduce irregular-sized (e.g., larger than 8 ½ x 11) documents.	H			
4	Imaging workstations can be set up in each department and/or building, allowing decentralized scanning and indexing with as few workstations as feasible.	H			
5	Provide compatibilitiy with desktop and production scanners.	C			
6	Accommodates an unlimited number of indices per file/image. (If there is a limit provide that in the comments.)	H			
7	Recognizes document orientation and optionally corrects via user option.	D			
8	System provides the ability to import images and indexes provided by an external vendor and for import into the system.	H			
9	Software has the option to display the image while the image is being scanned.	H			
10	Capability to run multiple scanners concurrently with multiple PCs, all networked into a common imaging server.	H			
11	Ability to scan documents existing in bound or book form.	D			
12	Indices can have primary subject categories, sub-categories, and so on, in a hierarchical relational structure.	C			
13	Capability to do batch scanning and indexing.	H			
14	Allows electronic data fields to automatically be used as indices.	H			
15	Enables administrator user design and set-up of index fields, codes, tables, etc.	H			
16	Accommodates "Full Text Indexing" (i.e., OCR) to search for and retrieve files.	H			
17	Provides ICR for hand writing recognition.	D			
18	At administrator option, verification of index data by double-keying all or selected field values. The second set of keystrokes is compared to the first and the software alerts the operator when discrepancies are detected.	H			
19	System interfaces with a network facsimile system (i.e., incoming and outgoing images can be retrieved and distributed to users on the network, and scanned files can be sent to recipients outside of the network).	C			
20	System provides functionality to assist users with detecting scanning errors, by using correction codes to identify level of use of correction functions	H			
21	Ability to use a networked digital copier as a scan station. County standard is Ricoh.	H			

H - Highly Critical
C - Critical
D - Desirable

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12.2	DOCUMENT CAPTURE				
22	Ability to digitize microfilm/microfiche documents and transfer the files into the imaging system.	D			
23	Ability to modify the content of index / keyword with appropriate document security.	H			
24	Ability to increase the number of keyword fields or indexes on existing documents	H			
25	Ability to employ OCR technology at scan time to populate index values from a full page OCR scan.	H			
26	System can be configured to automatically index files using one or more fields that always appear in the same location on the document.	C			
27	Converted historical index database values can be electronically associated with scanned images back-scanned by either the user or the vendor.	C			
28	System needs to have to the capability of "date stamping" images with date scanned when captured.	C			
29	System provides the ability to identify specific locations on imaged documents that contain sensitive content (social security number) and restrict view of these sensitive areas to only authorized users using a multi-level security structure.	H			
30	Electronic signature management - support for inserting signatures and managing records content and access	H			
31	System utilizes or provides support for VRS or equal technology.	H			

H - Highly Critical
C - Critical
D - Desirable

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4..12.3	<u>MAINTENANCE AND STORAGE</u>				
	<u>Key System Requirements</u>				
1	Ability to capture, store, retrieve, and reproduce irregular-sized (e.g., larger than 8 ½ x 11) documents.	H			
2	Ability to archive images onto magnetic disk with the ability to use the system's image reader to search and read archived data.	H			
3	Ability to track physical location of documents and related retention schedule.	D			
4	Ability to upload scanned blueprints and maps up to 36 inches by 48 inches in size.	H			
5	Ability to merge files scanned by other sources into a single database, assuming that the file formats of whatever type are all industry standards.	H			
6	Ability to back up all images and indexed documents from magnetic disk. Provide back up medias supported in comments.	H			
7	Ability to automate purging of time-dated documents in accordance with State of Michigan document retention schedule, with user approval. User must be authorized to purge files. This retention schedule automation must be by document type.	H			
8	Ability to have system security defined related to purge authorization	H			
9	Ability to set an automatic purge schedule for various retention periods.	C			
10	Ability to link image and database (text) files.	H			
11	Ability to automate the compression and back up of data at predetermined times.	H			
12	Easy to use and restore from back up.	H			
13	System provides automated data backup functionality while the system is online without restricting user access to application functionality.	H			
14	Color images can be scanned, stored, and printed on demand.	H			
15	Ability to output to microfilm from scanned images at any time.	D			
16	Allows user to make copies of images and associated index data onto DVD/CDs for archival and back up purposes from magnetic disk.D4	H			
17	Compatibility with or support for storage of documents on EMC Centerra disk systems.	H			

H - Highly Critical
C - Critical
D - Desirable

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12.4	<u>DOCUMENT RETRIEVAL</u>				
	<u>Key System Requirements</u>				
1	Retrieval software search specifications should contain a field name, a relational expression, and a field value to be matched.	H			
2	For textual and numeric fields, the retrieval software should permit index searches based on exact or partial matches of specified field values.	H			
3	For numeric fields, the retrieval software should permit index searches based on ranges of field values specified by the following relational expressions: greater than, less than, greater than or equal to, and less than or equal to.	H			
4	For textual fields, the retrieval software should permit index searches based on root-word matches (term truncation).	H			
5	Ability to retrieve documents by document title, classification, type, address, customer name, number, or any other user-defined index value.	H			
6	Integrated viewing capability to display all files linked to a subject category, sub-category, etc., displayed on-screen. User can point and click which file level/category/etc., and system will take user to that recordset.	C			
7	When doing a search on a significant portion of the database, system will display all file names that the search identified. User can point-and-click on any file(s) displayed to retrieve.	H			
8	Users can return to a search results lists after viewing a result.	H			
9	Users should be able to see the various lines and pages where the search word appears, before deciding to view the image.	C			
10	Ability to manipulate image displays by scaling, magnifying, or panning.	H			
11	Files may be searched and retrieved by defined indices, key word(s), symbols, or system-assigned alphanumeric Ids.	H			
12	Files may be exported to, and retrieved by, other graphical user interface (GUI) / web applications.	H			
13	Accommodates "Full Text Indexing" (i.e., OCR) to search for and retrieve files.	H			
14	Ability to retrieve documents of various sizes and types, including but not limited to blueprints, forms, pictures, fingerprints, cardstock, legal size letters, etc.	H			
15	Ability to retrieve documents based upon scan date range.	C			
16	Ability to retrieve documents using multiple index words, numbers, dates, etc., simultaneously.	H			
17	Accommodates Boolean (True, False) logic to assist searches.	H			
18	Searches have the option of utilizing "Soundex" feature to accommodate poor scans, alternate spellings, etc.	C			
19	Builds a retrieval "hit list" of matches or near-matches.	H			

H - Highly Critical
C - Critical
D - Desirable

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4.12.4	<u>DOCUMENT RETRIEVAL</u>				
20	Searches can be limited to the current directory or the current plus any child directories.	C			
21	Ability to display text or image samples on screen when reviewing a search "hit list" to assist in determining which files to retrieve.	H			
22	Ability to employ OCR technology either at scan time or when searching.	H			
23	Ability to view both the image and OCR results simultaneously.	C			
24	Ability to produce hard copy reproduction of stored images.	H			
25	Ability to print all or a selected portion of an image.	H			
26	Multiple users can view a single stored image simultaneously.	H			
27	Ability to limit access to certain files to read only for selected users.	H			
28	Ability to secure documents from unauthorized access.	H			
29	Ability to secure documents by directory or branch with the option to set inheritance.	H			
30	Ability to call an external viewer that is not part of the proposed software	H			
31	Ability to call an external software package for editing that is not part of the proposed software	H			
32	Ability to set security at both the user and group levels.	H			
33	Ability to provide system usage/audit-style reports. Should show which user ID accessed what records and when.	H			
34	System provides the ability to print multiple copies of a retrieved image.	H			
35	System provides the ability to identify specific locations on imaged documents that contain sensitive content (social security number) and restrict view of these sensitive areas to only authorized users using a multi-level security structure.	H			
36	System provides a thin-client retrieval mechanism, such that the County could incorporate the development of search / retrieve functions from a County web site, to access and display images from the system	H			
37	System includes functionality to create PDF documents from retrieved images	H			
38	System includes functionality to create a combined PDF document from multiple retrieved images	C			
39	System provides functionality to be able to adjust page settings/image size for printing documents with specific size paper requirements	C			

H - Highly Critical
C - Critical
D - Desirable

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4..12.5	WORKFLOW AND BUSINESS PROCESS MANAGEMENT				
	Key System Requirements				
1	Ability to automate and manage a business process, during which documents, information, or tasks are passed from one participant to another for action, according to a set of user-defined procedural rules.	C			
2	Workflow features integrate through County's email / collaboration platform. County standard is MS Outlook/Exchange.	H			
3	Workflow has automatic event notification	C			
4	Workflow has routing protocols	H			
5	Workflow allows users to define conditions	C			
6	Work flow must provide support for adhoc and rules based work flows.	H			
7	Workflow uses "Rules-based" document automation	C			
8	Workflow creates an audit trail	H			
9	Includes electronic signature capabilities	C			
10	Accommodates user-defined process definitions, which identify the various process activities, procedural rules, and associated controls.	C			
11	Stores and interprets process definitions, creates and manages work flow instances as they are executed, and controls the interaction between instances and with participants (users) and other software applications being affected or affecting the work flow instances.	C			
12	Allows user involvement during the process instances, e.g., enactment of a process on-line, to re-assign work tasks, re-prioritize tasks, and monitor audit trail.	C			
13	Provides business process modeling, e.g., graphical representation of the process, which can be manipulated by the system administrator to automate the process on-line. The modeling establishes a network of activities and their logical relationships, criteria to indicate the start and termination of the process, information about each activity, e.g., participants, their organizational role or position, affected/associated software applications and data, etc., includes both manual and automated activities, references sub-processes which are separately modeled.	D			
14	A process can have an automated activity and a manual activity in the same instance.	C			
15	A scheme exists to automatically update the document management and imaging software loaded on client workstations	C			
16	A participant in a workflow enabled process can be a human being, an intelligent machine resource, a role (e.g., a group of participants exhibiting a specific set of attributes, qualifications, and/or skills), or an organizational unit.	C			
17	Allows an organizational structure model to be defined on-line, showing each position, the relationships between positions, the person filling a position at a given point in time, roles, etc.	D			

H - Highly Critical
C - Critical
D - Desirable

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4..12.5	WORKFLOW AND BUSINESS PROCESS MANAGEMENT				
18	A task can be broken down into work items, which are processed by a participant within an activity.	C			
19	A work list contains details of the work items allocated to a participant.	C			
20	System tracks status of work flow process and activity instances, e.g., initiated, running, active, inactive, suspended, complete, terminated, archived.	C			
21	A participant can control the progression of work list items.	C			
22	System includes a work list handler to enable work items to be passed from the work flow management system to the user, and vice versa, and sends notifications of progression status (see 12) to the work flow management system.	C			
23	A work list handler may select a work item, reassign it, track progression status, and invoke other software applications which must be part of the item processing (API's).	C			
24	Accommodates activity blocks or sets, e.g., activities within a process which share common property(ies) which cause the work flow management system to take certain actions.	C			
25	User can specify activity (work item) deadlines.	C			
26	Escalation procedures can be established for the system to invoke when deadlines are not met.	H			
27	Activities can execute in parallel or in sequence within a process. Alternative routes can be user-defined, based on results of conditions.	C			
28	Alternative routes can be user defined, based on results of conditions.	C			
29	Boolean logic (true / false) can be used when specifying a process.	C			
30	Activities can be re-iterated until a user-defined condition is met.	C			
31	Condition(s) refer to events, either within the work flow management process structure or external to it, including date and time, and can be established by a user so that the work flow management system decides: whether a process instance may start, whether a process instance may end, whether a process may transition to another activity, etc.	C			
32	Accommodates dummy activities to represent and evaluate complex routing or process control conditions. No work, resource, or application is associated with dummy activities.	C			
33	The system records audit data of the historical progress of a process instance from start to end through all activities and transitions.	C			
34	Allows constraints to be specified, which are conditions, which must be met during work flow processing. Otherwise, an exception condition or other procedure is invoked.	C			

H - Highly Critical
C - Critical
D - Desirable

**Washtenaw County
Imaging System Selection**

Number	Application Requirements	Priority	Availability	Cost	Comment
4..12.5	WORKFLOW AND BUSINESS PROCESS MANAGEMENT				
35	Two or more work flow engines may work together co-operatively either hierarchically, discreetly (chained), indiscreetly (peer-to-peer), or parallel synchronized.	D			
36	Ability to define a work flow administrator with special set-up, control, auditing, and management capabilities.	C			
	Includes:				
37	- Software tools to generate code based on process	H			
38	- ODBC compliance	H			
39	- OLE integration	H			
40	- Uses industry standard database (specify database used in comments)	H			
41	- Point-and-Click type drawing tools	H			
42	- GUI based work flow development tool (creation and modification)	H			
43	- Report writer/query functions	H			
44	Ability to scan in or import forms designed in other packages to create live fields.	C			
45	Uses Java or industry standard 4GL tools (or more recent) to build front-end applications. (Specify tools supported in comments.)	C			
46	Ability to specify the routing of imaged documents from activity to activity.	H			
47	Ability to establish security controls on the Web and within the organization's LAN/WAN.	H			

H - Highly Critical
C - Critical
D - Desirable

4.13 REQUIRED FORMS

4.13.1 Signature Page

The following is a form to be completed by the contractor(s) to propose hardware, software, and services for the Document Management and Imaging system described in this RFP:

_____		_____	
Signature		Company Name	
_____		_____	
Print Name		Company Address	
_____		_____	
Title		City	St. Zip
_____		_____	
Telephone #		Fax #	
_____		_____	
Federal Tax ID #		URL/Email Address	

The above individual is authorized to sign on behalf of company submitting proposal.

Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of 90 days.

4.13.2 Contractor Reference Information

Please provide reference information for four installations similar in size and complexity to the County's.

Implementer:	
Document Management / Imaging Contractor Suite:	
Customer Name:	
Customer Contact:	
Customer Phone Number:	()
E-mail Address:	

Equipment configuration (briefly describe each system device quantities, and list characteristics such as size, speed, and capacity):

Installed application systems (briefly describe):

4.13.3 Contractor Questionnaire

1. Please provide a bank reference with name and phone number of contact person

Bank Contact Info

2. Please state the year the Contractor started in the business of selling Document Management and Imaging solutions?

Year Started Selling Document Management and Imaging Systems

3. Please state the year the Contractor started in the business of selling Document Management and Imaging solutions to Counties?

Year Started Selling Document Management and Imaging Systems to Counties

4. Please state the year the Contractor started in the business of selling and implementing the specific Document Management that has been proposed to the County?

Year Started Implementing This Specific System

5. Please describe your organizations expertise in the KOFAX line of products and describe your ability to assist with selection and implementation of Ascent Capture, VRS, and ACIS.

Experience

6. Does the Proposing Contractor's develop and implement the Document Management and Imaging solution or is the Proposing Contractor a reseller, integrator and implementer of a product(s)? (please check one)

Developer and Implementer	Implementer / Integrator

If the Proposing Contractor is a reseller, integrator and implementer of a product(s), please list the products and their manufactures / developers:

Primary Product Components
•

7. Where is the Contractor's closest support facility from where the contractor would provide primary support?

Support Facility Location

--

8. Does the Contractor use offshore assistance for providing services? If yes, please describe

Offshore Approach

--

9. Where is the Contractor company's headquarters?

Company Headquarters Location

--

10. Please list the Contractor's sales in the previous four years:

Year	Sales for Product Contractor	Sales for Implementer
2005		
2004		
2003		
2002		

11. How many total employees does the Contractor have in each of the following categories:

Area	Number for Product Contractor	Number for Implementer
Sales/Marketing		
Management/Administration		
Help Desk Staff		
Implementation Staff		
Development Staff		
Other		
Total		

12. What is the Contractor's hourly rate for implementation assistance *beyond* that which is included in the Contractor bid by skill-set?

Rates for Additional Implementation Assistance	
Hourly Rate	Skill Set
\$ / hr	
\$ / hr	
\$ / hr	
\$ / hr	
\$ / hr	

13. As a *Primary Contractor*, can the Contractor provide a true Turnkey Solution, including:

Turnkey Solution		
Component	Yes	No
Capture Software		
Document Imaging / Management Software		
Other Ancillary Software		
Scanning Hardware Coordination		
Server Hardware Coordination		
Network Infrastructure / Technical Planning		
User Training		
Technical Training and Knowledge Transfer		
Data Conversion		
Development of Integrations and Interfaces		
On-going Support		
Project Management		

Please describe any responses above where the Contractor does not provide a turnkey solution:

Description

14. How long has the current version of the proposed software been in production?

Duration

15. Will the Contractor provide all periodic enhancements to the software at no additional charge, beyond the annual support agreement?

Yes	No

Please describe the frequency of major and minor releases

Release Schedule

16. The County requests that the Contractor agrees to a one year warranty. The warranty period would start on the day of final approval for payment, after the system is installed and functioning properly, and after the County's authorized representative and consultants have tested and approved the system. Will the Contractor agree with this condition? (please check one)

Yes	No

If the Contractor does not agree, what is the longest time that the Contractor would agree to an "on-site" warranty?

Duration

17. If the County purchases software from the Contractor, will a copy of the source code be provided? (please check one)

Yes	No

If not, will the source code be placed in escrow? (please check one)

Yes	No

18. Are all items quoted F.O.B. delivered, freight prepaid and allowed? (please check one)

Yes	No

19. Does the proposing Contractor have a toll-free support line? (if Yes, please describe if it is through the reseller or through the product manufacturer)

Yes	No

Description

20. Does the Contractor have a User Group? (if Yes, please describe if it is through the reseller or through the product manufacturer)

Yes	No

Description

21. What is the Contractor’s average response time (hours) for a telephone response to a service call?

Average Response Time

22. What is the Contractor’s guaranteed maximum response time (hours)?

Maximum Guaranteed Response Time

23. Can you remotely access installed systems to perform diagnostics? (please describe approach)

Remote Access / Diagnostics Approach

24. How many fully operational installations has the Contractor completed as follows:

Location	Michigan	Nationally
Local units of government		
Counties		
Counties over 100,000 population		
Overall		

25. Please describe the Contractor’s commitment to providing Document Management and Imaging system solutions for the County market?

Document Management and Imaging Commitment to the County Marketplace

26. Will the Contractor contractually agree to:

Contractual Inquiry		
Term / Condition	Yes	No
Provide <u>on-site</u> staff for training and implementation at Washtenaw County		
Non-performance hold-backs?		
Payment hold-backs until fully operational and formally accepted?		
Designation of a Project Manager assigned to the County		
Allow the County to approve Contractor staff assigned to help with implementation?		
One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires		

27. Ranked in order, what would be the Contractor’s three top preferred, comparably sized, site visit locations?

Contractor Preferred, Comparably Sized, Site Visit Location
1) 2) 3)

28. What hardware platform does the Contractor proposed application software currently operate on?

Hardware Platform of Proposed Applications

29. What operating system(s) does the Contractor proposed application software currently operate on?

Operating System of Proposed Applications

30. What database environment does the Contractor proposed application software currently operate on?

Database Environment of Proposed Applications

31. Is the Contractor committed to supporting the above operating system, database and hardware platform(s) for the foreseeable future?

Yes	No

32. Will the Contractor guarantee that the system will maintain a 5-second maximum response time under all circumstances?

Yes	No

33. Will the Contractor guarantee that the system will operate at least 98% of the time during the first 2 years of operation?

Yes	No

34. Will the Contractor's proposed solution support the existing scanners that the County uses (please check one)?

Existing Scanners	Yes	No	Comments
Bell & Howell FB2000D			
Bell & Howell FB2000D			
Bell & Howell FB2000D			
Fujitsu 4079D			

35. The County expects that the initial implementation phase of the Document Managing and Imaging System will incorporate storage on a central server. For future storage and capacity planning purposes, please describe the Contractor's support or constraints for implementing the proposed Document Managing and Imaging System utilizing (a non-Contractor provided) County network storage solution (i.e. – EMC Centerra):

Support for County Network Storage

4.13.4 Contractor Pricing Forms

Please complete the attached pricing forms:

Application Software

Please include pricing below for all necessary application software required to accommodate the proposed Document Management and Imaging System solution as delineated in the requirements defined within this RFP:

Application Software	[License Price	Annual On-Going Software Support Cost
Please describe		
Subtotal – Application Software:		
Other Software	[License Price	Annual On-Going Software Support / License
Emulation or GUI Workstation Software		
Utilities		
Relational Database		
Operating System		
Other – Please describe		
Other		
Other		
Other		
Other		
Other		
Subtotal - Other Software:		

License costs in contractor proposals should minimally be quoted by Contractors for enterprise licensing. Contractors are welcome to additionally optionally propose a seat based or workstation based licensing model to meet Phase 1 requirements.

If a Contractor is proposing multiple licensing options (i.e. enterprise and named user) please provide a complete copy of the pricing forms for each option, clearly labeled as such.

Implementation Services

Please include pricing below for all necessary implementation services defined within this RFP:

Implementation Service	Estimated Hours	Cost
Project Management		
Technical environment planning		
Installation		
Data conversion		
Design, Configure and Implement Phase 1 initiatives		
End user training		
Technical training & Knowledge Transfer		
Additional necessary services		
Sub-total:		

Other Costs

Please include pricing below for all necessary costs to provide an appropriate Enterprise Document Management and Imaging System Solution as defined within this RFP:

Other Necessary Costs	Estimated Hours	Cost
Please describe		
Sub-total:		

SECTION TOTALS	
Section	Total Cost
Application Software	
Implementation Services	
Other Costs	
Less: Discount Offered	
GRAND TOTAL:	

4.14 CONTRACTOR SELECTION CRITERIA

It is the intent of the County, through this RFP process to measure and select the most appropriate product / solution suite that meets the County's long term requirements, and the best reseller / implementer of that suite to perform a series of Phase 1 implementation services. The County intends to enter a long-term relationship with a well-established vendor(s) whose products, features, design philosophy, and support policies come closest to meeting the County's needs. The selected vendor must be a well established, financially stable firm(s) committed to the County government market. They will have a commitment to attracting and retaining an excellent staff of technical and product support personnel. They will have a proven track record of support from installation planning through implementation and on-going use, particularly with clients located outside the vendor's home area. There also should be evidence of responsiveness to clients' suggestions for improvements. Finally, there must be a good fit between vendor(s) staff and the County staff to assure a good working relationship.

The vendor(s) will be evaluated based on the following selection criteria:

COMPLIANCE TO RFP SPECIFICATIONS

1. Software Requirements
 - General Requirements
 - Document Capture
 - Maintenance & Storage
 - Document Retrieval
 - Workflow and Business Process Management
2. Implementation Support
3. Proposal Requirements
 - Submission deadline compliance
 - Proposal format
 - Completeness of information supplied

AVAILABILITY OF QUALITY SOLUTION

1. System Solution
 - Flexible
 - Robust
 - Easy to learn and use
 - Works well with other systems in use by the County
 - Compliance with County IT standards and preferences
2. Availability of Future Enhancements

IMPLEMENTATION SUPPORT

1. Implementation Services
2. Implementation Time Frame
3. Availability of Off-site Development Support
4. Database Conversion
5. User Training
6. Technical Training

OPERATIONS SUPPORT

1. Availability of Support Personnel
 - Local support
 - Proven responsiveness
 - Response time guarantees
2. Operational Guarantees
 - Overall system availability
 - Real-time response time at the desktop
3. Internal Organization
 - Size
 - Reputation
 - Specialization
4. Availability of Comprehensive Documentation
 - User procedures
 - System administration
 - System documentation

VENDOR EXPERIENCE

1. Overall Experience
2. Local Experience, including experience with other local units of government.
3. Experience with specific County Document Management and Imaging Implementations

COST

1. Initial System Price and Complete Implementation Fees
2. Annual Software License Fees
3. On-going Operation and Support
4. Maintenance
5. Payment Terms
6. Other Services

5. Standard Provisions for Contracts

If a contract is awarded, the selected vendor will be required to adhere to a set of general contract provisions that will become a part of any formal agreement. These provisions are general principles that apply to all contractors of service to Washtenaw County such as the following:

5.1 SERVICE CONTRACT - (NAME OF CONTRACTOR)

AGREEMENT is made this _____ day of _____, 2006, by the COUNTY OF WASHTENAW, a municipal corporation, with offices located in the County Administration Building, 220 North Main Street, Ann Arbor, Michigan 48107("County") and (NAME OF CONTRACTOR) located at (CONTRACTOR'S ADDRESS) ("Contractor").

5.2 ARTICLE I - SCOPE OF SERVICES

The Contractor will (SPELL OUT SCOPE OF SERVICE)

5.3 ARTICLE II - COMPENSATION

Upon completion of the above services and submission of invoices the County will pay the Contractor an amount not to exceed (SPELL OUT DOLLAR AMOUNT).

5.4 ARTICLE III - REPORTING OF CONTRACTOR

Section 1 - The Contractor is to report to (DEPARTMENT HEAD TITLE) and will cooperate and confer with him/her as necessary to insure satisfactory work progress.

Section 2 - All reports, estimates, memoranda and documents submitted by the Contractor must be dated and bear the Contractor's name.

Section 3 - All reports made in connection with these services are subject to review and final approval by the County Administrator.

Section 4 - The County may review and inspect the Contractor's activities during the term of this contract.

Section 5 - When applicable, the Contractor will submit a final, written report to the County Administrator.

Section 6 - After reasonable notice to the Contractor, the County may review any of the Contractor's internal records, reports, or insurance policies.

5.5 ARTICLE IV - TERM

This contract begins on (MONTH, DAY, YEAR) and ends on (MONTH, DAY, YEAR).

5.6 ARTICLE V - PERSONNEL

Section 1 - The contractor will provide the required services and will not subcontract or assign the services without the County's written approval.

Section 2 - The Contractor will not hire any County employee for any of the required services without the County's written approval.

Section 3 - The parties agree that the Contractor is neither an employee nor an agent of the County for any purpose.

Section 4 - The parties agree that all work done under this contract shall be completed in the United States and that none of the work will be partially or fully completed by either an offshore subcontractor or offshore business interest either owned or affiliated with the contractor. For purposes of this contract, the term, "offshore" refers to any area outside the contiguous United States, Alaska or Hawaii.

5.7 ARTICLE VI - INDEMNIFICATION AGREEMENT

The contractor will protect, defend and indemnify Washtenaw County, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including the Contractor's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of Washtenaw County in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract resulting in whole or in part from negligent acts or omissions of contractor, any sub-contractor, or any employee, agent or representative of the contractor or any sub-contractor.

5.8 ARTICLE VII - INSURANCE REQUIREMENTS

The Contractor will maintain at its own expense during the term of this Contract, the following insurance:

1. Workers' Compensation Insurance with Michigan statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.
2. Comprehensive/Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. The County shall be added as "additional insured" on general liability policy with respect to the services provided under this contract.
3. Automobile Liability Insurance covering all owned, hired and nonowned vehicles with Personal Protection Insurance and Property Protection Insurance to comply with the provisions of the Michigan No Fault Insurance Law, including residual liability insurance with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

Insurance companies, named insureds and policy forms shall be subject to the approval of the Washtenaw County Administrator. Such approval shall not be unreasonably withheld. Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to Washtenaw County. Contractor shall be responsible to Washtenaw County or insurance companies insuring Washtenaw County for all costs resulting from both financially unsound insurance companies selected by Contractor and their inadequate insurance coverage. Contractor shall furnish the Washtenaw County Administrator with satisfactory certificates of insurance or a certified copy of the policy, if requested by the County Administrator.

No payments will be made to the Contractor until the current certificates of insurance have been received and approved by the Administrator. If the insurance as evidenced by the certificates furnished by the Contractor expires or is canceled during the term of the contract, services and related payments will be suspended. Contractor shall furnish the County Administrator's Office with certification of insurance evidencing such coverage and endorsements at least ten (10) working days prior to commencement of services under this contract. Certificates shall be addressed to the County Administrator, P. O. Box 8645, Ann Arbor, MI, 48107, and shall provide for 30 day written notice to the Certificate holder of cancellation of coverage.

5.9 ARTICLE VIII - COMPLIANCE WITH LAWS AND REGULATIONS

The Contractor will comply with all federal, state and local regulations, including but not limited to all applicable OSHA/MIOSHA requirements and the Americans with Disabilities Act.

5.10 ARTICLE IX - INTEREST OF CONTRACTOR AND COUNTY

The Contractor promises that it has no interest which would conflict with the performance of services required by this contract. The Contractor also promises that, in the performance of this contract, no officer, agent, employee of the County of Washtenaw, or member of its governing bodies, may participate in any decision relating to this contract which affects his/her personal interest or the interest of any corporation, partnership or association in which he/she is directly or indirectly interested or has any personal or pecuniary interest. However, this paragraph does not apply if there has been compliance with the provisions of Section 3 of Act No. 317 of the Public Acts of 1968 and/or Section 30 of Act No. 156 of Public Acts of 1851, as amended by Act No. 51 of the Public Acts of 1978, whichever is applicable.

5.11 ARTICLE X - CONTINGENT FEES

The Contractor promises that it has not employed or retained any company or person, other than bona fide employees working solely for the Contractor, to solicit or secure this contract, and that it has not paid or agreed to pay any company or person, other than bona fide employees working solely for the Contractor, any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award or making of this contract. For breach of this promise, the County may cancel this contract without liability or, at its discretion, deduct the full amount of the fee, commission, percentage, brokerage fee, gift or contingent fee from the compensation due the Contractor.

5.12 ARTICLE XI - EQUAL EMPLOYMENT OPPORTUNITY

The Contractor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief (except as it relates to a bona fide occupational qualification reasonably necessary to the normal operation of the business).

The Contractor will take affirmative action to eliminate discrimination based on sex, race, or a handicap in the hiring of applicant and the treatment of employees. Affirmative action will include, but not be limited to: Employment; upgrading, demotion or transfer; recruitment advertisement; layoff or termination; rates of pay or other forms of compensation; selection for training, including apprenticeship.

The Contractor agrees to post notices containing this policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees, placed by or on the behalf of the Contractor, will state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion and political belief.

5.13 ARTICLE XII - LIVING WAGE

The parties understand that the County has enacted a Living Wage Ordinance that requires covered vendors who execute a service or professional service contract with the County to pay their employees under that contract, a minimum of either \$9.87 per hour with benefits or \$11.58 per hour without benefits. Contractor agrees to comply with this Ordinance in paying its employees. Contractor understands and agrees that an adjustment of the living wage amounts, based upon the Health and Human Services poverty guidelines, will be made on or before May 1, 2007 and annually thereafter which amount shall be automatically incorporated into this contract. County agrees to give Contractor thirty (30) days written notice of such change. Contractor agrees to post a notice containing the County's Living Wage requirements at a location at its place of business accessed by its employees

5.14 ARTICLE XIII - EQUAL ACCESS

The Contractor shall provide the services set forth in Article I without discrimination on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, physical handicap, or age.

5.15 ARTICLE XIV - OWNERSHIP OF DOCUMENTS AND PUBLICATION

All documents developed as a result of this contract will be freely available to the public. None may be copyrighted by the Contractor. During the performance of the services, the Contractor will be responsible for any loss of or damage to the documents while they are in its possession and must restore the loss or damage at its expense. Any use of the information and results of this contract by the Contractor must reference the project sponsorship by the County. Any publication of the information or results must be co-authored by the County.

5.16 ARTICLE XV - ASSIGNS AND SUCCESSORS

This contract is binding on the County and the Contractor, their successors and assigns. Neither the County nor the Contractor will assign or transfer its interest in this contract without the written consent of the other.

5.17 ARTICLE XVI - TERMINATION OF CONTRACT

Section 1 - Termination without cause. Either party may terminate the contract by giving thirty (30) days written notice to the other party.

5.18 ARTICLE XVII - PAYROLL TAXES

The Contractor is responsible for all applicable state and federal social security benefits and unemployment taxes and agrees to indemnify and protect the County against such liability.

5.19 ARTICLE XVIII - PRACTICE AND ETHICS

The parties will conform to the code of ethics of their respective national professional associations.

5.20 ARTICLE XIX- CHANGES IN SCOPE OR SCHEDULE OF SERVICES

Changes mutually agreed upon by the County and the Contractor, will be incorporated into this contract by written amendments signed by both parties.

5.21 ARTICLE XX - CHOICE OF LAW AND FORUM

This contract is to be interpreted by the laws of Michigan. The parties agree that the proper forum for litigation arising out of this contract is in Washtenaw County, Michigan.

5.22 ARTICLE XXI INCORPORATION BY REFERENCE

The Contractor will supply equipment, wiring, technology, training, and other related services adequate to accomplish the requirements as set forth in the Request for Proposals and the Contractor response to the Request for Proposals. Parties agree that where there is a conflict between terms of this Agreement and the information presented in the referenced documents, this Agreement will take precedence. The parties also agree that where there is not a conflict between this Agreement and the information presented in the referenced documents, that all terms, conditions and offers presented in the Contractor's proposal will herein be referenced to the Agreement and will be binding upon all parties to the Agreement.

5.23 ARTICLE XXII RISK DURING STORAGE AND INSTALLATION

Delivery will be made in accordance with the implementation schedule referenced as part of this Agreement. It will be possible to allow for minor variances from this implementation schedule as mutually agreed upon by both parties and confirmed by prior written notice. The equipment will be installed and placed into good working order by representatives of the Contractor. During the time period where the equipment/software is in transit and until the equipment is fully installed in good working order, the Contractor and its insurer will be responsible for the equipment/software and

relieve the County of responsibility for all risk or loss or damage to the equipment/software. In addition, Contractor will hold the County and agents harmless from any risk of loss or damage arising out of occurrences during the installation of the equipment/software.

5.24 ARTICLE XXIII SHIPPING OF EQUIPMENT / SOFTWARE

All shipping and insurance costs to and from the site will be included in the Contractor's proposal. All payments to shipping agents and for insurance fees will be made directly by the Contractor. The County will make no payments to any firm concerning the shipment, installation, and delivery of equipment/software, which is not a part of this Agreement and for which exact payments are not described. Contractor will be responsible for all arrangements for the shipment and receipt of equipment/software to County prepared site. Recognizing that County staff have little prior experience or training in this technology, the Vendor will provide all properly trained representatives to unpack all items of equipment/software and place this equipment/software in the proper locations. The Contractor will also be responsible for removal of all debris and packing materials from the site resulting from the installation of the equipment/software.

5.25 ARTICLE XXIV PROJECT MANAGEMENT STAFF DESIGNATION

The Contractor understands that the successful installation, testing, and operation of the system that is the subject of this Agreement will be accomplished by a cooperative effort. To most effectively manage this complicated process, the Contractor will designate a single representative to act as an ex-officio member of the County project management team and who will have the authority to act on behalf of the Contractor on all matters pertaining to this Agreement.

In the event that an employee of the Contractor is, in the opinion of the County, uncooperative, inept, incompetent, or otherwise unacceptable, the Contractor agrees to remove such person from responsibility in the project. In case of such a removal, the Contractor will, within fifteen (15) days, fill this representative vacancy as described above. Regardless of who the Vendor has designated as the representative, the Contractor organization remains the ultimate responsible party for performing the tasks and responsibilities presented in this Agreement.

5.26 ARTICLE XXV WARRANTY OF SOLUTION

The County has presented detailed technical specifications of the particular purpose for which the network and technology is intended. The County has provided detailed descriptions and criteria of how the system can be defined to accomplish particular purpose. The County has also defined the exact procedures and techniques to be employed in testing whether the system has achieved the defined performance of this particular purpose. Given this advanced preparation concerning, and documentation about the County's particular purpose, the Contractor at the time this Agreement is in force has (1) reason and opportunity to know the particular purpose for which products are required, and (2) that the County is relying on the Contractor's experience and knowledge of these products to provide those which are most suitable and appropriate. Therefore, the Contractor warrants that the system is fit for the purposes for which it is intended as described in this document.

5.27 ARTICLE XXVI WARRANTY

The Contractor warrants that all components provided under this Agreement, whether installed initially or under subsequent purchase orders, will be: newly manufactured equipment or assembled from newly manufactured parts; approved by Underwriter's Laboratories; and, will be free from defects in workmanship or material for a period of 12 months (365 calendar days) from the date of final system acceptance. During this 12 month warranty period, the Contractor will furnish all replacement new parts, shipping costs, repaired parts, service labor, travel costs, and other repair costs at no cost to the County. At the conclusion of the warranty period, the County will consider Contractor support under a separate maintenance agreement.

5.28 ARTICLE XXVII FINAL ACCEPTANCE OF THE SYSTEM

The system proposed will be defined to be finally accepted by County after the installation of the equipment, training, and successful completion of the following performance examinations: system hardware examination, software performance examination, system functional competence examination, system capacity examination, full-load processing capacity examination, system availability examination, approval of as-built, training, and system documentation. The County and its consultants will be the sole judge of whether all conditions for final acceptance criteria have been met.

5.29 ARTICLE XXVIII - EXTENT OF CONTRACT

This contract represents the entire agreement between the parties and supersedes all prior representations, negotiations or agreements whether written or oral.

ATTESTED TO:

WASHTENAW COUNTY

By: _____
Lawrence Kestenbaum (DATE)
County Clerk/Register

By: _____
Robert E. Guenzel (DATE)
County Administrator

APPROVED AS TO CONTENT:

CONTRACTOR

By: _____
(DEPARTMENT HEAD) (DATE)

By: _____
(CONTRACTOR'S NAME) (DATE)

APPROVED AS TO FORM:

By: _____
Curtis N. Hedger (DATE)
Office of Corporation Counsel

6. Appendix A: Existing Data

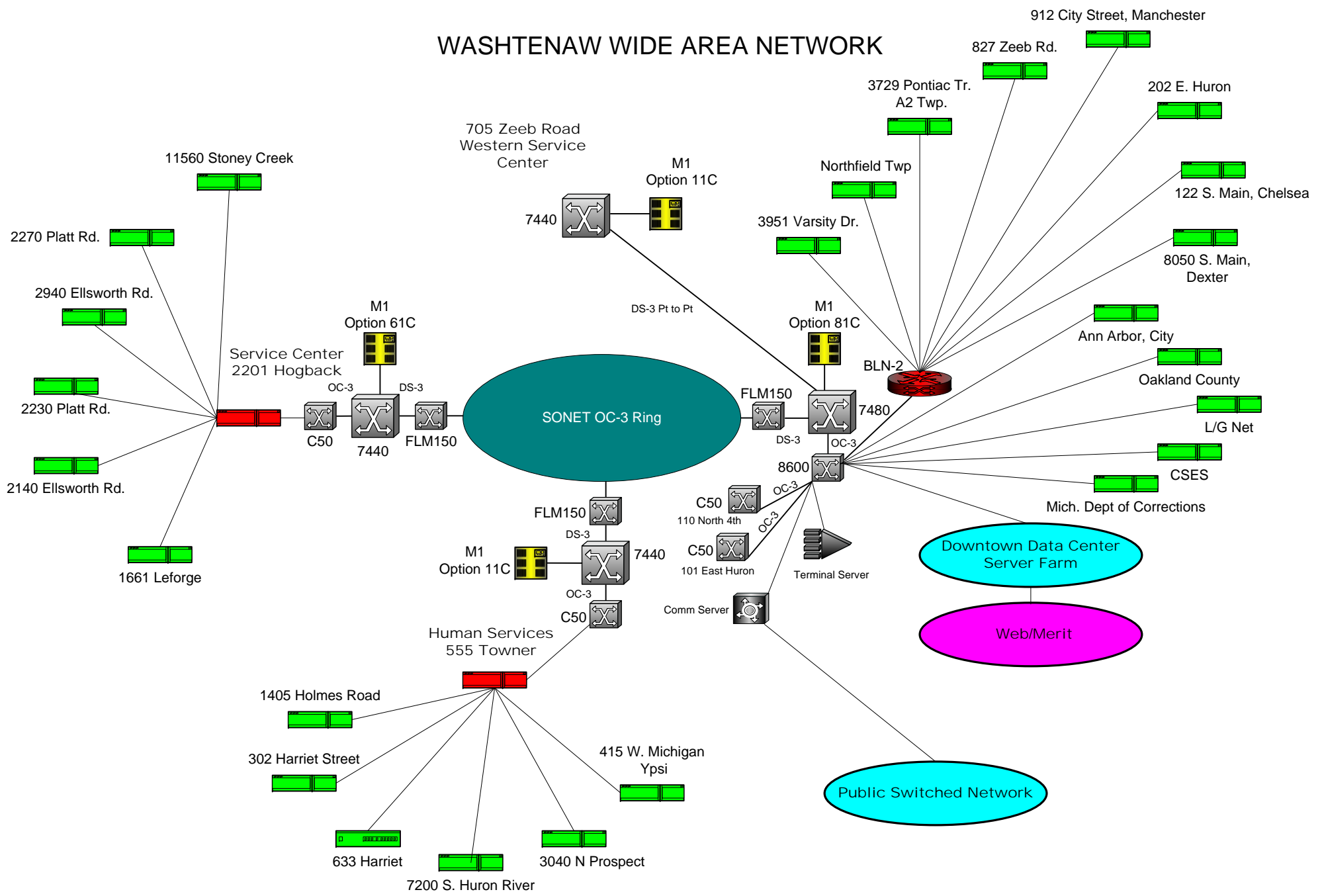
Class	Number of Documents	DocClass Name	Doc Class Gen Name	Num Index fields	2006 ytd	2005	2004	2003	2002
1	58161	VRBirth	Vital Record Birth Records	3	3634	17774	13696	17234	5823
2	31832	VRMarriage	Vital Records Marriage Records	3	6787	8282	8456	5883	2424
3	28034	VRDeath	Vital Records Death Records	3	3732	10526	7108	4976	1692
4	103	VRMilitary	Vital Records Military Records	3	0	0	0	19	84
5	0	VRBusiness	Vital Records Business Records	3					
6	1655	VRNotary	Vital Records Notary Records	3	307	815	533	0	0
7	0	VREntry	Vital Records Entry						
8	0	IndexLess	IndexLess						
9	0	Indexless	Indexless class						
10	31633	Drains	WC Zeeb Road Drains Department	5	15709	15924	0	0	0
11	75186	BuildingServices	WC Zeeb Road Building Services	7	1486	66565	1703	5432	0
12	28064	EnvHealth	WC Zeeb Road Env Health	7	9452	10388	8221	3	0
13	201728	FOC	Friend of the Court	3	0	201728	0	0	0
14	308	HR_PersonnelFile	HR Personnel File documents	9	308	0	0	0	0
15	140	FIN_PersonnelFile	Finance Personnel documents	9	140	0	0	0	0
16	9	TestClass	Test Class		9	0	0	0	0

Additional notes:

- Documents in classes 10 - 13 were added via a paper file conversion process. This process is near completion.
- Document classes 14 - 15 are just starting a paper file conversion process.
- Documents in all classes except 13 have department scan and store processes.
- 2006 YTD count ending 6/1/2006

7. Appendix B: County Network Diagram

WASHTENAW WIDE AREA NETWORK



8. Appendix C: County Business Applications Related to Phase 1

Application / Verison #	Description	Requested By Agencies	Technical Lead Contact	Server Platform / OS	Database / Version	Who provides support	Party responsible for maintaining source code	Other Notes	
1	Vital Records (VRIS)	Used to access information about vital records documents (marriage licenses, business names, notary public, birth and death certificates)	Vital Records office and public customers	County IT (Sophie Wu)	Windows Server2003 and HPUX	Oracle 8.1.7	WC IT Java Team	County IT (Sophie Wu) & CUS repository	Built in Java
2	Tidemark	Create and monitor permits and inspections for Buiding and Environmental Health departments	Building Inspection / SESC, Environmental Health	Dave Wilson (WC IT) or Accela Cooperation (contractor)	Windows Server2003	Oracle 9.2	WC IT (Dave Wilson)	Accela	Built in Powerbuilder
3	eCommerce	County on line service applications	Enterprise & constituents	Tom Fielder (WC IT)	Linux (SUSE Enterprise 9)	Oracle 10.1	WC IT Java Team	Michael Brogan - CUS repository	
4	JDE	County finance and payroll	Enterprise	Jia Zhang (WC IT)	n/a	Oracle 9.2	WC IT (Jia Zhang)	JD Edwards	
5	MiCSES	Friend of the Court (Michigan Child Support Enforcement System)	Friend of the Court	MiCSES helpline. 1-800-968-2644	n/a	n/a	MiCSES helpline. 1-800-968-2644	State of Michigan	http://mi-support.cses.state.mi.us/

9. Appendix D: Document Inventory

#	Document Department	Phase 1	Document Name	Document Source (where do they come from?)	Document Size	Document contains Text only or includes images (Text or Both)	Annual volume created (estimate)	Color or B/W	1 or 2 sided	Key fields to reference for document index	Index fields in consistent location on form? (Yes or No)	Duration of retention requirement (number of years or indefinite)	Access frequency (daily, weekly, monthly, infrequent)	Software applications needing access to the document image (if any)	Other Notes
1	Planning & Environment (Building Inspection, Env. Health, SESC)	Yes	Permit	CRW application	8.5"W X 11"H and 8.5"W X 14"H	Text	80000	B/W	2	case number, parcel id, address	Yes	indefinite	daily	Tidemark Advantage, GIS (ESRI)	
2	Planning & Environment (Building Inspection, Env. Health, SESC)	Yes	Building and site plans	Customer	up to E-Size	Both	16000	B/W	2	case number, parcel id, address	Yes	Indefinite	daily	Tidemark Advantage, GIS (ESRI)	
3	Planning & Environment (Building Inspection, Env. Health, SESC)	Yes	Applications for service and other documentation	Completed form	8.5"W X 11"H	Text	inc w/permit counts above	B/W	2	case number, parcel id, address	Yes	indefinite	Infrequent		
4	Planning & Environment (Building Inspection, Env. Health, SESC)	Yes	Photos	Staff	variety	Images	1000	color	1	case number, parcel id, address	no	indefinite	Infrequent		
4	Clerk - Vital Records	Yes	Marriage certificate	Printed form	8.5"W X 11"H	Text	8000	B/W	1	case number, last name	Yes	Indefinite	Infrequent	eCommerce, VR database search application	
5	Clerk - Vital Records	Yes	Marriage license	Printed form	8.5"W X 11"H	Text	included in Marriage Cert count	B/W	1	case number, last name	Yes	Indefinite	Infrequent	eCommerce, VR database search application	
6	Clerk - Vital Records	Yes	Marriage affidavit	Customer completed form	8.5"W X 11"H	Text	included in Marriage Cert count	B/W	1	case number, last name	Yes	Indefinite	Infrequent	eCommerce, VR database search application	
7	Clerk - Vital Records	Yes	Death Certificate	Customer provided	8.5"W X 11"H	Text	8000	B/W	1	case number, last name	Yes	Indefinite	Infrequent	eCommerce, VR database search application	
8	Clerk - Vital Records	Yes	Birth Certificate	Customer provided	8.5"W X 11"H	Text	15000	B/W	1	case number, last name	Yes	Indefinite	Infrequent	eCommerce, VR database search application	
9	Clerk - Vital Records	Yes	Notary Public license	Customer completed form	8.5"W X 11"H	Text	500	B/W	1	case number, last name	Yes	Indefinite	Infrequent	eCommerce, VR database search application	
10	Clerk - Vital Records	Yes	Military Discharge records	Customer provided	8.5"W X 11"H	Text	100	B/W	2	case number, last name	Yes	Indefinite	Infrequent	eCommerce, VR database search application	
11	Clerk - Vital Records	Yes	Business Name records	Customer completed form	8.5"W X 11"H	Text	3200	B/W	1	case number, last name	Yes	Indefinite	Infrequent	eCommerce, VR database search application	
12	Drain Commissioner's Office	Yes	Chron files	internal	8.5"W X 14"H	both	6000	B/W	2	drain name, date, engineer name	no	3 years	daily	word, adobe pdf	20 lb paper
13	Drain Commissioner's Office	Yes	Drain board minutes	internal	8.5"W X 14"H	both	750	B/W	1	date	no	indefinite	daily	word, adobe pdf, excel	20 lb paper
14	Drain Commissioner's Office	Yes	Drain maps	external/internal	up to E-Size	both	300	color	2	drain name, date,	no	indefinite	daily	arcview	20 lb + paper
15	Drain Commissioner's Office	Yes	Legal documents	external/internal	8.5"W X 14"H	both	1000	B/W	2	drain name, date	no	indefinite	daily	word, adobe pdf, excel	20 lb paper
16	Finance / Payroll	Yes	PARS	Liaisons/electr	8 1/2 x 11 when printed	both	100-200	B/W	1	jde # or name	yes		4 weekly	ez/Outlook - output as pdf	
17	Finance / Payroll	Yes	Direct deposit forms	employees either electronic in EZ or paper	8 1/2 x 11 when printed	text	200+	B/W	1	jde #	yes		4 weekly	EZ/Outlook	
18	Finance / Payroll	Yes	W-4 forms	liaisons/employees	8 1/2 x 11 when printed	text	100-200	B/W	1	SS#	yes		4 weekly	EZ/Outlook	
19	Finance / Payroll	Yes	Wage attachments	courts/IRS	8 1/2 x 11 when printed	text	20	colored	2	SS#	yes		4 weekly	EZ/Outlook	
20	Finance / Payroll	Yes	Reimbursements	liaisons/EE/HR	8 1/2 x 11 when printed	text	100-200	B/W	1	JDE # or name	will depend on what form. Various types of reimbursements		4 weekly	EZ/Outlook	
21	Finance / Payroll	Yes	Severance / settlements	HR/Labor Relations	8 1/2 x 11 when printed	text	20	B/W	2	name	yes		4 weekly		

#	Document Department	Phase 1	Document Name	Document Source (where do they come from?)	Document Size	Document contains Text only or includes images (Text or Both)	Annual volume created (estimate)	Color or B/W	1 or 2 sided	Key fields to reference for document index	Index fields in consistent location on form? (Yes or No)	Duration of retention requirement (number of years or indefinite)	Access frequency (daily, weekly, monthly, infrequent)	Software applications needing access to the document image (if any)	Other Notes
22	Finance / Payroll	Yes	Mini grants	Liaison/EE	8 1/2 x 11 when printed	text	100-200	B/W	1	name	yes	4	weekly		
23	Finance / Purchasing		Contracts												
24	Finance / Purchasing		RFP / RFI / RFQ												
25	Finance / Purchasing		Insurance Certificates												
26	Finance / Payables		Invoices												
27	Finance / Payables		Mileage reimbursements												
28	Finance / Payables		Travel reimbursements												
29	FOC	Yes	Case COLD records		8 1/2 x 11 when printed										
30	HR / Personnel	Yes	PARS	Departments	8 1/2 x 11 when printed	Text	TBD	B/W	1	JDE#, Last Name	Y		Daily	DayOne, JDE, Imaging	
31	HR / Personnel	Yes	Certificiates	Employees	8 1/2 x 11 when printed	Both	TBD	B/W	1	Last Name	N		Infrequent	Imaging	
32	HR / Personnel	Yes	Disciplinary evaluations	Supervisors	8 1/2 x 11 when printed	Text	TBD	B/W	1	Last Name	Y		Infrequent	Imaging	
33	HR / Personnel	Yes	Job applications	Public, employees	8 1/2 x 11 when printed	Text	TBD	B/W	1 OR 2	SS#, Last Name	Y		Daily	DayOne, Applicant System, Imaging	
34	HR / Personnel	Yes	Memos and notes	Public, emp, super	8 1/2 x 11 when printed	Text	TBD	B/W	1	Last Name	N		Weekly	Imaging	
35	HR / Benefits		beneficiary forms	Employees	8 1/2 x 11 when printed	Text	TBD	B/W	1	SS#, Last Name	Y		Weekly		
36	HR / Benefits		workers comp	Supervisors	8 1/2 x 11 when printed	Text	TBD	B/W	1	Last Name	Y		Weekly		
37	HR / Benefits		medical records	Business Health	8 1/2 x 11 when printed	Text	TBD	B/W	1	Last Name	Y		Weekly		
38	HR / Labor relations			Union, Labor	8 1/2 x 11 when printed	Text	TBD	B/W	1	Last Name	N		As Needed		
39	HR / Retirement			Retirement, employees	8 1/2 x 11 when printed	Text	TBD	B/W	1	JDE#, Last Name	Y		As Needed		
40	Prosecuting Attorney	Yes	Negligence / abuse		8 1/2 x 11 or legal when printed		TBD	B/W and Color	2	Last Name, Case #					
41	Prosecuting Attorney	Yes	Diversion documents		8 1/2 x 11 or legal when printed		TBD	B/W and Color	2	Last Name, Case #					
42	Prosecuting Attorney	Yes	Delinquency case files		8 1/2 x 11 or legal when printed		TBD	B/W and Color	2	Last Name, Case #					

10. Appendix E: Integration Examples

Integration Overview

Many of the County's application software systems are expected to generate reports or documents that need to be electronically captured and integrated into the Document Management and Imaging System.

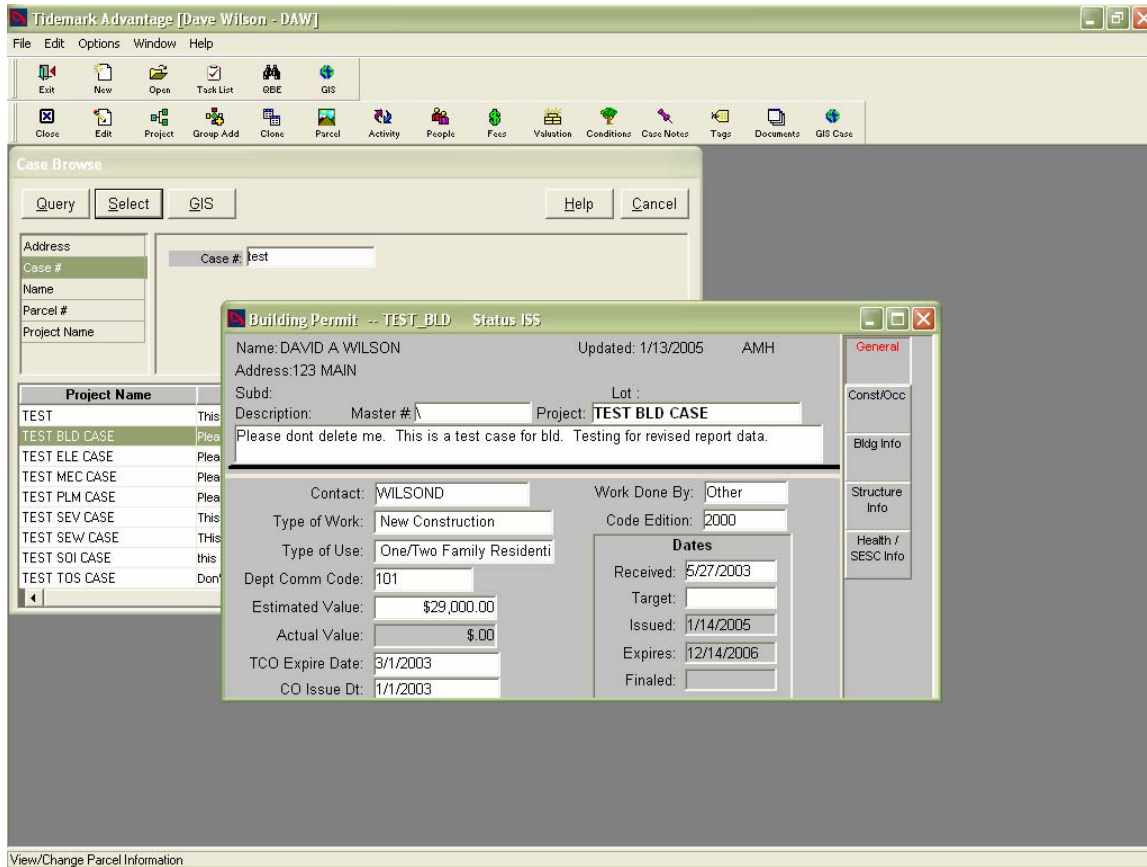
The County believes that much of the value of imaged documents are derived when these documents are available to be retrieved by the end user within the direct context of their business unit software applications. As such, it is a goal of the County, for users to be able to directly access imaged documents as they work within their business unit specific applications, based on the association of field level information within the business unit software application to index information within the document management and imaging system.

Tidemark Integration Points

Tidemark Advantage is an application built in PowerBuilder with an Oracle database. The applications contractor is Accela. The application is used to create and monitor permitting, inspection and licensing activities for the Planning and Environment departments which includes building, well, septic, pollution prevention, soil erosion, and public swimming pool activities.

Information is collected about the parcel of land, future construction plans, individuals associated with the site, and fees collected. Permits are generated and then inspections and other activities are performed. Paper submitted by the permit originator and paper generated during this process are scanned and indexed in the current imaging system using KOFAX Ascent Capture.

Information is retrieved from the imaging system by permit number or by parcel identifier. Below is an example of the screens the user sees.



The permit number (“TEST_BLD”) for this screen is located on the top row of the topmost screen next to the words “Building Permit – “. Integration with this application would permit the users to access documents in the imaging system using the information on this screen.

Vital Records Integration Points

The Vital Records Database System is a java application with an Oracle database. The application was built by Washtenaw County staff. The application is used to store information on marriages, births, deaths, notaries, business names, and military discharges. The database allows Vital Records staff to look up individuals by many different methods and allows them to quickly link to the images for that record if there is one on file. Below is an example of the possible search criteria.

Search by SurName:	<input type="text"/>	Search by GivenName:	<input type="text"/>
Search by File Number:	<input type="text"/>	Search by Hospital:	<input type="text"/>
Search by Date of Birth(mm/dd/yyyy):	<input type="text"/>	Search by File Date (mm/dd/yyyy):	<input type="text"/>
<input type="button" value="Search"/>			

After searching the user is given the ability to view documents by clicking on the "Image" button in the screen below.

Also Known As:	<input type="text"/>
StateFileNumber:	<input type="text"/>
<input type="button" value="Update"/> <input type="button" value="Delete"/> <input type="button" value="Quit"/> New Form <input type="button" value="Image"/>	

After clicking on the button the user is presented with a listing of images available for that record. Clicking on the link retrieves the image.

File Number	2005-00829
Doc Type	Doc ID
MCT	1744020
MLC	1747634

Integration with this application would minimally permit the users to continue to access the images using this method.