



REQUEST FOR INFORMATION

ACQ-2012-0215-RFI

QUESTIONS & ANSWERS DOCUMENT

March 16, 2012

The Administrative Office of the Courts published the Request of Information, ACQ-2012-0215-RFI, on February 17, 2012 for the Enterprise Content Management Solution for both the Appellate Courts and Supreme Court. As required under RFI Section 4.1 – Acquisition Schedule, answers to Vendor submitted questions are provided below.

Q1: How many total users is there for this system?

A1: At this time, AOC cannot confirm an exact number; however, the estimated total users for the ECM solution will be around 160. Detailed information will be available in a potential AOC Request for Proposals (RFP) as a follow up to this RFI.

Q2: On page 2 of Exhibit A, it says “Provides Email Client Interface.” Can you be more descriptive?

A2: At this time, AOC cannot confirm what the specific requirement is for this type of interface. Detailed information will be available in a potential AOC Request for Proposals (RFP) as a follow up to this RFI.

Q3: Can you give more detail on what level and type of integration you are looking for with your web portal?

A3: AOC does not have this level of information developed at this time.

Q4: Please clarify what the requirement and outcome you are looking for surrounding the ingestion of advanced print stream – i.e. what you want beyond ingestion and what the data is.

A 4: AOC does not have this level of information developed at this time

Q5: What are your standard mobile devices? Are mobile web interfaces acceptable?

- A5: At this time, AOC has not identified standards for mobile devices. AOC is considering the use of mobile web interfaces. Detailed information will be available in a potential AOC Request for Proposals (RFP) as a follow up to this RFI.
- Q6: When you ask for expandability and integration support for new technologies and external systems are you asking if we have an API? If not can you elaborate on the new technologies and external systems you want to integrate with?
- A6: Yes, AOC is requesting Vendor information regarding the use of an API. N/A
- Q7: Does the ACORDS system have an API?
- A7: No.
- Q8: When you say web deployable interface do you mean that you want web access only for users with no client based interface or integration or that the solution is deployed via the network?
- A8: AOC is interested in Vendor information regarding WEB browser-based products.
- Q9: When you ask for the ability to “stamp” a document is this referring to security settings that will prevent users with no access from seeing the document?
- A9: Yes.
- Q10: What are the defined web services that you want workflow to integrate with? Please detail the level and type of integration.
- A10: At this time, AOC has not defined the level of web services requirements for workflow integration. Detailed information will be available in a potential AOC Request for Proposals (RFP) as a follow up to this RFI.
- Q11: Please clarify what you mean by “provide partnerships for business rules engine” – what are you wanting to do?
- A11: If Vendor’s ECM solution does have a business rules engine component, AOC is seeking the name of any third party provider used by Vendor.
- Q12: What are you looking for in a workflow dashboard? What information are you wanting?
- A12: AOC is seeking Vendor information regarding a dashboard used to support the ECM product suite.
- Q13: Are you looking for a provided e-forms solution or are you wanting to integrate with existing e-forms provided by Microsoft, Adobe, etc? If you want to integrate can you give details on what you are looking for an integration?

- A13: AOC is seeking Vendor information regarding a complete ECM solution which includes an e-forms solution.
- Q14: Please elaborate on the “multiple third party solutions” that you want bi-directional communication with and what exactly you want that communication to be.
- A14: AOC seeks Vendor information regarding the ability to pass data (or incoming/outgoing data) between multiple applications.
- Q15: What are the exception items you are looking to route? Do you mean the ability to kick off a predefined workflow on demand for items that are ruled exceptions?
- A15: At this time, AOC has a general idea of the exception items appropriate to the ECM solution. Detailed information will be available in a potential AOC Request for Proposals (RFP) as a follow up to this RFI. Yes, AOC is seeking Vendor information regarding a predefined workflow on demand to exception items.
- Q16: Please elaborate on launching related documents in a tabbed view. Would a list of related documents with the option to launch be acceptable rather than opening every document whether it was needed or not?
- A16: Yes, AOC will consider Vendor information which provides information supporting this proposed option.
- Q17: Creating a form letter is more of an authoring tool function. Is providing a print merge capability what you are looking for?
- A17: Yes, AOC is seeking Vendor information for an ECM solution with a print merge capability.
- Q18: Are you wanting to integrate with an existing workflow engine or for the system to provide a workflow engine. If you want to integrate with an existing system can you give more details as to the system and how you want to integrate with it?
- A18: AOC is seeking Vendor information which includes an initiative graphical workflow engine as part of the ECM solution.
- Q19: Page 3 of 6 – Ability to ingest advanced print stream. Please further define this capability and identify the program you use for advanced print streaming.
- A19: At this time, AOC cannot confirm what the specific requirement is for this type of interface. Detailed information will be available in a potential AOC Request for Proposals (RFP) as a follow up to this RFI.
- Q20: Page 3 of 6 – Ability to perform parallel processing. Please further clarify “parallel processing”.
- A20: AOC is seeking Vendor information regarding an ECM solution which includes “parallel processing”, an ability to complete multiple tasks simultaneously.

Q21: Exhibit A, page 1. What “web deployable interface” does the AOC anticipate using?

A21: See A8 for a response to this question.

Q22: Exhibit A, page 1. Can you please provide clarification of “bi-directional data” and an example of a third party application the AOC might use?

A22: At this time, AOC cannot provide an example of a third party application it might use. Detailed information will be available in a potential AOC Request for Proposals (RFP) as a follow up to this RFI. See also A14 for more information related to this question.

Any modifications to the RFQQ required as a result to answers provided by AOC will be provided as an amendment to the RFQQ. Any such amendment will be published as a separate RFQQ document and will be available at www.courts.wa.gov/procure/.

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