

**TECHNICAL REQUIREMENTS**

Req ID	Req Type	Requirement
<b>Technology</b>		
1	M	Product must have native capabilities to provide business rules in the workflow product.
2	M	Product must not limit the number of document types within the system.(i.e., docx, etc).
2a	MS	List the native file formats your product currently supports if you have a limit.
3	M	The database architecture must run on Microsoft SQLServer 2008R2 and/or 2012.
4	M	Product suite must run on Windows 64bit 2008R2 O/S.
5	D	Product must support data/image compression.
5a	DS	Explain how data/image compression is supported. Does the product rely on the database and/or file system?
6	M	Solution must allow for archiving of documents to various storage media (i.e. Windows file servers NTFS).
6a	MS	List your product's options.
7	M	Solution must store documents in their original, native file formats, not in a proprietary format, so that your software is not required to access the information and is accessible by third party products for extensibility and reporting tools.
7a	MS	List any third party reporting products that can access your product information or if you are accessible via an ODBC or service layer that is open to any other products. Describe the method used.
8	M	Solution must have the ability to consume encrypted data at the database level and at the file storage level, as well as content that has been backed up/at rest.
8a	MS	Explain your product's encryption options.
9	M	The solution must be compatible with Transmission Control Protocol/Internet Protocol (TCP/IP).
10	M	The solution must allow multiple users (concurrent users) to use the solution at the same time.
11	M	The solution must prevent information from being inadvertently overwritten by concurrent user actions ( i.e., When a document is being worked on it will need to be locked. The document is available to other users in a read only mode. Similar to the way the current version of Microsoft Word documents are handled - users are notified the document is in use and can only be opened in read only mode.).
12	M	The solution must allow storage of unstructured data (at a minimum audio files and video files).
13	M	System must provide an unlimited number of customer-defined index value fields per document within one storage structure. These fields must be of various formats, including date, currency, alphanumeric, and numeric. (Second class index value fields would include any additional information stored about a document separate from the primary document index structure.)
14	D	Product must provide a DOD 5015 certified records management product. Include date of certification.

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15	D	Product must provide the ability to ingest advanced print streams such as PDF.
16	M	Product must provide well documented robust API and Web Service feature sets.
16a	MS	Provide a high-level document describing API and Web Service feature set. Indicate architecture used (i.e., MS visual studio .Net C# etc.).
16b	MS	Please describe in reasonable detail your API and Web Services implementation.
17	M	Product must be based on configurable options rather than custom programming.
17a	MS	Describe at a high level the configurable options in your product suite that your recommended solution provides.
17b	MS	Across all of your input/ingestion offerings (e.g., document capture, COLD/ERM, directory imports, document imports, etc.), describe the ease of configuring this content to automatically enter one or many workflow processes upon ingestion.
18	M	The solution must be supported by the vendor regardless of whether it is running on a virtual or a non-virtual server environment.
18a	MS	Describe your solution's support for virtualization.
19	D	Product must provide the ability to publish select content onto removable media (CD/DVD/USB stick) in an encrypted format, along with the self-contained / runtime version of your client.
19a	DS	Describe your solution's ability to publish select content onto removable media (CD/DVD/USB stick ect.) in an encrypted format, along with the self-contained / runtime version of your client.
20	M	Product must have the ability to scale in order to support high-volumes of images being processed.
20a	MS	Describe the features that enable your product to scale to high-volumes of image processing (documents and index values) for input and output requests.
20b	MS	Describe your recommended server deployment/configurations to support your recommended software solution we are to use.
20c	MS	Describe how the product utilizes the storage system to store documents (i.e., storing directly into the database or as a pointer to the file system).
21	M	Product must initially support 245 total (avg 61 users per location) users located in 4 different office locations with the application and database/image server(s) located in a 5th location serving as the data center.
21a	MS	Describe your configuration/architecture solution based on your experience to support the 245 users stated in question 22. The distance from the data center to farthest office is 320 miles supporting an average of 61 users.
22	M	Product must provide a contextual frame work that the user uses in the building (configuration) of (i.e. workflow designer) products for supporting end users doing their own configuration support.

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22a	MS	Describe how your product's architecture supports the addition of features and functionality without having to build connectors between the applications/products in your suite of products, i.e., GUI, drag and drop, WYSIWYG environment.
23	M	Product must have native capabilities to provide business process modeling and simulation.
24	M	Product must have native capabilities to provide business process reporting.
24a	MS	Describe at a high level this capability. Provide a screen shot so that we may have a visual representation of this functionality.
25	M	Product must provide the ability to have multiple environments that the products being built can be migrated through prior to a production release if desired. (i.e. dev, test, production)
25a	MS	Describe the number of environments (i.e., dev, test, production) supported in an implementation of your product for the solution you are recommending for us.
<b>Productivity</b>		
26	M	The product must provide out-of-the-box configurable options related to your product's scanning interface to the following scanners (See Exhibit R).
27	M	Product must provide, out-of-the-box, a graphical designer for workflows with a BPMN compliant designer.
27a	MS	Provide a screen shot of your design tool being used so that we may have a visual representation of this function.
28	M	Product must provide the ability of your BPMN compliant designer to produce BPEL standard language.
28a	MS	Describe and/or provide examples of your designer product.
29	M	Product must provide from a data-centric business application (based on information presented on the screen) the ability to allow users to retrieve Electronic Content Management stored documents without custom programming, API programming, scripting, or modifications to the existing application.
30	M	Product must provide the ability to execute separate and distinct document retrievals from sections/fields on any given screen, i.e., if a user has focus on a field an action on that field would retrieve a document associated with the value or context of the field.
31	M	Product must provide http url requests to retrieve documents, present workflow interfaces, and present a folder interface in lieu of custom programming.
31a	MS	Provide a description on how this is accomplished.
32	M	Solution must provide point-and-click configuration for index values, with multiple pre-configured format options (e.g., date: dd/mm/yyyy, month/dd/yy, mm-dd-yy, mm/dd/yyyy) and data drop downs to assist in data entry and validation.

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32a	MS	Describe how data validation of index (attribute) values is done, including data sets, masking, etc.
32b	MS	Please provide an overview of the different metadata types you support (e.g., date, date and time, currency, specific currency, alphanumeric, numeric, floating point, etc.) and data validation rules examples.
33	M	Solution must provide the ability to store index value sets that can later be used to auto-index documents by entry of only a single primary value. Users enter a single index value that has all related index values available and will auto-populate with related available values.
34	M	Solution must provide a means of purging, with just a few clicks, those index values (data) that are no longer being used.
35	M	System must provide a GUI interface for the configuration and administration of all major product components (e.g., import processing, document type configuration, index value configuration, workflow, user groups and rights, storage structure, scanning, records management, foldering, scripting, etc.).
36	M	Product must allow the user to check out documents from the system to work on offline and check in documents and sync back to the online system based on security access rights. System needs to notify users that the documents are checked out. Don't allow it to be checked out for updates if already checked out for updates.
37	M	Product provides for the development and execution of complex workflows out-of-the-box supporting business-specific functions (e.g., simple tasks such as print, annotate, and email; advanced tasks such as calling out to external systems, advanced routing, document composition, or the creation of an e-form or reports). Authorized users must be able to override routing business rules.
37a	MS	Many workflow processes require the user to select a simple decision task such as "approve" or "deny." Explain how additional out-of-the-box tasks can be presented to users, allowing them to execute more business-specific functions: 1. print 2. annotate 3. email 4. advanced task calling out to external systems, 5. advanced routing 6. document composition 7. creation of an e-form 8. report 9. authorized users must be able to override routing business rules.
38	M	Product must provide a native, real time, configurable dashboard to monitor workflow and the workload of end users. This must provide for an automatic visual notification within that dashboard when a process threshold has been crossed.
38a	MS	Please provide a brief description and screen shot so that we may have a visual representation of this function.
39	M	Product provides for a browser-based workflow dashboard to be displayed natively through your client interface, Microsoft SharePoint, or any WSRP 1.0 compliant portal product without any custom coding.
39a	MS	Please provide a brief description and a screen shot so that we may have a visual representation of this.

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40	M	Product must provide the ability to re-index documents, at a global level, and at a document level allow index values to be updated or replaced on multiple documents at once without custom programming or scripting.
40a	MS	Provide a detailed explanation of how your product has the ability to re-index documents, at a global level, and at a document level allow index values to be updated or replaced on multiple documents at once without custom programming or scripting.
41	M	Product must support the organization of documents into folder-type structures for organizing information.
41a	MS	Explain the ability to organize documents into folder-type structures for organizing information. Please provide screen shots so that we may have a visual representation of this function.
42	M	Solution must provide ease of configuration, (e.g., administrative tasks, adding new document types and index values, user administration, configuring (building) workflows, building reports, etc.) can be done by power users as opposed to a third-party software expert or IT professional.
42a	MS	Provide high level examples.
<b>Performance</b>		
43	M	The vendor must provide a solution capable of being tuned to support a dynamically changing workload. It is expected to provide a reasonable response time to end user system interactions with the products being used.
43a	MS	Based upon the information provided in the RFP and using the below criteria describe a hardware configuration to provide your recommended solution: <ul style="list-style-type: none"> <li>•Peak number of users in a single instance at one time (minimum of 245)</li> <li>•Peak number of documents(document is one page 75% full of text or a image) retrievals per minute</li> <li>•Peak number of documents ingested per minute</li> <li>•Peak number of documents stored in the ECM repository</li> </ul>
43b	MS	In order to provide a reasonable user experience and productivity (2-3 second average response per screen interaction), what is the required network architecture needed to support each location supporting 60 users each on average?
43c	MS	Provide the desk top PC specifications needed to provide the product solution requirements that you are recommending for us to deploy to achieve 43b.
<b>Availability</b>		
44	M	System's architecture must allow for documents and images to be stored at one to many different physical locations or servers for the purpose of redundancy. If one of the locations or servers were to have a failure, there must be no interruption of access to the documents.
45	M	System's architecture must provide 24/7 availability.

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45a	MS	Describe the hardware and software needed to provide a 24/7 fault tolerant implementation of the solution you are recommending to deploy in a windows server environment.
<b>Logging</b>		
46	M	The solution must maintain a record of any access or activity against any items to/in the system through an audit file (log).
46a	MS	Provide an example of your audit log file.
47	M	The audit file must include at a minimum the individual user account id and the date/time the activity occurred and what data was changed.
47a	MS	Describe what is natively tracked in your out-of-the-box audit trail reporting. Provide a sample audit report.
47b	MS	Describe the ability to allow an administrator to create custom audit log entries tied to workflow process for the purpose of generating business process reports.
48	M	Product must allow a system administrator to perform an ad hoc audit on system-related activities from within a provided GUI client (e.g., identification of all documents accessed by a recently released employee).
48a	MS	Provide an example report screen shot so that we may have a visual representation of this function.
<b>Security</b>		
49	M	Products must have the option to limit access to all aspects of the system based on windows user accounts or roles.
49a	MS	Describe the depth and breadth of your system's security methodology (rights and privileges), including system's ability to assign security at each of the following levels: <ul style="list-style-type: none"> <li>•User groups(roles)</li> <li>•Users</li> <li>•Document Type Groups</li> <li>•Document Types</li> <li>•Index Values</li> <li>•Folders</li> <li>•Notes</li> <li>•Workflow</li> <li>•Import Processors</li> <li>•Scan Queues</li> <li>•Configuration</li> </ul>

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49b	MS	Describe the product's different security options for logging into the system, which must allow the system administrator to decide which option is the best for our organization (e.g., using a separate security model for an additional logon and password, NT Authentication, integration with Windows© Active Directory, or single sign-on authentication).
50	M	The solution must provide the ability for an administrator to terminate a user session at any time.
50a	MS	Describe your ability to provide this functionality.
51	M	The product must provide the ability for all browser based interaction to be HTTPS secured traffic.
52	M	The product must provide the ability to send documents as an encrypted PDF.
52a	MS	Describe your ability to provide this functionality.
53	M	The product must provide the ability to segregate (i.e., forms, workflow, etc.) administration privileges to accommodate multi-departmental enterprise deployments involving numerous administrators.
53a	MS	Explain how your product segregates (i.e. forms, workflow, etc.) administration privileges to accommodate multi-departmental enterprise deployments involving numerous administrators.
53b	MS	Describe the system's ability to delegate users to perform the following administrative tasks via a browser-based client and non-browser based client. Example: <ul style="list-style-type: none"> <li>•Add new users</li> <li>•Change passwords</li> <li>•Reset passwords</li> <li>•Apply rights to user groups</li> </ul>
<b>Usability</b>		
54	D	The product must provide one centrally managed graphical user interface (GUI) for administration and deployment of solution products.
55	M	Product must provide a report out-of-the-box (with no custom coding) that identifies matched, unmatched, or missing numeric and/or character index values between a primary document and secondary document(s) (i.e., automated reconciliation report).
56	M	Product must provide ability to customize the data lists in drop down boxes where appropriate in Forms fields and index values
56a	MS	Provide a description of this functionality.
57	M	Product must provide the ability to define multiple instances of the same index value field to a single document without any programming.

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57a	MS	Describe your system's ability to define multiple instances of the same index value field to a single document without any programming. Explain how this is accomplished.
58	M	The solution must provide the ability to add custom online help documentation for customer configured screens at the framework level as well as the field level.
58a	MS	Describe your ability to provide this functionality.
<b>Interoperability</b>		
59	M	Product must provide easy to configure ODBC connectivity to external data sources specifically IBM Z/OS DB2 and Windows MS SQLServer.
59a	MS	Describe your ability to provide this functionality.
60	M	Product must allow our custom web portal application to access data within your Electronic Content Management storage to retrieve data or documents via an ODBC connection and/or Web Service.
60a	MS	Describe how your application will provide access to our custom web portal application to access data within your Electronic Content Management storage to retrieve data or documents.
61	M	Product must provide interaction with MS SharePoint.
61a	MS	Explain level of interoperability your product has with MS SharePoint.
62	M	<p>Product must provide a MS BizTalk adaptor component to Integrate with our existing BizTalk environment. Provide the ability to:</p> <ul style="list-style-type: none"> <li>• Immediate, out-of-the-box integration with all of our organization's BizTalk-enabled applications via point and click configuration and/or scripting.</li> <li>• No custom development or respective ongoing maintenance efforts required.</li> <li>• Data Integrity: Automating the exchange of data between vendor product and other line-of-business applications eliminating the need for redundant data entry and increases accuracy. The synchronization of keywords with metadata in other enterprise applications ensures that users have access to the most accurate, up-to-date data. Auto-fill Keysets can be automatically updated by other systems allowing users to access values updated in other systems almost immediately.</li> <li>• Streamline Data Verification: Data from disparate applications can be mapped together and used to create and index a single E-Form, which can then be routed through Workflow to provide users with a consolidated interface to verify the data from multiple systems. Once the Workflow is complete, the verified data can be automatically updated in all applicable systems across the enterprise.</li> </ul>
<b>Maintainability</b>		

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63	M	Product must provide capabilities for a Click Once deployable solution for the client interface, minimizing administration overhead.
63a	MS	Describe your ability to provide this functionality.
64	D	Product must provide the ability to push automatic updates to client workstations via a schedule by an administrator.
65	D	The vendor must provide a searchable online knowledge base, or similar product that provides information about known problems that may occur, and the corresponding remedial actions for each problem.
66	M	Vendor must provide all supporting material/documentation with each revision/version of the solution when product is released to customers.
67	D	The solution must provide online documentation and help guide, with an index and search capability for administration and user functions in the product.
68	M	Vendor must provide a product that is capable of expanding to accommodate the growth our organization.
68a	MS	Describe how your software would accommodate growth.
68b	MS	What is your largest deployment to date that is using a solution similar to the one you are recommending (number of concurrent users)?
68c	MS	Describe your software licensing model and how it is advantageous to supporting enterprise growth. Provide example using your recommended solution.
69	M	The vendor must provide a product that is easy to maintain.
69a	MS	Describe the number of in house IT resources necessary for ongoing maintenance of the system (products)/operation support to support the solution you are recommending.
69b	MS	How often do you release new versions? When is your next version due to release?
69c	MS	Explain how long a product release is maintained/supported.
<b>Upgradeability</b>		
70	M	Vendor must provide a product that is easily upgradable.
70a	MS	Describe the impact to the existing environment when new versions of the software are released.
70b	MS	Describe how software changes or enhancements are incorporated into a release.
70c	MS	Are outages expected during the software upgrade process? Explain.
70d	MS	Detail the software license upgrade costs incurred with an upgrade to a new release. Use the solution you are recommending as the basis.
<b>Disaster Recovery and Recoverability</b>		

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71	M	Vendor must provide a product that can be recovered in the event of a system failure. The failure can be either data or hardware related.
71a	MS	Describe the steps needed in order to recover the solution you are recommending.
72	M	Vendor must provide a product that can be recovered in the event of a disaster to our data center to our off site disaster recovery location.
72a	MS	Describe steps needed in order to recover the solution you are recommending. Is there any additional licensing cost for an off-site DR?
<b>Data Migration</b>		
73	M	Solution must contain an export tool for bulk exporting of content in a non-proprietary format. This must supply both the document and the index values.
<b>General</b>		
74	M	Product must provide the ability to associate (relationship) a person or entity (contact) to a case folder.
75	M	Vendor must provide a complete end-to-end product suite that supports electronic content management, workflow processing, forms to collect data (index values), reporting capability and Microsoft office integration. Products will have the GUI designers for each product as well as produce the runtime products for end-user deployment.
75a	MS	Based on the business and technical requirements, list your product(s) that you recommend we would need in order to implement your product(s) as our solution. Provide product name and number of licenses and licensing requirements.
76	M	Vendor must have an active user group.
76a	MS	Do you have an active user group in Washington? Please describe.
77	M	Product must have the ability to have forms data linked to the documents that they are providing information about.
77a	MS	Explain the data structure in which your forms data is stored.
77b	MS	How is the forms data linked to the documents they support?
77c	MS	Explain your data storage structure. Also provide a sample data model showing documents and data from forms and data from workflow tasks associated to processed documents.
78	M	Product must provide the ability to integrate with other ECM vendor product repositories.
78a	MS	Describe how you would enable your product to connect to the following vendor ECM product repositories (Laser fiche, DocuShare). Provide a brief description and anticipated cost and effort.
79	M	Product must have the concept of parent and child workflows.

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79a	MS	Describe your ability to provide this functionality.
80	M	Product must have the ability to support the storage of documents that have imbedded hyperlinks in the documents and maintain the functionality of the hyperlink in the document.
81	D	Product must support a SaaS model.
81a	DS	Describe your SaaS model implementation.
82	M	Product must provide the ability to delete, edit, or end-date users (contacts).
82a	MS	Describe your ability to provide this functionality.
83	M	Product must provide the ability to consume documents from AOC's existing web environment.
83a	MS	Describe your ability to provide this functionality.
84	M	Product must support the ability to automate the updating of WSBA attorney contact information at the case folder level when it is changed in the AOC (JIS) database in order to have the most current information (WSBA is the source of record for attorney contact information).
84a	MS	Describe your ability to provide this functionality.
85	M	Product must be accessible 24/7 except for scheduled maintenance to support business processing functions.
85a	MS	Describe your ability to provide this functionality.
<b>Miscellaneous Requirements</b>		
86	M	Workflow engine provides events to be automatically executed.
86a	MS	Describe how you configure records management events (including Due, Filed, Not Filed, Not Required, Rejected and Withdrawn) to be automatically posted to a record from within your workflow engine.
87	M	Product provides the ability to execute dynamic queries from workflow product.
87a	MS	Describe the system's ability to dynamically query, directly within the workflow interface, related documents associated to the transaction to provide better decision making. Provide a screen shot so that we may have a visual representation of this functionality.
88	M	Workflow provides the ability to find missing documents.
88a	MS	Describe your workflow solution's ability to provide, out-of-the-box, visual indications of missing documents required of a work packet.
89	M	Workflow provides the ability to conditionally present a targeted set of user tasks, based on role and step of the process, to assist with processing decisions.

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89a	MS	Describe your workflow system's ability to conditionally present a targeted set of user tasks, based on role and step of the process, to assist with processing decisions. Provide a screen shot so that we may have a visual representation of this functionality.
90	M	Product provides the ability to retrieve or perform activities on related documents that may exist in the solution's ECM repository.
91a	MS	Describe the system's ability to retrieve or perform activity on related documents that may exist in the solution's ECM repository (file server), outside of the documents that currently exist within various stages of the workflow process.
92	M	Product provides the ability for a document in a workflow to check an attribute (document property or index value) on a related document and make a processing decision, such as how the document is to be routed, based on pre-configured logic and rules via workflow.
92a	MS	Describe the system's ability to provide for a document in a workflow to check an attribute (document property or index value) on a related document and make a processing decision, such as how the document is to be routed, based on pre-configured logic and rules via workflow. Provide a screen shot so that we may have a visual representation of this functionality.
93	M	Product must provide the ability to OCR a document and image files to be saved into the ECMS in order to make them text searchable, enabling to efficiently find any word or phrase. Providing the ability to Immediately retrieve the information needed on specific documents, specific pages, specific words.
93a	MS	Describe the functionality. Also provide as a percentage your ability to support this functionalities accuracy. Example: product can return every document with the name "john smith" with 98% accuracy.
94	M	Product must provide a document search capability (e.g., index values, Boolean, wild card and word search in a document).
94a	MS	Describe how the product provides a robust document search capability (e.g., index values, Boolean, wild card and word search in a document).
95	D	Product shall provide advanced full text search capabilities that include fuzzy, inflectional, thesaurus, proximity and SOUNDEX .
95a	DS	Describe how the product provides advanced full text search capabilities that include fuzzy, inflectional, thesaurus, proximity and SOUNDEX .
96	M	Product must provide a document search capability to search documents and the embedded objects in the documents saved in the ECMS.

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96a	MS	Describe the functionality to find the word "courts" in the text body of the document and any imbedded objects(i.e. .img, .tiff, jpg ect.) that are part of the document. Also provide as a percentage your ability to support this functionalities accuracy. Example: product can return every document/object with the word "courts" with 98% accuracy.