

**THE STATE OF COLORADO**  
**COLORADO DEPARTMENT OF LABOR AND EMPLOYMENT**



**REQUEST FOR INFORMATION**

**KAA-20080465-I**

**COMPLETE SCANNING AND DOCUMENT MANAGEMENT SOLUTION**

**May 6, 2008**

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## 1.0 ADMINISTRATIVE INFORMATION

As provided in Colorado Revised Statutes (24-103-203, Rule R-24-103-203-01(f)), the Colorado Department of Labor and Employment, Division of Employment and Training, Unemployment Insurance Program (CDLE) is issuing this Request for Information (RFI) to gain an understanding about Scanning and Document Management solutions that are currently available on the market along with the general development and operational costs associated with employing such solutions.

The intent of this information gathering is to complete a market analysis that could lead to the preparation of a competitive solicitation for the procurement of a Scanning and Document Management Solution.

**THIS IS NOT A SOLICITATION FOR SUCH PRODUCTS AND/OR SERVICES.** Information that any interested party wishes to submit will be done so voluntarily and with the understanding that this RFI is for information gathering purposes only and is not a formal solicitation. A competitive solicitation may be issued as a result of, and subsequent to, this RFI. CDLE desires information from interested vendors or any other source of information.

Similarly, estimated cost information, which may be submitted, will be used solely for the purposes of performing a market analysis and establishing a target budget for the acquisition of the necessary products and services. Cost information presented during this information gathering process will not be considered as responsive to any solicitation subsequently issued.

The information that follows is intended to provide background information regarding CDLE's expectations for a Scanning and Document Management Solution.

### 1.1 INQUIRIES

Inquiries regarding this process, the submission of general or specific information, including the need for any information from CDLE staff and any and all other questions shall be submitted, in writing, to Shari Ashley, Purchasing Agent for CDLE. Fax and email formats for inquiries are acceptable (email is preferred). Include "Scanning and Document Management Solution RFI" as the subject line of your inquiry. **The deadline for written inquiries is Friday, May 16, 2008 at 5:00 pm** Mountain Standard Time. Answers to inquiries will be posted on the BIDS System on or about Friday, May 23, 2008.

Inquiries may be sent to:  
Shari Ashley, Purchasing Agent  
Colorado Department of Labor & Employment  
Procurement and Contracts Office  
633 17<sup>th</sup> Street, Suite 1100  
Denver, CO 80202  
Phone: (303) 318-8055  
Email: [shari.ashley@state.co.us](mailto:shari.ashley@state.co.us)  
Fax: (303) 318-8051

### 1.2 RESPONSES

Please send responses to:  
Shari Ashley, Purchasing Agent  
Colorado Department of Labor & Employment  
Procurement and Contracts Office  
633 17<sup>th</sup> Street, Suite 1100  
Denver, CO 80202  
Phone: (303) 318-8055  
Email: [shari.ashley@state.co.us](mailto:shari.ashley@state.co.us)  
Fax: (303) 318-8068

Please submit one (1) original, six (6) hard copies, and three (3) electronic copies (CD-ROM) of your submission.

Responses should be received on or before **Monday, June 16, 2008 2:00 pm, Mountain Standard Time**. Responses submitted past the deadline may not be considered.

Potential offerors responding to this RFI may be invited to meet with Department personnel. **However, the Department does not guarantee that submission of information by a potential offeror will result in a scheduled meeting.**

Meetings with the Department may begin upon receipt of responses from potential offerors. The dates and times will be coordinated and mutually agreed upon by the Department and vendor, with the Department making the final decision in the absence of mutual agreement. For this RFI meetings may be conducted via telephone.

### **1.3 DISCLOSURE OF RESPONSES**

CDLE reserves the right for information submitted in response to this RFI to be reviewed by other entities within the State for purposes of compiling and analyzing possible options. Otherwise, the materials submitted in response to this RFI will not be publicly disclosed until such time that a competitive solicitation has been issued and an award has been made by CDLE. At such time, all materials will be made available for public disclosure with the exception of those materials determined by CDLE to be confidential/proprietary (as identified in Section 1.4 below for information).

In the event that CDLE determines that a competitive solicitation will not be issued as a result of the RFI process, the materials submitted in response to this RFI will then be made available for public disclosure with the exception of those materials determined by CDLE to be confidential/proprietary (see Section 1.4 below for information).

### **1.4 CONFIDENTIAL/PROPRIETARY INFORMATION**

Any restrictions of the use or inspection of material contained within the response, outside of the process identified in Section 1.3 above, shall be clearly stated in the response itself. Written requests for confidentiality shall be submitted by the potential offeror, with its response, along with a justification for considering the materials confidential/proprietary. The potential offeror must state specifically what elements of the proposal are to be considered confidential/proprietary.

Confidential/proprietary information must be readily identified, marked and packaged separately from the rest of the response. Co-mingling of confidential/proprietary and other information is NOT acceptable. Neither a response, in its entirety, nor response price information will be considered confidential and proprietary. Materials that would not be considered confidential in response to an RFP will NOT be considered confidential for the RFI response.

The Purchasing Agent will make a written determination as to the apparent validity of any written request for confidentiality. In the event that CDLE does not concur with the potential offeror's request for confidentiality, the written determination will be sent to the potential offeror. Ref. Section 24-72-201 et. seq., C.R.S., as amended, Public (Open) Records.

### **2.0 INTRODUCTION**

CDLE is issuing this RFI to gain knowledge and understanding about the availability of services and vendors who could implement a commercial off the shelf (COTS) product that will provide a robust and scalable Scanning and Document Management solution.

Information submitted will be used solely for the purpose of gathering information and performing a market analysis.

### **3.0 BACKGROUND**

The information below is intended to present background information describing the current scanning solution, infrastructure, and business processes, along with the proposed implemented scanning solution. CDLE has partnered with Fairfax Imaging since late 2003 to provide a Scanning and Document Management solution.

### **3.1 CURRENT CDLE INFRASTRUCTURE AND ENVIRONMENT**

#### **HARDWARE COMPONENTS**

##### Scanner #1

Kodak i840 Duplex Color 160PPM Scanner

3,806,893 documents scanned over the life of the machine

Hours on: 27, 034

Hours Feeding: 385

Attached to workstation Dell GX270, 2.4 GHz, 512 MB RAM, 40 GB Hard Drive. Runs application Quick Scan

Age of equipment: 4 years, 9 months

### Scanner #2

Kodak i840 Duplex Color 160PPM Scanner

4,340,334 documents scanned over the life of the machine

Hours on: 24, 502

Hours Feeding: 528

Attached to workstation Dell GX270, 2.4 GHz, 512 MB RAM, 40 GB Hard Drive. Runs application Quick Scan

Age of equipment: 4 years

### Scanner #3

Fujitsu fi-4220C Exception Scanner

Dell GX240, 1.5 GHz, 512 MB RAM, 20 GB Hard Drive.

Runs applications Quick Scan and Quick Review.

### Hewlett Packard Jukebox

Hewlett Packard 1200MX Jukebox running Quick Jukebox Software Support.

Approximately one (1) terabyte of memory with a capacity for 128 platters with each platter having 9.1 GB of capacity.

Age of equipment: 4 years.

## **SERVER ENVIRONMENT**

### Server #1

Image Repository Server: Compaq DL380 G3, 2 CPUs, 3.4 GHz, 3.5 GB RAM, 548 GB Raid 5 with one hot spare. Age of Equipment: 3 years, 6 months.

### Server #2

Archive/SQL/Web Server: Compaq DL380 G4, 2 CPUs, 3.1 GHz, 2 GB RAM, 720 GB Raid 5 with one hot spare. Age of Equipment: 5 years.

### Server #3

Work in Progress (WIP) Server: Compaq DL 380 G4, 2 CPUs, 2.8 GHz, 1 GB RAM memory, 180 GB Raid 5 with one hot spare. Age of equipment: 4 years.

### Server #4

Unisys UeWI Archive Server (Jukebox Controller): Age of equipment: 7 years, 5 months.

### Server #5

Unisys UeWI Image Server: Age of equipment: 7 years, 5 months.

## **ADMINISTRATIVE WORKSTATION**

### Scan Admin Workstation

Dell GX240, 1.5 GHz, 512 MB RAM, 20 GB Hard Drive.

### SQL Server and Database

Business data is contained in a separate instance of Microsoft SQL Server 2000, running on Server #2. All users have access to the database.

## **FAIRFAX IMAGING SOFTWARE USED IN THE PRODUCTION ENVIRONMENT**

CDLE employs the following "Modules" as part of the Fairfax suite of applications designed for scanning and imaging.

### **Quick Modules**

Quick Scan: Quantity 2

Quick Input (service running on the server): Quantity 1

Quick Enhance (service running on the server): Quantity 1

Quick Capture (service running on the server): Quantity 1

Site-Wide License Quick Key (unlimited licenses)

Quick DB Fill (service running on the server): Quantity 1

Quick Output (service running on the server): Quantity 1

Site-Wide License Quick Balance (unlimited licenses)

Quick Reports (Workstation): Quantity 1  
Quick Config (Workstation): Quantity 1  
Quick Purge (Running on the server): Quantity 1  
Quick Monitor (interface to the services running from the server): Quantity 1  
Quick Supervisor (monitors token and batches running the servers which are off the server installed on the workstation):  
Quantity 1  
Quick Review (Exception Scanner Fujitsu): Quantity 1  
Quick Control: Quantity 1  
Quick XML Output: Quantity 1  
Quick Web Delete Tool: Quantity 1  
Token View Tool: Quantity 1  
Quick Router (also known as Workflow): Quantity 1  
License Manager: Quantity 1  
Quick Web Server License: Quantity 1  
Site-Wide License Quick Web (unlimited licenses)

## **FAIRFAX IMAGING SOFTWARE USED FOR A DOCUMENT MANAGEMENT SOLUTION**

CDLE uses Quickweb application through Fairfax. CDLE has approximately six hundred (600) Quickweb users department wide. Users access Quickweb through an icon on their desktop that takes them to a web based application. There is no integrated workflow/work queue within Quickweb so staff may only view documents and no work is routed to them.

### **3.2 CURRENT UI TAX DATA CAPTURE FORMS**

In the year 2007 (January 1, 2007 to December 31, 2007), CDLE scanned a total of 1,276,235 UI Tax data capture and non-data capture documents. Images are indexed by staff through Quick Key Correspondence and then the image is sent to Quickweb.

Currently CDLE only utilizes data capture for the following UI Tax forms. Each form is listed below with the data elements currently captured.

#### UITR1 (Tax Report) and fields captured below

- Account number
- Quarter/Year
- Worker counts for three months
- Transaction date
- Estimated report
- Penalty waiver
- Reason code
- Gross wages
- Excess wages
- Taxable wages
- Penalty Due
- Total payment

#### UITR1\_NONMON (Non-monetary tax reports) and fields captured below

- Account number
- Quarter/Year
- Worker counts for three months
- Transaction date
- Estimated report
- Penalty waiver
- Reason code
- Gross wages
- Excess wages
- Taxable wages

UITR2 (Billing statement – Tax paying) and fields captured below

Some UITR2 payments go to current quarter and rollback.

- Account number
- Payment amount
- Quarter/year field is captured from the last three digits of a twelve-digit account number (formerly worksite number)

UITR2A (Billing statement – Reimbursing) and fields captured below

Payments go to a specific quarter/year

- Account number
- Payment amount
- Quarter/year field is captured from the last three digits of a twelve-digit account number (formerly worksite number)

UITR37 (Billing statement – Delinquent tax penalty and fields captured below

Payments go to a specific quarter/year.

- Account number
- Payment amount
- Quarter/year field is captured from the last three digits of a twelve-digit account number (formerly worksite number)

UITR2i (Internet tax payment coupon) and fields captured below

- Account number
- Quarter/Year
- Payment amount

UITR1A (Handwritten wage report) and fields captured below

- Account number
- Quarter/Year
- Gross wages per employee
- Social security number
- Total gross wages per page

UITR1A1 (Machine print wage report) and fields captured below

- Account number
- Quarter/Year
- Gross wages per employee
- Social security number
- Total gross wages per page

UITR1C (Seasonal wage report) and fields captured below

- Account number
- Quarter/Year
- Gross wages per employee
- Social security number
- Total gross wages per page

**3.3 FUTURE UI BENEFITS DATA CAPTURE FORMS**

In the year 2007 (January 1, 2007 to December 31, 2007), CDLE scanned a total of 245,509 UI Benefits documents. CDLE will require the following UI Benefits forms for claims adjudication and processing be added to the data capture function:

- ◆ UIB-290: Request for Job Separation Information
- ◆ UIB-183: Claimant Request for Job Separation Information
- ◆ UIB-1: Claimant Signature Form

These forms make up 99% of the total scanned UI Benefits documents.

## 4.0 VENDOR SOLUTION INQUIRES

In this section, the vendor will provide detailed information regarding the functional areas of their scanning software, document management, infrastructure, security, implementation, maintenance and support. Each bulleted item should be answered in depth by describing how the solution can meet the needs of CDLE. The vendor is encouraged to respond to all bullets in this section. If a vendor is unable to provide a detailed response or the service requested, CDLE asks vendors to provide an explanation.

### 4.1 SCANNING SOLUTION

CDLE requests a complete description of the functions and features of your “base” Scanning Solution and then descriptions of any options and add-on modules that are available. Please identify these separately as follows:

- Base functions and features included in the suggested package
- Options available including changes to the base that the option may require
- Add-on modules including changes to the base that the add-on module may require

#### Scanning Software

1. Describe ability to add, change or delete forms and sub-forms. Include description of any formal training necessary and required skill sets for an administrator to add, change or delete forms and sub-forms.
2. Describe ability to recognize, prioritize and sort any and all mixed non-data capture and data capture documents without manual intervention.
3. Describe ability to recognize single forms, double sided forms, multiple single sided forms and multiple double sided forms.
4. Describe ability to accept any size document including envelopes, appeals notices (legal size documents) and checks.
5. Describe ability to recognize a wide variety of bar codes. Please provide a comprehensive list of all barcodes read by your system.
6. Describe ability to recognize machine print and hand written documents.
7. Describe ability to provide unstructured data capture functionality.
8. Describe ability to imprint a permanent date and message on any piece of correspondence to be scanned.
9. Describe ability to provide a data extraction process that sends images and data to multiple sources.
10. Describe ability to change validation rules within the system.
11. Describe ability to purge data and image files programmatically.
12. Provide the necessary training and skills that a technician would need to manage the scanning solution.

#### Fax Server

1. Describe software compatibility with Cisco VoIP technology.
2. Describe ability to take a fax image and place it into the queue to be data captured or edited by staff.
3. Describe ability to route faxed documents within an integrated workflow application.
4. Describe ability to take a faxed image and place it into a Document Management solution.

#### Software Recognition Engines

1. Describe the ability to allow for the use of various software recognition engines on the market for optical and intelligent character recognition. Please provide a list of various character recognition engine(s) your system uses.

#### Management and Reporting Applications

1. Describe ability to provide a real time display of the number of scanned items (batch) within a queue.
2. Describe ability to determine which batches are being processed in a given application.
3. Describe ability to determine in real time who is working on a batch.
4. Describe ability to provide access control for any given application.
5. Describe ability to add, change, customize or delete reports. Include description of any formal training and skill sets necessary to add, change, customize or delete reports.
6. Describe ability to provide reports on the number of batches worked per hour, day, week, month, year and year to date for a particular operator and/or for a group of persons.
7. Describe ability to provide global reports.
8. Describe ability to determine optical and intelligent character recognition accuracy by the solution.
9. Describe ability to query a specific operator and determine their efficiencies (items keyed, corrected, etc).
10. Describe ability to store historical reports. Include description of the base solution’s capacity for storage of reports.
11. Describe ability to export report data to other applications.



12. Describe ability for operator and supervisor secured access to reports.
13. Describe ability to schedule the printing of reports. Include the application description your solution uses for reports.

## 4.2 DOCUMENT MANAGEMENT

CDLE requests a complete description of the functions and features of your “base” Scanning Solution and descriptions of any options and add-on modules that are available. Please identify these separately as follows:

- Base functions and features included in the suggested package
- Options available including changes to the base that the option may require
- Add-on modules including changes to the base that the add-on module may require

Additionally CDLE would like the following questions answered:

1. If your scanning solution does not provide a Document Management solution, do you partner with another company that provides that functionality?
2. What is your working agreement with the partner company?
3. Are there companies that provide a Document Management Solution that your scanning solution is not compatible with?

### Document Management, Image Storage and Retrieval

1. Describe ability to integrate with a Workflow/work queue application.
2. Describe ability to add or delete images permanently.
3. Describe ability to collect, store and view scanned documents, faxed documents, PDF documents, Microsoft Office documents, email messages and other images including but not limited to standard TIFF 4 files. List all file formats your solution recognizes. List all file formats your solution does not recognize.
4. Describe ability to add annotations and comments. If your solution has the ability to provide annotations and comments, can the user add, change, delete and print those annotations and comments? Does the application have the ability to determine who added, changed or deleted an annotation or comment?
5. Describe how your solution grants and revokes individual and group rights.
6. Does your solution have the ability to email a document?
7. Explain your solution’s auditing functions; including abilities to determine who viewed, closed, and re-indexed a document.
8. Describe how your solution uses simple queries to find images to allow the user to sort information.
9. Does your solution have the ability to add additional indices for images and for searching? If yes, please describe.
10. Is the application web based or thick client?
11. Is your software ADA compliant?
12. Can a user add documents to the Document Management solution without having to scan that document? For example, a user receives a PDF via email; can they add that document to your solution? If yes, please describe. Can the user then index the document?

### Workflow/Work Queue

1. Describe how your workflow application integrates with the Document Management solution.
2. Describe how your solution routes data capture and non-data capture documents to staff.
3. Describe your solution’s ability to start and stop the routing of documents per administrator tools.
4. Describe your solution’s ability to create complex workflows. Please include a description of any technical skills necessary to create workflows.
5. Describe your solution’s ability to add, change or delete users to the workflow application. Please include a description of any technical skills necessary to add, change or delete users to the workflow application.
6. Describe your solution’s ability to re-route documents to staff and groups in real time. Please include a description of any effort necessary to re-route documents to staff and groups.
7. Does your solution route documents and work to an offsite disaster recovery location in the event of a production environment failure. If yes, please describe.

### Web Services and Mainframe Reporting

1. Can your solution import data entered on the Internet, data from mainframe solutions and other sources into an image that can be viewed by a Document Management solution? If yes, please describe.
2. Can your solution create a template (image) for data coming from the Internet, Mainframe systems and sub-systems and other sources within the Document Management solution? If yes, please describe.

3. Does your solution require any formal training and skill sets necessary to create a template (image) for data coming from the Internet, Mainframe systems and sub-systems and other sources with the Document Management solution? If yes, please describe.

#### Image Archiving

1. Explain in detail how your solution provides redundancy.
2. Explain how your solution archives images, data and metadata associated with an image.
3. Explain your recommended long term storage and backup schema.
4. Explain what formats are supported for export connectivity for database applications: ODBC, SQL Server, Oracle and Microsoft Access.
5. Explain what formats are supported for export connectivity regarding the following data formats: XML, ASCII, CSV and SPSS.

#### Image Purging

1. Explain how your solution purges images, data and metadata associated with an image.

#### Application Set-up

1. Describe your development interface to customize application-specific business rules.
2. Describe your script editing and debugging capabilities.

### **4.3 INFRASTRUCTURE & DISASTER RECOVERY**

1. Describe the infrastructure requirements for your solution.
2. Describe how you would implement your solution so that enhanced solution reliability and integrity are maintained.
3. Describe in detail your solution's reliability in the following areas: servers and software installed on workstations.
4. Does your solution's infrastructure include clustering of servers?
5. Describe how your solution meets the following regarding High Availability, Continuous Availability, Fault Tolerance, Single Point of Failure (SPOF), Failover.
6. After reviewing CDLE's current production environment, describe if any of the components currently in use (scanners, hardware, software, etc.) can be used with your solution and for how long.
7. Describe the processes involved in the event of a production system failure for CDLE to continue business as usual in an offsite disaster recovery location.
8. Describe your disaster recovery plan.
9. CDLE requires a development, test and training environment. Briefly describe how your environments are configured.
10. Please provide a listing of all licenses needed to operate your solution.
11. Can all licenses for your scanning solution and document management solution be stored on one (1) server accessed by multiple work sites? What are the requirements for the server?

### **4.4 SECURITY**

Document security is vital in many document management applications. Compliance requirements for certain documents can be quite complex depending on the type of documents. For instance the Health Insurance Portability and Accountability Act (HIPAA) requirements dictate that medical documents have certain security requirements. Some document management solutions have a rights management module that allows an administrator to give access to documents based on type to only certain people or groups of people.

1. Describe the security features built into your solution.
2. Is there a mechanism for classifying documents when they are entered into the solution?
3. Is there a mechanism for defining access classes or groups, so employees have uniform access to the documents they are authorized to use?
4. Does your software have the ability to apply retention policies that electronically preserve documents?
5. Does your software have a security mechanism that defines access at every level of the document solution? (Folder- and document- level access are a minimum requirement.)
6. Can the software provide an audit trail that records which users have accessed which documents, and what modifications, if any, they have made?

#### 4.5 IMPLEMENTATION

1. On average, how long would it take your company to implement a solution for CDLE?
2. Provide a complete implementation schedule detailing all necessary phases.
3. Describe your training process for implementation of a new solution for CDLE.
4. Is there a cost for training? If yes, please provide a detailed fee schedule.
5. Provide an estimate of the number of Full Time Employees needed from both CDLE and the vendor to implement a scanning and document management solution.  
CDLE Employees \_\_\_\_\_ Vendor Employees \_\_\_\_\_

#### 4.6 MAINTENANCE AND SUPPORT

1. Please provide an estimate for the number of Full Time Employee needed from both CDLE and the vendor to support the applications and infrastructure once your solution is in place.  
CDLE Employees \_\_\_\_\_ Vendor Employees \_\_\_\_\_
2. Please describe the technical skills that CDLE employees will need to support the applications and infrastructure for your system.
3. Describe the frequency of New Versions/New releases (upgrades to software and hardware).
4. Describe your company process of implementing upgrades. Please provide specific times when upgrades are performed.
5. Describe the escalation process for maintenance and support issues.
6. Describe your support schedule: Days and Hours.
7. Provide the average amount of downtime to implement upgrades and resolve issues based on severity.
8. Describe if software maintenance for your product is provided through your company or if software maintenance is sub-contracted out to another vendor. If the maintenance is sub-contracted indicate who the vendor is.
9. What is the average annual cost for software maintenance?
10. Describe if hardware maintenance (scanners/dongles) is provided through your company or is sub-contracted out to another vendor. If the maintenance is sub-contracted indicate who the vendor is.
11. Provide a synopsis of your warranty.
12. If CDLE purchases the solution, how long will the initial warranty period last?
13. If CDLE purchases the solution, how long will the initial support period last?

#### 5.0 COST

This RFI is for information-gathering purposes in order to perform a market analysis. With accurate and complete cost estimates we can analyze the financial impact and feasibility. Your assistance is appreciated.

Please provide a reasonable breakdown in time and costs. An example of an understandable and reasonable cost breakdown is:

- Scanning Solution – Please specify cost for Base Solution and Options and Customization  
Line item  
Line item  
Etc.
- Document Management – Please specify cost for Base Solution and Options and Customization  
Line item  
Line item  
Etc.
- Infrastructure and Disaster Recovery– Please specify cost for Base Solution and Options and Customization. Cost for complete off site solution that would integrate with main location and workflow application.  
Line item  
Line item  
Etc.
- Security – Please specify cost for Base Solution and Options and Customization  
Line item  
Line item  
Etc.

- Implementation – Please specify cost for Base Solution and Options and Customization
  - Line item
  - Line item
  - Etc.
  
- Maintenance and Support- Please specify yearly cost for Base Solution and Options and Customization
  - Line item
  - Line item
  - Etc.

In addition to the costs listed above can you provide the costs associated with the following:

1. Explain any cost associated with travel in relation to the implementation of your solution.
2. Provide a cost estimate for all hardware and any additional software that would be necessary for your solution. If CDLE's current infrastructure cannot meet the requirements for your solution, please provide a list of the upgrades necessary including a cost analysis to upgrade CDLE's infrastructure.
3. A total cost for all licenses needed to run your scanning solution. This must include all services running on the server and applications running on the server(s) and workstations.
4. A total cost for all licenses needed to run your document management solution which includes all services running on the server and applications running on the server(s) and workstations.
5. The total yearly cost for hardware maintenance for your solution for years 2-5.
6. The total yearly cost for software maintenance for your solution for years 2-5.
7. Are software and hardware upgrades part of your annual maintenance costs? If they are not, please provide cost estimates for upgrades.
8. If you have a disaster recovery solution, please provide all costs associated with it.
9. If you do not have a disaster recovery solution, please provide a cost and time estimate for your company to develop a disaster recovery solution to run in our environment.

Finally the vendor will need to provide a total cost which includes all elements needed for a complete scanning and document management solution. The total cost will incorporate all prior cost elements in this section.

## **6.0 COMPANY PROFILE**

Please provide as much detail as possible for each item.

- Company Name
- Corporate Address
- Age of Company
- Local Vendor (If Any)
- Local Address
- Local Contact Person(s)
- Local Contact Phone Number(s)
- Number of Local Technicians
- Solution (Product(s)) Name(s)
- Solution (Product(s)) Version(s) & Release Number(s)
- Number of years this solution (product(s)) has been on the market