



STATE OF GEORGIA
Department of Community Health

Request for Quote

RFQ Number 0412

**Document Management Software,
Installation, and Training**

for

**Office of General Counsel
Health Planning**

**Georgia Department of Community Health
2 Peachtree Street, N.W.
35th Floor
Atlanta, GA 30303-3159**

June 2, 2004

Georgia Department of Community Health

Request for Quote (RFQ) for Document Management Software, Installation, and Training

System Description

The Georgia Department of Community Health, Office of the General Counsel (OGC), requests that interested vendors provide a quote for document management software, software installation and training.

The Office of General Counsel (OGC) within the Department of Community Health is responsible for ensuring that adequate health care services and facilities are made available to all Georgians, regardless of their ability to pay. OGC is also required to assure that needed health care services and facilities are developed in an orderly and economical manner that are found to be in the public interest. Whenever a health facility in Georgia wishes to build a new facility or expand its current facility or services, it must submit an application to OGC for approval. If an application is approved, OGC issues a Certificate of Need (CON) to the facility. The CON authorizes the facility to complete the requested expansion or offer the requested service.

At present, OGC has a paper-based system for the filing and storing of documents related to the State Health Plan, CON Applications and CON-related files. There are approximately 200 file drawers of paper files on-site and roughly the same number of paper files that are archived off-site. An average CON application is 500-600 pages in length. These applications make up the majority of the paper files. Utilization of the paper files by the public and the Department includes:

- The review of applications for purposes of granting or denying a Certificate of Need;
- Compliance with open-records requests;
- Tracking the progress of CON appeals;
- Providing copies of CON applications and other documents to consultants, lawyers, health facilities, media, and other customers;
- Sharing information with other states;
- Verification of data in health facility survey databases;
- Health planning

OGC intends to develop and implement a document management system to convert the voluminous and unmanageable paper files to a standard electronic format in order to provide the public, customers and staff more efficient access to these files and the information contained in the files. A limited number of Windows files (mostly Microsoft Word files) will also be stored in the system. The document management project will enable OGC to more efficiently accomplish its mission to foster an efficient, effective, high-quality health care system that is accessible to all Georgians.

OCG has an existing Microsoft SQL Server (with NT 4.0) installation that can be used as the document management database manager. A separate NT 4.0 server will be used to house the document management software and the document files. Scanning will be done using a Canon DR-6080 scanner and a Canon 9080C scanner, both with Kofax 650i Adrenaline boards and VRS software.

System Requirements

The document management software must meet ALL requirements below. Proposals based on software that does not satisfy all requirements will be disqualified.

Scanning/OCR

- Batch scanning (10,000 pages per day initially, 500-2000 pages per day ongoing)
- Image enhancement
- Capability to scans and display page sizes up to 11" x 17"
- Support of the following scanners via the Kofax Adrenaline board: DR6080 and DR9080C
- Automated OCR of scanned batches (as opposed to having to manually OCR each document)

Indexing

- Index fields available
- Capability to organize index fields into templates
- Index fields can be set up as pull-down lists
- Capability to specify data type for index fields

Browsing/Viewing Documents

- Capability to store the documents in folders similar to Windows folders (the foldering system should not be a simulation based on the values of index fields)
- Windows Explorer-type interface for browsing through the names of documents in the system
- Go-to-page feature in viewer
- Thumbnails available in viewer
- Find-next-hit capability within a document

Searching

- Full-text indexing and searching capability across all documents in the system
- Full-text search does not require a custom query
- Native full-text indexing and search engine (as opposed to a third party add-on)
- With full-text search, within-document hits show on the results list
- The results list shows the search term along with surrounding words (context)
- Search hits are highlighted in the image file
- Boolean search capability (full-text)
- Fuzzy search capability (full-text)
- Proximity search capability (full-text)
- Capability to limit a search to a specific folder in the repository

Emailing Documents

- Capability to email all or selected pages of a viewed document in a standard format

CD Publishing

- Capability to publish information to CD's with self-contained search capability
- Folder view available in the CD client
- Integrated full-text indexed search capability in the CD client
- No royalty fees for CD publishing

Web Module (not required for this phase of the project, but must be available)

- Web server module available
- Web users are not required to download client software
- Web users can easily print a multi-page document
- Web users can print selected pages of a document
- Web interface has capabilities similar to the network client, including full-text search, thumbnails, go-to page, and pull-downs for index fields
- With full-text search, within-document hits show on results list
- The results list shows the search term along with surrounding words (context)
- Search hits are highlighted in the image file
- Boolean search capability (full-text)
- Fuzzy search capability (full-text)
- Proximity search capability (full-text)
- Help screens are available in the web client

Integration with Access

- Capability to interface with Access databases so that an Access user can search for images based on values in the Access record currently being viewed
- Automated population of index fields from an Access database

Security

- Capability to set user or group-level security to "no access", "read-only" or "read/write" access for network users
- User ID and password security for web users to allow "read-only" or "read/write" access

File Types Accepted

- Capability to store Word, Excel and PDF documents in native format
- Capability to convert Word, Excel and PDF documents to images via a print-to-file driver
- Capability to do batch image conversion of the above file types to image files

Scalability

- Client-server architecture
- Supports multiple databases
- Capability to handle high volumes of documents
- At least 50 concurrent users allowed
- Full-featured workflow module available
- Audit trail module available
- Supports Oracle as the file storage database

System Design

- The system stores the individual pages of a document as separate image files but transparently organizes and presents these files to the user as one document when viewing, searching, printing, or emailing. In other words, it is not obvious to the user that these pages are stored as separate image files.

- Network client retrieves just the page(s) requested by the user, not the entire document.
- Web client downloads just the page(s) requested by the user, not the entire document.
- Allows multiple network and web users to view the same document at the same time

Compatibility

- All modules are fully compatible with Windows NT 4.0 Server and Windows NT 4.0 workstation
- All modules are fully compatible with Windows 2003 server and workstation
- Web module is fully compatible with MS Internet Information Server
- All modules are fully compatible with MS SQL Server 2000 as the file storage database

Cost

- The cost range for the software and annual maintenance plans (excluding installation and training): \$10,000-\$27,500.

Vendor Requirements

The vendor or its sub-contractor must be an authorized reseller of the document management software.

Responsibilities to Be Performed by the Selected Vendor or Its Sub-contractor

The successful vendor will be required to provide the following:

| Software | |
|--|------------|
| Item | Qty |
| Server Module | 1 |
| LSAP (annual maintenance) | 1 |
| Full User Licenses (can add documents to the system) | 5 |
| LSAP | 5 |
| Read-Only Licenses | 8 |
| LSAP | 8 |
| Email Module to allow emailing of documents | 8 |
| LSAP | 8 |
| Snapshot (print-to-file) Module | 5 |
| LSAP | 5 |
| QuickFields for automatic population of index fields from Access database | 1 |
| LSAP | 1 |
| Real-Time Lookup for automatic population of index fields from Access database | 1 |
| LSAP | 1 |

| | |
|--|---|
| CD Publishing Module | 1 |
| LSAP | 1 |
| Integrator's Toolkit Module (API Toolkit) | 1 |
| LSAP | 1 |
| Other modules needed to satisfy the requirements | |

| |
|------------------------------|
| Software Installation |
| Server Module |
| Network Clients |
| Add-on Modules |
| Scanner Workstations |

| Training and Consulting | | |
|----------------------------------|------------|-----------------------------|
| | Hrs | Number to be Trained |
| Network Clients and Email Module | 8 | 26 |
| System Administration | 4 | 3 |
| Scanning | 2 | 9 |
| Add-ons | 2 | |
| Snapshot | | 5 |
| CD Publishing | | 5 |
| QuickFields | | 2 |
| Real-Time Lookup | | 2 |
| Implementation Consulting | 20 | 3 |

Installation includes configuration and testing of all software. After the software has been installed, it must perform according to manufacturer's specifications.

Training for the network client must be onsite in a classroom setting. Two training classes will be required: initial training and follow-up training. The initial training class will consist of two 2-hour training sessions for 26 staff members with approximately 13 in each session. The follow-up class will consist of two additional 2-hour training sessions for the same staff, one month after the initial training. This second class should provide a review of the material from the first class as well as selected advanced material. A computer projector must be used. Handouts must be provided to each participant to serve as a reference when using the software. The OCG document database must be set up and populated with selected documents prior to the classes so that this database can be used in the training. Training must include at least the following topics:

- Using the folder view
- Viewing a document, including how to use thumbnails, go to a particular page, and find the next hit
- Searching for a word or phrase within the document viewed
- Printing one or more documents

- Printing selected pages of a document
- Emailing one or more documents
- Emailing selected pages of a document
- Searching using full-text search, including Boolean, proximity, and fuzzy searching
- Searching within a specific folder
- Searching using index fields
- Searching using both full-text and index fields

System administration training must include at least the following topics:

- Setting up the document database
- Creating a folder
- Creating an index field
- Setting up security for users
- System backup
- Network client installation

Training for the scanner workstations must include at least the following topics:

- Document preparation
- Scanning multiple documents
- Dealing with misfeeds and other scanning problems
- Indexing documents
- How to OCR documents
- Image enhancement

Implementation Consulting includes assistance with designing the indexing system and the folder organization.

Evaluation Criteria

Document Management Software:

- Ease of use
- Cost of ownership, particularly in terms of installation, training, support, administration, and maintenance costs
- Price/performance ratio
- What add-on modules are available
- Capability to manage lengthy documents
- Manufacturer reputation and stability
- Installations of the software worldwide
- Quality of the software Web site

Vendor and Any Sub-Contractor:

- Viability and stability of the vendor and any sub-contractor
- Experience with installing and supporting the document management software in both private and government settings
- Ability to satisfactorily install the software and provide training
- Ability to promptly and adequately support the software

Proposals will be evaluated at the sole discretion of the Department of Community Health.

The Proposal Shall Include The Following Information

DCH reserves the right to request additional information regarding each item below.

- Vendor name and address
- Subcontractor (if any) name and address
- Name, telephone number, facsimile number and email address of the vendor's and any sub-contractor's primary representative assigned to the project
- Number of years the vendor and any sub-contractor have been in business.
- Number of years the vendor or its sub-contractor has been a reseller of the document management software.
- Total staff at the vendor's and any sub-contractor's location.
- Number of support staff for the document management software at the vendor's or its sub-contractor's location and the qualifications of each.
- A description of the technical support that the vendor or its sub-contractor will provide under the annual support agreement for document management software.
- A description of the vendor's or its sub-contractor's overall experience with installing and supporting the document management software, including the total number of installations of the software and the total number of government installations.
- A list of the names and locations of all customers for whom the document management software has been installed. Indicate the size of each project.
- A summary description of the vendor's or its sub-contractor's software installation plan and training plan.
- An explanation of how the document management software meets each requirement listed above. How would the user access the feature (e.g., via a button, short-cut key, or menu) and in what context (e.g., the search dialog box)? Does the feature require an add-on module? If so, what is the name of the module?
- The number of years the document management software manufacturer has been in business.
- The number of add-on modules available for the document management software.
- The number of installations of the document management software worldwide.
- A price quote for the entire project and an itemization for each of the software, installation and training items listed above.

Special Notification

Interested firms should respond in writing by 2:00 p.m. on Wednesday, June 16, 2004. Please send your quote in writing to Arnita Woodard at awoodard@dch.state.ga.us. Samples and other items not sent via email also must be received by the same time and date and may be sent to Arnita Woodard, Georgia Department of Community Health, Contract Administration, 2 Peachtree Street, 35th Floor, Atlanta, GA 30303. It is understood and agreed upon that quotes received in response to this RFQ will be valid for a period of one hundred twenty (120) days from June 16, 2004. The Department of Community Health reserves the right to reject all proposals and to award different projects contained herein to different proposers. Questions related to the RFQ may be directed to Arnita Woodard by email or by calling 404- 651-6184.

Proposals will be evaluated based on the evaluation criteria listed above, the background and experience of the vendor and any sub-contractor, the qualifications of key personnel, and the cost.