**Appendix E, Requirements**

RFP 07814 – Enterprise Content Management Services

## Mandatory Pass/Fail Technical Requirement (Round 1)

By checking the “Complies” box below the Bidder signifies they have completely read, understood and after consideration concluded the offered service complies fully with the stated requirement. If the “complies” box is not checked, the response does not satisfy the requirement and will be disqualified from the procurement.

|  |  |  |
| --- | --- | --- |
| **#** | **PASS/FAIL MANDATORY REQUIREMENTS** | **BIDDER HAS READ, UNDERSTANDS AND COMPLIES** |
| Business Need: RECORDS MANAGEMENT & PUBLIC DISLCOSURE | | |
| 1 | Solution is certified by the Joint Interoperability Testing Command (JITC) as compliant with the Department of Defense (DoD) 5015.2 v3 standard as evidenced by appearing on the JITC certified systems list at <http://jitc.fhu.disa.mil/cgi/rma/reg.aspx> on the day that RFP responses are due. | **Complies** |

## Mandatory Scored Technical Requirements (Round 1) -75% of 350 Points

For Mandatory Scored (MS) requirements, the Bidder response must indicate explicitly whether or not the Bidder's proposed solution meets the requirement. Responses without an adequate description of how the Bidder fully meets the requirement will be scored as not meeting the requirement.

Requirements are grouped into broad business need categories based on the core principals of the needs of the state. These principals include solutions that are easy to use, have a single instance of a document, are accessible from anywhere, are easy to store, are secure and reliable, are easy to disclose/share/collaborate and are able to produce a defensible disposition.

For each requirement **more points will be awarded** to Bidder responses that: 1) fulfill the stated requirement and 2) provide more convenience, accuracy, timeliness, ease of use and/or breadth of capability to better satisfy the requirement of one or more of the business needs detailed above. Any response that does not satisfy a requirement will receive a score of zero and will result in bidder disqualification for this procurement. Responses will be evaluated by a team of subject matter experts whom at their discretion will determine collectively whether or not the response meets the requirement and if it is met, will score based on how well the requirement is met.

Some of the mandatory scored requirements and desirable scored capabilities duplicate DoD 5015 requirements. These are included in the procurement to evaluate in Round 1 how well some of the responses meet the DoD 5015 standard, and to select finalists for the Round 2 demonstration.

**Please answer the following questions in sequence within the cell the question is assigned.**

|  |  |
| --- | --- |
| **#** | **Function** |
| Business Need: IT SECURITY | |
| MS1 | Describe in detail the solution’s delegation model for central administration, including how many levels of administrators can be supported. The state prefers solutions that provide multiple and nested levels of administrators to accommodate varying requirements in agencies. |
| MS2 | Describe the solution’s ability to manage and enforce security, access, or other policies by groups of users. The state prefers solutions that provide multiple and nested levels for policy management and enforcement (user, group, division, agency, etc.) to accommodate varying purchaser requirements. |
| MS3 | Describe the solution’s ability to apply specific access and policy controls based on multiple levels of data security classifications. |
| MS4 | Describe the solution’s ability to encrypt data at rest.  The state prefers solutions that provide encryption internally to the solution, rather than depending on device or Operating System encryption methods. Specify any adverse impact to application functionality when encryption is applied such as diminished search or indexing capabilities. |
| MS5 | Describe the solution’s ability to securely transmit data (encryption in transit) for system interface, administrative and user access. |
| MS6 | Describe how the solution integrates with the state’s Enterprise Active Directory infrastructure to allow single or reduced sign-on to the application. |
| MS7 | Describe the bidder’s tools, processes, and/or practices used in the solution’s development lifecycle to prevent application security vulnerabilities in the solution. |
| MS8 | Describe the Bidder’s strategy and/or practices to prevent or mitigate security flaws such as the OWASP top 10. |
| MS9 | Describe how the solution integrates with anti-virus technology. |
| MS10 | Describe how the solution supports logging of user activity in local system logs or remote log aggregators (SIEM). |
| Business Need: RECORDS CAPTURE, RETENTION, RETRIEVAL & DISPOSITION | |
| MS11 | Describe how the solution supports the management of e-mails and attachments as records. |
| MS12 | Describe the solution’s ability to configure retention requirements (retaining, managing and disposition) according to business rules. Describe the solution’s types of triggers (such as date or event-based triggers, date of document, messages generated from another system, and/or manually declared). |
| MS13 | Describe how the solution supports document destruction and/or provides certified file erasure/destruction according to retention requirements or on demand. |
| Business Need: DISCOVERY & DISCLOSURE | |
| MS14 | Does the solution support litigation holds and/or freeze/unfreeze documents or groups of documents and/or suspend any pending disposition actions? Describe how these are applied. The state prefers solutions that have in-place, rather than copy holds. |
| MS15 | Describe how multiple litigation holds can be placed on a record, what the user experience is in this case, and when such a record can be modified or destroyed by the system. |
| MS16 | Describe how the solution exports and/or provides access to discovery/disclosure products. |
| Business Need: ARCHITECTURE | |
| MS17 | Describe how the solution integrates with the following shared solutions to capture and manage content: MS Exchange 2010 / MS Outlook 2010 (or later) e-mail, and Office 365. List versions supported, for all implementations. |
| Business Need: STORING AND RETRIVING DIGITAL MEDIA ASSESTS | |
| MS18 | Describe the solution’s approach to the storing, searching and retrieving of digital, multi-media files including content such as photographs, audio and video. |
| Business Need: DOCUMENT MANAGEMENT | |
| MS19 | A ‘compound document’ is a collection of documents that make up a larger, ‘logical document’ and is managed as a unit. Each document within a compound document may be created by a separate application. Describe the solution’s capabilities for assembling compound documents, unbundling compound documents and which file types are supported. |
| Business Need: IMAGE PROCESSING APPLICATIONS | |
| MS20 | Describe how the solution integrates with external image-capture systems, tools and processes. |
| Business Need: INFORMATION ACCESS/SEARCH | |
| MS21 | Describe how the solution provides the ability to integrate with external systems such as a case management system, to display information from the connected system, query the connected system for information, display results in the solution and use the results in indexing processes. |
| MS22 | Describe the solution’s ability to search across multiple servers/document databases/content repositories (including third-party content stores). |
| Business Need: WORKFLOW/BPM | |
| MS23 | Describe how the solution allows for divergent workflow, i.e. scanning something once but having the ability to use it for multiple workflows. |
| MS24 | Describe how "work" and/or content is routed through the workflow in the solution. What are the different methods of routing — for example, rules-based routing, sequential routing and parallel routing? |
| MS25 | Describe the "rule-based triggers" that can be used in the workflow — for example, time, event, metadata, volume, and user-defined. |
| MS26 | Describe how the solution captures metadata automatically or semi-automatically (e.g. drop-down lists or automated lookups from databases). |
| MS27 | Describe how the solution’s workflow engine integrates with external systems and applications. |
| MS28 | Describe the solution’s ability to integrate with third-party workflow systems. |
| MS29 | Describe the solution’s ability to integrate with third-party e-forms applications. |

## Desirable Scored Capability (Round 1) -25% of 350 Points

For Desirable Scored (DS) capabilities, the Bidder response should always indicate explicitly whether or not the Bidder's proposed solution or related services provide the desired functionality, and describe how the proposed Bidder’s solution or related services do so.

Desirable scored capabilities are grouped into broad business need categories based on the core principals of the needs of the state. These principals include solutions that are easy to use, have a single instance of a document, are accessible from anywhere, are easy to store, are secure and reliable, are easy to disclose/share/collaborate and are able to produce a defensible disposition. Finalist Bidders are given the opportunity to demonstrate how their solutions meet these capabilities in the [Demonstration section](#_Live_Demonstration_and).

For each requirement **more points will be awarded** to Bidder responses that: 1) fulfill the stated capability and 2) provide more convenience, accuracy, timeliness, ease of use and/or breadth of capability to better satisfy one or more of the business needs listed below.

|  |  |
| --- | --- |
| **#** | **Function** |
| Business Need: IT SECURITY | |
| DS1 | Describe how the purchaser’s users in Active Directory can be bulk-uploaded or established in the solution to save time, reduce errors and avoid managing user login credentials in the solution. |
| DS2 | Describe how the purchaser’s administrators and users in Active Directory can be automatically established in the solution with appropriate privileges. For example: administrative privileges in the solution can be controlled by membership in an Active Directory group. |
| DS3 | Describe the solution’s ability to provide additional protection of sensitive customer data (i.e. multi-factor authentication, increased audit/access visibility, user group limitations, encryption, etc.). |
| DS4 | Describe the solution’s ability to secure confidential data such as protected health information (PHI), social security number (SSN) or financial Information. |
| DS5 | Describe how the purchaser’s administrators are alerted, or can determine using the solution’s logs, that the solution is under attack or is experiencing suspicious activity. |
| DS6 | Describe how the solution enhances data protection by supporting role-based and configurable field level data masking for sensitive information such as credit card numbers and social security numbers. |
| DS7 | Describe how the solution supports automated data security categorization and policy enforcement based on data content (SSN, credit card), metadata, user or role. |
| DS8 | Describe the solution’s capabilities to maintain security and control for documents that are shared or exported. Examples may include time-limited access, revocation and printing. |
| DS9 | List the security certifications or independent audits the solution has successfully completed and achieved. These may include, but are not limited to: HIPAA, PCI, SSAE 16, ISO 27001/2, FRPA, NIST 800-63 and 64, FTI, CJIS, or others. |
| DS10 | Describe how the solution supports federated single sign-on using Claims-Based authentication with SAML or similar protocols. Secure Access Washington (SAW), the state’s single sign-on portal for citizen and business access to on-line government services , uses this interface method. |
| DS11 | Describe additional ways how data is protected from unauthorized access, disclosure, or tampering. |
| Business Need: RECORDS CAPTURE, RETENTION, RETRIEVAL & DISPOSAL | |
| DS12 | Describe the solution’s approach to storing inactive long-term content on less expensive storage. Is the ability a part of the solution or a third-party offering? |
| DS13 | Does the solution support taxonomy development? Does it integrate with standard taxonomy tools and approaches? If so, describe. |
| DS14 | How does the solution support manual and automatic content capture including capture devices? |
| DS15 | Describe the solution’s ability to capture content generated from a variety of external content generating systems, such as:   * Common office packages * Workflow applications * Electronic messaging systems and any attachments * E-commerce systems * Web content management systems * Social media * Image processing applications * Graphic design systems * Business information systems * CAD systems * Reporting systems * Cameras * Smart phones * Mobile devices |
| DS16 | Does your solution support public-facing Web access? If so, describe the ease of public use and how the solution protects records from unauthorized access.  The state prefers solutions that support this with a low or no licensing cost impacts. |
| DS17 | Describe how the solution maintains the ability to view documents in their original visual representation after the file formats are obsolete (such as migration to new file formats or emulators) without third-party tools? |
| DS18 | Does the solution support the use of third-party viewers for unsupported (unknown/new) file types? |
| DS19 | Does the solution support features for caching and pre-fetching of content being edited? Describe the solution’s performance retrieving large query results including during simultaneous searches. |
| DS20 | Does the solution support external users/collaboration beyond the firewall? The state prefers solutions that offer two-factor or other forms of authentication for non-state employees. These authentication methods can be either supplied by the solution or can be provided through integration with the state’s Secure Access Washington single sign-on portal described in DS10. Additional scoring preference will be given for low licensing cost impact. |
| Business Need: DISCOVERY & DISCLOSURE | |
| DS21 | Does the solution support any cross-references to similar Disclosure or Discovery requests or cases? If so, how? |
| DS22 | Describe how the solution records and stores the date, time, reason for the created search/extract, and who created it. |
| DS23 | Describe how the solution can support and/or interface with other third-party eDiscovery tools. |
| DS24 | Describe how the solution supports redaction of records. Describe the redaction functionality and how it keeps the integrity of the original record, minimizes the need for copies or duplicates, and how it renders and then manages the redacted version. |
| Business Need: ARCHITECTURE | |
| DS25 | The State may use multiple hosting architectures for deployment. The solution is expected to support multiple architectures:  multi-tenant on premise deployment by a central service agency (PREM-Multi), single-tenant on premise deployment by each purchaser (PREM-Single). Some purchasers may choose Cloud/Hybrid deployments to provide access to targeted content. The following requirements and questions are specific to the product support for multiple architectures.  Describe the solution’s architecture to provide security, performance, scalability and availability for each scenario below.   * On Premise Multi-Tenant Deployment via a central state data center. * On Premise Single-Tenant Deployment by each agency via its own environment. * Hybrid (On-Premise/Cloud) Deployment for both scenarios 1 & 2 (both multi-tenant and single tenant). * Public or private cloud using Infrastructure-as-a-Service |
| DS26 | Describe how the solution supports the deployment, administration and use of a hybrid environment where the purchaser controls which files are stored and accessed on-premise and which are stored and accessed on public or private cloud infrastructure of the purchaser’s choice? |
| DS27 | Describe how well the solution is architected to support resiliency through mirroring with remote hot sites to accommodate disaster recovery? The state prefers solutions with built-in capabilities to support resiliency through alternate sites that require minimal system administration and software licensing cost impacts. |
| DS28 | Describe the solution’s tolerance for failures/outages in critical hardware or software system components. |
| DS29 | Describe in detail how the solution is optimized for good user performance from remote offices located across the state and for mobile users (e.g. compression, packet management, caching, storage optimization, in-memory processing, load balancing, etc.). |
| DS30 | Describe the solution’s ability to reduce storage costs (e.g. de-duplication, data compression or any other type of content footprint reduction technology). |
| DS31 | Describe the application development tools, programming languages and APIs that enable the purchasers to develop and customize their ECM applications, or other alternatives that provide for enhanced features or capabilities.  Application Programming Interface (API) Support: Describe the specific APIs that you support. Does the solution support .NET API, Java API, and/or any Web services APIs.  Service Oriented Architecture (SOA) Support: Describe how the solution supports Web services or service-oriented architecture (SOA). If this is planned for a future release, provide a timeframe for availability.  Describe how the solution supports the following industry standards:   * JSR 170 / JSR 283 / JSR 286 (Java) * CMIS * XACML * WEBDAV * HTML 5 * Open standards   The state prefers solutions built using open standards. |
| DS32 | Describe how the solution integrates with third-party tools for reporting and analysis. |
| DS33 | Describe the solution’s ability to generate reports from metadata. |
| DS34 | What native formats does the solution support (preview, view natively, read embedded meta data)? List any known limitations with certain file types. The state prefers solutions that support a variety of file types. |
| Business Need: DOCUMENT MANAGEMENT | |
| DS35 | Describe the solution’s ability to identify document types based on predefined criteria or a self-learning process. |
| DS36 | Describe the solution’s approach to document output management. Does it have the ability to create, edit, and update paragraphs and templates, and to track and audit changes? Does it have the ability to include graphic elements in output documents? |
| DS37 | Describe the solution’s import/export capabilities, including how it imports and exports content into and from the repository, and how it imports content and its metadata. Does the import ability use metadata and help with the import? Does it allow for importing of various file types from various locations in various quantities? Does it allow for import and export of previous versions? Describe the import/export process, including how indexing works and whether folders and content maintain their original structure. |
| DS38 | Describe the solution’s approach to content versioning and how long the versions are kept configurable. The state prefers solutions that support both major and minor versions, and prefers that the number of versions and how long they are kept are configurable. |
| DS39 | Does the solution keep only the changes in each version or does it keep the entirety of each previous version? The state prefers solutions that keep changes only. |
| Business Need: IMAGE PROCESSING APPLICATIONS | |
| DS40 | Describe the solution's input batching capabilities. |
| DS41 | Describe how the solution provides imaging repair capabilities. |
| DS42 | Describe how the solution supports visual verification through a verification screen: software that highlights problem fields or characters (i.e., low confidence OCR/ICR) and allows the validation operator to display the entire document, zoom to an image area, pan left or right, etc. |
| DS43 | Describe the recognition engines supported by the solution (intelligent character recognition, optical character recognition, optical mark recognition, forms recognition, barcoding, and so on). |
| DS44 | Describe the features that enable the solution to scale for high-volume imaging applications. |
| DS45 | Describe the solution’s ability to recognize document separator pages for workflow routing. |
| Business Need: INFORMATION ACCESS/SEARCH | |
| DS46 | Does the solution offer thesauruses particularly intended to support the broad array of services supported by government? |
| DS47 | Does the solution auto-generate content word search including full text search of OCR’d documents? |
| Business Need: MOBILITY | |
| DS48 | Describe ability to create mobile apps allowing staff to edit, store, and access records and information stored in the solution. |
| DS49 | Describe the ability for administrators to copy and/or irrevocably remove files/folders remotely from mobile devices where synced. |
| DS49 | Describe the solution’s ability to support access to content through at least three mobile OS platforms. More points will be awarded to dominant mobile OS platforms in the marketplace, at the time of this writing such as Android, IOS, and Windows. |
| DS50 | Does the solution provide an offline capability? If yes, describe how this works. |
| Business Need: WORKFLOW/BPM | |
| DS51 | Does the solution have the ability to associate electronic (digital) signatures with any file or event that is managed by the solution? Describe the capabilities of the proposed solution to manage digital signatures. If via third-party integration, specify which third-party products the solution supports. |
| DS52 | Describe the solution's approach to workflow performance monitoring, verification/quality control. |
| DS53 | Describe the workflow development tools provided by the solution (library of starter objects, workflow templates, and test environment). |
| DS54 | Describe the solution’s work flow simulation/validation tools. |
| DS55 | Describe the solution’s ability to route documents through a multilevel hierarchy for authorization. Are there limits to the depth of such a hierarchy? Can the level of detail included for authorization at each level be modified on an exception basis? |
| DS56 | Describe the solution’s ability to route content by e-mail and the Web. Describe the process and exactly what is routed — for example, files, indexes, links, and URLs. |
| DS57 | Describe the solution’s ability to trigger workflows when content generated in the MS Office Suite is added to or changed in the solution. |
| Business Need: WEB CONTENT MANAGEMENT | |
| DS58 | Describe the process of creating Web content. How is content authored? |
| DS59 | Does the solution allow third-party Integrated Development Environments (IDE) to be used for template development and integration? Describe the solution’s capabilities. |
| DS60 | Describe the solution’s support for in-context (what you see is what you get [WYSIWYG]) editing? |
| DS61 | Describe the solution’s event-driven publication capabilities. For example, is it possible to have event-triggered publication of content and/or layouts? |
| DS62 | Can the solution support content in multiple languages? List languages and describe how this is accomplished. |
| DS63 | Can Microsoft Office creation tools be used to submit content directly into the Web content management (WCM) repository? |
| DS64 | Describe how the solution supports multiple versions of the same site using the same Web Content Management instance? |
| DS65 | Does the solution provide multichannel (social media) output capabilities? If so, describe them. |
| DS66 | Can the solution display content targeted at specific user profiles? Can the solution apply personalization rules to elements smaller than pages? If so, describe. |
| DS67 | Describe how content is staged and deployed to the Web. Is a separate deployment engine required? Can the solution upload content from the staging area in bulk or piece by piece in a secure manner? |
| DS68 | Are there syndication options such as RSS? Describe the solution’s capabilities. |
| DS69 | Does the solution support authoring and delivery templates? Can the solution produce global and site-specific templates? Describe how they are created, managed and used. |
| DS70 | Is the solution Web Content Accessibility Guidelines 2.0, Section 508, and American Disabilities Act compliant? Describe the solution’s capabilities. |
| DS71 | Does the solution allow users within specific business units to control the authoring, editorial and approval cycles of content? |
| Business Need: SOCIAL CONTENT MANAGEMENT AND COLLABORATION | |
| DS72 | Does the solution enable the creation of online communities? Describe how this is accomplished. |
| DS73 | Does the solution allow for real-time collaboration by integrating with or supporting presence awareness, instant messaging, chat or Web conferencing, screen-sharing or co-editing? Describe how this is accomplished. |
| DS74 | Can people collaborate using wikis, blogs and Atom/RSS feeds in the solution? |

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# Demonstration Instructions

# For Live Demonstration and Interactive Discussion (Round 2)

In Round 2, the state will evaluate proposed solutions in part through live Bidder demonstrations and interactive discussion with evaluators. This is an opportunity for Bidders to demonstrate the features of their solutions and for evaluators to learn, verify understanding, assess value, and provide feedback.

A guest Wi-Fi network, two wired Internet connections, and a ceiling-mounted projector supporting VGA and HDMI connections will be available in the demonstration room for Bidder use.

Laptops and supported mobile devices should be used when demonstrating the proposed solution. Part of the evaluation will be based on the user experience on the breadth of supported Windows, IOS and Android devices.

**State Business Needs and Demonstration Scoring**

Bidders should demonstrate the proposed solution in the sequence of the 10 business needs outlined below. Each describes a government role or responsibility in the management of state data, or a type of user to be served by the proposed solution.

Demonstration scoring will occur at the business need level; a score will be assigned for the demonstration of each business need. More points will be awarded to the Bidder solution that provides more convenience, accuracy, timeliness, ease of use, and /or breadth of capability to better satisfy each business need.

To assist Bidders in demonstrating their solution, the instructions below provide additional information under each business need that: a) is important to the state, and b) provides a logical sequence to demonstrate how well a proposed solution satisfies the business need. This additional information should not be viewed as a list of individually-scored requirements, or limit what the Bidder can demonstrate. It is anticipated that some conditions of the script may not be feasible; demonstrate alternative methods where possible.

This procurement includes the ability for the evaluators to learn more about the Enterprise Content Management market while evaluating proposals and demonstrations. If features of solutions are discovered that are valuable in meeting the state’s business needs that were not asked for in the procurement, the state reserves the right to incorporate these features into the procurement and consider them in making final awards.

**Demonstration Scheduling and Duration**

Bidder Demonstrations will occur [date TBD]. Bidders will be provided with the data they are expected to demonstrate upon arrival to their scheduled demonstration. Prior to the Demonstration, Bidders will be given document classifications/formats, a sample retention schedule and a list of index fields for tagging metadata. Bidders must complete their demonstration in seven hours. Bidders are advised to hold most of their questions until the question period. Then at the demonstration coordinator’s sole discretion, evaluators may spend up to an additional 60 minutes for questions and solution related discussion.

**Demonstration Location**

The demonstrations will be held at [location TBD].

## Mobile User Experience

***Business Need:*** State employees and non-state individuals in the field or at home need to be able to quickly and easily create, store, find, access, update and share state records from offices and remote locations, on desktops and mobile devices. We seek a solution that will improve productivity and enable collaboration of geographically-separated users, and a secure system that will allow users to securely share/access information where and when needed.

Bidders have been asked to demonstrate how well the proposed solution meets this business need. Bidder should also demonstrate the solution’s ability to appropriately display content (adaptive rendering) on a variety of mobile devices.

The Bidder will demonstrate how a user of the proposed solution would perform the steps in the life cycle of storing and using a document or file, including:

**Scenario One:** A staff member is conducting an inspection at a remote location with Internet access and needs to interact with the solution using a tablet (any operating system) or smaller mobile device.

**Condition 1**: Staff member has identified a violation and has taken a photo with his/her phone or mobile device to document it. Demonstrate how the staff member can apply metadata automatically to the photo, add other specific metadata manually to the photo, and upload an inspection report and the photo to the solution.

**Condition 2**: Staff member recalls seeing the same violation previously. Demonstrate his/her ability to search for the photo of the previous violation on the solution and access it from the mobile device.

**Condition 3**: Staff member wishes to locate documentation related to previous violations in the solution. Demonstrate how to search for a specific document stored in the solution for previewing without downloading.

**Condition 4**: Staff member wants to annotate the previous inspection documentation. Demonstrate how the previous inspection document can be updated with a new annotation on the mobile device including versioning/version control and stored in the solution.

**Condition 5**: If there were no Internet connectivity at the location of the inspection show how he/she will download the document to the mobile device prior to arrival (file sync and share). Demonstrate offline document editing on a mobile device and subsequent check-in of the new version to the solution when connectivity is established.

**Condition 6**: The solution administrator has been notified that a legal hold has been placed on specific materials that may be stored on mobile devices. Demonstrate how these documents can be protected from change or be removed from the mobile device.

**General Features to Demonstrate**

Demonstrate the solution’s ability to create mobile apps that enable a mobile user to capture and create content, complete a form, apply metadata, and store on the solution.

## General Office User

***Business Need:*** State employees need to be able to quickly and easily store, find, access, update and share content using desktop and mobile devices. We seek a solution that will improve productivity and enable collaboration of geographically-separated users, and a secure system that will allow users to securely share/access information where and when needed. Bidders have been asked to demonstrate how well the proposed solution meets this business need.

The Bidder will demonstrate how a user of the proposed solution would meet the above business needs in the following scenarios.

**Scenario 1:** A manager is creating a monthly summary report on the number of inspections performed during the month and needs to interact with the solution to find all inspections for the month *including* the report created in the mobile user experience demonstration.

**Condition 1**: Retrieve a Microsoft Word template for a Monthly Summary Report for Inspections.

**Condition 2**: Edit report in Microsoft Word.

**Condition 3**: Demonstrate how the solution automatically/manually assigns metadata, including the records retention period and access control for authorized users, etc., with a preference for assigning as much metadata automatically as possible.

**Condition 4**: Save report into the solution.

**Condition 5**: Show that the report was auto-classified, metadata attached, and stored correctly based on document type.

**Condition 6**: Notify inspectors via the solution or e-mail that they need to enter information in the report. Notification includes the report’s location in the solution.

**Scenario 2:** Inspectors are providing input using the Microsoft Office Suite.

**Condition 1:** Retrieve monthly inspection reports for which they are responsible and enter information into the Monthly Summary Report.

**Condition 2:** Demonstrate how the solution supports authoring, updating, editing, and annotating of the Monthly Summary Report by multiple users. Show also simultaneous co-editing/authoring by multiple users.

* Show other features of solution promoting user collaboration or productivity.

**Scenario 3:** The manager finalizes the report. The solution appropriately distributes the report to a few known internal users, and known multiple external recipients that do not have access to the solution.

**Condition 1**: Assemble a compound document from the Monthly Summary Report and the individual inspection reports.

**Condition 2**: Show version history of the Monthly Summary report after multiple users have edited the report.

**Condition 3**: Sync all versions; approve report as final and save a public facing copy as a PDF-A.

**Condition 4**: Demonstrate how the solution destroys all previous versions of this Monthly Summary Report when the manager approves it.

**Condition 5**: The Compound Monthly Summary Report document must be made available to multiple external recipients. Demonstrate the solution’s ability to do so (such as, e-mail, Box, ftp, sftp, text notification, other).

**Condition 6**: The Monthly Summary Report must be published on the Web according to pre-defined business rules.

**Condition 7**: The Monthly Summary Report must be faxed to one recipient.

**General Features to Demonstrate**

**Condition 1**: Show the solution’s ability to identify document types based on predefined criteria or a self-learning process.

**Condition 2**: Show the types of help the solution provides to users to aid in effective use.

Demonstrate any/all additional features of proposed solution that meets the User Experience business need.

Demonstrate the Outlook integration capabilities of the solution, including how the user stores e-mail in the solution from Outlook. Also demonstrate any e-mail auto-classification features of the solution.

## Workflow

***Business Need****:* The state seeks solutions that will improve productivity through automation of business processes. A higher preference will be placed on solutions that provide workflow development tools that are easy to use, trustworthy, fault-tolerant, assign retention to content, and can be tested prior to production/implementation.

The Bidder will demonstrate how a user of the proposed solution would meet the above business needs in the following scenario.

**Scenario 1:** Construct an invoice workflow with multiple parties. Show workflow development, attachment of documents, establishment of triggers and alternate triggers, and execution of the workflow. Invoices will be received two ways:

* + A hard copy invoice has been received for an IT product from a vendor which needs to be processed.
  + An e-mail invoice (not an attachment) has been received for an IT product from a vendor which needs to be processed.

The Submitter (an accountant) needs to be notified of status at each step of the process.

**Condition 1**: Invoices under $500,000 only require one level of financial approval and IT approval.

**Condition 2**: Invoices over $500,000 require three levels of financial approval and must be reviewed by all three financial levels even if level one or two disapprove. IT approval is required but can happen concurrently (e.g. in parallel).

**Condition 3**: Demonstrate the ability of the submitter to check the status of all the invoices they have in-process.

**Condition 4**: Demonstrate the ability of the submitter to check what step of the workflow an individual invoice is at.

**Condition 5**: Invoice has been in queue for more than five days; notify the approver’s supervisor.

**Condition 6**: Invoice needs to be meta-tagged automatically or semi-automatically and stored upon ingestion.

**Condition 7**: Detect and obscure privacy information (Tax Identification Number = Social Security Number on some Washington state invoices) in the metadata, and if possible, in the body of the invoice.

**Condition 8**: The invoice has been rejected; document with rejection is stored in repository with invoice and notification is sent to the vendor.

**Condition 9**: Demonstrate how the workflow can be validated/simulated before being implemented.

**Condition 10**: Capacity of the invoice processing section is set to 100 invoices per week and there are currently 250 invoices in the queue; demonstrate how the system can provide notification to administrators and managers that a work overload has occurred through indicator visualizations/dashboards.

**General Features to Demonstrate**

* Demonstrate the solution’s e-form capabilities such as client side and server side data validations, field masking, calculations, look-ups, conditional tabbing, conditional fields, expandable text fields, branch logic etc.

Show the end-user workflow inbox functionality provided by the solution. How is work received and distributed? Can users receive work in Outlook?

## Agency Central Account Administration

***Business Need:*** Agency administrators need to manage/log/monitor user accounts, user activity, and actions affecting agency records. We seek a solution that will enable agencies to manage and protect user accounts and agency records according to [Washington’s OCIO Security Standards](https://ocio.wa.gov/policies/141-securing-information-technology-assets) and supporting statutes and policies. Bidders have been asked to demonstrate how well the proposed solution meets this business need.

The Bidder will demonstrate how an agency central account administrator of the proposed solution would perform their duties, including:

**Scenario 1:** An agency has recently purchased the solution. The agency has three divisions with three business units within each division. This agency has decided to use a centrally-hosted solution that is shared by multiple agencies.

**Condition 1**: Set-up agency/division/program/business unit hierarchy with an administrator at each level with diminishing rights. Demonstrate ability to make changes after initial setup.

**Condition 2**: Establish policy and password requirements across the hierarchy as follows: (Copy from [OCIO security standards](https://ocio.wa.gov/policies/141-securing-information-technology-assets)).

**Condition 3**: Set policies that enable or restrict cross-domain data sharing between users in one division of the agency and users who are:

* + In another division of the agency
  + In another agency in the multi-tenant environment (cross domain sharing)
  + Employees of an authorized, external non-government organization

**Condition 4**: Demonstrate how search functionality can be restricted at varying levels across the hierarchy (i.e. can search within business unit but not at agency level, etc.).

**Condition 5**: Set up solution to log and view logs of administrator and user activity.  
  
**Condition 6**: De-activate and/or de-provision a domain administrator’s account.

**Scenario 2:** A central administrator is using the administrator functions.

**Condition 1**: Create and add permissions for a new user.

**Condition 2**: Create role-based access to files and folders for a user and a business unit.

**Condition 3**: An employee has changed jobs within the agency; update and change permissions on the account.

**Condition 4**: View a list of all users associated with the enterprise license for their hierarchy level.

**Condition 5**: Define whether individual files or folders can be shared and with whom.

**Condition 6**: Push/update policies and show them operating as expected, such as enforcing password strength (automated policy enforcement and compliance detection).

**Condition 7**: De-activate and/or de-provision account.

**Condition 8**: Establish backup frequency for agency or files/folders.

**Condition 9**: Show how to backup and restore files and folders.

**Condition 10**: Log and view logs of file revision history. Show granularity of information contained.

**Condition 11:** Show ability of to perform self-service backup, deletion, and restore upon accidental deletion of files/folders.

Demonstrate other important features of proposed solution that meet the Agency Central Account Administration business need.

## IT Security

***Business Need****:* Agencies are responsible to protect state records from unauthorized access, disclosure, or modification in order to ensure the confidentiality, integrity and availability of those records. The Bidders have been asked to demonstrate how well the proposed solution meets this business need.

The Bidder will demonstrate how an agency IT security officer of the proposed solution would perform their duties, including:

**Scenario 1:** A new employee is starting with the organization.

**Condition 1**: Control and monitor Bidder access to customer data.

**Condition 2**: Apply specific access and policy controls based on multiple levels of data security classifications.

**Condition 3**: Monitor activity/review logs to determine whether agency records are under attack or unusual activity is occurring.

**Condition 4**: Monitor user activity in local system logs or remote log aggregators (SIEM).

**Condition 5**: Support external users (public and partners) outside the state security perimeter.

**Condition 6**: Provide additional protection through the use of multi-factor authentication.

**Condition 7**: Enhance data protection by supporting role-based and configurable field level data masking for sensitive information such as credit card numbers and social security numbers.

**Condition 8**: Support automated data categorization and policy enforcement based on data content (SSN, credit card), metadata, user or role.

**Condition 9**: End a user session after multiple login failures or specified timeout.

Demonstrate other important features (not previously demonstrated in a prior section) of the proposed solution that meets the IT Security business need.

**Records Management**

***Business Need****:* Authorized employees and users must be able to track, search, access, and retrieve records for the entire minimum required retention period, and then destroy or transfer records according to approved retention schedules. This applies to records (including copies thereof) maintained in files and folders, formats, versions, locations, and devices where synced so that agencies can fulfill their responsibilities to retain and dispose of state records according to [RCW 40.14](http://apps.leg.wa.gov/RCW/default.aspx?cite=40.14) – Preservation and Destruction of Public Records.

Demonstrate how well the proposed solution meets this business need.

As part of the RFP evaluation, demonstrate how an agency records manager of the proposed solution would perform their duties, including:

**Scenario 1:** A records manager is setting up the records management scheme in the solution for the Human Resources office for the first time. The file plan will include at least:

* Personnel Record Folders – These are to be retained for 60 days after termination of employment. These records are non-archival and, upon approval, are destroyed by solution at the end of the retention period.
* Leave Slips – These are to be retained six years after the end of the fiscal year. These records are non-archival and, upon approval, are destroyed by the solution.
* Agency Polices – These are retained three years after superseded. These records are archival and, upon approval, are exported from the solution with any associated metadata for transfer to the Washington State Digital Archives at the end of the retention period.

**Condition 1**: Setup and maintain file plan including expiry date or retention periods on files/folders.

**Condition 2**: Set notifications for upcoming or expired retention periods.

**Scenario 2:** A records manager needs to defensibly disposition all records HR stores in the solution eligible for disposition.

**Condition 1**: Receive bulk disposition report and see that the report goes through multiple reviews.

**Condition 2**: Demonstrate the solution’s ability to produce a disposition report that clearly provides an audit trail for defensible purposes. (The report needs to include dates created/entered, placed on hold, released from hold, chain of custody, retention, and destruction.)

**Condition 3**: Export and show archival records with associated metadata that would be transferred to the Washington State Digital Archives.

Demonstrate other important features (not previously demonstrated in a prior section) of the proposed solution that meets the Records Management business need.

## Information Access/Search

***Business Need:*** A business user needs to be able to easily and centrally find content spread across multiple servers/document databases/content repositories.

The Bidder will demonstrate how a general user of the proposed solution would perform his/her searching.

**Scenario 1:** A business user is performing a search of all content to which he/she has access.

**Condition 1**: Demonstrate the following search and tag functionality for these scenarios:

* Use full-text (not limited to 256 characters), keyword, phrase, Boolean logic, patterns, and/or regular expressions (Regex).
  + - Drill-down (successively more detailed searches on result sets).
    - Conduct concurrent searches (multiple users able to search/tag files).
    - Conduct “federated” searches (users can search hierarchy levels simultaneously through one query and view the results in a single integrated list).
    - Show phonetic search capabilities.
    - Show how a search can be saved for later use.
    - View highlighted search terms in result set.
    - Show a search being "tuned," such that different elements of data and metadata are given different weightings in determining how to respond to a query.

**Condition 2**: Demonstrate that index information in the system can be derived from full-text content, including OCR’d text of imaged documents and metadata.

**Condition 3**: Demonstrate that content the general user does not have permission to see does not come up in search results.

**General Features to Demonstrate**

Demonstrate the speed of bulk ingestion and indexing of content from test files provided for the demonstration. The state prefers the Bidder accept a thumb-drive at the time of demo to demonstrate the ingestion and indexing process.

## Public Disclosure and E-Discovery

***Business Need:*** Authorized employees are responsible to accurately find applicable information from across all agency accounts, folders and files, including all versions and copies, on all locations and devices where stored; mark files of interest according to request; refine and conduct further searches; hold selected files to prevent changing or deleting; and retrieve selected files. The state seeks a solution that will enable agencies to comply with the requirements under the Public Records Act ([RCW 42.56](http://apps.leg.wa.gov/RCW/default.aspx?cite=42.56)) and e-Discovery.  Bidders are asked to demonstrate how well the proposed solution meets the business need above. \*NOTE: test files will be supplied prior to demo for many of the items below.

The Bidder will demonstrate how an agency public disclosure or e-Discovery officer of the proposed solution would perform their duties, including:

**Scenario 1:** A public records disclosure officer receives a public records request requiring the search of all of the agency’s email, documents, financial reports, web content, and social media, related to salmon recovery. The requester is asking for records to be provided in native format.

**Condition 1**: Create a pool of content by performing a search with the following key search terms: “salmon” AND “recovery.”

**Condition 2**: From the returned content from Condition 1, create a pool of content by performing a search with the following key search terms: “King County” AND “Puget Sound.”

**Condition 3**: From the returned e-mails from Condition 2, search by a time frame of 1/1/2005 to 11/8/2014.

**Condition 4**: Demonstrate that search does not alter metadata or content.

**Condition 5**: Place holds on all records returned in the search to prevent further deleting or changing including on devices where viewed, downloaded and/or synced.

**Condition 6**: Tag files for later review.

**Condition 7**: Extract and bundle with the e-mail attachments to e-mails that have been tagged.

**Condition 8**: Demonstrate redaction functionality.

**Condition 9**: Annotate (legal) reasons for each redaction. Create a summary of redactions and reasons.

**Condition 10**: Show export /bundling of records for production and release, showing formats, tools and connectors available.

**General Features to Demonstrate**

Show additional capabilities that can be used to supplement searching, review and production requirements.

Demonstrate other important features of the proposed solution that meet the Public Disclosure and e-Discovery business need.

## Architecture

***Business Need:*** Agencies need a solution that has a robust reporting engine and the ability to allow end users in all roles to do ad hoc and custom reports, create dashboards, and provide Web and access statistics and trends.

**Scenario 1:** A business user needs to visually display information in the ECM system.

**Condition 1**: Create a customer report listing all contracts with federal agencies based on content metadata.

**Condition 2**: Create a dashboard based on metadata created as part of a workflow.

Demonstrate how well the proposed solution meets the business need above.

**General Features to Demonstrate**

Demonstrate concerns an agency architect may have of the proposed solution, including interoperability with tools such as Microsoft SharePoint, Box or other common collaboration applications.

## Social Content and Collaboration

***Business Need:*** State employees need to be able to quickly and easily share, find, access, and collaboratively develop content internally and with external partners. The state seeks a solution that will enhance collaboration and improve productivity via collaboration tools and shared workspaces.

The Bidder will demonstrate how a user of the proposed solution would perform the steps in the life cycle of storing and using a document or file, including:

**Scenario 1:** A general user needs to collaboratively develop a Word document with external partners using the solution.

**Condition 1**: Show the solution’s collaborative workspace capabilities.

**Condition 2**: Demonstrate threaded discussions around the Word document being edited.

**Scenario 2:** A general user needs to collaboratively develop a Word document with external partners using third-party systems of engagement.

**Condition 1**: Show how the solution integrates with Box or a Box-like file sharing tool.

**Condition 2**: Demonstrate how the solution integrates with SharePoint including any “web parts” or “app parts” the solution offers.

**Scenario 3:** A records manager needs to capture content from the agency’s Facebook and Twitter sites.

**Condition 1**: Show how the solution captures, assigns metadata, enables search, and manages retention of this content.

Demonstrate other important features of the proposed solution that meet the Social Content and Collaboration business need.