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REQUEST FOR INFORMATION

Enterprise Content Management System

[BUYER Name]
[BUYER Address]
[BUYER City, State, Zip]
[Buyer Tel.]
[BUYER Fax]

[BUYER Project Name (hereinafter “Project”)]
[BUYER Project Brief Description]
[BUYER RFI No. NUMBER]

DATE OF ISSUE: [Month, Day, 2008]

RESPONSE DUE DATE AND TIME: [Month, Day, Year - Time]

SUBMISSION TO:

[BUYER Contact Person]
[Title]
[Address]
[City, State, Zip]
[Tel.]
[Fax]
[E-Mail]

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NOTICE TO VENDORS

Vendors are required to submit three (3) hard copies of their response, together with a .PDF version of their response on CD-ROM, and it shall be the responsibility of each responding vendor to assure that the respective versions are identical in content.

Buyer Contact Information

The only permitted contact by vendors is with the following BUYER official ("BUYER Contact Person"):

[BUYER Contact Person]

[Title]

[Address]

[City, State, Zip]

[Telephone]

[Fax]

[E-Mail]

Vendors shall not be permitted to contact any other employee or representative of BUYER with respect to any matter relating to this RFI, and any such actual or attempted contact shall be grounds for termination of the offending vendor's further consideration under this RFI.

RFI Questions

Vendors may submit questions in writing (via fax or e-mail) to the BUYER Contact Person up until the closing date for submittal of such questions (see Proposed Timetable below). BUYER responses to vendor questions will be made available to all vendors in writing (letter, fax, or e-mail, as may be appropriate). In no event will oral responses to vendor questions be provided. Dates for submittal of questions and BUYER responses may be revised during the mandatory pre-bid conference.

ADMINISTRATIVE REQUIREMENTS AND INFORMATION

Introduction

This RFI is issued by BUYER to solicit information relating to the acquisition of software products and related services for the Project.

The software is required to support [DESCRIBE BUYER's basic technology need in general terms; e.g. "to support administration of BUYER's Human Resources and Payroll functions."]

Overview of BUYER

BUYER is [DESCRIBE the nature of BUYER's business, its markets, etc.].

For additional information about BUYER, you may visit BUYER'S web site at [www.buyername.com].

BUYER'S Technology Vision and High-Level Goals

[DESCRIBE BUYER's general technology vision (its long-range systems and architecture plans) and the need for the proposed solution to align with the vision.].

Specific elements of BUYER's technology vision include:

[LIST]

[LIST]

[LIST]

[LIST]

Specific Project-Related High-Level Goals

[DESCRIBE BUYER's high-level goals for the project; e.g., modern platform, ease of maintenance and effecting system changes, ease of integration, etc.].

Specific elements of BUYER's high-level goals for the Project include:

[LIST]

[LIST]

[LIST]

[LIST]

Specific Solution Requirements

REQUIREMENT		RESPONSE
General		
1.	Ability to expose proposed system functionality directly from within line-of-business applications without custom programming including Windows, Java and HTML-based interfaces	
2.	Provides a fully functioning web-based client interface using industry standard Internet browser technology (IE7 is the company's standard)	
3.	Ability to display multiple documents / images on a screen	
4.	Ability to design intelligent electronic forms for the collection of data and/or use in workflow processing	
5.	Ability to access and distribute reports via the Web	

6.	Ability to use 3rd party reporting tools against database (e.g. MS Access, Crystal reports, Cognos 8.3?)	
7.	Ability to schedule automated report distribution	
8.	Real-time workflow monitoring tools for viewing tasks, processes and sub processes to identify bottlenecks in the overall workflow process and level the work load of ongoing work activities	
9.	The ability to annotate (associate searchable metadata) with attached images in a workflow task, and passing the updated image to the next step in a workflow process	
10.	The ability to store documents in their native format and retrieve the documents in their native applications	
11.	Ability to import PDF documents and automatically index them from the text layer of the document	
12.	Ability to support the storage of any kind of electronic object	
13.	Ability to ingest documents from other systems using COLD. Specify the various formats that can be COLD processed by your system	
14.	Ability to load from flat file	
15.	Ability to provide various methods for importing documents into the storage repository	
Document Management		

16.	Supports version control and check-in/out methodologies, automatically updating the version number whenever a previously checked-out document is returned	
17.	Prevents more than one person checking documents out for modification. Utilize a security model ensuring that only authorized personnel can perform these functions	
18.	Ability to check documents out, make modifications off-line on a disconnected PC and then check documents back in with version tracking the newly added document	
Workflow		
19.	Ability to create electronic forms natively with your proposed solution	
20.	Ability to graphically model workflows and business rules within a Windows or browser based user environment	
21.	Ability of the workflow to support multiple roles per user	
22.	Ability to dynamically route documents based on information entered on a form or in a database	
23.	Ability to support ad-hoc routing, administrative routing, and production routing	
24.	Ability to configure automated load balancing amongst work items in a queue	
25.	Ability to route work items based on preconfigured business rules using tools supplied within the proposed product	

26.	Ability to maintain conditional workflow operations externally, such as in a database table (i.e. not imbedded in workflow scripts) and access them through web services or other access methods, all of which are configurable	
27.	Ability for a supervisor to set a substitute for users absent from their group (delegate authority)	
28.	Ability to sort work items in a queue based on configurable criteria within the system	
29.	Ability to define an action to take if specified documents or processes are not received / completed by specified date / time	
30.	Ability to automatically route work to a different user based on a specific rule or set of rules and the ability for users to manually escalate work	
31.	Ability to synchronize workflow sub processes with external applications or events, such that steps wait until a response is received from an external application, the execution of a script has completed, or another sub process has completed	
32.	Ability to support calendar functions integrated with Organization Chart to support workflow activity	
33.	Ability of workflow to accommodate users outside of RTI (i.e., vendors) not authenticated by RTI Active Directory?	
34.	Ability to integrate workflow with third-party applications (e.g. Word, Excel, Outlook)	

35.	Ability to provide electronic notification when an action or event has occurred	
36.	Ability to send reminders/notifications within the system via email	
37.	Ability to view workflow queue and worker statistics in a graphical format	
38.	Ability to provide multiple views of data within the workflow	
39.	The ability, at any step in the workflow, to add a time stamped note(s) that becomes part of each form or attached image and moves forward or backward in the workflow process to give a running history of comments	
40.	Describe the various clients offered in your solution for retrieving documents and define whether it is fully functioning out-of-the-box or will require some customization	
41.	Ability to select document(s) to be printed without being forced to view any of the pages prior to print submission	
42.	Ability to perform full key word searches to retrieve documents	
43.	Solution provides scanning functionality without the need for third party products	
44.	Ability to support batch scanning	
45.	Ability to support Color / Black & White scanning capability	
46.	Ability to support duplex scanning capability	
47.	Ability to easily configure indexing to pull data from external sources without custom programming	

48.	Ability to provide OCR recognition of documents when being scanned	
49.	Ability to support automatic indexing via barcode recognition	
50.	Ability to provide controls for duplicating indexing information from the previous record without re-keying	
51.	Ability to apply multiple values to the same index value on a single document; i.e., multiple project numbers to multiple instances of an index field	
52.	Ability for users to index documents on workstations other than the scanning stations	
53.	Ability to require index keys to be applied before they can be stored in the repository	
54.	Ability for the system to allow for the addition of new index values to documents that have already been archived, without the need for any major reconfigurations of the system	
55.	Ability to support multiple languages (Unicode support)	
Audit Trail		
56.	Ability to track and report access / security changes	
57.	Ability to track and audit logon, logoff, viewing activity, index field changes, workflow actions, etc.	
58.	Ability to track and monitor changes to document index values	
59.	Ability to provide security controls for	

	HIPPA compliance	
Integration		
60.	Ability to integrate seamlessly with SharePoint. Ability to expose your solutions product features directly as web parts	
61.	Ability to send faxes when viewing and without document viewing	
62.	Ability to capture / combine an template (form or image) with data and a digital signature and save as a single file	
63.	Ability to integrate with Deltek Costpoint software without custom programming	
64.	Ability to integrate with BI solutions / data warehouse without custom programming	
65.	Ability to integrate with Records Retention software (Versatile Enterprise) without custom programming	
66.	Ability to integrate with Concur application without custom programming	
Security		
67.	Ability to control access to a document type	
68.	Ability to control access to specific documents	
69.	Ability to restrict access to comments or annotations on a document	
70.	Ability to define an organization chart that allows users to define job functions, departments, reporting relationships, and groups	

71.	Ability to assign individual users to security groups	
72.	Ability to individually restrict the ability to perform various functions such as print, e-mail, markup, alter index values, etc.	
73.	Ability to generate a report of current security status by user and report	
74.	Ability to assign user roles (e.g. viewer, developer, administrator, etc.)	
75.	Ability to restrict administration access to system administrators for multiple organizational and/or geographic locations	
76.	Ability to provide automated alerts and prompts for security updates on a time-sensitive basis (e.g., must change password every 90 days – RTI standard)	
77.	Ability to force the use of smart passwords; (i.e. cannot use the same one twice, length > 8, no double chars etc.)	
78.	Ability to lock-out an account after 3 login attempts	
79.	Ability to integrate with Active Directory	
80.	Ability to apply security by functionality	
81.	Ability to apply security by a document type group	
82.	Ability to apply security by document type	
Infrastructure		

83.	Supports image compression / decompression (e.g. CCITT Group 4, JPEG) or other output format standards, with no proprietary alterations of the algorithms	
84.	Provide a logical diagram that shows the architecture and interconnectivity of each component in the proposed solution(s)	
85.	List minimum hardware specifications required for the proposed solution(s)	
86.	List OS requirements for the proposed solution(s)	
87.	List connectivity requirements for bandwidth for the proposed solution(s). Ability to accommodate countries with minimal / limited bandwidth	
88.	List network topology required for the proposed solution(s)	
89.	Does your product provide an integrated tool for designing intelligent electronic forms for use within the workflow process? Can you use any other tools to create forms?	
90.	Does the solution provide forms support for embedding third-party objects (e.g. Active X controls, JavaBeans) and URL (static) links in a form / screen	
91.	Please list any third party products employed in the proposed solution and what their purpose is in the context of your solution	
92.	Does the proposed solution support load balancing architectures?	

93.	With a Web based solution, which Web Server would you be recommending (e.g. IIS, Apache, etc.)?	
94.	How efficiently does the system support users located across continents? What is the typical architecture in those cases?	
95.	Is the architecture of your system open or proprietary?	
96.	Describe your typical development / quality / production architecture	
97.	Describe the migration process across development / quality / production environments	
98.	How does the application support users working while not on the network?	
99.	Describe the type of initial installation that is necessary for your product to operate, and how this installation will be handled	
100.	Does the proposed solution support Internet Explorer 7?	
101.	Does the proposed solution integration with SQL Server 2005? If so, does your product provide native connectivity?	
102.	Please provide a list all data sources which are supported	
103.	Does the proposed solution support integration with Microsoft Office 2007?	
104.	Does your proposed solution have APIs for integration? If yes, provide list of APIs with descriptions	
Backup/Recovery		

105.	If the system or a component of the system goes down, what is the process for handling disaster recovery?	
106.	Specify redundancy features (e.g. disk mirroring, hot swap, RAID technology) in proposed solution	
Performance & Scalability		
107.	How does your product scale to an increase of users (i.e. Scaling from 15 to 500 users)?	
108.	How does your product scale to provide an increase in performance (e.g. more servers, extra nodes, etc.)?	
	109. How does one obtain maximum performance with your product?	
110.	If multiple instances of your product are supported, does your product implement a load-balancing scheme? If so, please describe	
Training / Support		
111.	Describe your user training capabilities and methods (e.g. train the trainer, on-site training, computer/web-based training, etc.). Which method, or combination of methods, would you recommend for this initiative and global organizational structure?	
112.	Please provide a schedule of recommended training classes and the requirements for each group (IT vs. various business user groups). How many of these are included in the licensing fees and other implementation costs?	

113.	Describe the level of support provided. Please include the following: installation, implementation, performance tuning & testing and other support	
114.	List the product/application documentation(s) that are included with the solution? How is it delivered (media)? What access is required to get additional documentation if needed? What media options are available?	
115.	Are tutorials and help screens customizable to match RTI (i.e. to include information and instructions that are RTI specific, as well as to include RTI logos, etc.)?	
Software Plan		
116.	Will your proposed solution require custom development? If yes, are you willing to enter into a custom development agreement?	
117.	What is the planned lifecycle of the proposed solution? When was the last major release? When is the next release scheduled? Please include release numbers in your answer	
118.	Describe new capabilities expected within the next year. Are these capabilities included in the RFI response?	
119.	Describe the warranty covering your proposed solution, both in terms of length of time and what is covered	
120.	Describe the types and frequency of upgrades that are performed on your products.	
Company Experience		

121.	Is your proposed RTI solution operational at other decentralized multinational organizations? If so, please describe the industries and types of companies using this solution	
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CURRENT SYSTEMS

Overview

[Name each current system.]

[SYSTEM 1]

[SYSTEM 2]

[SYSTEM 3]

[SYSTEM 4]

Summary of Current Systems

[SYSTEM 1]

[Description of SYSTEM 1]

[SYSTEM 2]

[Description of SYSTEM 2]

[SYSTEM 3]

[Description of SYSTEM 3]

[SYSTEM 4]

[Description of SYSTEM 4]

Summary of Current Applications

A summary of the applications currently running on BUYER's systems, together with a Network Diagram, are set forth in attached Appendix I.

SUMMARY OF PROJECT GOALS

Following are specific goals of the Project:

[LIST]

[LIST]

[LIST]

[LIST]

Required Database Integration

BUYER believes that, at minimum, the Project will require integration with the following existing databases:

[LIST]

[LIST]

[LIST]

[LIST]

Required Application Integration

BUYER believes that, at minimum, the Project will require integration with the following existing applications:

[LIST]

[LIST]

[LIST]

[LIST]

Required Interface Integration

BUYER believes that, at minimum, the Project will require the following interface integrations:

[LIST]

[LIST]

[LIST]

[LIST]

Business Process Integration

BUYER believes that, at minimum, the Project will require integration with the following existing business processes:

[LIST]

[LIST]

[LIST]

[LIST]

SCOPE LIMITATIONS

[Describe here your exclusions and exceptions to, and limitations on, the scope of the Project.]

PROPOSED TIMETABLE

BUYER proposes to conduct its RFI process within the following timeframes:

RFI issue date: [Month, Day, 2008]

Last vendor question date: [Month, Day, 2008]

Last BUYER response to vendor questions: [Month, Day, 2008]

Response deadline: [Month, Day, 2008]

Target date for issuance of RFPs: [Month, Day, 2008]

INSTRUCTIONS TO VENDORS

Terms and Conditions

BUYER may rely upon information provided by vendors in response to this RFI, and as such, responding vendors should submit only accurate and truthful responses regarding their products and service capabilities.

RFI Cancellation

BUYER reserves the right to cancel all or part of this RFI or waive any minor variance or irregularity. In addition, the issuance of this RFI does not create or imply any commitment to purchase any products or services from any vendor.

Amendments

BUYER reserves the right to change the schedule of this acquisition and to issue written amendments, as deemed necessary or advisable, at any time. Further, BUYER reserves the right to recall and/or reissue this RFI.

Vendor Responses

Vendor responses should consist of an accurate and thorough description of products and services, as well as an explanation of why a proposed combination of software and services would meet the goals of the Project, consistent with BUYER's current technology vision. Responses should address in detail the various elements set forth in this RFI.

APPENDIX I – CURRENT APPLICATIONS AND NETWORK DIAGRAM

Current Applications:

[APPLICATION 1]

[APPLICATION 2]

[APPLICATION 3]

[APPLICATION 4]

Network Diagram: