

REQUEST FOR INFORMATION
RFI #886
FOR
THE FLORIDA LEGISLATURE
ENTERPRISE CONTENT MANAGEMENT

Responses to be opened by the

Florida Legislature

Office of Legislative Services

Purchasing Office

111 West Madison Street, Room 874

Tallahassee, Florida 32399-1400

At 3:00 p.m., October 31, 2016

Name of Company _____

Address _____

City _____ State _____ Zip Code _____

Point of Contact _____

Title: _____

Telephone Number (_____) _____

Email Address: _____

Website URL: _____

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Request for Information (RFI) #886 Enterprise Content Management (ECM)

The Office of Legislative Services (OLS), Division of Purchasing (the Florida Legislature), is issuing this Request for Information (RFI) to obtain industry information about Enterprise Content Management (ECM) systems.

This is an RFI as defined in section 287.012(22), *Florida Statutes*, for planning purposes only. This is not a competitive solicitation for offers and will not result in a contract. This RFI does not create any obligation on the part of the Florida Legislature. The information gathered from this RFI may be used to develop a future competitive solicitation.

I. PURPOSE

This RFI requests information regarding the selection and implementation of an enterprise-wide software solution that will support improved and efficient administrative business processes known as an ECM system. This RFI will help the OLS understand how ECM services are provided as well as the current environment and industry standards for this type of software application. The Florida Legislature is looking for ideas that will provide solutions to meet the Florida Legislature's current and future needs and welcomes responses to the RFI.

The initial OLS Offices that would benefit from ECM include Finance and Accounting, Purchasing, and General Services. Those offices and their processes are described below.

A. Finance and Accounting

1. Processes expenditures for the Florida Legislature and all joint legislative entities from multiple accounts. These expenditures include office expenses as well as travel reimbursements that are processed through an online travel system. The retrieval of the expenditure records, other than those available through the online travel system, must be performed manually and is complicated by the number and types of funds from which the expenditures are paid. The multi-step process involves accessing CDs and scanned documents containing voucher payments, searching for specific expenditures from several hundred entries and printing certain pages of vouchers, redacting portions of the paper copies if necessary, then scanning documents and placing them on a shared drive.
OLS has approximately ten (10) years' of these records. Due to the size and volume of public records requests for these expenditures, the storage and retrieval process of this information needs to be streamlined and more efficient.
2. Processes quarterly intradistrict reports submitted by Senators and Representatives. Currently, the reports are completed on a writeable pdf, printed, signed, and mailed with supporting documentation attached. Once

received, reviewed, and accepted, the intradistrict reports are scanned for storage.

OLS is interested in converting this process into an electronic submittal process by the districts with the capability to attach a variety of supporting documentation with the required intradistrict form.

B. Purchasing

1. Processes purchase requisitions for the Florida Legislature and joint legislative entities for commodities and contractual services.
 - a. OLS releases sealed competitive solicitations (Invitation to Bid, Request for Proposal or Invitation to Negotiate) or Requests for Quote.
2. Processes budgetary quotes/estimates of commodities or services for program areas.
3. Submits purchase requisitions by hard copy or through email and attachments, with various special instructions, to the submitting entity.
4. Manually enters the executed purchase requisition into a log to assign a Purchase Order (PO) number. OLS Purchasing then releases the PO.
5. Scans and saves all purchasing documents to a shared drive, and hard copies are physically stored.
6. Enters all procurements into different excel spreadsheets based on the purchase method – purchase orders, P-card orders and contracts.
7. Emails all purchase orders or contracts for commodities to the Property Office (in General Services) for inventory receipt and property accounting purposes, and Finance and Accounting for payment purposes.
8. Performs contract administration which includes preparing manual monthly, quarterly and yearly reports for the various contract managers and program areas regarding expiration of contractual services.

C. General Services (Property Management)

1. Receives emailed copy of purchase documentation (purchase requisition and purchase order/contract) for commodities for assignment of property tag numbers and receipt purposes.
2. Upon the receipt of order, sends email to the employee contact person on the purchase requisition, Purchasing Office, and Finance & Accounting with a scanned copy of the purchase documentation (PO, P-Card), packing list, and hardware receiving form, all of which are attached to the email.
3. After an invoice is paid, the Department of Financial Services' statewide accounting system creates voucher with all supporting documentation (invoice(s), Purchase Order, P-card, or contract and the receiving information from Property Management) which is sent to the Finance and Accounting.
4. Retrieves and scans completed vouchers from F&A for retention purposes.
5. Accesses vouchers for informational purposes in processing property that is pending receipt or some other disposition.

Listed below are key software products that the Offices use and their general function:

Application	Primary User/Office
EForms	F&A
Legislative Travel System	F&A
BlueZone	F&A
Attachemate	F&A
Filezilla	F&A
Entire Connection	F&A
Roxio Creator	F&A
Virtual Clone	F&A
Metafile	F&A
Adobe (full & professional)	F&A
Microsoft	Purchasing
FLAIR	Purchasing
MFMP (Ariba)	Purchasing
Adobe	Purchasing
BlueZone	Purchasing
BlueZone	General Services
FLAIR	General Services
Incident Monitor (LIM)	General Services
Microsoft (Outlook, Excel)	General Services
Kofax	General Services
Adobe Acrobat Pro	General Services

The ECM must have the ability to interface with current systems, if deemed necessary, such as the Florida Legislature's HR system and property inventory application. The application should have upload capability to allow for attachments within the application. The Florida Legislature is interested in an ECM that has expansion capability to meet the needs of other sections within OLS as well as up to eight other joint legislative entities which are completely separate offices.

II. REQUESTED INFORMATION

Please keep in mind that both technical and nontechnical staff at OLS will be reviewing information submitted in response to this RFI. As such, please craft your responses in a plain, clear, and concise manner. Please organize responses as follows:

A. Company Information

1. Name of Company
2. Company Address
3. Company Point of Contact for RFI Response

4. Point-of-Contact Phone Number
5. Point-of-Contact Email Address
6. Company Area(s) of Expertise
7. Length of time Company has been in existence including company ownership details
8. Company Business Model

B. Software/Modules and Services

1. Provide the product name(s) and active version(s) that your Company offers that would meet the needs identified in this RFI. If your response refers to third-party products that support additional functionality or extended capabilities, please specifically name them.
2. Describe your solution, and clearly identify the application software modules, add-ons e.g. utilities/tools/report generators, underlying technology and third party applications that your Company offers that meets our requirements?
3. Provide high level perspectives related to solution project factors such as: cost, cost methodology, timelines, and implementation sequence/approach considerations similar to the project identified above.
4. Please identify any business intelligence and reporting capabilities which are part of your solution, and could be used to help us improve performance measurement reporting.
5. Briefly explain how you would assist OLS in overcoming business process standardization and data migration issues related to this project. Note, this may include processes for integrating legacy systems, refining business processes and implementation models.
6. Please indicate whether your company offers a site-hosted and/or web-based solution. Provide any additional services your company offers, e.g., IT Help Desk, Service Support Teams to assist clients with fast response to production issues
7. Provide the name of software products and/or services that are available via any Federal or State contract?
8. How long has the company offered the solution?
9. What is the future company vision of the proposed solution?
10. What percentage of the company's total profit comes from the proposed solution?
11. What is the company's percentage of market share for the proposed solution relative to its competitors?
12. What is the company's total revenue from the proposed solution?

C. Vendor's Implementation Approach

1. Provide high level observations of potential problems/risks that OLS may encounter during this project. Include risk mitigation strategies that similar organizations have successfully implemented.

2. Provide three (3) or more examples of where the solution has been operational within the last five (5) years and describe the industries, business environments, and if possible, include client names.
3. Please estimate the number of OLS personnel (FTEs) that could be required to implement your product(s). Estimates can be stated as an approximate number of FTEs. Please describe the skills, a task description, and percentage of their time involved.
4. Describe how your company would implement a solution and balance risk and system benefits. Indicate how your company would sequence the application's modules and why.
5. Please estimate the number and types of OLS employees required to maintain and support your product(s) after it has been implemented and placed into production.

D. Technology Information

1. Provide architectural diagrams of the company's proposed solution. Describe the solution's platform and list the application development tools available.
2. Describe how product support compliance and audit activities. Also, include information about the use of firewalls, digital certificates, and encryption.
3. Describe your approach to conversion of historical data, as well as any associated documents or images. Specify any special utilities or toolsets utilized for conversion purposes.

E. Additional Information

In this section, OLS invites comments, suggestions, recommendations and creative ideas on what makes your company and product/services unique, and welcomes submission of white papers, market brochures, case studies, and URL web links and other supporting information.

F. Financial Information

In this section, OLS invites pricing information for the ECM application including a breakdown of the pricing for each of the components including any additional recommended features not specifically mentioned in this RFI.

III. RESPONSE FORMAT

Please submit one (1) CD-ROM and one (1) hard copy of the response.

IV. CALENDAR OF EVENTS

Listed below are the important actions and dates/times by which the actions must be taken or completed. All listed times are EST in Tallahassee, Florida. Any change or modification to this calendar, modifications to this RFI, or other important notices will be

accomplished by the posting of an addendum on the website at www.leg.state.fl.us/RFI886. It is the company's responsibility to monitor the website for any postings.

Date	Time	Action
October 3, 2016		Release of RFI
October 10, 2016	5:00PM	Questions Due
October 17, 2016		Anticipated date for responses to written questions
October 31, 2016	3:00PM	Responses Due

Please direct any and all questions to dollar.theresa@leg.state.fl.us. Responses should reference the RFI No. 886 and should be delivered to:

OLS Purchasing Office
111 West Madison Street, Room 874
Tallahassee, FL 32399

V. RESPONSES SUBMITTED ARE PUBLIC RECORDS

All electronic and written communications pertaining to this RFI, whether sent from or received by OLS, are subject to public. If the Company considers any portion of the documents, data, or records submitted in response to this RFI to be confidential, trade secret or otherwise not subject to disclosure pursuant to Section 11.0431, *Florida Statutes*, the Florida Constitution or other authority, the Company must also simultaneously provide the Florida Legislature with a separate redacted copy of its documents, data, or records and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy shall contain the RFI number and the Company's name on the cover and shall be clearly titled "Redacted Copy." The Redacted Copy shall be provided to OLS at the same time the Company submits the document, data or records to the Florida Legislature and must only exclude or obliterate those exact portions that are claimed confidential, proprietary, or trade secret. The Redacted Copy shall be provided to the Florida Legislature in hard copy and on CD-ROM.

The Company shall be responsible for defending its determination that the redacted portions of its documents, data or records are confidential, trade secret or otherwise not subject to disclosure. Further, the Company shall protect, defend, and indemnify the Florida Legislature for any and all claims arising from or relating to the Company's determination that the redacted portions of its response are confidential, proprietary, trade secret or otherwise not subject to disclosure. If the Company fails to submit a Redacted Copy with its Reply, the Florida Legislature may produce the

entire documents, data or records submitted by Respondent in answer to a public records request.