1. **Technical and Functional Minimum Requirements (Mandatory)**

 The proposed solution must meet the following minimum requirements in order to operate efficiently on the current district infrastructure. If your solution does not comply with the following, please do not submit a proposal.

| Minimum Requirements  | YES or NO |
| --- | --- |
| 1. Supplier Experience –The supplier’s solution must be in current use in at least two (2) public school districts each having student enrollment in excess of 25,000 students, or a similar implementation in another entity with 10 sites and 200 users, operational for at least 3 years*Include names of that meet experience requirements.*
 |  |
| 1. Installation Experience – The supplier’s partner must have solution deployment experience in at least two (2) public school districts each having student enrollment in excess of 25,000 students, or a similar implementation in another entity with a minimum of 10 sites and 200 users.*Include names of current partner entities that meet implementation requirements.*
 |  |
| 1. Security – The solution must be developed using current industry standard web technologies providing permissioned solution access that is encrypted, highly secure, and adheres to industry-standard data management standards. At-rest encryption is not a minimum requirement.
 |  |
| 1. Open Architecture – Open architecture for reporting, modification and integration with third party applications.
 |  |
| 1. Integration – The proposed solution must integrate seamlessly with a variety of Business Information Systems, including Skyward and Oracle EBS.
 |  |
| 1. SaaS/Hosted solution 24/7 Access – Supplier provides access via a variety of web browsers accessible via desktop and mobile devices with hot backups and zero down time 24 hours a day / 7 days a week / 365 days a year, outside of regularly scheduled maintenance and/or update windows.
 |  |
| 1. Modular – The supplier’s solution must be modular, where solution features and functionality can be phased in over time based on district capacity and needs.
 |  |
| 1. Data Warehouse – The supplier’s solution provides direct database table access for analysis, reporting, and periodic scheduled downloads of content initiated via GISD desktop machines throughout the contract period.
 |  |
| 1. Training Documents – Supplier provides resources and other documentation to support user training through direct-teach, trainer-of-trainer and webinars.
 |  |
| 1. Microsoft Active Directory user authentication - The supplier’s solution integrates with active directory and allows for role-based security and permissioned access to data for administrators, teachers, parents, students, and School Board Trustees/guests; solution user data (index and reference to associated objects) can be exported to XML, MS Excel and/or CSV file for audit, verification and monitoring
 |  |
| 1. Access to objects controlled by ECM will be restricted to access only from within the ECM solution; e.g. no backdoor to data.
 |  |
| 1. Termination – Supplier provides for unencumbered transfer of content and data to the district, in the event of termination of services by the district or supplier, with no additional licensing, data access, or other financial expense with the exception of optional professional services. System will provide an export utility which will export content metadata in XML or other industry standard format and objects in their stored format; metadata will contain a URL pointer to each object. Export will have the flexibility to select content by application (content area), date range, document type or other metadata values. Export parameters will include option to accommodate redactions and annotation such as burn in, ignore, include only text boxes, create burned in copy and unannotated copy, etc. Export will recognize multiple-metadata records linked to a single object and create copies as needed.

Export tool will allow for simple migration of all content from the supplier’s ECM solution to a new system or location at no additional cost. |  |
| 1. System will have hierarchical document categorization; selection of a value at the first level category will restrict the choices at the next level. For instance, selection of Document Category (level 1) will limit the choices for Document Type (level 2) and selection of Document Type will limit the choices of the sub-type (level 3). Additional levels are also required. Also known as a parent/child relationship.
 |  |
| 1. Security Classification (e.g. Public, Restricted) functionality will be incorporated into the design of the software and included as part of access and display security. This requirement explicitly excludes the use of user-defined fields and custom search scripts to achieve access restrictions.
 |  |

1. **Enterprise Content Management System Functional Requirements (Mandatory)**

The ECM solution will provide the District with the tools needed to manage content from creation/receipt through its lifecycle, automate work processes, and simplify records management tasks.

Supplier will rate each requirement using the scoring model below:

|  |  |
| --- | --- |
| Requirement  | Points  |
| Stated requirement is entirely functional within the solution | 5 Points  |
| Stated requirement is moderately functional within the solution  | 4 points  |
| Stated requirement is available with a third-party add-on supported by the supplier | 3 Points  |
| Stated requirement is limited functional within this solution  | 2 Points  |
| Stated requirement is available with customization by supplier  | 1 Point  |
| Stated requirement is not functional with the solution  | 0 Point  |

In the Supplier Response column state your response. Be specific; use active verbs; nonspecific wording such as “can be done…” infers potential programming costs, special software, or other non-standard implementation requirements which will lower the supplier’s score. Where appropriate, reference responses elsewhere in your response especially in your responses to the use cases.

**Two Use Cases are described at the end of this section**. Instructions are provided. You may reference your responses below in your response to the Use Case. You may also reference the Use Case in your response below as long as it is clear which part of your response is referenced.

**Weighting**

Weights have been assigned to requirements which will guide the supplier as to the applicability of their software and be used in the evaluation of responses.

| Weight Description  | Points  |
| --- | --- |
| Mandatory feature/function | 5 Points  |
| Important, expected feature/function of the solution | 3 points  |
| Not important, supplier has workaround, or GISD will workaround | 1 Points  |
|  Info = Information only (will not be scored) | 0 Points  |

**Terminology**

Enterprise Content Management is used in this document as a generic term; the following terminology provides clarity for RFP content.

* + Image: Scanned document or another vector graphic format such as TIFF, JPG, PNG including PDF-wrapped vector format.
	+ Indices or metadata: the assignment of discrete data values to a content object being stored in the ECM, such as Employee #, employee name, hire date; includes system-assigned data such as “date added” or “userid”. Metadata, indices and tags are used interchangeably.
	+ Object (content object): Object or content is used in place of document, audio file, video file, photograph, etc.
	+ Subject file: the equivalent of a paper folder such as Student Cumulative Folder, Supplier File or Invoice File.
	+ Project or case file: aggregation of content objects and data using metadata to tag documents with common data values such as Claim # or Student #. Project and case files are managed as a unit through their lifecycle.

| Item # | Component | Requirement | Weight | FUNCTION-ALITY (0-5 Points) | Response/Comment |
| --- | --- | --- | --- | --- | --- |
|  | **Document Capture, Indexing and Ingestion, Import, Export** |  |  |
|  | MS Office integration | Outlook will be integrated to ECM repository for “one click” insertion of email to subject files in ECM.  | **5** |  |  |
|  | MS Office integration | The saving of one or more Email messages with attachments will present the user with 3 options (minimum):1. Add message only
2. User selects which message(s) to save (or “all”)
3. User choice to save message(s) associated with one or more attachments

User will be allowed to select the ECM Application destination; user default will be provided.User will always be prompted to supply index (metadata) information. | **5** |  |  |
|  | MS Office integration | If an email, which contains an attachment, is saved without that attachment the attachment file name will be inserted into the message similar to the Explorer “send to” function sending a document via email. This function will document that an attachment was originally attached to the email. | **3** |  |  |
|  | MS Office integration | Saving of an Outlook message file (.MSG) will be automatically rendered to PDF with the options to save the original MSG file as well. | 3 |  |  |
|  | MS Office integration | If an email message file (.MSG) is added to the ECM in its native format, the message will be launched in Outlook from within ECM. | 3 |  |  |
|  | MS Office integration | Email message metadata will auto-populate ECM fields. Metadata to auto-populate will be defined for each ECM application. At a minimum the metadata will include:a] Recipients (To, CC, BCC)b] Senderc] Subjectd] On behalf of (name, full name, address)e] Send datef] Receive dateg] Forward addressh] Conversation IDi] Message IDj] Priority | 5 |  |  |
|  | MS Office integration | From within the Outlook interface, a user will be allowed to search the ECM repository and insert a document, or document link, into an email message (functionality will be security controlled and will honor Security Classification rules – see Security Section). | 5 |  |  |
|  | MS Office integration | Outlook integration will incorporate Outlook Folder synch with ECM content area. Content placed in an Outlook folder will be synched with associated Outlook folder. ECM will default metadata associated with the Outlook folder and user workstation. | 3 |  |  |
|  | MS Office integration | System will prompt user when adding an email to ECM whether they want to copy or move the email; comment on whether the copy or move selection is a user default. This function would apply to folder synch as well. | 3 |  |  |
|  | Email monitoring | The system will programmatically monitor one to many email accounts and automatically capture emails and attachments. The email monitoring will provide the ability to intelligently capture metadata such as:a] Recipients (To, CC, BCC)b] Senderc] Subjectd] On behalf of (name, full name, address)e] Send datef] Receive dateg] Forward addressh] Conversation IDi] Message IDj] PriorityThere must be programmatic management of email import so that any missing indices are completed in a systematic manner. Functionality such as triggering a workflow instance, queuing email for additional indexing, auto OCR will enhance usability of this feature. | 3 |  |  |
|  | Outlook email | When a user attempts to add an email, the system will identify that it is a duplicate of an email added previously and provide a user interface to identify who added the previous email, where it was stored, when it was added, and how attachments were processed. System will allow the email to saved in a different location.  | 3 |  |  |
|  | Outlook email | Previous Office/Outlook capability will be available with both on-premise installations of Office and Office 365, cloud-based versions. Discuss any limitation when using either implementation method. | 1 |  |  |
|  | Google Mail | When a user attempts to add an email, the system will identify that it is a duplicate of an email added previously and provide a user interface to identify who added the previous email, where it was stored, when it was added, and how attachments were processed. System will allow the email to saved in a different location. | 1 |  |  |
|  | Indexing | System will have hierarchical document categorization; selection of a value at the first level category will restrict the choices at the next level. For instance, selection of Document Category (level 1) will limit the choices for Document Type (level 2) and selection of Document Type will limit the choices of the sub-type (level 3). Additional levels are also required. Also known as a parent/child relationship.  | 5 |  |  |
|  | Indexing | For all capture functions, the end user will be required to add indexing data (metadata) when inserting object into the repository. Indexing screen will be Active Directory and ECM-security aware. | 5 |  |  |
|  | Indexing | All indexing screens (scanning, drag-and-drop, print-to-ECM, Office, Outlook, etc.) will provide integration with one or more database tables (within one database) for the validation of primary index fields and retrieval of secondary index fields. The indexing interface will function identically throughout the system. Database field selection will support multiple select statements.  | 5 |  |  |
|  | Indexing | External database data sources will be defined once for the entire system. | 3 |  |  |
|  | Indexing | System must support multi-value fields. | 5 |  |  |
|  | Import: drag and drop | System will provide drag-and-drop functionality to move content from shared drive folders into the repository. System will provided drag-and-drop of multiple files with similar or identical index values to a subject file in ECM. Example: only index value difference is document date. Import tool will map shared drive metadata, folders and file names to ECM index fields; folder and file name may be parsed into multiple ECM index fields. System will prompt user to complete indexing data. | 5 |  |  |
|  | Import: bulk | A generic tool will be needed to import large volumes of documents from external sources such as documents exported from business systems or being moved to the ECM from shared drives. Tool will map shared drive metadata, folders and file names to ECM index fields; folder and file name may be parsed into multiple ECM index fields. If some functionality provided by a different product (such as scanning software), state the functionality available and product used. | 3 |  |  |
|  | Import | Solution will be capable of importing shared drive folder structures and content as-is; ECM repository features will be applicable to the content such as versioning, audit history, viewing, full text search, etc.  | 1 |  |  |
|  | Import | When shared drives are imported into ECM (previous question) the user experience will be the same as with the shared drive (with added ECM functionality).  | 1 |  |  |
|  | Import | Import, whether bulk or drag-and-drop, will be embedded-link aware and will maintain the links when migrating to the ECM. | 1 |  |  |
|  | Import | System will provide a “Print-To-ECM” print driver, or similar functionality, which will create an output file (PDF) for insertion into the repository and launch the indexing interface.  | 3 |  |  |
|  | Import | System will provide a “Send-To-ECM” driver which will replicate drag and drop including forcing indexing according to the application’s business rules. | 1 |  |  |
|  | Export -- Termination | Supplier provides for unencumbered transfer of content and data to the district, in the event of termination of services by the district or supplier, with no additional licensing, data access, or other financial expense with the exception of optional professional services. System will provide an export utility which will export content metadata in XML or other industry standard format and objects in their stored format; metadata will contain a URL pointer to each object. Export will have the flexibility to select content by application (content area), date range, document type or other metadata values. Export parameters will include option to accommodate redactions and annotation such as burn in, ignore, include only text boxes, create burned in copy and unannotated copy, etc. Export will recognize multiple-metadata records linked to a single object and create copies as needed.Export tool will allow for simple migration of all content from the supplier’s ECM solution to a new system or location at no additional cost. | 5 |  |  |
|  | Export | Export functionality will honor all security rules, including viewer export. | 5 |  |  |
|  | Export | Export functionality will maintain the integrity of all metadata; e.g. will not change “create date” to the export date. | 5 |  |  |
|  | Capture | System will provide an MFP copier interface to automate the capture of MFP scanned images into the ECM repository. MFP scan-to <destination> would be a shared drive tied to an individual or a generic shared drive location. Software must monitor <destination> to insure all scanned documents are indexed into ECM in a timely manner. GISD uses Ricoh multifunction devices. | 1 |  |  |
|  | Capture: Mobile Device | Supplier-supplied phone app will allow for simple and elegant capture of information into ECM, workflow or eform. | 3 |  |  |
|  | Capture | System will provide desktop scanning directly to the repository with full indexing functionality.  | 5 |  |  |
|  | Capture | Describe supplier’s native batch scanning capabilities. If supplier does not offer a batch scanning capability, reference preferred and supported third party products. | Info |  |  |
|  | Capture | The image capture capability will be able to read barcodes (e.g. 1D and 2D barcodes) and index the content. | **5** |  |  |
|  | Duplicates | The ECM System should, where possible, issue a warning if a user attempts to capture: • an e-mail record which has already been captured into the same file. • a record that has the same content as another record which has already been registered in the same file. • a record that has the same values of identifying metadata as another record which has already been registered in the same.  | 3 |  |  |
|  | **Search and View** |  |  |
|  | Content Search | Content searching (a.k.a. full text search) is needed throughout the organization. Search results should be limited within discrete ECM index values. Search will include Boolean limiters, stemming, synonyms, word proximity, etc.Results will be ranked for relevancy and confidence level. Content Searching will respect all security rules. | 5 |  |  |
|  | Content Search | Content Searching in ECM will be federated across select shared drives (as determined by administrator), Google Drive, and cloud storage such Box. Additional document storage repositories may be added in the future. User Role will define search scope. | 1 |  |  |
|  | Search: show and deny access | Search security will provide an option to limit result to index only (metadata) without object view rights (that is, confirm object existence but deny object access). Option would be based on security group/role and not system-wide. | 3 |  |  |
|  | Search: Browse | The system will provide, in addition to metadata search, robust browsing capability similar to a typical shared drive folder structure.  | 3 |  |  |
|  | User Interface | Viewer must be functionally robust and have a rich UI experience. User interface must be HTML5 Web based. Chrome and IE must be supported at a minimum. | 3 |  |  |
|  | User Interface | The ECM system's user interface rules and behavior must be consistent across all aspects of the system including windows, menus and commands. List available hot key combinations. |  |  |  |
|  | User Interface | User preferences need to be saved and initiated upon next login including saved searches, search result display preferences, sorts, default application, etc. | 3 |  |  |
|  | User Interface | Provide role-based landing page to monitor content-specific and process-specific data. It will allow for individual users some level of customization (e.g., look, layout, order, etc.). | 3 |  |  |
|  | User Interface: Annotation | Viewer functionality to annotate all document types including TIFF, PDF (text or image), Word, etc. | 3 |  |  |
|  | User Interface: Export | Search results-list will allow users to select one, many or all document for export from within the user interface.  | 3 |  |  |
|  | User Interface: Export | Documents marked with designated Security Classification, or, an ad-hoc group of documents, will be watermarked with pre-defined text when exported, printed, emailed or otherwise removed from the ECM. (Open records requests.) | 1 |  |  |
|  | User Interface: Redaction | Document redactions security will control user choices for redaction inclusion or exclusion when a redacted document is retrieved from the repository. Both TIFF and PDF Images will be supported at a minimum; additional document types would be advantageous.  | 3 |  |  |
|  | User Interface: Accessibility compliance  | Section 508 Level AA Success Criteria and Conformance Requirements for web sites as well as to non-web electronic documents and software. (Accessibility guidelines issued by the Board under Section 255 address the telecommunications products covered.) Keyboard-only. | 5 |  |  |
|  | Fax | Integrated fax services: inbound and outbound. | 1 |  |  |
|  | **Repository and Library Functions** |  |  |
|  | Content Rendering | System will need to generate document renditions automatically based on business rules:1. Renditions defined uniquely for each ECM application.
2. System will include an integrated rendition engine to convert from any digital format to a new format (minimum of PDF/A, PDF/A-1, PDF/A-2, PDF/A-3, PDF/E, TIFF, TIFF Color, JBIG) or provide another integrated approach to renditioning.
3. Renditions may be to one or more formats.
4. System will allow for the designation of internal and external (public facing) rendition file formats.
5. Access security rules will be rendition aware.
6. System will provide rules for rendering original file formats based on record declaration.

System will keep versions of original documents and renditions in synch. | 1 |  |  |
|  | Collaboration | System will need a strong collaboration component; both internal and external partner collaboration capabilities. | 1 |  |  |
|  | Library  | System will provide library functions for document check-out and check-in to the repository. | 5 |  |  |
|  | Version Control | System will provide robust version control1. accommodate major and minor version, e.g. 1.0; 1.1, 1.2, 2.0;
2. any change in content will trigger a minor version increment;
3. When a version is saved, the system will provide a comment area for the user to indicate the reason for the version. A controlled value list of typical reasons will be available with free text allowed.
4. version access defined by user, group and/or role to control whether versions, other than the current version, are available for viewing;
5. Previous version purge will be defined by rules associated with each application. Purge rules will be flexible:
	* 1. Purge all versions when new major version is declared.
		2. Keep minor versions for “X” major versions.
		3. Keep “X” minor versions for “X” major versions (e.g. keep the last two minor versions for the last 3 major versions).
 | 5 |  |  |
|  | Version Control | The system will require an authorized person to purge versions when a new major version is declared. | 3 |  |  |
|  | Metadata management | The ECM system will provide mechanisms for ensuring consistent use of metadata across all system components (e.g. Content Capture, Workflow, Document Management, Records Management, etc.) whereby:a. The system provides the ability to define out-of-the box multiple controlled metadata schemas such as: simple metadata lists, cascading drop down lists, and taxonomies (flat trees, hierarchical, facets);b. The content of these metadata shall be managed through a consistent graphical user interface where ever metadata is deployed via the different system components or functionalities;c. Is governed by a shared set of automated business rules pertaining to all metadata deployed anywhere within the system components. | 3 |  |  |
|  | Metadata management | The ECM system shall provide data fields that support, but are not limited to, the following data types/structures:a. Character e.g. alphanumeric, text, numericb. Booleanc. Dated. Date/timee. integer / count and calculatef. Cascading i.e. hierarchical relationship where the value selected in the parent determines the value display in the childg. List of values (including lookup values) | 5 |  |  |
|  | Syndication | Publish links to ECM content onto web pages for public consumption or for collaboration with partners; publication would occur after document approval (approved state).  | 1 |  |  |
|  | Content Subscriptions | Roles may be subscribed, or users may subscribe, to content areas; subscriber will receive notification of new content added or content changes (similar to SharePoint, Box, etc.).  | info |  |  |
|  | **Business Process Management (workflow) and Eforms** |  |  |
|  | **Eforms** |  |  |  |  |
|  | Creation | Eform creation will need to have drag-and-drop simplicity to define forms including formatting, fields definition and placement, linking of fields to database tables, field relationships, placement of graphics, checkbox (one to many), radio buttons (single selection only), and other functionality necessary to created eforms. | 5 |  |  |
|  | Creation | Eforms will support skins/overlays to maintain consistent look and feel. | 3 |  |  |
|  | Creation | Eforms will support cascading (hierarchical) controlled value lists. | 3 |  |  |
|  | Creation | Eform will support mathematical calculations, sub-totaling and totaling, Boolean parameters, and regular expressions. | 5 |  |  |
|  | Creation | Eforms will support exits from the form to execute external code then return results to the form. | 3 |  |  |
|  | Execution | Data entered into one form field, or returned from a database, may be used to trigger eform actions such as growing or shrinking the form, triggering a workflow instance or task, etc. Discuss functionality to meet this requirement. | 5 |  |  |
|  | Execution | A selection in an eform (data value, radio button, checkbox) will launch additional forms and pass related data to the new form. | 5 |  |  |
|  | Execution | Eforms must tightly integrate with workflow to route forms through process tasks. Routing must be triggered by data values entered or selected in the form.  | 3 |  |  |
|  | Execution | Eforms will allow for attaching objects to an eform within, or apart from, a workflow transaction.  | 5 |  |  |
|  | Execution | System will support direct scan‑to‑eform attachment with the use of a desktop scanner. | 3 |  |  |
|  | Execution | There will not be a “click” charge for the scan-to-eform capability. | 5 |  |  |
|  | Execution | Based on a value entered in one form field, additional fields in the Eform may be auto-filled using an external database. | 3 |  |  |
|  | Execution | Based on a value entered in one form field, an additional eform may be launched (child form) and fields in it auto-filled with data from the originating eform. Other than being launched by the parent form, the child will be a free-standing form which may, itself, be a parent form. More than one child form may be launched from one parent. | 3 |  |  |
|  | Delivery | Eform functionality can be deployed on websites external from the ECM as an anonymous user.  | 3 |  |  |
|  | Delivery | Eform may be completed by an anonymous user; anonymous user will not consume a user license.  | 3 |  |  |
|  | Delivery | Eforms will be smart-devices aware with all form functionality available. | 3 |  |  |
|  | Viewing | Eforms will be visible to workflow participants as it moves through the flow; final Eform will be saved to the ECM as defined by the process flow. Access rights will be respected. | 3 |  |  |
|  | Audit | All eform activities must be audited. | 5 |  |  |
|  | Electronic approval | Eform must support electronic approval (not necessarily signature) and audit the approval(s) invoked within the form. Electronic signature a plus. | 5 |  |  |
|  | Digital Signature | Eform must support electronic signature. | 5 |  |  |
|  | Digital Signature | What esignature authority do you support? Docusign, Adobe Sign, SIGNeX, proprietary, other. Are PDF forms supported? Describe degree of integration at a form and field level. | Info |  |  |
|  | **Workflow** |  |  |  |  |
|  | Definition | The process design tool must be powerful enough that a majority of workflow design and setup (80 to 90%) can be done by power-users in-department without programming/scripting.  | 5 |  |  |
|  | Definition | Workflow will be role-driven; users may be assigned to one or more roles | 5 |  |  |
|  | Definition | Workflow will support parallel processing. | 3 |  |  |
|  | Definition | A standard process (e.g. request for translation services) will be executed at any of the 72 campuses; the assignment of process participants, notification recipients, manager rights will be easily completed without the need to create 72 versions of the workflow. | 3 |  |  |
|  | Checklist | Checklists define documents that are needed to fulfill processing requirements; ECM checklist functionality tracks documents received into the repository against one or more checklists. Checklists should be state-aware (submitted, reviewed, approved, etc.) and part of workflow or tightly linked to workflow.It must be easy to for a power-user to establish a checklist and the rules for checklist notifications. Checklist will support mandatory and optional documents.Checklist history must be maintained including audit history for the documents on the checklist. | 5 |  |  |
|  | Execution | Workflow will support delegation of authority functionality (DOA). DOA may be role based, ad-hoc, or triggered by an external source (e.g. Workday or Outlook calendar).  | 3 |  |  |
|  | Execution | Workflow will allow users ad-hoc selection of one or more individuals to participate in a workflow task within the construct of the flow (effectively replaces email to collaborate). This functionality will not require defining every possible participant within the process definition; it would be appropriate to leverage Active Directory groups. Ownership of work items will remain with the ad-hoc router unless ownership change is explicitly allowed.  | 3 |  |  |
|  | Execution | Workflow will support pre-defined routing rules with optional, and security controlled, manual routing back to previous step or back to any step. | 3 |  |  |
|  | Execution | Workflow will allow for attaching digital objects to a workflow transaction.  | 5 |  |  |
| 9.88 | Execution | System will support direct scan‑to‑eform attachment with the use of a desktop scanner. | 3 |  |  |
| 9.89 | Execution | There will not be a “click” charge for the scan-to-eform capability. | 5 |  |  |
| 9.90 | Execution | Workflow will monitor the state of work in queues then triggering actions based on state changes, volume, and/or time triggers. Automatic notification will include messages to workflow in-baskets, task priority changes, email, and text notifications. | 5 |  |  |
| 9.91 | Execution | Workflow will integrate with Oracle Workday calendar to calculate workdays which will be used in the calculation of trigger escalations and reminders. I not currently available, describe the integration necessary to meet this requirement.  | 1 |  |  |
|  | Execution  | Workflow will support rendezvous function. | 3 |  |  |
|  | Electronic approval | Workflow must support electronic approval (not necessarily signature) and audit the approval(s) invoked within tasks. | 5 |  |  |
|  | Digital Signature | Workflow must support electronic signature. | 5 |  |  |
|  | Reporting | Workflow will provide a reporting dashboard incorporating various productivity and compliance matrices for reporting purposes including workflow activity by individual, roles, workflow instances, task status, etc. at a glance. Dashboard may incorporate historical data and current data. The ability to run simulations would be a plus. | 3 |  |  |
|  | Reporting | Information displayed in the dashboard may be extracted from external systems in real-time using supplier or GISD provided services (web service, SQL calls, API, etc.). | 3 |  |  |
|  | External system integration | Workflow, via web service or API, must be able to access databases whether internal or in the cloud. Describe any limitations or GISD requirements for connecting to systems hosted in the cloud. (This question assumes the target database allows external access.) | 3 |  |  |
|  | Audit | All workflow activities must be audited; audit data must be accessible to report generation programs.  | 5 |  |  |
|  | Workflow performance | ECM/workflow/eform: during enrollment, staff at 72 campuses and the enrollment center will be simultaneously completing eforms, creating student folders, uploading or scanning documents into the folder and inquiring into the system. There must be no performance delays or issues as a result of this volume. | 5 |  |  |
|  | **Records Management** |  |  |
|  | System | Records management functionality will incorporate GISD’s retention schedule. | 3 |  |  |
|  | System | Records management functionality will link the file plan and/or retention schedule with appropriate Document category/type/sub-type to establish the document lifecycle when content is ingested into the ECM repository. | 5 |  |  |
|  | System | Records management functionality will provide the capability to create standard and ad-hoc disposition, inventory or other reports. Reports generated must be easily printed and/or exported from the system. | 3 |  |  |
|  | System | Records management functionality will support global update and editing capabilities to simplify edits that affect multiple records, such as mis‑categorization, or reclassifying documents if a record category splits. | 3 |  |  |
|  | Audit | System will manage audit reports as records; audit records may be archived but purge of active or archived audit records will require exception security; e.g. approval by system administrator, CIO and senior manager. |  |  |  |
|  | Auto categorization | Records management functionality will provide, or integrate with, auto-categorization capabilities to recommend appropriate document category upon ingestion into the system. Auto-categorization will be optional for each ECM application. | 1 |  |  |
|  | Disposition Trigger | Records management will support event and trigger-based retention rules (e.g. 7 years from last date of employment; 3-years after grant close). Triggers linked to database values external to the ECM is desirable; articulate your best practice for linking to and using external triggers (such as Separation Date in an HRIS). | 3 |  |  |
|  | Disposition Trigger | Records management retention rules will be triggered from the document or trigger date, not the date the document was added to the system. GISD understands that document date must be capture at point of ingestion or as part of a backfile conversion. | 3 |  |  |
|  | Record Hold | Records management functionality will provide Disposition Holds (i.e. Litigation, audit):1. one‑to‑many holds with identified cases and owners;
2. one‑to‑many different holds on the same object.
3. Holds will suspend disposition until lifted.
4. Application of holds will need to be efficient leveraging the full search capabilities of the system.
5. Holds will apply to physical records as well as digital.

Records holds will be applied only by authorized individuals in a specific ‘Disposition Suspension’ Role and may only be removed by the person who places the hold or their designee. | 5 |  |  |
|  | Record Declaration | The record-state of objects will be automatically assigned as defined in each application setup or by workflow; however, the record-state may also be determined by an end user action. | 3 |  |  |
|  | Record Declaration | Records management will support selection of field values from drop-down lists and controlled vocabularies specified by GISD. | 5 |  |  |
|  | Disposition / Purge | Records management disposition function must calculate the destruction dates based on its defined retention period. | 3 |  |  |
|  | Disposition / Purge | The document disposition/purge process has to be sufficiently efficient that a manager can review and approve/delay disposition quickly, in the regular course of business, so that disposition action is not delayed. Disposition process must consider Disposition Holds. Disposition will include renditions and versions and honor retention rules if different from original. | 3 |  |  |
|  | Disposition / Purge | System will provide a fully automatic method of applying disposition rules. | 3 |  |  |
|  | Disposition / Purge | Records management will provide printed documentation for records that have been destroyed including approval audit history. (Digital destruction Certification) | 3 |  |  |
|  | Disposition / Purge | Records management will provide reporting on records data based on both disposition instructions and record category to handle event-driven initiation of disposition. | 1 |  |  |
|  | Disposition / Purge | If a user authorized to destroy records attempts to destroy records that are not eligible for destruction, the system will notify the user the records are not eligible for destruction and will not allow destruction. | 3 |  |  |
|  | Physical Records Management | Physical records will be tracked and dispositioned in the ECM. Box metadata will include box number, box content and physical location. Box content will be tracked and searchable using the Full Text Search Engine. Searches can be limited to physical records only. | 1 |  |  |
|  | LTDP | ECM will contain a designation for content that has long term digital preservation (LTDP) requirements; this requirement will be triggered from the retention schedule.  | 1 |  |  |
|  | LTDP | ECM will manage Long Term Digital Preservation content according to GISD and State of Texas Archive, NARA or other guidelines. | 1 |  |  |
|  | LTDP | Each ECM application will allow for the definition of one or more archive rendition for each native content type within a Document Category/Subcategory/type. For example, PDF/A for documents and PDF/E for engineering drawings). | 1 |  |  |
|  | LTDP | ECM will provide for synchronization between ECM location of native files and/or renditions and one-to-many alternate storage locations. Alternate storage locations may be GISD data centers or commercial cloud offerings. The URL location for each storage location will be linked to the ECM repository and all versions will be controlled by records retention rules.  | 1 |  |  |

## **Use Cases**

### **Student Cumulative Record**

A student’s cumulative record folder (Student Record) may have an exhaustive list of documents especially for children in special programs. A complete list of section and subsections are shown in Attachment F: “Appropriate Content of Cumulative Folder”. Obviously, no student will have all of the listed documents, but EVERY student has a subset of the documents. The ECM document categorization capabilities must logically support the taxonomy shown in Attachment F and, as an example, below. The Taxonomy must be supported with inherent capabilities – assigning metadata fields for subtypes and developing searches is not acceptable. As stated in the Functional Requirements, the system must support hierarchical/cascading document categorization and role-based, robust security at every level of the categorization and potentially at the object level. Record retention rules may be applied at any level. Below is a short example of the cascading categorization taxonomy. In all cases, selection of a parent classification will restrict the display of the child classifications; user security rights will apply at all times.

Specific taxonomy labels are not a requirement for the supplier but our way of showing the structure.

**9.122 Discuss how your solution would manage this filing structure. Provide examples that show hierarchical/cascading structure, role assignment, application of security access rights and retention assignment. It is likely that rights to content areas of the ECM application could be inherited from Skyward; discuss how Skyward security could be leveraged in the ECM.**

| Major Category | Document Type | SubType1 | SubType2 |
| --- | --- | --- | --- |
| Academic Documents |  |  |  |
|  | Academic Achievement Record |  |  |
|  | End of Year Report Card |  |  |
|  | PreK CIRCLE  |  |  |
|  |  | Kindergarten Fall & Spring Assessment Summary |  |
|  |  | Notification TEA Form 12 |  |
| Special Population Documents |  |  |  |
|  | Special Education |  |  |
|  |  | INITIAL REFERRAL DATA |  |
|  |  |  | Discipline records, if applicable, for Initial Referral |
|  |  |  | Assistive Technology Checklist for Toddlers |
|  |  |  | Observation Record for Initial Referral |
|  |  |  | Preschool Program for Children with Disabilities (PPCD) Referral Info |
|  |  |  | Student Support Team Data Report |
|  |  |  | Student Support Team Referral form |
|  |  |  | Teacher documentation of Behaviors for Initial Referral (logs, baselines, observations, etc.) |
|  |  |  | Documentation of Interventions Implemented for Initial Referral |
|  |  | PARENT CONTACT / CONSENTS / RIGHTS RECEIPTS |  |
|  |  |  | Teacher’s Survey of Student Behavior for Initial Referral |
|  |  |  | Copies of Guardian/Managing Conservatorship papers |
|  |  | Special Ed Continues – 8 sections total with hundreds of documents |  |

****

**PURCHASING DEPARTMENT**

**501 S. Jupiter Rd. Garland, Texas 75042**

**PURCHASING REQUEST FORM**

**Step 1: Complete and return this form to the Purchasing Department with the required attachments. Keep copies for your records.**

**Step 2: Purchasing Department will contact person listed on request form to verify receipt of the request and discuss any questions/concerns regarding the solicitation.**

**Date Submitted: Click here to enter a date.**

**Requestor: (Pull data from network login) Title: (pull data from Oracle or other database)**

**Department drop down list Campus: drop down list Phone: enter data or pull from database**

**Suggested Title of Contract (if any): data entry by requestor**

**Action required: drop down menu (request for catalog shown; other options would have similar characteristics)**

1. **Request for catalog load**
	1. End user selects correct procurement category code from drop down list linked to Oracle table.
	2. End user attaches digital (typically PDF) or scanned (PDF) supplier quote with fund source determination form. Fund Source Determination form will be launched and completed at this time.
	3. Buyer selected based on procurement code user choice; route eform to buyer.
	4. From Oracle WorkDay calendar, identify due-date five business days after date of receipt. Date of receipt will be the day the eform is routed to the buyer.
		1. End user receives notification of buyer-assignment and anticipated completion date (5-days after receipt).
	5. Buyer
		1. Task added to workflow queue when form received
		2. Buyer assigns catalog loading task
			1. Work task added to catalog loader queue
		3. Buyer loads supplier quote
			1. If issue with quote or other data, buyer initiates resolution with supplier. Resolution could be an email, or, supplier could be included in workflow.
			2. If end user action required for corrective action, buyer selects reason from drop-down menu

Price does not include discount-per-line. Action: Requestor corrects error; workflow to buyer.

Quote not legible. Action: Requestor corrects error; workflow to buyer.

Wrong attachment Action: Requestor corrects error; workflow to buyer.

Item already loaded Action: Requestor notified, workflow instance ends.

* + - 1. In either of the above cases, the 5-day SLA will be suspended waiting for response from supplier or requestor; buyer indicates issue resolved.
	1. Notification triggers
		1. Buyer and Assistant Director sent notification at 2-days prior to due-date if work item has not been started.
		2. Requestor sent notification when any state-change occurs including: buyer begins work on the request, process suspended for supplier contact.
		3. Purchasing Director sent notification at 1-day prior to due date if work item has not been started.
1. **Implementation and Training Support Requirements (Mandatory)**

Garland Independent School District understands that even with web-based, minimum-footprint solutions, implementation of the ECM will require extensive expertise. GISD will be requesting budget for the 2019-2020 fiscal year to hire support staff to manage the ECM deployments (a business analyst and system administrator). For the first year or two, the District will rely heavily on supplier resources both to deploy the initial ECM applications, including eforms and workflow, and to cross-train available District resources. The District will have a time-to-value approach to deployment; the more rapid ECM is deployed, the quicker the District will realize value. This desire must be tempered with the realities of tight budgets.

The district seeks a single-point-of-contact model as a liaison between GISD and the supplier. In addition, the district seeks a deep understanding of the supplier’s expertise in ECM and public education areas.

GISD recognizes that the best products, even with successful implementation, are of little or no use if the end users do not understand, and therefore do not use, the solution. GISD seeks a targeted program of training that minimizes expense and maximizes the district’s existing training resources. GISD seeks a multi-layered approach to training that targets specific user groups with training appropriate to their needs.

GISD seeks a cost-effective method for ongoing post-implementation support for the ECM solution. GISD is looking for cost-effective models of technical support which will be dependent on available GISD staff. The approach may include either a single help desk from the supplier, or a combination of supplier help desk support and GISD IT-trained support specialists. In addition, if an on-premise solution is chosen, GISD may require the supplier to provide single point of contact for ongoing maintenance, updates, or repair issues.

**Supplier will rate each requirement using the scoring model below**:

|  |  |
| --- | --- |
| Requirement  | Points  |
| Stated requirement is entirely functional within the solution | 5 Points  |
| Stated requirement is mostly functional within the solution  | 4 points  |
| Stated requirement is moderately functional within the solution  | 3 Points  |
| Stated requirement is somewhat functional within this solution  | 2 Points  |
| Stated requirement is limited in function within this solution  | 1 Point  |
| Stated requirement is not functional with the solution  | 0 Point  |

| Implementation Requirements | FUNCTION-ALITY (0-5 Points) | Response/Comment |
| --- | --- | --- |
| 1. Supplier has a thorough software implementation methodology in place, ensuring technical success, and more importantly, user adoption for the client.
 |  |  |
| 1. Provide solution personnel who work with district staff to develop a customized plan for roll-out, adoption and usage.
 |  |  |
| 1. Provide clear project team member roles and responsibilities for both supplier and district.
 |  |  |
| 1. Allocate technical staff who can assist in troubleshooting implementation efforts.
 |  |  |
| 1. Provide experienced project management to drive a successful implementation with an assigned Project Manager to oversee product implementation, training, and overall client support.
 |  |  |
| 1. Provide processes to ensure baseline setting of client expectations, on-time work products, and budget management, in addition to method by which each will be accomplished.
 |  |  |
| 1. Provide processes for the reporting of solution bugs and solution enhancement requests.
 |  |  |
| 1. On-going evaluation of solution success, which can be modified and adjusted as needed.
 |  |  |
| 1. Has on-going reporting of client satisfaction and clear escalation path for issue resolution.
 |  |  |
| 1. Has staff capable of providing first-line support of ECM infrastructure including maintenance, updates, upgrades, and other issue resolution.
 |  |  |
| 1. If supplier is not the software manufacturer for any portion of the solution licensed to the District, supplier confirms they have a support agreement(s) in-place that fast-tracks support issues with software manufacture(s) for rapid resolution. Supplier will supply a copy of their support agreement(s) with the software manufacturer.
 |  |  |
| 1. Supplier will have full support responsibility for all software licensed to the District.
 |  |  |
| 1. Supplier has business analyst resources capable of analyzing cross-functional, multifaceted workflows and eforms and experience designing solutions that maximize the functionality of the solution.
 |  |  |
| 1. Implementation services for pilot deployments:

For the purposes of comparison of supplier professional services, part of the two use-cases found at the end of Section 9 will be implemented by the supplier’s services team as a pilot. Pilot success will determine continued relationship.For the Student Cumulative Records Pilot application, supplier will:* Develop a student cumulative file application based on typical documents list to be provided by the District.
	+ Document hierarchy described in the use case
	+ Security for 2-4 roles and 6-10 users
	+ Records management attributes
	+ Security Classification
	+ Desktop scanning with OCR (alternatives for OCR acceptable)
	+ Any workflows needed for capturing, indexing, or otherwise inserting documents into the repository
	+ Office integration including Outlook
	+ Full repository functionality (check-in, check-out, version control, import, export, etc.)
	+ Full text searching

Purchasing Request form will be developed as described in the Purchase Request use-case using Request for Catalog Load option. * Database lookups may be with connections to Oracle (dependent on GISD IT availability) or using a supplier provided data source.
* Capture document to form – scan or upload
* Fund Determination form will be developed and launched from within the Purchase Request form (as best executed by the supplier’s eform software).
* Workflows will be developed as described.

 For both pilot applications: * GISD IT and ECM support staff will be allowed to observe application setup.
* GISD will test all aspects of the ECM solution for up to one month; supplier will provide reasonable support services during the test.
1. District-wide Student Services Implementation

The District has not determined their approach to implementing ECM for Student Service’s Cumulative Student Record (CSR) across 73 schools and two administrative offices – specifically:

|  |  |  |
| --- | --- | --- |
|  | Facilities | User per facility |
| **Elementary** | 49 | 4 |
| **Middle**  | 12 | 12 |
| **High** | 7 | 16 |
| **Alternative campuses** | 4 | 12 |
| **Valle Student Services Administrative building** | 1 | 12 |
| **Harris Hill Administrative Building (central office)** | 1 | ~12 |

Regardless of available GISD resources, Supplier resources will be critical for this essential deployment. ECM success at Garland ISD is dependent on the CSR implementation across the District.GISD’s assumptions currently are as follows:* Backfile conversion of the existing ~64,000 student folders will be required. Depending on the pace of rollout, the conversion will be completed as a single project or multiple projects. Backfile conversion is not in scope for this RFP but supplier’s assumptions to meet the proposed rollout will be necessary.
* Rollout may be all facilities at once or phased in over one or more years. Supplier may propose either approach based on your experience.
* Supplier will develop the Cumulative Student Record ECM application with input from GISD SMEs as needed; GISD and Supplier will conduct joint acceptance testing.
* ECM application will include applicable security, user roles, search roles/queries, records management functions, to fully deploy the CSR solution.
* Day-forward scanning will be at each location using point-of-service scanning – each staff person listed in the table above would have a scanner (except Harris Hill - TBD). Point-of-service scanning is required to meet district-wide information availability requirements of the Director of Student Services.
* ECM will be integrated to Skyward Student Information System and leverage Active Directory. Skyward IT Team will support supplier for these integrations.
* While GISD may have trainers or technical staff, for implementation planning, assume the supplier will provide all training at Garland facilities. Supplier may assume that staff will travel to one or more central facilities for training.
* There will be at least one “superuser” trained at each location who will be the first line of support for other staff.
* Workflow and eform deployment will occur after the CSR conversion has been completed across the district. Workflow and eform are out of scope except as necessary for the supplier to complete this implementation.
* The pilot of the CSR (above) will substantially define the CSR application.
* Note: Staff currently scan (using MFPs) and upload certain documents to Skyward. Skyward has a scanning program (Skyscan) which is launched from a Skyward screen. It is GISD’s intent to have all content in Skyward with Skyward screens linked to ECM for content retrieval and display. One consideration would be to use Skyscan for most documents with ECM “sweeping” the documents from Skyward to ECM. Please discuss any experience with this approach or thoughts for other means of accomplishing the same results.

Provide an implementation plan with costs for Student Services. State all assumptions; if you have successfully completed similar projects in the past, reference these implementations as appropriate. Provide a high-level project plan including District resource expectations. Supplier may propose alternative approaches with project plan and costs. Complete rollout will not exceed 18 months. Include all costs:* Work effort and cost by specialty
* Testing of the CSR application
* Testing of facility infrastructure for compatibility including scanners (define assumptions for GISD resources)
* End user and superuser training
* Facility support during go-live
* Skyward integration

Response to the Pilot Implementation shall be included in Section 8 of Proposal Format. Cost shall be included in Section 10 of Proposal Format. Supplier may qualify assumptions during the question period.  |  |  |

| Training Support Requirements  | FUNCTION-ALITY (0-5 Points) | Response/Comment |
| --- | --- | --- |
| 1. Thorough training documents and user guides are available online and updated with all new releases.
 |  |  |
| 1. Comprehensive, context-sensitive, in-product help to support end users.
 |  |  |
| 1. Comprehensive help desk support (list standard business hours) for select District users or for all district users, based on supplier support model.
 |  |  |
| 1. Ability to initiate support requests 24 hours a day, 7 days a week.
 |  |  |
| 1. Supplier provides just-in-time telephone support and face-to-face support as needed.
 |  |  |
| 1. Ability to respond to support requests within 2 -1.5 business days dependent on the severity of the reported issue.
 |  |  |
| 1. Troubleshooting issue escalation procedures.
 |  |  |
| 1. Supplier provides robust staff development on the solution (i.e., trainer-of-trainer model, printed training materials, online help, etc.).
 |  |  |
| 1. Distance learning workshops or webinars.
 |  |  |
| 1. Online video tutorials for self-guided instruction.
 |  |  |
| 1. End-user training programs are available.
 |  |  |
| 1. Training environment for the solution where all roles and modules can be used for training without violation of FERPA requirements.
 |  |  |
| 1. User groups are established and meet regularly to share ideas about solution use and provide guidance to supplier on product roadmap.
 |  |  |

1. **Technical Requirements (Mandatory)**

In addition to Garland Independent School District’s functional requirements, GISD expects the supplier’s products to provide the users with a wide variety of readily-available and user-friendly interfaces to access the ECM, as well as provide an environment that allows for reliable and timely use of the solution. In addition, GISD expects that the supplier’s products will integrate with third-party software. Both GISD and the supplier must maintain the highest levels of security in order to preserve and protect the confidentiality of GISD data. GISD expects the supplier to employ leading-edge and proven security solutions and protocols in order to fulfill this goal.

Weights have been assigned to requirements which will guide the supplier as to the applicability of their software and be used in the evaluation of responses.

|  |  |
| --- | --- |
| Weight Description  | Points  |
| Mandatory feature/function | 5 Points  |
| Important, expected feature/function of the solution | 3 points  |
| Not important, supplier has workaround, or GISD will workaround | 1 Points  |
|  Info = Information only (will not be scored) | 0 Points  |

Supplier will rate each requirement using the chart model below:

|  |  |
| --- | --- |
| Requirement  | Points  |
| Stated requirement is entirely functional within the solution | 5 Points  |
| Stated requirement is mostly functional within the solution  | 4 points  |
| Stated requirement is moderately functional within the solution  | 3 Points  |
| Stated requirement is somewhat functional within this solution  | 2 Points  |
| Stated requirement is limited in function within this solution  | 1 Point  |
| Stated requirement is not functional with the solution  | 0 Point  |

| Technical Requirements  | Weight | FUNCTION‑ALITY (0-5 Points) | Response/Comment |
| --- | --- | --- | --- |
| 1. Support Internet Explorer, Chrome, Firefox, and Safari browsers; supplier will specify which versions of these browsers are supported.
 | 3 |  |  |
| 1. Support PC Windows operating systems; supplier will specify which versions of these operating systems are supported.
 | 3 |  |  |
| 1. Support Apple Macintosh operating systems; supplier will specify which versions of these operating systems are supported
 | 3 |  |  |
| 1. The District uses Office 365 including Exchange. Discuss solution’s capabilities to orchestrate content in an O365 both pushing content to O365 OneDrive for Business and retrieving content from O365 OneDrive for Business.
 | 3 |  |  |
| 1. The District uses Google Drive and Google Apps in some areas. Discuss solution’s capabilities to orchestrate content in an GDrive both pushing content to Gdrive and retrieving content from GDrive. Indicate any integration with Google Docs.
 | 1 |  |  |
| 1. Support scalable enterprise configurations such as load-balancing and clustering of application servers and database servers.
 | 5 |  |  |
| 1. Support virtual machine-based servers. List any exceptions to this requirement for any supplier module.
 | 5 |  |  |
| 1. Provide a web services-based Application Programming Interface (API) to extend functionality and integrate third-party solutions Oracle EBS and Skyward SIS.
 | 3 |  |  |
| 1. Provide a desktop Application Programming Interface (API) to extend functionality and integrate third-party solutions, such as ESPED, Review 360, etc.
 | 3 |  |  |
| 1. Provide any limitations on the use of your web services or other APIs when either ECM solution or target business system is a SaaS/cloud-based solution.
 | Info |  |  |
| 1. If web service or URL integration options with the target business system are too complex or not possible, GISD will need screen integration to business systems. Desktop integration will need point and click interface or simple coding integration. Integration will result in the extraction of one-to-many index values from the business system application screen and then populate the ECM indexing screen (effectively automated cut and paste). The ability to identify floating index values (e.g. not in a fixed position in the screen) may be required.

 For Search from business systems, desktop integration will use one or multiple index fields extracted from the business system screen/data and use those index fields to initiate a search in the ECM.  | 3 |  |  |
| 1. GISD is open to a cloud offering for ECM services. Supplier will discuss challenges or issues relating to integration of the ECM with City on-premise systems and City cloud-based systems.
 | Info |  |  |
| 1. Provide two separate environments for test and development.
 | 3 |  |  |
| 1. Provide software-based, automated transfer of software from one environment to another; e.g. development to test; test to production.
 | 5 |  |  |
| 1. Provide option for Software as a Service (SaaS) or locally-hosted on-premise deployments.
 | Info |  |  |
| 1. For externally hosted solution, provide 24 x 7 x 365 security surveillance systems and biometric identification for access to equipment. For on-premise solution, include recommendations for security specifications and requirements.
 | 3 |  | Supplier may attach reference material. Clearly identify materials and pages that are applicable. |
| 1. The majority of administrative functions must be delegable to functional areas.
 | 3 |  |  |
| 1. Security will control object access at increasing levels of granularity: at the application level, document category, document type, document sub-type or object.
 | 3 |  |  |
| 1. Access to objects controlled by ECM will be restricted to access only from within the ECM solution; e.g. no backdoor to data.
 | 5 |  |  |
| 1. ECM roles will have assigned feature/function rights. Output/export features including printing, email, fax, export to local drive, save-to, and any other feature that allows for output/export of content from the ECM repository will be included in feature security.
 | 3 |  |  |
| 1. User and system activity, including actions executed by the API, will be written to audit log, including the action carried out, the object of the action, the user undertaking the action and the date and time of the event.
 | 5 |  |  |
| 1. System will capture actions undertaken by a System Administrator including configuration and reconfiguration of the audit trail itself.
 | 5 |  |  |
| 1. Audit database dictionary must be provided at no cost so that GISD may develop reports to meet GISD requirements.
 | 5 |  |  |
| 1. Database tables storing audit information will be read-only except through updates by the ECM system of audit records.
 | 5 |  |  |
| 1. Document level Security Classification such as confidential, controlled, uncontrolled, and public (exact designations TBD) will be applied to select groups of documents. Security Classifications will be honored in access rights. There will be no backdoor around Security Classification via workflow, API, web services, etc.
 | 3 |  |  |
| 1. ECM system will lock a user account after a set number of unsuccessful login attempts. Describe process for “unlocking” accounts. Describe any administrative activities which will trigger security alerts.
 | 3 |  |  |
| 1. Product will support encryption-at-rest for stored objects.
 | 1 |  |  |
| 1. Describe the system’s capabilities to routinely log all failed authentications or unauthorized attempts to access Restricted or Highly Restricted information. Does system provide summary reports which highlight "suspicious activity"? Real-time notification after a set number of attempts?
 | 3 |  |  |
| 1. For externally hosted solution, provide both a public and secure DMZ, and hardened firewalls, load-balancers, switches, and systems. For on-premise solution, include recommendations for hardened firewalls, load-balancers, switches, and system specifications and requirements.
 | 5 |  |  |
| 1. For externally hosted solution, provide disaster recovery services. For on-premise solution, include recommendations for disaster recovery specifications and requirements.
 | 5 |  |  |
| 1. For externally hosted solution, facility must be SAS 70 Certified.
 | 5 |  |  |
| 1. Allow the district to configure roles and permissions to control access to data.
 | 5 |  |  |
| 1. Allow anonymous access to non-confidential public resources.
 | 5 |  |  |
| 1. Sufficient database design model and data dictionaries will be provided at no cost to GISD to facilitate access by report writer or to extract data for use in analysis.
 | 5 |  |  |
| 1. For mobile devices, describe supplier provided standard functionality provided for mobile devices. If an app is offered, provide platforms and functionality offered.
 | 3 |  |  |
| 1. Describe the ability for administrators to copy and/or irrevocably remove files/folders remotely from mobile devices where synced.
 | 1 |  |  |
| 1. The table below provides the preferred and supported infrastructure components at GISD. In the right column indicate support of each item.
 | 5 |  |  |

| Infrastructure Component | GISD Preferences | Version | Supplier ComplianceComment |
| --- | --- | --- | --- |
| Preferred database | MS SQL Server | 2014 or 2016 |  |
|  Supported databases | MS SQL Server 2014 or 2016 |  |  |
| Preferred desktop OS  | Windows 10 | Pro, Enterprise, Education |  |
|  Supported desktop OS  | Windows | 7 and 10 |  |
| Preferred client authentication method | SAML and LDAPS |  |  |
|  Supported client authentication methods | SAML and LDAPS |  |  |
| Preferred web browsers | Google Chrome |  |  |
|  Supported web browsers | IE 11, Google Chrome, Firefox, Safari, and Edge |  |  |
| Desktop productivity suite used & version | Microsoft Office | 2013 and 2016 |  |
| Email client | Microsoft Office | 2013 and 2016 |  |
| Email server-software | Office 365 Exchange | N/A |  |
| Email archive/management system | Office 365 |  |  |
| Preferred web server | IIS | 7.x or higher |  |

**GARLAND INDEPENDENT SCHOOL DISTRICT**

**PRICING SHEET**

**General Pricing Questions**

1. Describe your pricing options between named user licenses, concurrent user licenses, concurrent user licenses tied to a specific user group, or any other licensing options that would be applicable including subscription. Include volume price breakpoints for end-user client licenses.
2. If pricing requires payment for specific resources, such as server capacity, CPU cycles, disc storage, or other, provide the pricing model.
3. When concurrent user licenses are exceeded, indicate whether licensing controls will lock-out additional users from accessing the system.
4. If education discounts are offered, state the percentage discount off of software license list price.
5. If education discounts are offered on services describe here.
6. What is the annual software maintenance fee or percentage, if applicable? How many years is the fee fixed? What is the maximum annual increase percentage?
7. For the purpose of normalizing licensing fees, the following user factors will apply – concurrent only and named only licensing option in the first table; mixed concurrent and named in the second:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| License Description | Con | Name | Con | Name | Con | Name | Con | Name | Con | Name |
|  | **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** |
| Administration: administer the system, create workflows and eforms, delegate administration responsibilities. | 2 | 2 | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 2 |
| Full capability user | 10 | 30 | 40 | 200 | 40 | 200 | 35 | 175 | 6 | 30 |
| Limited user: View documents, participate in eform or workflow tasks, approve/sign transactions. |  |  | 50 | 2000 | 50 | 2000 | 50 | 2000 |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| License Description | Concurrent + Named | Concurrent + Named | Concurrent + Named | Concurrent + Named | Concurrent + Named |
|  | **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** |
| Administration: administer the system, create workflows and eforms, delegate administration responsibilities. | 2 named | 2 named | 2 named | 2 named | 2 named |
| Full capability user | 5 concur.15 named | 20 concur.100 named | 20 concur.100 named | 20 concur.100 named | 5 concur.15 named |
| Limited user: View documents, participate in eform or workflow tasks, approve/sign transactions. | 50 concur. | 50 concur. | 50 concur. | 50 concur. | 50 concur. |

1. Software required: Supplier software licensing model will incorporate the modules implied by the functional, technical, implementation and training requirements. List the modules included in supplier’s software license fees below. If, based on the requirements, you are unclear whether a software module will be required, list it in the Optional Pricing table. Reference supporting material as necessary to fully describe licensing options, discounts, volume price breaks, or other factors.

**Supplier will complete: Software modules included** **in license fees, their purpose and value to the District**:

|  |  |  |
| --- | --- | --- |
| Software Module Name | Description/Purpose | Value to the District |
| 1.
 |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Supplier will complete: Optional, value-added software modules, their purpose and value to the District**:

|  |  |  |
| --- | --- | --- |
| Software Module | Description/Purpose | Value to the District |
| 1. AP Forms Processing
 |  |  |
| 1. Batch Scanning Solution
 |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Server Pricing: If licensing requires server pricing, indicate the server licenses below; in the additional licenses section, list criteria that determine additional licenses (e.g. daily inquiries, number of workflow transactions, etc.); these costs must be included in the software pricing tables in the Pricing section, below.**

|  |  |  |
| --- | --- | --- |
| License Description |  | Server License |
|  | **Year 1** | **Year 1 License Cost** | **Additional License Criteria** | **Additional License Cost** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Pricing tables**

|  |  |  |
| --- | --- | --- |
| **Schedule 1: Premise Pricing Model**  |   |   |
| ***Summary of Total Software, Professional Services, and Maintenance Costs*** |
| ***I. \*Cost for all Mandatory Modules Year 1*** |  |
| **Cost Categories** | **Proposed Cost**  | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fees**  |   |  |
| **Hardware Costs (if any)** |   |   |
| **Total Cost**  |  **$ -**  |  |
|  |  |  |
| ***Cost for all Mandatory Modules Year 2*** |  |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fees**  |   |  |
| **Hardware Costs (if any)** |   |   |
| **Total Cost** |  **$ -**  |  |
| ***Cost for all Mandatory Modules Year 3*** |  |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fees**  |   |  |
| **Hardware Costs (if any)** |   |   |
| **Total Cost**  |  **$ -**  |  |
| ***Cost for all Mandatory Modules Year 4*** |  |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fees**  |   |  |
| **Hardware Costs (if any)** |   |   |
| **Total Cost**  |  **$ -**  |  |
| ***Cost for all Mandatory Modules Year 5*** |  |
| **Cost Categories** | **Proposed Cost**  | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fees**  |   |  |
| **Hardware Costs (if any)** |   |   |
| **Total Cost**  |  **$ -**  |  |
| **Ongoing Maintenance & Support (Years 1-5)** |  |  |
| **Period (Includes all mandatory modules)** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| Year One\* |  |   |
| Year Two |  |   |
| Year Three |  |   |
| Year Four |  |   |
| Year Five |  |   |
|

|  |
| --- |
| ***II. \*Cost for Optional Module 12.1 - Year 1*** |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fees**  |   |  |
| **Professional Services** (implementation, tuning, training, etc.) |  |  |
| **Hardware Costs (if any)** |   |   |
| **Total Cost**  |  **$ -**  |  |
| ***Cost for Optional Module 12.1 Year 2***

|  |  |  |
| --- | --- | --- |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fee** |  |  |
| **Professional Service (if any)** |  |  |
| **Hardware Costs (if any)** |  |  |
| **Total Cost**  | **$** |  |

**Cost for Optional Module 12.1- Year 3**

|  |  |  |
| --- | --- | --- |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fee** |  |  |
| **Professional Service (if any)** |  |  |
| **Hardware Costs (if any)** |  |  |
| **Total Cost**  | **$** |  |

***Cost for Optional Module 12.1- Year 4***

|  |  |  |
| --- | --- | --- |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fee** |  |  |
| **Professional Service (if any)** |  |  |
| **Hardware Costs (if any)** |  |  |
| **Total Cost**  | **$** |  |

***Cost for Optional Module 12.1- Year 5***

|  |  |  |
| --- | --- | --- |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fee** |  |  |
| **Professional Service (if any)** |  |  |
| **Hardware Costs (if any)** |  |  |
| **Total Cost**  | **$** |  |

**Ongoing Maintenance & Support Optional Module 12.1 (Years 1-5)** |
| **Period (Includes all mandatory modules)** |  |
| Year One\* | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| Year Two |  |   |
| Year Three |  |   |
| Year Four |  |   |
| Year Five |  |   |
|  |  |   |

***\*Please identify the time at which "Year One" support begins (e.g., once software goes into production).*** |
| ***\*\*Attach pricing and additional notes (if needed) to provide full explanation.*** |
|  |
|

|  |
| --- |
| ***II. \*Cost for Optional Module 12.2- Year 1*** |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fees**  |   |  |
| **Professional Services** (implementation, training) |  |  |
| **Hardware Costs (if any)** |   |   |
| **Total Cost**  |  **$ -**  |  |
| ***Cost for Optional Module 12.2 Year 2***

|  |  |  |
| --- | --- | --- |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fee** |  |  |
| **Professional Service (if any)** |  |  |
| **Hardware Costs (if any)** |  |  |
| **Total Cost**  | **$** |  |

**Cost for Optional Module 12.2- Year 3**

|  |  |  |
| --- | --- | --- |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fee** |  |  |
| **Professional Service (if any)** |  |  |
| **Hardware Costs (if any)** |  |  |
| **Total Cost**  | **$** |  |

***Cost for Optional Module 12.2- Year 4***

|  |  |  |
| --- | --- | --- |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fee** |  |  |
| **Professional Service (if any)** |  |  |
| **Hardware Costs (if any)** |  |  |
| **Total Cost**  | **$** |  |

***Cost for Optional Module 12.2- Year 5***

|  |  |  |
| --- | --- | --- |
| **Cost Categories** | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| **Software License Fee** |  |  |
| **Professional Service (if any)** |  |  |
| **Hardware Costs (if any)** |  |  |
| **Total Cost**  | **$** |  |

**Ongoing Maintenance & Support Optional Module 12.2 (Years 1-5)** |
| **Period (Includes all mandatory modules)** |  |
| Year One\* | **Proposed Cost** | **Explanation/Notes (if necessary)\*\*** |
| Year Two |  |   |
| Year Three |  |   |
| Year Four |  |   |
| Year Five |  |   |
|  |  |   |

***\*Please identify the time at which "Year One" support begins (e.g., once software goes into production).*** |
| ***\*\*Attach pricing and additional notes (if needed) to provide full explanation.*** |
|  |  |  |
| **Assumptions/Additional Comments** |

**Implementation, Training and Professional Services**

If On-Premise and SaaS/Cloud professional service models are different, duplicate the tables below and modify for SaaS/Cloud.

|  |  |
| --- | --- |
| **Implementation** | **Cost** |
| Standard on-premise software implementation on GISD-provisioned hardware and database; software installed, tested and ready for Pilot application development. Includes all licensed software included in your pricing. Include all professional services, travel, etc. in your turnkey implementation cost. | **$** |
|  |  |
|  |  |
|  |  |
|  | **RATES** |
| **Professional Services**List each specialty below and rates to the right. | **Hourly** | **Weekly** | **Monthly** |
|  |  |  |  |
|  |   |  |  |
|  |   |   |  |
|  |  |  |  |
|  |  |  |  |
| 1. List professional services volume price breaks
 |  |  |  |
|  **Training**  |  |   |  |
|  | **Daily**  | **Weekly** | **Max # of Students** |
|  Train-the-Trainer; on-site class |   |   |  |
|  End User; on-site class |   |   |  |
|  Administration class |  |  |  |
|  Workflow class administrator class |  |  |  |
|  Eforms class administrator class |  |  |  |
|  Records management administrator class |  |  |  |
|  (other recommended/required class) |  |  |  |
|  (other recommended/required class) |  |  |  |
|  (other recommended/required class) |  |  |  |
|  If local training facility, include pricing here or in attachment and reference file name here. |  |  |  |
|  **Travel and Other Costs**Weekly cost including all travel expenses; indicate daily meal per diem. |   |   |  |
| 1. Daily meal per diem
 |  |  |  |
| 1. Travel (mileage, airfare, hotel, auto, etc.)
 |  |  |  |
| 1. If local supplier, roundtrip cost
 |  |  |  |
|  |  |  |  |

**GARLAND INDEPENDENT SCHOOL DISTRICT**

**PRICING SHEET**

|  |  |  |
| --- | --- | --- |
| **Schedule 2: SaaS Pricing Model** |   |   |
| ***Summary of Total Software, Professional Services, and Maintenance Costs*** |
|  |  |  |
| **I. Fee for Software and Maintenance of mandatory modules (Year 1-5)**  |  |
| **Period** | **Proposed Cost** |  |
| Year One\* |  | **Explanation/Notes (if necessary)\*\*** |
| Year Two |  |  |
| Year Three |  |  |
| Year Four |  |   |
| Year Five |   |  |
| **5- Year Software and Support Cost** |  **$ -**  |  |
|  |  |   |
|  |  |   |
| **Professional Services**  |  |  |
|  Startup Implementation Services  |   |  |
| **Total Implementation Cost** |  **$ -**  |  |
|   |  |   |
|  If On-Premise hardware requirements, list here with cost. |  |   |
|   |  |   |
|   |  |   |
|

|  |  |
| --- | --- |
| **II. Fee for Software and Support optional modules 12.1 and 12.2 (Year 1-5)** |  |
| **Period** | **Proposed Cost** |  |
| Year One\* |  | **Explanation/Notes (if necessary)\*\*** |
| Year Two |  |  |
| Year Three |  |  |
| Year Four |  |   |
| Year Five |   |  |
| **5- Year Software and Support Cost** |  **$ -**  |  |
|  |  |   |
|  |   |   |
| **Total Implementation Cost** |  **$ -**  |  |
|   |  |   |
|   |  |   |
|   |  |   |
|   |  |   |

|  |  |
| --- | --- |
|  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

***\*Please identify the time at which "Year One" support begins (e.g., once software goes into production).*** |
| ***\*\*Attach additional notes (if needed) to provide full explanation.*** |  |
|  |  |  |
| **Assumptions/Additional Comments** |