

---

**Memorandum For General Proposal Configurations and/or Additions**

**To:** Vendors with a current valid proposal for General RFP #3303 for Consulting Services

**From:** David L. Litchlitter

**Date:** July 31, 2003

**Subject:** Project #34263 for contractual services to provide stabilization and performance tuning for the Mississippi Department of Finance and Administration, Office of Mississippi Management and Reporting System's (MMRS) Image 2000 (I2K) system

**Contact Name:** Shey Williams

**Contact Phone Number:** 601-359-1340

**Contact E-mail Address:** shwilliams@its.state.ms.us

---

The Mississippi Department of Information Technology Services (ITS) is seeking the services described below on behalf of the Mississippi Department of Finance and Administration, Office of Mississippi Management and Reporting System (MMRS). Our records indicate that your company currently has a valid proposal on file at ITS in response to General RFP #3303 for Consulting Services. Our preliminary review of this proposal indicates that your company offers services that are appropriate to the requirements of this project. Therefore, we are requesting your configuration assistance for the components described below. Please submit a written response for the requested services.

In 2001, MMRS contracted with a vendor to implement the infrastructure and applications for the State's Government E-Commerce Network & Imaging Environment (GENIE-P1) processing system and the State's Image 2000 (I2K) system.

I2K was moved to production status in April 2002. Since then, performance issues have been the norm rather than the exception. Additionally, MMRS has determined that Lotus Best Practices were not followed. The application operation and recovery documentation created by the contractor was deficient. This scenario has resulted in MMRS' staff struggling to maintain the system while production is being rolled out. I2K is critical to the e-government plans for the State Personnel Board and for additional Statewide Payroll and Human Resources System (SPAHRs) related activities for the new Access Channel for Employees (ACE) system.

Additionally, although GENIE is functioning adequately based on the low volume of transactions that are being processed through the system (765 documents for FY2002, 717 documents for FY2003 YTD), an increase in volume may require modifications to this system. While the contractor's primary responsibility will be aimed at I2K, some services may be required to review the architectural design and performance of the GENIE system.

IBM conducted a Domino.Doc Health Check in January 2003 to assist MMRS in uncovering performance problems associated with their use of Domino.Doc and made recommendations on remedying these problems. The awarded individual(s) will perform duties outlined in the Domino.Doc Health Check Report. These duties will include, but are not limited, to the duties identified in Specifications 1.4 and 1.5.

ITS issued a Letter of Configuration (LOC) dated June 16, 2003 for contractual services to provide stabilization and performance tuning for the Mississippi Department of Finance and Administration, Office of Mississippi Management and Reporting System's (MMRS) Image 2000 (I2K) system. Upon evaluation of proposals received, it was determined that the specifications detailed in the LOC were more extensive than required. Therefore, ITS and MMRS have re-evaluated the specifications and are issuing a new LOC.

## 1. SPECIFICATIONS

1.1 ITS reserves the right to award this project to one (1) or more Vendors for one (1) or more individuals.

1.2 Individual(s) proposed must have verifiable working experience in the following:

	<b>Technical Skill Set</b>	<b>Requirement</b>
1.2.1	Experience in analysis, design, integration and implementation of large-scale, complex document image storage and retrieval systems and document management systems running with a Domino platform utilizing Domino.doc as the document repository	Min. 3 yrs
1.2.2	Lotus Notes Client & Designer (preference in R5)	Min. 3 yrs
1.2.3	Lotus Script in Domino Applications (preference in R5)	Min. 3 yrs
1.2.4	Domino.Doc (preference in V3.1)	Min. 3 yrs
1.2.5	JAVA	Min. 2 yrs
1.2.6	WebSphere	Min. 2 yrs
1.2.7	HTML	Min. 2 yrs
1.2.8	C++	Min. 1 yr
1.2.9	JSP	Min. 1 yr

- 1.3 Individual(s) proposed will be given additional consideration if they have verifiable working experience in the following:

	<b>Technical Skill Set</b>	<b>Requirement</b>
1.3.1	IBM Host Publisher	Min. 2 yrs
1.3.2	TSM Server 4.2	Min. 2 yrs
1.3.3	Graphics Conversion (including but not limited to TIF, GIF and PDF images)	Min. 1 yr
1.3.4	Experience in Web enabling legacy systems utilizing Host Publisher	Min. 1 yr
1.3.5	Knowledge of ActiveX based TIF image viewer that is capable of being embedded in a browser	Min. 1 yr
1.3.6	Knowledge or Internet and Network Communications including TCP/IP, Ethernet, routing and switching	Min. 1 yr
1.3.7	Working knowledge of Windows Operating Systems	Min. 1 yr
1.3.8	Working experience with Kofax Adrenaline Cards	Min. 1 yr
1.3.9	Domino Workflow 2.1.1	Min. 1 yr
1.3.10	Ascent Capture Server 4	Min. 1 yr
1.3.11	Adobe Distiller 5	Min. 1 yr

- 1.4 Tasks to be completed by proposed individuals include, but are not limited to the following.

1.4.1 TN.dll revisions based on Phase I review now in process.

1.4.2 Replace thumbnail images with links.

1.4.3 Correct problems with the simple and advanced searches without customizing (if possible).

1.4.4 Queues: Currently, this is a **manual** workflow (user selects where to send the document) for supporting or supplemental information. Queues currently include a tickler and email notification. However, SPB has stated a possible need to have queues set up for individuals with a built-in workflow. The awarded individual(s) will review and write requirements for implementation of workflow using Domino Workflow. This piece will also include a review of the Trash queue to

determine if residual records or garbage is created in the process and the addition of a "Resume" queue.

- 1.4.5 Indexing and Inbound file cabinet: The refresh function is not working consistently on automatic or manual. There is also the need to prevent multiple users from pulling up the same image prior to it being indexed or while it is being indexed. This has been the cause of applications being indexed more than once. A suggestion was made to create separate queues and additional separator sheets for scanned images so individual users would not all have to be utilizing the same queue. However, once the image has been indexed, multiple users *should be* able to view it at the same time.
  - 1.4.6 Fax: SPB wants to use the fax function. MMRS will test functionality again as part of the Phase I testing and will document Phase II tasks.
  - 1.4.7 Allow annotation for images: Annotation can now occur from Domino.Doc, but cannot be done to the image itself when SPB is evaluating an application. It appears to be the imaging software because some can annotate and some can't. We need a recommendation for software that will handle annotations through both Domino.Doc and the SPAHRS interface and maintain the image in the window frame.
  - 1.4.8 File Cabinet Considerations - Which is better, ActiveX or Folders Table Of Contents (TOC) design? Some benchmarking tests that compare performance when opening file cabinets containing binders with 25,000 documents show that the ActiveX design yields better performance than a nearly empty cabinet that uses the Folders TOC design. The reason for this is that a file cabinet using the Folders TOC design contains more views than one that does not. Unless there is a business reason that requires using the Folders TOC design (for example, the binder profile contains required fields that must be filled in), it is recommended to use the ActiveX design. Selecting the ActiveX design prevents the use of custom binder views.
- 1.5 Tasks to be completed by MMRS personnel with help from the awarded individual(s) include, but are not limited to the following.
- 1.5.1 Archiving/retrieval: MMRS is fairly certain that they will not need to use CommonStore or another middleware product, but can proceed with the TSM and optical jukebox as originally planned. MMRS will use Tivoli Storage Manager (TSM) for archiving and recovery. They currently use TSM for data backup and restore but not for archiving and recovery. The awarded individual(s) will help MMRS in designing this (including making hardware expansion recommendations) and implementing it.
  - 1.5.2 Clean up space consuming graphics that inhibit UI efficiency.
  - 1.5.3 Redesign SPAHRS interface form designs to take up less screen space.
  - 1.5.4 Add 'fast path' buttons to mimic SPAHRS capability to bypass menus. Example, if user is in Browse by Applications to be evaluated, and they need to go to the Test Menu, there should be a button that takes them directly to that menu.

- 1.5.5 Modify the COE import and COE error log agents to pull the latest document and not version 1 (currently hard-coded). This would be necessary if we set the preference to *replace* a version instead of creating another version if the user indexes a document with the same SSN, occu, and received date. SPB stated that if they use the annotation feature, which creates another version, they have no problem with the annotated versions being sent to the agencies. The primary concern would be that the current record be sent to agencies.
- 1.5.6 COE process will need to allow for multiple supplemental documents with the same received date because it's possible that an applicant could send in more than one. However, there still can be only one application.
- 1.5.7 Create new Browse for Applications by Last Name.
- 1.5.8 Correct numerous incident reports relating to Host Pub (documented).
- 1.5.9 Correct dom.doc reports to pull information---not currently working due to the binder changes. Reports for archived data will need to be included.
- 1.5.10 Backup and recovery: Need some sort of agent to create a log of items in the Inbound filing cabinet for audit purposes in the event the server goes down.
- 1.6 Vendors may propose no more than three (3) individuals.
- 1.7 If Vendor is proposing a "team approach", Vendor must identify the role of each proposed individual and a not-to-exceed number of hours per role.
- 1.8 Vendor must indicate if their proposed hourly rate includes travel. If travel is not included, Vendor must indicate the anticipated travel schedule and be aware that rates may not exceed the State rates indicated at [http://www.mmrs.state.ms.us/Purchasing/Travel/meals\\_miles.pdf](http://www.mmrs.state.ms.us/Purchasing/Travel/meals_miles.pdf). Any and all travel required must be approved by MMRS in advance.
- 1.9 Contract period will be from the date of contract signature through June 30, 2004. The number of contract hours will not exceed 1,500 hours per awarded individual.
- 1.10 The individual(s) will be expected to start work on August 25, 2003. We will inform the respondents to this LOC of the actual start date after we complete the evaluation process.
- 1.11 The individual(s) will be required to work on-site at MMRS located at 501 North West Street, Suite 1201A, Jackson, Mississippi 39201.
- 1.12 The individual(s) will be required to work an average of forty (40) hours per week during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. Individual(s) may occasionally be required to work outside of these hours.
- 1.13 Awarded individual(s) will work under the direction of Gayle Chittom, Document Management Task Force Manager.

- 1.14 Awarded individual(s) will be required to record in the MMRS tracking system the details of the work performed daily along with the hours expended.
- 1.15 Awarded individuals will be required to follow all MMRS procedures and standards for work in the I2K/GENIE environment.
- 1.16 A telephone number must be included for each individual proposed so they can be contacted for a telephone interview. ITS will pay toll charges in the continental United States. The Vendor must arrange a toll-free number for all other calls. ITS will work with the vendor to set up a date and time for the interview; however, we must be able to contact the individual directly. Individuals scoring less than 50% of telephone interview points may be eliminated from further consideration.
- 1.17 Proposed individuals may be required to attend an on-site interview with MMRS. All costs associated with the on-site interview will be the responsibility of the vendor. Individual(s) proposed must be available for an on-site interview with a 7 day notice from ITS. Individuals scoring less than 75% of on-site interview points may be eliminated from further consideration.
- 1.18 An Experience Questionnaire must be completed and submitted with vendor's response for each individual proposed. All relevant experience must be included in the Experience Questionnaire. Proposals received without Experience Questionnaires for each individual proposed will be eliminated from consideration. Individuals that do not meet the minimum requirements specified in specifications 1.2.1 through 1.2.9 will be eliminated from consideration. The experience listed on the Experience Questionnaire must be verifiable via reference checks. Experience listed that cannot be verified will not count toward the minimum requirement.
- 1.19 A Reference Information Sheet must be completed and submitted with vendor's response for each individual proposed. Vendor must provide at least three (3) references for each proposed individual. ITS prefers that references be from completed and/or substantially completed jobs that closely match this request. Reference information must correlate to the information provided on the Experience Questionnaire. Reference information must include at a minimum entity, supervisor's name, supervisor's telephone number, length of project, and a brief description of the project. References that are no longer in business cannot be used. Inability to reach the reference will deem that reference non-responsive.
- 1.20 Individuals receiving negative references may be eliminated from further consideration.
- 1.21 A copy of each individual's resume must be included. Proposals received without resumes will be eliminated from consideration. However, ITS will not use a resume to add experience to the Experience Questionnaire. The Experience Questionnaire must certify the amount of experience in months and the applicable specification(s) met by each project.
- 1.22 Individuals proposed must be proficient in spoken and written English.
- 1.23 Individuals proposed must be a U.S. citizen or meet and maintain employment eligibility requirements in compliance with all INS regulations. Vendor must provide evidence of identification and employment eligibility prior to the award of a contract that includes any personnel who are not U.S. citizens.

- 1.24 The individual assigned to this project will remain part of the project throughout the duration of the contract as long as the personnel are employed by the Vendor, unless replacement by the Vendor at the request of ITS. This requirement includes the responsibility for ensuring all non-citizens maintain current INS eligibility throughout the duration of the contract.
- 1.25 ITS will require a contract with the winning vendor. Vendors responding to this LOC must be willing to negotiate in good faith such a contract. Performance measures mutually agreed upon by ITS and the winning Vendor will be included in the contract. If the winning Vendor has a Master Agreement with ITS, it may not be necessary to negotiate a separate contract. A sample of a Professional Services Agreement has been attached for reference.
- 1.26 Vendors must provide details of those features, capabilities, or characteristics of their proposals that, while not directly solicited in the LOC specifications, could add value to the customer considering the proposal. The State will evaluate this information for all valid vendors meeting LOC specifications and where it is believed this information adds value to a vendor's proposal, the State will rate vendors with additional consideration.
- 1.27 The State will use the following items to evaluate the lowest and best responder.
  - 1.27.1 Cost
  - 1.27.2 Experience
  - 1.27.3 Interview
  - 1.27.4 Value Add

**2. INSTRUCTIONS TO SUBMIT COST INFORMATION**

Please use the attached CP-6: General RFP Information Form to provide cost information. Follow the instructions on the form. Incomplete forms will not be processed.

**3. PROPOSAL REQUIREMENTS**

- 3.1 Respond to each point in all sections and exhibits with the information requested. Label and respond to each outline point in each section and exhibit as it is labeled in the Letter of configuration (LOC).
- 3.2 The vendor must respond with 'ACKNOWLEDGED', 'WILL COMPLY' or 'AGREED' to each point in each section within this LOC with which the vendor can comply.
- 3.3 If vendor cannot respond with 'ACKNOWLEDGED', 'WILL COMPLY', or 'AGREED', then vendor must respond with 'EXCEPTION'. If vendor responds with 'EXCEPTION', vendor must provide detailed information related to that response.
- 3.4 Where an outline point asks a question or requests information, vendor must respond with the specific answer or information requested.

**4. DELIVERY INSTRUCTIONS**

Vendor must deliver their response to Shey Williams at ITS by Thursday, August 7, 2003 by 3:00 P.M. (Central Time). Responses may be delivered by hand, via mail or by fax. Fax number is (601) 354-6016. ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF PROPOSALS. It is solely the responsibility of the vendor that proposals reach ITS on time. Vendors should contact Shey Williams to verify the receipt of their proposals. Proposals received after the deadline will be rejected.

If you have any questions concerning this request, please e-mail Shey Williams of ITS at [shwilliams@its.state.ms.us](mailto:shwilliams@its.state.ms.us). **Any questions concerning the specifications detailed in this LOC must be received by Monday, August 4, 2003 by 3:00 P.M. (Central Time).**

Enclosure: CP-6: General RFP Information Form  
Reference Information  
Experience Questionnaire  
Professional Services Agreement

## **CP-6: GENERAL RFP INFORMATION FORM - 3303**

Please submit the **ITS** requested information response under your general proposal #3303 using the following format.

Fax your completed form back to 601-354-6016 addressed to the Technology Consultant listed on the fax cover sheet. If the necessary information is not included, your response cannot be considered.

**ITS Technology Consultant Name:** Shey Williams **RFP#** 3303  
**Company Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

<b>FUNCTION</b>	<b>INDIVIDUAL NAME</b>	<b>HOURLY RATE**</b>	<b>INDIVIDUAL'S DIRECT TELEPHONE #</b>

**REFERENCE INFORMATION**

The information provided below will be used to contact references and verify the experience listed on the Experience Questionnaire.

<b>Reference #1</b>	
<b>Entity</b>	ABC Company
<b>Supervisor's Name</b>	Joe Smoe
<b>Supervisor's Title</b>	Head Honcho
<b>Supervisor's Telephone #</b>	555-555-5555
<b>Supervisor's E-Mail Address</b>	jsmoe@abccompany.com
<b>Length of Project</b>	May 1999 – May 2000 (12 months)
<b>Brief Description of Project</b>	The ABC project allows bankers to share information on-line pertaining to individuals credit reports

<b>Reference #2</b>	
<b>Entity</b>	DEF
<b>Supervisor's Name</b>	Jane Some
<b>Supervisor's Title</b>	Head Honcho
<b>Supervisor's Telephone #</b>	555-555-5555
<b>Supervisor's E-Mail Address</b>	jsmoe@defcompany.com
<b>Length of Project</b>	May 2000 – May 2001 (12 months)
<b>Brief Description of Project</b>	The DEF project allows farmers to share information on-line pertaining to cattle prices

<b>Reference #3</b>	
<b>Entity</b>	GHI Company
<b>Supervisor's Name</b>	Jim Smoe
<b>Supervisor's Title</b>	Head Honcho
<b>Supervisor's Telephone #</b>	555-555-5555
<b>Supervisor's E-Mail Address</b>	jsmoe@ghicompany.com
<b>Length of Project</b>	May 2001 – May 2002 (12 months)
<b>Brief Description of Project</b>	The ABC project allows consultants to share information on-line pertaining to consulting jobs

<b>Reference #4</b>	
<b>Entity</b>	JKL Inc.
<b>Supervisor's Name</b>	Jane Black
<b>Supervisor's Title</b>	CEO
<b>Supervisor's Telephone #</b>	555-555-5555
<b>Supervisor's E-Mail Address</b>	jblack@jklinc.com
<b>Length of Project</b>	May 20021 – May 2003 (12 months)
<b>Brief Description of Project</b>	The MNO project allows individuals to add their name to the Callers Database electronically