



REQUEST FOR PROPOSAL

DESIGN, DEVELOPMENT (AND POSSIBLE HOSTING) OF A DOCUMENT MANAGEMENT  
SYSTEM FOR SCANNED DOCUMENTS.

NOVEMBER 26, 2008

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## **1. Overview**

Eastern Kentucky Concentrated Employment Program, Inc. (EKCEP) is accepting proposals to design and implement a document management system for storing, retrieving, and reviewing scanned documents. The system will be implemented at each of EKCEP's contractor locations. The purposes of this RFP are to establish the outlines of the project for which proposals will be accepted, provide a basis for fair competition among all interested candidates, and provide the candidates with the criteria against which they will be evaluated.

Proposers may view and print a copy of the RFP document by going to [ekcep.org](http://ekcep.org) and clicking on "Request for Proposals".

## **2. EKCEP Background**

EKCEP is a federally funded workforce development agency that helps workers and businesses in eastern Kentucky meet the challenges and seize the opportunities of today's economy.

Under the Workforce Investment Act (WIA), EKCEP administers programs that help adults looking for work, workers who have been dislocated from their jobs, and economically disadvantaged young people. WIA assistance ranges from career counseling and job search assistance to paying for tuition and providing on-the-job training opportunities.

EKCEP is headquartered in Hazard, Kentucky, and serves a population of nearly one-half million in 23 counties in the Appalachian mountains of eastern Kentucky.

## **3. Objective and Project Description**

### **Objective**

EKCEP's primary objective is to implement a more efficient system of monitoring contractor files and reduce unnecessary travel by EKCEP employees.

As a part of its operations, EKCEP monitors the performance of its contractors in gathering and retaining records that relate to client eligibility and activities. Currently, this monitoring requires EKCEP employees to travel to the various contractors' offices in order to audit physical files of documents. The goal of the proposed project is to eliminate much of this travel by implementing a system that will:

- Allow contractors to scan and digitize the source documents.
- Transfer the digitized documents to a central server for storage.
- Organize the stored documents logically according to their source contractors and the clients to whom they apply. (In other words, to reflect the organization of the current paper document files.)
- Allow EKCEP's monitoring staff to remotely access and review the stored documents via an Internet connection.

## **Product Description**

EKCEP is in search of an open system that will not lock the company into a single product, platform, or vendor.

The scanned images, indexes, and metadata, along with any programming code, will be the sole property of the EKCEP.

EKCEP will consider proposals that involve either hosting the application itself or having the application hosted by another entity.

If EKCEP hosts the application itself, a mechanism must exist that allows EKCEP to extract the scanned images, indexes, and metadata at will.

If another entity hosts the application, the hosting agreement must include a provision that a copy of all images, indexes, and metadata will be furnished to EKCEP upon request.

## **4. Existing Technology Resources**

EKCEP has no existing document management system in place. Currently, records being evaluated manually and on site at the contractors' offices. The results of these evaluations are then stored in a database on a server at EKCEP. The proposed document management system will be used in conjunction with the existing auditing tool.

## **5. EKCEP Staff Resources**

Successful execution of this project will require planning and coordination that involve both the respondent and EKCEP staff. The EKCEP team will be led by two persons:

**Project Lead:** The Project Lead will be responsible for signing off on key decisions, providing project steering and maintaining the overall relationship with the service provider.

**Project Manager:** The Project Manager will be responsible for keeping the project on schedule and within the budget, and maintaining communication between other team members.

Other team members and content stakeholders will be included as well.

## **6. Proposal Guidelines**

This is an open and competitive process. Proposals received after 4:30pm EST, Friday, January 16, 2009, will not be considered and will be discarded unopened.

To be considered, a proposal must be signed by a duly authorized officer or agent of the company submitting the proposal.

The price quoted in the proposal should be all-inclusive. If certain fees or charges are excluded from the proposal, the proposal must provide a detailed list and complete explanation of the nature of the excluded fees and charges.

If the execution of work described in the proposal by your company requires the hiring of sub-contractors, the proposal must clearly state this. The proposal also must disclose who those sub-contractors will be.

Provisions of this RFP and the contents of the successful responses are considered available for inclusion in the final contract.

## **7. Timeline**

This RFP is dated and issued November 26, 2008.

Proposals are due no later than 4:30 pm EST, Friday, January 16, 2009.

Proposals will be evaluated by EKCEP as soon thereafter as feasible. During the evaluation, EKCEP may require interviews of selected respondents by the evaluation team. Respondents will be notified if these interviews are necessary.

The preferred proposal will be selected on or about January 30, 2009.

## **8. Contract Terms**

EKCEP will negotiate contract terms upon selection of the winning proposal(s). The project will be awarded upon signing of an agreement or contract, which outlines terms, scope, budget and other necessary items. All contracts are subject to review by EKCEP legal counsel.

## **9. Budget**

Each proposal must include the separate costs of accomplishing each of the elements in the two phases outlined below. The overall proposed budget must encompass all design, production, and software acquisitions necessary for development and maintenance of the system.

Include pricing for:

- Phase I:
  - a. Discovery
  - b. Requirements Planning
  
- Phase II:
  - a. Development

- b. Testing
- c. Deployment

***Note Regarding Hosting:*** *Costs for hosting are not included in the budget for this project. EKCEP has not yet made the decision whether to host on or off-site. Discussions during the discovery phase and input and advice from the selected respondent will help us make a decision regarding hosting.*

## **10. Qualifications**

Each proposal should include information that establishes the qualifications of the respondent to execute the project. That information should include the following elements:

- List any similar projects that your company has produced that best reflect your work and abilities relevant to this project.
- Provide the names of three former or current clients as references, including contact information.
- Briefly describe your company's organizational capacity to produce the proposed system.
- Briefly describe your company's project management process.
- Please discuss any hardware/software vendor partnerships.
- Please discuss your company's testing and support plan.
- Describe your company's process for including input from all program areas. Be sure to state how you intend to communicate with all program areas to gather all of the required information.

## **11. Evaluation Criteria**

EKCEP will evaluate proposals upon the following criteria:

- Suitability of the Proposal – The proposed solution addresses the objectives and requirements set forth in this RFP.
- Expertise – The company’s expertise in recommending and communicating appropriate technical solutions as evidenced by the proposal and references.
- Experience – The company has successfully completed similar projects and has provided evidence that it has the qualifications necessary to undertake this project.
- Value/Price – The price is appropriate and commensurate with the value offered by the proposal.
- Staff – The company has sufficient qualified staff to complete the project in the time frame specified.
- Presentation – The information is presented in a clear, logical manner and is well organized.
- Commitment — A demonstrated commitment to service.
- Time Frame — The time frame proposed for completion of the project is reasonable and acceptable.

## **12. Format for Proposals**

Please use the following as a guideline to format your proposal:

- Use a font no smaller than 12 point, single-spaced, with one-inch margins.

- Proposals may not exceed 30 pages in length, including title page, cover letter, proposal, qualifications and budget pages.
  
- The cover letter must be signed by the person or persons authorized to sign on behalf of the company.
  
- Describe the way your proposed solution will provide the project objectives:
  - Allow contractors to scan and digitize the source documents.
  - Transfer the digitized documents to a central server for storage.
  - Organize the stored documents logically according to their source contractors and the clients to whom they apply. (In other words, to reflect the organization of the current paper document files.)
  - Allow EKCEP's monitoring staff to remotely access and review the stored documents via an Internet connection.
  
- Include a detailed budget showing the pricing for:
  - Phase I:
    - c. Discovery
    - d. Requirements Planning
  
  - Phase II:
    - d. Development
    - e. Testing
    - f. Deployment
  
- Include a timeline for the project showing the schedule for completing:
  - Phase I:
    - e. Discovery
    - f. Requirements Planning

-- Phase II:

g. Development

h. Testing

i. Deployment

- Discuss your recommendations for whether EKCEP should host on or off-site. Support your recommendation with an overview of the benefits and drawbacks of each option.
  
- If you provide hosting, include the following information on your hosting capabilities and procedures:
  - How often do you backup?
  - How often do you have down time?
  - How often do you upgrade software/hardware?
  - Describe your technical support.
  - Describe your security.
  - Do you have a high-speed, direct connection to the Internet?
  - Describe your methodology and service level agreements.
  - Provide your pricing, terms and conditions for hosting.
  
- If you do not provide hosting, please suggest a vendor or partner to provide this service, and provide the answers to the hosting questions above for that vendor/partner.
  
- Provide the required information on your qualifications, as described in “Qualifications” above.
  
- Discuss the features, benefits and uniqueness of your proposed solution.

### **13. Submission Information**

A copy of your proposal must be received no later than 4:30pm EST, Friday, January 16, 2009. Your proposal must include a cost proposal as described above. All costs associated with the delivery of the project should be presented in a flat rate, fee for service format.

Mail, deliver, or email proposals to:

Eastern Kentucky C.E.P., Inc.  
941 N. Main Street  
Hazard, KY 41741  
ATTN: Deborah Williams  
dwilliams@ekcep.org