



**Request for Proposal
Electronic Document Imaging and
Record Management Services**

**CHILDNET, INC.
REQUEST FOR PROPOSAL**

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CN 2009-04

1.0 Background on ChildNet, Inc.

ChildNet, Inc. Broward's Community Based Care (CBC) lead agency, is the not for profit organization created specifically to manage the child welfare system in Broward County, Florida, as part of a statewide initiative transferring responsibility for child protection, foster care, adoptions and related services to private community based organizations. ChildNet Inc.'s mission is to protect Broward County's abused, neglected and abandoned children, to assure their safety and to swiftly provide them with a permanent, loving home.

2.0 Current Process

ChildNet currently manages the system of foster care and related services for abused, abandoned and neglected children in Broward County, Florida. These services are supported by a primary paper-based file room operation and a headquarters function. The file room is a restricted access area for caseworkers who sign out for the retrieval their own case binders. The interfiling of new documents, creation of additional case binders and returning removed case binders are all services provided by the filing staff. At the close of cases, staff removes the case binder(s), place them in storage boxes and will begin to catalog the cartons for long term off site storage. Case workers review and update the paper based files on a routine basis in performance of their duties. Updates to the paper based files are provided by the individual case workers and from Court generated documents. These updates are delivered in hard copy and added to a case file by ChildNet personnel. Each file is organized by the Mother's Name and the Child's Name. Multiple children are potentially covered by a single case file.

3.0 Project Goals

ChildNet's case management is a highly paper intensive operation. The project is designed to move toward a paperless operation by converting all existing and new case documents to electronic format. Vendor shall design, implement and manage the document capture workflow processes required to convert existing documents to electronic form. In addition, Vendor shall design, implement and train ChildNet on the capture workflow processes required to scan paper documents that are received after the existing case documents have been converted to electronic format.

Senior Management Objectives	Action
<i>Improved productivity through easier retrieval of filed documents</i>	Improve document access for Case Workers, Management and State auditors
<i>Improved records management processes</i>	Improve the filing, management and disposal of client records
<i>Ensure regulatory compliance with Florida statues and administrative code in regards to electronic records management</i>	Electronic records manual and practices must be created to ensure compliance with Chapter 1B-26.003 of Florida administrative code and the State of Florida Electronic Records and Records Management Practices.
<i>Reduce the incidence of lost or misplaced documents as well as reducing the need to duplicate/photocopy files or portions of files for various users</i>	Eliminating client binders and documents at the case workers site rather than in the file room.
<i>Risk mitigation through improved disaster recovery</i>	Provide disaster recovery for all records in the case of damage by fire or hurricane.
<i>Reduce file room costs including lowering the cost of office supplies, space requirements, and save HR hard or soft costs</i>	Provide better service to the case workers at a lower cost than maintaining and in house staff within the file room. Focus resources on core competencies of improving management of cases.

The project will be managed and implemented in phases. All paper documents will be converted to searchable electronic PDF files and made accessible using a web browser based retrieval interface. Thereafter, implementation of the ASK1 user interface into the ChildNet Information Systems (CNIS) will be accomplished jointly by vendor and ChildNet. ASK functionality will provide the framework to deploy specific document type categorization to imaged documents. Vendor shall provide document indexing services to provide the categorization.

1 ASK is the user facing application developed by Our Kids of Miami/Dade – Monroe, Inc. 2 The usage of CNIS in this document is meant to imply the overall computer services delivered to users by ChildNet MIS and not any specific system component.

Vendor shall provide a turn-key document repository (the “System”) to support the image integration into CNIS. This will include software licenses, professional services, training, and document conversion labor required to accomplish the goals of this project. ChildNet shall provide a data network environment sufficient to support an image based application and virtual machines in a virtual environment to support the System.

4.0 Project Specifics

ChildNet presently has approximately two thousand, five hundred (2,500) active cases. Case documents are stored in approximately nine hundred fifty (950) brown folders and approximately five thousand (5,000) white binders.

All open case documents as of the date the scanning process begins for ChildNet shall be converted from paper to image, even if a case closes before being scanned.

The total page count for the existing case documents is estimated to be approximately three million (3,000,000) pages³.

Vendor shall provide on site labor and equipment to accommodate the backfile paper to image conversion. Conversion includes document prep, separation, indexing, and image QC, validation, and file reassembly. The schedule for this conversion process calls for initiation of scanning three million (3,000,000) images on or about June 30, 2010.

All current case files will be converted to 300 DPI electronic documents.

ChildNet personnel shall provide the scanning resources to accommodate the day-forward scanning.

ChildNet shall manage user authentication and security credentials to control access to the image based files.

ChildNet shall provide all PC workstations for its use. Minimum retrieval configuration requires Microsoft Internet Explorer version 7 or higher and the freely distributed Adobe Acrobat Reader version 8 or higher.

ChildNet shall provide all anti-virus protection.

ChildNet shall provide all computer facilities, computer hardware, network infrastructure, HVAC, and uninterruptible electrical power for day forward scanning PC and scanner.

ChildNet shall provide enterprise backup capability for the system.

5.0 General

The project shall be initiated, executed and completed in contiguous days/weeks with no significant delays or postponement of vendor resource time.

Vendor shall provide services under this agreement during a day shift and an evening shift, 8:00 AM – 5:00 PM (time zone of installation site), Monday – Friday.

6.0 Vendor Responsibilities

The tasks vendor shall perform are described below. These tasks shall be performed by vendor personnel in accordance with the Agreement.

6.1 Project Management

Vendor shall provide project management for the vendor responsibilities in this agreement. The purpose of this task is to establish a framework for project communications, reporting, procedural and contractual activity. Vendor shall appoint a Project Manager who shall have explicit responsibility for the administration and technical direction of vendors' efforts on this project and shall be the focal point for coordinating vendor activities with the ChildNet Project Manager who is responsible to ChildNet for this effort. The Vendor Project Manager shall be responsible for the resolution of business issues within five (5) business days of receipt, unless extended by agreement of both ChildNet and Vendor. The following tasks shall be performed:

1. Establish and administer project communications, reporting, procedural and contractual activity.
2. Act as focal point for coordinating Vendor activities with the ChildNet Project Manager.
3. Establish schedules for the major milestones referenced in the section marked, "Schedule."
4. Maintain project communications with the ChildNet Project Manager. Participate in scheduled status meetings and conference calls.
5. Review the project progress against established project a milestone, described in the section marked "Schedule," and identifies problems and makes recommendations for corrective action.
6. Administer Project Change control
7. Establish the Work Breakdown Structure (WBS), identifying specific tasks and hardware/software installation responsibilities for Vendor.
8. Coordinate and manage the technical installation activities performed by Vendor project personnel.
9. Check with the ChildNet Project Manager that the facility requirements, as identified in the section marked "Site Preparation", are met prior to shipping.

6.1.2 Client Requirements Definition

A detailed Client Requirements Definition (CRD) process is typically the first phase of a project. In the interest of expedited delivery, the CRD process will be minimized for this project. The first project deliverable will be implementation of the conversion scanning equipment and the System. A CRD containing detailed functional specification is required and will be prepared for the ASK integration and Enhanced Document Indexing phase.

6.1.3 Hardware/Software Integration

Vendor shall provide the following services:

Document repository and application server(s) configuration, software integration and installation services.

Scanning process design, configuration, integration and installation services.

Implementation of ASK and web services into the CNIS environment. Vendor shall assist ChildNet MIS personnel in establishing the table structures required to provide daily updated FSFN information into the formats required by ASK. This shall be a joint effort of Vendor and ChildNet MIS resources.

6.2 Scanning Process

6.2.1 Vendor Responsibilities

Vendor shall provide management and operational staffing to accomplish the conversion of all ChildNet selected case files. All document conversion work will be performed Monday through Friday 8am to 5:00pm, excluding holidays. Vendor shall utilize its best efforts to complete document initiate scanning of three million (3,000,000) images not later than June 30, 2010. The 3 million pages need to be scanned in at 300DPI within 6 months using no more than 2 Document Scanners. Document Scanners need to be able to scan intermixed sizes, weights and color of pages in the same batch without out sorting pages. Vendor shall install the System and immediately begin the back file conversion. Vendor shall furnish all PC workstations, scanners, printers and required software to complete the back file conversion. Vendor shall provide monthly progress reports with sufficient detail to allow ChildNet to be kept apprised of the project progress.

6.2.2 Document Indexing Process

Vendor shall prep each case in its entirety using ten (10) sections/categories. Categories include the following:

1. Demographics
2. Case Recordings & Reports
3. Legal
4. Correspondence
5. Medical/Psychological & Services
6. Academic/Employment and IL
7. Forms
8. Adoption and Related Services
9. REV-Max
10. Runaway/Missing Persons

Each Category's images will be combined in to a single searchable multipage PDF file for each volume. A full-page OCR engine shall be utilized to extract readable text from the document images. The accuracy of the OCR technology is highly dependent upon the quality and characteristics of the original document. The parties desire to accurately extract a minimum of ninety-five percent (95%) of the readable text from the documents. The search features of the Adobe Acrobat Reader shall be utilized for full-text searching. The documents shall be added to the image repository as a PDF file.

6.2.3 Enhanced Document Indexing

Each of the Categories shall be further broken down to identify each individual document in the repository. Indexing attributes for the documents shall be as follows:

1. Category - each document requires one of ten (10) Category index attributes;
2. Document Type- each document requires a Document Type attribute where determinable;
3. Child Specific – certain document types require a specific child name be identified.
4. Document Date - each document requires a Document Date attribute where determinable.
5. Document Title – Major heading of each document

Index Name	Type	Characters
FSFN Case ID Number	Numeric	10
Court Case Number	Numeric	9
FSFN Case Name (Last, First)	Alpha	30
Social Security Number	Numeric	9
Document Type	Alpha	Unlimited
Document Date	Date	8
Number of Pages	Numeric	2

7.0 Training

Vendor shall provide onsite system administrator training to be conducted concurrently with the System installation to include system startup/shutdown, automated status report (ASR) review, error reporting, tape backup operation and verification. Vendor shall provide operational training during the backfile conversion to insure ChildNet personnel are fully equipped to operate a day forward scanning process. Vendor shall provide train-the-trainer instruction in the use of ASK.

8.0 System Monitoring and Remote Administration

Standard System monitoring and remote administration shall be provided by Vendor support agreement. VPN client network access to the system is required. ChildNet shall be responsible for daily system backups, error reporting to Vendor, and telephone diagnostic assistance as may be required.

9.0 Deliverable Materials

9.1 Scanning Process

The scanning process shall be configured to provide all the indexing attributes described in 4.3.2 above. General Requirements

1. All current case files will be converted to electronic documents.
2. All future documents received will be converted to electronic documents at the time of receipt.
3. Once a case file is converted, no additional paper documents can be added to the file without first being scanned.
4. Each document must be individually identified by document type.

10.0 Implementation Plan

The supplier will develop a detailed implementation plan document in conjunction with ChildNet needs. The document will at a minimum include:

- ❑ Staffing Plan
- ❑ Reporting Plan
- ❑ Imaging conversion process
 - Imaging Historical Documents
 - Daily image processing
- ❑ User training
- ❑ System and user documentation, including
 - The process for imaging and attaching existing / new images.
 - A complete description of the image interface.
 - Indexing schemes.

The supplier will configure, install, test, and validate that the software, hardware and process is fully functional in the ChildNet environments.

11.0 Costs Incurred by Vendors

ChildNet shall not be liable for any costs incurred by a prospective vendor for preparing or submitting a proposal to ChildNet or for any subsequent demonstrations required by ChildNet. Proposals should be prepared simply and economically, providing a straightforward, concise description of vendor capabilities to satisfy the proposal requirements.

12.0 Value Added to ChildNet

ChildNet is seeking to achieve a number of valued added benefits from the Electronic Document Solution. Details of such benefits should include, Cost Savings, Security, and Disaster Recovery, Web-based Access, Process consistency and ROI.

13.0 Right of Selection or Rejection of Proposals

ChildNet offers this proposal for on site services as a competitive negotiation. ChildNet, at its sole option, may select or reject any or all proposals for any reason, may waive any informality in the proposals received, and may waive minor deviations from the specifications and shall be the sole judge thereof. Selection of a vendor shall not be construed as a contract award. ChildNet may award a contract on the basis of information in addition to that received in a proposal. Therefore, it is emphasized that all proposals should be complete and submitted with the most favorable financial terms.

14.0 Period of Validity of Proposals

The supplier must certify that its proposal will remain in effect for 180 days after the completion of vendor demonstration. ChildNet may request an extension beyond the 180 days.

15.0 Proprietary Material

ChildNet will attempt to protect legitimate trade secrets of any vendor. Examples of such information would be unpublished descriptions of proprietary system design. Any proprietary information contained in the proposal must be designated clearly and should be separately bound and labeled with the words "Proprietary Information." Marking the entire proposal proprietary may result in the rejection of the proposal. ChildNet will use the same degree of care to maintain the confidentiality of proprietary information of a vendor as it uses with respect to its own proprietary information, and will not intentionally disclose it to third parties, except as may be required by law. However, the vendor, by submission of materials marked "Proprietary Information," acknowledges and agrees that ChildNet will have no obligation or liability to the supplier in the event that either must disclose these materials.

16.0 Vendor Responses Requirements

Vendor characteristics that should be demonstrated in response to this section include:

- A proven track record for software use, integration and implementation services for organizations similar in service/industry as well as in size and complexity to ChildNet (i.e. not for profit, child welfare).
- Dedication to ongoing development of and support for the proposed solution.

Vendor Profile

- The supplier must complete the supplier profile.

Vendor Authorization

- The supplier authorization must certify that this is the vendor's response to ChildNet's RFP and identify both a vendor contact point for the supplier and the person authorized to negotiate for and contractually bind the vendor.

Customer References

- The supplier must provide references. These references should be as similar as possible to ChildNet in function and size. In addition, at least two references should describe projects completed by the proposed software vendor/implementation team combination.

Cost Model

- ChildNet representatives will review the cost model with finalist vendors following system demonstrations

Proposal Price Guarantee

- The supplier must provide a written guarantee to maintain the prices proposed in the cost summary for 180 calendar days beyond completion of the supplier demonstration.

Acceptance of Terms

- An authorized vendor representative must submit a statement demonstrating the vendor's acceptance of all parts of the RFP. If the supplier cannot provide this acceptance statement, the supplier must enumerate each specific exception to ChildNet's RFP, together with the vendor's proposed changes. ChildNet will not accept substitutions by the supplier with the vendor's own boilerplate documents.

DOCUMENT IMAGING	VENDOR RESPONSE			
Application Feature / System Requirement	Yes	No	Cust	Comment
Does the proposal include providing imaging services needed for day forward scanning of required documents?				
Does the proposal include providing imaging services to complete back scanning of required documents by proposed date?				
Does the proposal include providing imaging equipment and software needed for day forward of required documents?				
Does the proposal include providing imaging equipment and software needed for back scanning of required documents by proposed date?				
Does the proposed solution support black and white and color images?				
Does the proposed solution allow additional pages to be inserted into a scanned document?				
Does the proposed solution allow individual pages to be deleted?				
Does the proposed system have the following repair tools: De-skewing, speckles and artifact removal, cropping, line removal, line smoothing, and rotation, automatic scaling for output, and fill for holes?				
Does the proposed solution provide any quality assurance or image review processing tools?				
Does the proposed solution have PDF output capability?				
Does the proposed solution ensure that once cases are scanned that they are not deleted accidentally?				
Does the proposed solution include the ability to run reports on content of scanned cases?				

Vendor Profile Questionnaire

Question	Response	
Year founded:		
Headquarters location:		
Local office(s):		
Total gross revenues:		
Average rate of growth in sales over the last three years:		
Percentage of gross revenues invested in research and development:	Past year:	
	Past three years:	
Number of full-time personnel:	Total company:	
	Management:	
	Support:	
	Research and development:	
Number of total customers:	Past year:	
	Past three years:	
Number of new customers:	Past year:	
	Past three years:	

17.0 COST MODEL INSTRUCTIONS

ChildNet representatives will review the cost model with finalist vendors following review of all submitted RFP's. The cost model must represent all costs associated with filing services and imaging services. All imaging prices must include capture hardware, software, implementation, integration and support services, documentation, training, etc. ChildNet's internal resource costs should not be included. The price structure should be broken out according to each component of the solution, then present an overall fixed price. The supplier must list in the cost proposal whether annual fees include minor increases in volumes, software and hardware upgrades and all minor service revisions. The supplier should indicate any costs not included in the proposal that are anticipated by the vendor. The supplier must use the cost model provided, however the supplier may adjust the format as is reasonable and appropriate. The supplier is responsible for presenting accurate and valid price information.

The total fees for this project include the following:

- A. Software and License
- B. Scanners (2) Hardware & Software
First Year Annual Maintenance/Upgrades
Professional Service
- C. Scanning 3,000,000 pages
Includes document prep, separation, indexing, and reassemble

Total Project Cost: _____

FIXED PRICE REQUESTED

18.0 Review Process

Vendors should approach this RFP not just as a partnership with ChildNet providing records management solutions but also providing services to a dozen other entities under the auspices of ChildNet. We are searching for a long term strategic partner to help improve the lives of our customers and the children and families they serve.

Proposal must be prepared in compliance with provisions of this RFP.

Proposal must be received by mail or delivery by Noon (12 PM), December 16, 2009. Any proposal received after such time will not be considered. A Bid Opening is scheduled for December 16, 2009 at ChildNet headquarters at 313 North State Road 7, Plantation, FL 33317, in the Board Room.

A meeting of the Evaluation Committee will take place on or about December 21, 2009 to rank the proposals and determine next steps. This exact date, time and place of this meeting will be posted on the ChildNet Inc.'s website at least five business days prior to the meeting. The Evaluation Committee may elect to conduct interviews with one or more finalists.

Completion Date of this project is scheduled for June 30, 2010.

All software/hardware must be purchased and or received by December 31, 2009

The ultimate award of the contract will be subject to approval of the ChildNet's Chief Financial Officer. ChildNet encourages the vendor to submit as comprehensive and explicit a response as reasonably possible. Broad generalizations and simple statements will not provide ChildNet with the information needed to properly evaluate the efficiency of the proposed approach. When reviewing the response to RFP, ChildNet will rate more favorably those proposals that provide sufficient and clear information and are able to demonstrate their understanding of the services to be delivered. All responses should be typed and arranged in the format outlined below.

Please send 6 copies of your response to:

Dipak Parekh
Chief Financial Officer
ChildNet, Inc.
313 N. State Road 7
Plantation, FL 33317

All questions should be directed ONLY to Dipak Parekh at dparekh@childnet.us. All questions and answers will be addressed via posting on the ChildNet Inc. website to be available to all applicants. Q&A will be posted within 48 hours of receipt of the questions at <http://www.childnet.us/dbwc.asp>.

