Washington State
Department of Social & Health Services

Transforming lives

REQUEST FOR INFORMATION (RFI)
RFI #1820-709
(REPOSTING)

Information Requested: Electronic Case Record Document Viewer

Response Due Date: All Responses **must be received in their entirety by 2:00 p.m.** Pacific Time on 2/15/2019**.**

Submit Questions and Responses To: Stephanie Nielsen**, *RFI Coordinator***
Department of Social and Health Services
Information Technology Solutions, Barcode Team
Email: Stephanie.Nielsen@dshs.wa.gov

Schedule of RFI Activities:

Issue RFI	1/24/2019
Final Questions Due	1/31/2019
Answers Posted	2/8/2019
Vendor Response Due	2/15/2019, 2:00PM Pacific

Purpose

This Request for Information, RFI #1820-709 is issued to an appropriate pool of vendors in order to gather information regarding document viewer software that meet the document viewing needs of the Economic Services Administration (ESA), Aging and Long Term Care Administration (ALTSA), the Health Care Authority (HCA) and the Department of Children, Youth and Families (DCYF).

Background

The Department of Social and Health Services (DSHS), in any given month, provides some type of shelter, care, protection and/or support to 2.7 million of our state's 7 million people. The Department is divided into six direct service administrations and two support administrations.

The Department's Economic Services Administration (ESA) works to transform lives by empowering individuals and families to thrive. We serve many clients who live on the margin. Although most are relying on food assistance, work-related support services, assistance with child support, medical coverage, or child care subsidies, some are receiving a cash grant. A family crisis or change in the economy, even a small one, can force these families into situations requiring assistance, whether it's the full support of a cash grant, help with child support, or temporary assistance to avoid the loss of housing.

Clients, medical providers and childcare providers send any number of documents either to support their application for benefits, review of benefits, or in response to a request for information. These documents are scanned into their Electronic Case Record (ECR). Program staff and field service workers access the ECR to view a client's documents to make eligibility determinations for benefits and services. This requires staff access to a robust document viewer.   The viewer will be used by approximately 7,000 non-concurrent, internal state staff.

ESA Document Viewer Goals

A document viewer would provide staff across DSHS, HCA and DCYF the ability to:
- View documents
- Adjust zoom and save zoom specifications
- Highlight and annotate documents without modifying the original document in the ECR
- Use a multipage preview and apply thumbnails

Specific requirements are listed in Appendix A: Requirements.

Request for Information Goals and Process

Your response to this RFI is important to the Department and is greatly appreciated.

Participation in this RFI is voluntary. No preference or advantage will be given to any Vendor due to their response to this RFI or their involvement in any demonstrations conducted outside of a competitive solicitation process. This RFI document and process will not result in the award of a contract.

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation. DSHS will not reimburse or make payment for any costs incurred in the preparation and submittal of your response. The representations made by the Vendor in their Responses

will be considered material representations of fact upon which reliance shall be placed if DSHS determines to enter into a subsequent RFP or contract.

Notice of this RFI is being sent to relevant vendors and will be published on the [Department's website](#) as well as on [Washington's Electronic Business Solution](#) (WEBS), the procurement website hosted by the State [Department of Enterprise Services](#) (DES). The Department reserves the right to utilize freely any ideas and information received as a result of this RFI in planning and developing potential solutions to the Department's Service requirements.

All materials submitted in response to this RFI become the property of the Department of Social and Health Services (DSHS) and responses shall be deemed public records as defined by RCW 42.56.

Contact Information

Upon release of this RFI document, all communications concerning this RFI must be directed to the RFI Coordinator listed on the cover page of this RFI document. The RFI Coordinator is the sole point of contact in DSHS for this RFI.

Contact the RFI Coordinator **by email** if you have any questions or concerns related to any portion of this RFI document. Vendors are to rely only on written statements issued by the RFI Coordinator. Communication directed to parties other than the RFI Coordinator will have no bearing on this RFI.

Questions and Answers

Vendors may e-mail questions to the RFI Coordinator. Questions will be accepted until the date and time set forth on page 1 of this RFI. Early submission of questions is encouraged. Questions and answers will be posted on the DSHS Procurement Website. Vendors may only rely on written statements issued by the RFI Coordinator.

Section 1: Written Vendor Responses

It is requested the vendors participating in RFI #1820-709 submit a written response to the questions provided in Appendix A. ESA may utilize the information collected during the RFI process in drafting a future competitive solicitation for related subject services and products.

Vendor responses should include:

1. The firm's name, address, contact information, and your firm's ITPS vendor number.

2. Reference to RFI #1820-709 and the Requirement Number being addressed

Our goal for the RFI is to educate ourselves about current vendor products available in the document viewer domain. To do this, we are asking vendors to answer questions related to our requirements around a document viewer solution. We believe these requirement statements will provide the level of insight needed to make an informed decision for our next steps

It is likely that you have already answered these question/requirements before and we would accept your responses in the format/ structure you already have in lieu of the example provided below.

The majority of the requirements request that you describe a specific function of your product. This is intended so your response will not be a yes/no, but give us insight into how your product supports the function. Please note in the response whether the product meets the requirements 'out of the box', requires some customization, cannot meet or will meet in future releases,

Please provide your responses in a document that aligns the question with the response using the question number, the question and the response. For the response, you can use a variation of the question table in Appendix A. Please see example #1

Example #1

Document Viewer		Response
1	Describe the solutions capabilities to highlight and annotate documents without altering the original document in the ECR	Your response
2	Describe how your solution handles the display of multipage documents, including whether the solution allows the use of thumbnails or similar functionality	Your response

Section 2: Demonstration Instructions for Live Demonstration and Interactive Discussion

DSHS may request that some or all of the vendors provide DSHS with live vendor demonstrations and interactive discussions. This is an opportunity for vendors to demonstrate their recommended implementation approach to meeting the State's needs and for DSHS to learn, verify understanding, assess value, and provide feedback. A guest Wi-Fi network, two wired Internet connections, and a ceiling mounted projector supporting VGA and HDMI

connections will be available in the demonstration room for vendor use. Laptops and supported mobile devices should be used when demonstrating the proposed solution.

Demonstration Scheduling and Duration:
If held, vendor demonstrations will be scheduled upon completed review of the RFI initial written responses.

Demonstration Location
All bidder demonstrations will be held live, in person, at the following Olympia Washington address:

Economic Services Administration
724 Quince St SE
Olympia, WA 98501-4861

Appendix A: Requirements

The project has not entered a formal Requirements Analysis phase. The functional and technical requirements listed below are preliminary. They are representative of the type of requirements that are expected to be developed in more detail as part of any follow on procurement process should the project move beyond the feasibility study phase. These requirements are presented to give vendors an understanding of what capabilities and features DSHS is expecting the product to include.
(N, E refers to Nice to Have, Essential)

Infrastructure	N,E
Document Viewer	
1 Describe how your solution renders documents	Essential
2 Describe how a user can configure their settings to display a document at a certain size, including whether the solution can recall those settings after it has been closed and re-opened	Essential
3 Describe the solution's capabilities to highlight and annotate documents without altering the original document in the ECR	Essential
4 Describe how your solution handles the display of multipage documents, including whether the solution allows the use of thumbnails or similar functionality	Essential
5 Describe how your solution handles navigation of multi-page images.	Essential
6 Identify the specific product name/SKU that is delivering the critical capabilities and how it will integrate with our existing Document Management System, Electronic Case Record application	Essential
7 Describe the maximum document size your solution can handle (both pages and file size)	Essential
8 Describe how the solution can support OCR	Essential
9 Describe whether your product is a thick or thin client solution and the technology stack used to create it	Essential
10 If your solution is a thin client, describe the necessary infrastructure needed to support your product and indicate whether it has the ability to work with a custom Document Management System	Essential
11 If your solution is a thin client, describe your product's strategy for reducing bandwidth usage (e.g. only rendering pages as they are viewed)	Essential
12 If your solution is a thick client, describe your command line options	Essential
13 Describe your solution's security features	Essential
14 Please provide case studies and references from government entities and/or companies that are successfully using your product today. What challenges did they face installing your product in their environment?	Essential
15 Describe what it would take from us in order to have a new feature added to your product.	Essential

Ease of Use and Visual Appeal		N,E
Ease of Use and Visual Appeal		
14	Describe the mechanisms in the product that make it intuitive for the user to view and manipulate documents	Essential
Cost of Ownership		N,E
Upfront costs:		
15	Are there any required up-front costs associated with this product? If yes, describe.	Essential
Yearly maintenance/support cost:		
16	Is there a required yearly maintenance fee, or is this included in software licensing (at user or server level)? Describe.	Essential
17	Is technical product support included or provided (or upgradeable) at separate cost? Does this include more extensive initial support assisting us with the initial setup of your product in our environment? Please describe support model.	Essential
Training:		
18	Describe the available training and associated pricing for the product and different user types.	Essential
Licensing:		
19	Please describe your licensing model, including renewal costs.	Essential
20	Are there requirements for minimum purchase and/or tiers for discounts? If yes, what are the applicable minimums and/or tier structures?	Essential
Additional costs:		
21	Please describe any third party software or required hardware needed for optimal implementation of this product, and associated cost estimates.	Essential