

Request for Proposals – Workflow System & Document Management System  
Q&A

1. What is the average number of pages/documents per case file and how are they categorized?

Please reference RFP, Scope of Work, page 6. During period of outreach, the average is approximately 20-30 cases per day, with each packet containing 20+ pages. During "normal periods, this number is generally about ½ that number.

We would like for documents to be located in files categorized by action request and date. *Example: Eligibility Determination 9-5-19 (Folder Name - Eligibility Determination would be the Action Request and the date is the date the request was made) all documents associated with that specific actions request would be grouped in that specific folder.*

2. What is the scan volume received by Workforce center and how does scanning occur in the current solution (e.g. large Multi-Functional Device or smaller desktop scanners. What are the make and model of each scanner?)

As with the previous question, during outreach periods, staff at each Workforce location scan documents for approximately 20-30 customers per day, with each form packet containing approximately 20+ pages. During "normal" periods, this number is generally about half that number.

The make and model of the scanners vary for each staff at the main CCG office (OMP), with some of them being Fujitsu scanners (Fujitsu fi6230 or similar), while others use Canon DR-M160s). Eligibility specialists at the Workforce Centers use a copier secure print multi-function device. Any proposed system should allow compatibility with a wide array of scanners.

3. Out of the 90 concurrent client users that require access to documents in the proposed system, how many users will need access to workflow queues to review, approve, and process inventory?

All 90 concurrent users should have access.

4. Please provide an example for the new system to provide "Configurable process mappings for the child care system."

See attached Excel files for examples: WF2 Provider Work Item & Step Item Summary.xlsx and WF2 Case Work Item and Step Item Summary.xls.

5. Please provide an example of an "automated import and workflow integration using predefined templates."

We don't have an example; however, please offer your best recommendation.

6. How many document types shall be created in the proposed solution?

There are approximately 50 document types.

7. How many users require digital signature capabilities? Is the requirement to apply a digital signature for internal purposes only, or shall the system provide the ability for external signatures?

The digital signature feature would be utilized by customers (parents, mainly), who need to sign paperwork. This could be in-person, or via a webpage. It may not need to be integrated into the proposed solution, as it may make more sense to instead integrate it into the existing CCA Customer Portal.

8. Please provide an example for the "Ability to create bulk work requests and assignments?"

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This would be for processing bulk work requests of the same type of work item. A report is run in the TWIST database and exported as a .xls or .csv file, which can be uploaded; or the content from the .xls/.csv file (customer IDs) can also be copied and pasted into the Bulk Work Item menu.

9. Please provide an example how "Customized scripting prompts for call center staff to read to customers and enter answers into an automated comment."

System should allow for customized scripting in the information screens. We will use this for the call center staff to read to customers for prescreening and will have automated questions that need to be answered and filled in. The scripting and answers to the scripting would then auto populate into a case notes section. See attached Word document: Scripting for work items.docx

10. Shall the new system automatically destroy documents based upon the defined retention policy or is an approval process required where an approver must review and approve each document type and/or case prior to the destruction of the defined retention policy?

Generally, this would be through an automated method. The ability to have both data destruction and data archiving is preferred.

11. What type of mobile device shall be supported? (e.g. iPhone, iPad, Android, Windows).

If the proposed solution is web-based, we would like to ensure that it is responsive so that it will render properly across all web browsers. It is also possible that we would want to have the ability for staff at the Workforce Center locations to use iPads, Android, or Windows tablet devices when assisting customers.

12. How many User Roles/Security Groups shall be created in the proposed solution?  
Is Active Directory being used for single-sign on?

The current WF2 system includes 3 different user types: ADMIN, SUPER, and USER, and roles include: LEAD, NONE, and SUPERVISOR. Active Directory is not currently used for SSO.

13. Please provide an example where the new system shall "Implement security roles and permissions including APIs for vendors and partners to securely share data or interface with other systems.

This would be used for instances where another vendor may need to access data contained in the proposed system. The CCA Customer Portal <cca.childcaregroup.org> is such an example

14. What type of database is TWIST (e.g. SQL or Oracle?)

This is an SQL database.

15. Please list the websites that the proposed solution shall interface with and provide an example of how the proposed solution shall interface with each website? Please list the third-party systems that the proposed solution shall interface with and provide an example of how the proposed solution shall interface with each third-party system?

There are several CCG websites that interface or utilize data from WF2:

**CCA Customer Portal** <cca.childcaregroup.org> - this system interfaces with WF2 to allow CCA parents and child care providers to submit requests, which are received as Work Items in WF2.

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**Quality Tracking System** <qts.childcaregroup.org> - this system is used internally only for the purposes of tracking training and other information utilizing quality funding.

Currently, CCG has 4 other WF2 partner sites that each use their own version of the CCA Customer Portal. The proposed solution needs to be flexible enough to accommodate all of these systems.

16. Please provide an example of a call campaign and how the proposed solution shall integrate with the IVR system?

Call campaigns generally consist of reminders to parents to turn in required paperwork, but could also be for other reasons such as announcements of enrollment freezes, special events, etc. The CCA program currently uses ShoreTel IVR, but it would be ideal if this could be integrated into the proposed solution.

17. How many reports shall be included in the proposal?

Approximately 10 canned reports and the ability to develop custom reports from InfoMaker.

18. Customer Lookup: What is the preferred method of integration between the proposed solution and TWIST to "see if the customer has an active referral." Our solution supports many types of integrations, including but not limited to: Data file exchange between the two system (i.e. if direct integration between the two system is not allowed), direct integrations via SQL statements, API, Web Services, etc.

TWIST is the Texas Workforce Commission database, meaning that access is limited. CCG has access to an ad-hoc file that is generated each night, and WF2 also currently utilizes a screen scape mechanism. There is no API access.

19. Will receipts be imported, scanned, uploaded, etc. into the proposed solution collected by a process or shall the proposed solution provide a payment processor to collect payment and archive a copy of the receipt in the proposed solution?

Recoupment is currently made via a form on the CCA Customer Portal <cca.childcaregroup.org> that submits to CCG's PayPal account. Receipts are not received, but are sent to customers the CCA program is recouping from. There is currently a separate recoupment application that is used, but ideally it would be preferred if this could be integrated into the proposed solution. Payments would continue to be processed through CCG's PayPal account.

20. Can the CCG purchase off of the Texas Department of Information Resources (DIR)?

Yes, CCG can purchase through the DIR, however this would be viewed as a single bid, and it would still be necessary to entertain additional bids and do a price and functionality comparison as part of the decision-making process.

21. How many workflows are currently in WF2?

There are 55 workflows currently, however we are open to streamlining the proposed system.

22. What are the workflows and what are their primary functions?

All of the workflows are what are called parent and child care provider requests. The request for an action to be taken is done and it is then routed to a workgroup or individual to complete.

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23. What integrations currently exist with WF2? What type of integrations?

As far as direct third-party integrations, WF2 uses a PostgreSQL database, DataDirect ODBC connection for the data pull service from TWIST, and CenoPDF Word plugin for the purposes of generating forms. Sybase InfoMaker or ReportWriter are used for creating reports.

24. How are request received? Email? Walk in? USPS?

Requests are mainly received via the CCA Customer Portal <cca.childcaregroup.org> where both parents and child care providers create accounts. Portal requests push into Workflow 2 as work items. Other requests come in via telephone, walk-in, or mail, and are entered manually into Workflow 2 by a CCA staff person.

25. Is scanning of documents centralized?

Scanning is not centralized. Multiple staff have scanners connected to their local PCs.

26. How many scan stations are in the current system?

There are approximately 24 staff who have scanners at the main Dallas office. No one at the eight Workforce Center locations has an individual scanner. All staff at those locations use a shared multifunction device.

27. You state: Web-based, responsive design, with option for local, server-based installations. Does this mean CCG might desire and on premis solution instead of a hosted solution?

Although we will entertain web or cloud-based opportunities due to the nature of confidentiality information requirement our only experience has been with a local platform. The bidder should propose what they feel is the best response.

28. In regards to, Send Alert Messages via (voice, text, email), are you expecting these alerts to be sent on a timer bases, ad-hoc, or combination of both? Are these alerts tied to specific actions and events or should users be able to use/send alerts at any time?

Ideally, we would like to have a combination of both. Most of the alerts will be timer-based, however we also need to have the ability to send out alerts at unscheduled times. The timer-based alerts would be tied to specific reminder actions, such as returning paperwork or recording attendance.

29. In regards to, Real-time Search – Content, are you expecting the ability to search the content of any item stored in the system? By content, are you referring words, numbers, and phrases in the document but not necessarily captured in the metadata?

We would need the ability to search client records. This includes a search function where you can type in an identifier and it would pull up the customer information by words (name) or numbers (State ID, SSN/EIN). The search would not be tied to a document; it is pulling from uploaded data from the state TWIST database.

30. In regards to Integration Digital Signatures, are you expecting the solution to provide digital signatures with a digital certificate, electronic signatures with an audit history of the signature, or both options?

If integrated, we would just need a way for customers to electronically sign documents. We would not necessarily need a digital certificate, or an audit history.

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31. In regards to the ability to create bulk work requests and assignments, is this an ad-hoc feature you are looking for? Would it be driven off of an item that has been upload into the system or a standalone action that is started by an end user, independent of existing items?

We are looking for the ability to process bulk work requests of the same type of work item. An example would be Eligibility Certifications. A report is run in the TWIST database and exported as a .xls or .csv file, which can be uploaded; or copied and pasted into the Bulk Work Item menu.

32. Mobile Support, which mobile operating systems are you currently using or are open to making use of?

If the proposed solution is web-based, we would like to ensure that it is responsive so that it will render properly across all web browsers. It is also possible that we would want to have the ability for staff at the Workforce Center locations to use iPads, Android, or Windows tablet devices when assisting customers.

33. Ability to export information from the TWIST database and import into the proposed system to generate work items. Does the client have direct access to query the TWIST database? If yes, can the client provide schema information? If no, can the client provide documentation for an API that permits access to this data?

TWIST is the Texas Workforce Commission database, meaning that access is limited. CCG has access to an ad-hoc file that is generated each night, and WF2 also currently utilizes a screen scape mechanism. There is no API access.

34. Integration with Interactive Voice Response (IVR) systems to:

Does the client currently utilize a specific IVR platform? If so, which one?

Make calls to a group of parties to provide an IVR interaction (the campaign)

Will this task be performed in the IVR application, or is this anticipated to be performed within the ECM/workflow application?

Import a campaign configured using a list of numbers stored in a CSV input file

Is this intended to be stored in the ECM/workflow application, or is this to be imported directly into the IVR application?

Yes, CCG currently uses ShoreTel IVR.

Currently, this is performed in the IVR application, but ideally it would be integrated into the proposed solution.

Either would work, but in the interest of consolidation and organization, storage in the proposed solution would be ideal.

35. Integration with Microsoft Office, Adobe Acrobat, and other standard software or file formats

Export to .docx, .xlsx, .pdf, .jpg formats, etc.

Import .docx, .xlsx, .pdf, .jpg, etc. formats (including drag-and-drop capability)

Does this refer solely to support for the file formats, or is it anticipated that the ECM/workflow application will have direct integrations with the Adobe Acrobat and Microsoft Office software suites?

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Both. The existing Workflow 2 system generates reports in PDF format, integrates with Outlook for email, and files are extracted and combined via Acrobat Pro for the purposes of importing back into WF2 or uploading to the CCA Customer Portal.

36. Out of the requested 90 concurrent user licenses, how many users will need full rights (upload, edit rights) and how many will need read-only rights (viewing rights)?

The current WF2 system includes 3 different user types: ADMIN, SUPER, and USER.

Each of these user types has different rights and different view of the system.

For the proposed solution, the breakdown would be approximately 65 users with USER rights (read/write), 15 users with SUPER rights (read/write/specific access), 5 users with ADMIN (full access), and 5 users with Read-Only access (temp staff, auditors, etc.).

37. Out of the requested 90 concurrent user licenses, how many users will be accessing the system locally and how many will be accessing the system remotely?

Approximately half of the staff will be accessing the system locally, and half of the staff will access the system remotely.

38. Are you looking for the system which is hosted and managed on our Cloud environment? Or are you looking for a system hosted on WFS Dallas's cloud environment?

See response for 27.

39. Have you seen any demonstrations of workflow management system? If yes, what are the names of the solutions you have seen a demonstration for before the release of the RFP?

CCG has participated in multiple workflow management system demos over the past several years. These have included Laserfische, Docuware, Cabinet SAFE, ClientTrack, and Workforce Productivity Suite.

40. Does WFS Dallas have budget already available for this project? If yes, what is the Not to Exceed (NTE) budget for this project?

WFSDallas has a budget available for this project, but there is no NTE budget that will be disclosed at this time. WFSDallas will negotiate with the selected bidder.

41. What is meant by "custom-developed" solution? Are you looking for a COTS solution that is customizable, or do you want a custom-written solution?

Custom-developed meaning custom-written. Custom-developed is the preference, a COTS system that can be customized to fully fit the scope and meet the needs of CCG, its partners, and the CCA program, would also be taken into consideration

42. What level of OCR are you looking for?

Please provide your best response.

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43. What do you mean by mobile support? Are you interested in being able to access the solution from a mobile device? If so, which platform, Droid or Apple?

Please refer to answers to questions 11 and 32.

44. TWIST was referenced, but how many other systems and websites would the solution need to integrate with?

Please refer to answer to question 15.

45. In section 2.2, it is unclear if you want a hosted or premise-based solution per the statement “option for server based installation”

Please refer to answers to questions 27 and 38.

46. Section F refers to Funds Recoupment – is there a need for a cashiering element to this solution?

Not familiar with the term "cashiering," but believe the question is asking if there is a need to allow payments to be made through the proposed system. Please refer to answer 19.

47. Is there a need to migrate data from an existing system? If so, do you know the volume?

There will be a need for data migration from the existing WF2 system. Cannot provide volume at this time.

48. Is Dallas looking for a hosted system, or perm system, or the option to use either?

Please see answers to question 27.

49. The following attachments are listed in the table of contents and in the response checklist, but they are not included in the set of attachments posted on the Board's procurement website (<https://www.wfsdallas.com/doing-business>) for this RFP:

Attachment O References

Attachment P Proof of Incorporation or Agency Status

Attachment Q Current list of Owners/Board of Directors and/or principals/chief officers (name, position, title, business address, and daytime phone of each individual listed.

Attachment R Proof of bonding (if applicable) and Certificates of Insurance/Insurance Binders

Attachment S Resumes

The set of posted attachments appears to end with Attachment N.

Is this omission intentional and these missing attachments are not required?

These are required documents to be submitted with your proposal. It was not an omission. Please submit your documents as requested and labeled as Attachments O, P, Q, R and S, as appropriate.

50. The Scope of Work section provides a list of "System Functionality and Features." Do you expect respondents to reply to each of these requirements, and, if so, in what format? It is not clear in the list of attachments. Should a response to these requirements be included in "Attachment C Proposal Narrative"?

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Yes, the scope of work and list of system functionality and features must be included within Attachment C Proposal Narrative.

51. It is unclear what content is expected in "Attachment C Proposal Narrative." In the Table of Contents and in the Response Checklist, Attachment C has the title of "Proposal Narrative." However, in the posted attachments ("Attachments\_WorkflowRFP.doc"), Attachment C has the title of "PROPOSED STATEMENT OF WORK," and section 4.1 INSTRUCTIONS FOR SUBMITTING A PROPOSAL asks for an "electronic copy of the Statement of Work (Narrative)."

For Attachment C, and for the references to a "Statement of Work," are you looking for a description of the proposed solution (i.e., a "proposal narrative"), not an executable SOW in response to this RFP?

We are looking for a description of your proposed solution, as well as, an executable statement of work in response to the RFP.

52. The sections under 4.4 INSTRUCTIONS FOR COMPLETING BUDGET FORMS of the RFP do not line up with the sections under Attachment F BUDGET BACK-UP SHEET in "Attachments\_WorkflowRFP.doc" and in "Attachments (D & E)" ("2019\_RFP\_Budget\_Workflow.xls").

Please confirm that we should respond only to the sections in Attachment F BUDGET BACK-UP SHEET in "Attachments\_WorkflowRFP.doc" and in "Attachments (D & E)" ("2019\_RFP\_Budget\_Workflow.xls").

Please complete the budget forms within the RFP Attachments D, E, and F.

53. In PART 4.0 PROPOSAL PREPARATIONS AND SUBMISSION, 4.1 INSTRUCTIONS FOR SUBMITTING A PROPOSAL on page 17 of the RFP. There is a statement "Please note that, during the proposal evaluation process, no points are awarded or subtracted regarding length of narrative." In Attachment B: Executive Summary, there is a statement "USING NO MORE THAN TWO PAGES".

Are we still limited to two pages for the Executive Summary?

Please limit the Executive Summary (attachment B) to two pages which offers a quick summary to your proposed project. Within the Proposal Narrative, there is no page limit to describe your project (attachment C).

54. Section 4.3 INSTRUCTIONS FOR THE PROPOSAL NARRATIVE on page 19 of the RFP.

Where in our proposal do you want the response to this section? In Attachment C?

Yes, please complete (Attachment C) Proposal Narrative for your proposal responses.