STATE OF NEW MEXICO

State Personnel Office

REQUEST FOR INFORMATION
RFI# 20-000-00-00378

Electronic Content Management
Technology Software Products and Related Services

Issue Date: January 12, 2015
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2.0 Purpose of this Request for Information (RFI)

1.1 The purpose of this RFI is to gather information to help the New Mexico State Personnel Office (SPO) determine the most advantageous way to digitize personnel records.

1.2 SPO is seeking information from interested contractors that could provide an Electronic Content Management (ECM) solution to digitize and modernize business practices of personnel records using automated workflow solutions. Information is requested recommending robust ECM systems that will provide the necessary technologies and processes to capture, digitize, manage, store, preserve and deliver content and documents across a large and complex organization.

1.3 We may follow-up the receipt of written responses to solicit additional information. Please feel free to share this RFI with anyone you believe may be interested.

1.4 THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the State of New Mexico to contract for any supply or service whatsoever. Further, the SPO is not at this time seeking proposals and will not accept unsolicited proposals. Those parties responding are advised that the State of New Mexico will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party’s expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued.

3.0 Background

The SPO is responsible for the administration and oversight of the classified service personnel system which consists of approximately 18,000 state employees from approximately 68 executive state agencies, boards, and commissions. A comprehensive system of human resource management is achieved through the integration of seven functional areas, which are administered by the SPO Interim Director, with oversight by a five-member State Personnel Board.

- Agency HR Services
- Career Services
- Shared HR Service
- Compensation and Classification
- Training and Development
- Labor Relations
- Adjudication

Please see the NM SPO website for more information at http://www.spo.state.nm.us/.

3.1 Agency Vision & Mission

It is the mission and vision of SPO to maximize the State of New Mexico government’s ability to provide the human resource leadership, direction, guidance and services to maximize state government’s ability to better serve the citizens of New Mexico. In doing this, SPO possesses values that emulate a balanced, credible, and innovative approach while utilizing existing resources that are responsive and respectful of its customers. These customers include the Governor, Legislature, state employees, and job seekers.
3.2 Agency Description

SPO is the State of New Mexico’s central human resource office responsible for providing human capital oversight. SPO receives Statutory Authority from the Personnel Act (NMSA 1978, Sections 10-9-1 to 10-9-25). Section 10-9-8 of the Personnel Act created a Personnel Board of five members appointed by the Governor and confirmed by the Senate. SPO is charged with retaining employee history. Per NMAC 1.18.378.16 Human Resources Management System, employee history data must be retained 55 years from last date of employment with the state of New Mexico.

SPO has 53 authorized full-time equivalent positions. All staff is located in the state-owned Willie Ortiz building in Santa Fe. SPO does not have an IT staff position and contracts for desktop support, network and other services with the Department of Information Technology (DoIT). SPO is organizationally divided into the following functional areas:

Executive Team

The State Personnel Interim Director oversees all administrative and technical HCM activities of the State. The Interim Director, through senior staff, sets policy for the agency and is responsible for day-to-day operations of the agency.

Office Support

SPO’s Administrative/Fiscal Services Bureau is responsible for administering the daily operations of the agency including budget, purchasing, accounting, mail delivery, records for disposition/retention, etc.

Career Services

SPO’s Career Services Bureau is responsible for assisting applicants in conducting job searches and applying for jobs in the classified service. The bureau also engages in outreach efforts throughout New Mexico to promote state government employment.

Adjudication

SPO’s Adjudication Bureau is responsible for conducting administrative hearings on appeals filed by state employees concerning disciplinary actions taken against them by their employer. The Administrative Law Judges conduct fair and impartial administrative hearing that allow the employee and employee’s agency to present evidence related to the discipline. The Administrative Law judges prepare written recommended decisions for review and final decision-making by the State Personnel Board.

Shared HR Services

The Shared Human Resources (HR) Services Bureau has the responsibility, authority and accountability to administer and interpret the application of rules and regulations requiring SPO approval as defined in the SPB Rules and Regulations. The Shared HR Services Bureau directly provides human resource management services to small state agencies, typically with less than 100 Full-Time Equivalent (FTE) employees, and strategically partners with the
remaining small state agencies who typically do not have a full time human resource manager. Services provided by the Shared HR Services Bureau include general human resource management, position classification, compensation, reorganization, payroll, benefits, disciplinary actions, etc. The SPO HR Division Director has a constant communication link with the SPO Interim Director, SPO Deputy Director and SPO Director of Compensation and Classification for discussion and review of current agency human resources issues to ensure that decision making is consistent between agencies and uniform with applicable rules, regulations and laws.

Agency HR Services

The Agency HR Services Bureau has the responsibility, authority and accountability to administer and interpret the application of rules and regulations requiring SPO approval as defined in the SPB Rules and Regulations. The Agency HR Services Bureau strategically partners with medium to large state agencies. The SPO HR Division Director has a constant communication link with the SPO Interim Director, SPO Deputy Director and SPO Director of Compensation and Classification for discussion and review of current agency human resources issues to ensure that decision making is consistent between agencies and uniform with applicable rules, regulations and laws.

Labor Relations

The Labor Relations Division acts as the labor contract administrator for the State of New Mexico. In this capacity the Labor Relations Bureau works closely with the various state agencies to assure consistency throughout the entire state system. They also work closely with the labor unions that represent New Mexico classified employees.

Training

The primary goals of the Training and Development Division (TDD) are to build a shared and sustainable knowledge base between state agencies and to ensure leadership development and succession planning in the state of New Mexico. The TDD has been working diligently to create and complete statewide eLearning courses for employees using Blackboard online technology.

Compensation and Classification Design & Analysis

SPO’s Compensation Design & Analysis Division is responsible for the design and development of the classified service pay system. This includes developing job classification descriptions, conducting job evaluations and market-pricing jobs among comparator organizations. Compensation staff led an effort to implement the Insight recruitment system by NEOGOV and continue to serve as the system and security administrator. The division is also in the process of implementing pre-employment testing to provide ranked and certified employment lists.
3.3 Agency Organizational Chart
3.4 Technical Environment Overview

SPO provides state agencies with a flexible and responsive system for Human Resource Management. Unique and custom IT requirements play a vital role in helping SPO meet statutory requirements. The DoIT provides key information infrastructure including Active Directory, Exchange Server, Networking, and Internet Security.

Since the successful transition to the Statewide Human Resource, Accounting and Management Reporting System (SHARE), SPO is committed to using state of the art technology to manage key functionalities per statutory requirements. SHARE includes the PeopleSoft Human Capital Management (HCM) and the Financial Management System (FMS) technology. SPO has a strong working relationship with the DoIT and wishes to continue this relationship to obtain a major portion of the agency’s technical needs.

While SPO maintains an emphasis on SHARE processes and enhancements, more emphasis is being placed on customer service and improving business processes; including making the job application process easier for Human Capital Management agency users.

On November 1, 2011, SPO implemented NEOGOV – an applicant tracking system that is used by over 800 public sector entities throughout the United States. This effort has made the application process easier and faster for applicants, while making employment lists more meaningful and useful for agencies. NEOGOV is an Internet-based Software as a Service (SaaS) system that SPO subscribes to annually.

In addition, SPO maintains employee history data in a legacy system per statutory records retention requirements.

3.5 Infrastructure Services

SPO does not have an IT staff within the agency, and contracts for its desktop support, network and other services from DoIT.

3.6 Project Goals

The goals for this project are to digitize and modernize business practices of personnel records across State of New Mexico executive branch agencies and to provide oversight and uniformity in business practices with other HR bureaus doing business with SPO. This initiative is formally named the “Digitization and Modernization Project”. Digitization is the process of converting information into a digital format. Our modernization consists of implementing best practices in business processes, while strategically aligning business and information systems.
Our plan includes the following proposed timeline:

- **July to December 2014** –

- **January to March 2015 Goals** –
  - Recommendations to improve workflow management of personnel records;
  - Define requirements.

- **April to June 2015 Goals** –
  - The RFP process through vendor selection, Statement of Work (SOW) and contract development.

- **July to November 2015 Goals** –
  - Technical Architecture Review and Approval;
  - Procurement and Installation for Hardware, Scanning Equipment, Software;
  - Pilot to digitize personnel records for ten selected agency HR bureaus and their interactions with SPO. Design the ECM solution to meet business needs.

- **December 2015 to February 2016** –
  - Integration, Implementation and Training for Pilot Agency HR Bureaus and their interactions with SPO;
  - Identify and apply lessons learned.

- **March 2016 to May 2017** –
  - Roll-out digitization of personnel records for selected Agency HR bureaus identified for Pilot;
  - Modernize business processes of personnel records.

### 3.7 RFI Manager

The agency has designated an RFI Manager who is responsible for the conduct of this RFI and whose name, address, and telephone number are listed below:

- **Name:** Ms. Eve T. Banner
- **Title:** RFI Manager
- **Address:** Willie Ortiz Building
  2600 Cerrillos Road
  Santa Fe, NM 87505
- **Telephone:** (505) 476-7741
- **E-mail:** Eve.Banner@state.nm.us

Any inquiries or requests regarding this RFI should be submitted to the RFI Manager in writing. Respondents may contact ONLY the RFI Manager regarding the RFI. Other state employees do not have the authority to respond on behalf of SPO.
3.8 Definition of Terminology

This section contains definitions that are used throughout this RFI, including appropriate abbreviations.

“Agency” means the New Mexico State Personnel Office (SPO).

“API” or “Application Programming Interface” means a software component in terms of its operations, their inputs and outputs and underlying types. Its main purpose is to define a set of functionalities that are independent of their respective implementation, allowing both definition and implementation to vary without compromising each other.

“Business Process Management” or “BPM” (workflow) means the practice of automating, integrating, and optimizing business processes throughout an enterprise.

“Commercial Off-The-Shelf” or “COTS” means pre-built software usually from a 3rd party vendor.

“Deliverable” means any measurable, tangible, verifiable outcome, result, or item that shall be produced to complete a project or part of a project and to receive payment. A Deliverable may be composed of one or more interrelated project Work Products.

“Department of Information Technology” or “DoIT” means the New Mexico Department of Information Technology which has Project oversight authority and is responsible for operating all communications related items and the State’s Data Center located at 715 Alta Vista in Santa Fe. DoIT has the responsibility to review all solicitations involving any form of information technology for technical sufficiency.

“Documentation” refers to training materials, manuals, handbooks, maintenance libraries, and other publications supplied with software or supplied in connection with services.

“Document Management” means an integrated capability to capture, store, and manage document content for both inbound and outbound documents that may be accessed at a future date by Agency personnel on-line.

“DoD 5015.02-STD” means the current version of DoD 5015.02-STD, signed 25 April 2007, defines the basic requirements based on operational, legislative and legal needs that must be met by records management application (RMA) products acquired by the Department of Defense (DoD) and its Components. It defines requirements for RMA’s managing classified records and includes requirements to support the Freedom of Information Act (FOIA), Privacy Act, and interoperability. The National Archives and Records Administration endorsed the April 2007 version of DoD 5015.02-STD for use by all Federal Agencies. See DoD 5015.02-STD, dated April 2007.

“Enterprise Content Management (ECM)” or “Electronic Content Management (ECM)” means a system of integrated technologies and processes used to capture, digitize, manage, store, preserve and deliver content and documents to an organization. In addition, ECM solutions incorporate business process management (workflow), defined as the practice of automating, integrating and optimizing business processes throughout an enterprise.

“Invitation to Bid” or “ITB” means all documents, including those attached or incorporated by reference, used for soliciting closed-bid proposals. The Agency may publish one or more related ITBs subsequent to the completion of this RFI process.

“Mountain Time” means the local time in the Mountain Time Zone whether it be standard or daylight savings time.
“NEOGOV” is an applicant tracking system - internet-based Software as a Service (SaaS) system that SPO subscribes to annually for recruitment services.

“NMAC” means New Mexico Administrative Code.

“Optical character recognition” or “OCR” means the mechanical or electronic conversion of scanned or photographed images of typewritten or printed text into machine-encoded/computer-readable text.

“Prime Contractor” means a Contractor who has full responsibility for coordinating and controlling of all aspects of the project, including support to be provided by any Subcontractor(s).

“Procurement Library” means a repository of documents and/or links to documents that contain information the Agency believes may be helpful for the Respondent in the preparation of information requested.

“Request for Information” or “RFI” means all documents, including those attached or incorporated by reference, used for requesting information or recommendations through a structured, non-binding process from a specific target audience or the general public.

“RFI Manager” means the person or designee authorized by the Agency to manage or administer a Request for Information (RFI) process.

“Request for Proposals” or "RFP" means all documents, including those attached or incorporated by reference, used for soliciting proposals. The Agency may publish one or more related RFPs subsequent to the completion of this RFI process.

“SHARE” means the State of New Mexico’s PeopleSoft enterprise resource planning (ERP) system. SHARE combines the state’s accounting, human resource, payroll, and purchasing functions into an integrated statewide system. The Agency uses Share for its accounting system.

“Systems Development Life Cycle” or “SDLC” means the process of creating or altering information systems, and the models and methodologies that people use to develop these systems.

“State” or “the State” means the State of New Mexico, and any department, commission, council, board, committee, institution, legislative body, agency, government corporation, educational institution or official of the executive, legislative or judicial branch of the government of this state.

“SPD” or “GSD-SPD” means the State Purchasing Division (SPD) of the New Mexico General Services Department (GSD).

“State Purchasing Agent” or “SPA” means the Purchasing Agent for the State of New Mexico or a designated representative.

“SPO” means the State Personnel Office located at 2600 Cerrillos Road in Santa Fe, New Mexico.

“Subcontractor” means a person who performs work under an agreement with the Prime Contractor.

“Workflow” means a defined process that uses automated task generation to route information to the appropriate personnel so that each step within the process is addressed, routed and tracked correctly.

“Work Products” means the documented results of the Scope of Work activities. One or more work products collectively form a deliverable.
3.9 Procurement Library

The procurement library includes the SPO website and also reference links below. Respondents are encouraged to review the material contained in the procurement library by selecting the link provided in the electronic version of this document through your own internet connection. The library contains information listed below:

<table>
<thead>
<tr>
<th>Description</th>
<th>Web site link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement Regulations, 1.4.1 NMAC:</td>
<td><a href="http://www.nmcpr.state.nm.us/nmac/parts/title01/01.004.0001.htm">http://www.nmcpr.state.nm.us/nmac/parts/title01/01.004.0001.htm</a></td>
</tr>
<tr>
<td>Rules (Regulations) pertaining to New Mexico State Personnel Administration can be found in the New Mexico Administrative Code (NMAC), online at:</td>
<td><a href="http://www.nmcpr.state.nm.us/nmac/_title01/T01C007.htm">http://www.nmcpr.state.nm.us/nmac/_title01/T01C007.htm</a></td>
</tr>
<tr>
<td>Information Technology Requirements for the State of New Mexico:</td>
<td><a href="http://www.doit.state.nm.us/">http://www.doit.state.nm.us/</a></td>
</tr>
<tr>
<td>New Mexico regulations regarding Management of Electronic Records, 1.13.3 NMAC. A copy may be obtained on-line at:</td>
<td><a href="http://www.nmcpr.state.nm.us/nmac/parts/title01/01.013.0003.htm">http://www.nmcpr.state.nm.us/nmac/parts/title01/01.013.0003.htm</a></td>
</tr>
<tr>
<td>New Mexico Executive Records Retention and Disposition Schedule for State Personnel Office, 1.18.378 NMAC</td>
<td><a href="http://www.nmcpr.state.nm.us/nmc/parts/title01/01.018.0378.htm">http://www.nmcpr.state.nm.us/nmc/parts/title01/01.018.0378.htm</a></td>
</tr>
</tbody>
</table>

4.0 Requested Information

SPO intends to use the information provided by respondents to build a business case to request funding for the project. The business case needs to include estimated costs for software, licensing, hardware and integration services and maintenance.

a) Respondent Qualifications. Please provide narrative response regarding:
   1. Corporate Industry Experience
   2. Respondent/Subcontractor Experience

b) Functional Experience. Please thoroughly describe the capabilities in the proposed Electronic Content Management (ECM) and Workflow (Business Process Management / BPM) in each of the following functional areas:
1. Content Lifecycle Management
2. Transaction Content Management
3. Legacy Information Management
4. Legal Case Management

c) Hardware and Software.
   1. Detail the specific hardware, including numbers of any computers, servers, scanners, multi-function units, etc. (all inclusive) that is proposed for the Electronic Content Management (ECM) system.
   2. List proposed ECM base software components, initial installation costs associated with each software component, and including scanning software. Describe the basis for all licenses (concurrent user, seat, server, SAN) and licensing fees, including free upgrades. What is the break-even point for individual licenses versus an enterprise license?

d) Project Plan and Scheduling
   1. Please thoroughly describe the respondents approach to project management, including planning, staffing, performance monitoring and oversight, project coordination, quality assurance and reporting and along with proposed costs.

  e) Training
   1. Please thoroughly describe the respondents approach to training along with costs.

  f) Scope of Work
   1. The scope of work shall consist of (ECM) and workflow system configuration for digitizing personnel records. Please estimate costs for the Pilot Phase A: digitizing personnel records for ten Agency HR Bureaus in cooperation with the SPO.
   2. Please estimate that the scope of work and cost for Phase B: configuring ECM and workflow solutions for each of the eight SPO divisions defined in Section 2.3 and 2.4.

  g) Cost Response Form
   1. Respondents are requested to complete Cost Response Form in Section 5.

5.0 Specifications

Unless otherwise specified, Respondents are requested to respond in the form of a thorough narrative to each mandatory requirement and to each desirable item that the Respondent proposes to provide.

I. MANDATORY AND DESIRABLE REQUIREMENTS

Mandatory (M) functionality is defined as solutions that must be provided to meet the minimum requirements.

Desirable (D) requirement are nice to have, but are not necessary to meet minimum requirements.

Note: Below and for all requirements on the following pages, each Mandatory requirement is identified by a check mark in the “M” column. Each Desirable requirement is indicated by a check mark in the “D” column.
**a) Respondent Qualifications**

Please describe your team’s corporate industry experience.

<table>
<thead>
<tr>
<th>1.</th>
<th>CORPORATE INDUSTRY EXPERIENCE</th>
<th>M</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>a</strong></td>
<td>Gartner Leader ECM Magic Quadrant</td>
<td>[ ]</td>
<td>D</td>
</tr>
<tr>
<td><strong>b</strong></td>
<td>Records Management - Department of Defense 5015.02-STD Certified</td>
<td>M</td>
<td>[ ]</td>
</tr>
<tr>
<td><strong>c</strong></td>
<td>Project Manager - PMI Certified</td>
<td>[ ]</td>
<td>D</td>
</tr>
<tr>
<td><strong>d</strong></td>
<td>CMMI Level 3 or higher assessed</td>
<td>[ ]</td>
<td>D</td>
</tr>
<tr>
<td><strong>e</strong></td>
<td>Headquarters or branch office located in the state of New Mexico</td>
<td>[ ]</td>
<td>D</td>
</tr>
<tr>
<td><strong>f</strong></td>
<td>New Mexico, pre-qualified, state contract holder - software developer with published services rates</td>
<td>[ ]</td>
<td>D</td>
</tr>
<tr>
<td><strong>g</strong></td>
<td>Vendor agrees to provide an on-site product demonstration (if required).</td>
<td>M</td>
<td>[ ]</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>2.</th>
<th>RESPONDENT/SUBCONTRACTOR EXPERIENCE</th>
<th>M</th>
<th>D</th>
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</thead>
<tbody>
<tr>
<td><strong>a</strong></td>
<td>Describe your company leadership, experience, longevity, and financial stability</td>
<td>M</td>
<td>[ ]</td>
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<tr>
<td><strong>b</strong></td>
<td>Provide demonstration of customer success and high retention rates</td>
<td>M</td>
<td>[ ]</td>
</tr>
<tr>
<td><strong>c</strong></td>
<td>Describe your industry best practices and application expertise</td>
<td>M</td>
<td>[ ]</td>
</tr>
<tr>
<td><strong>d</strong></td>
<td>Provide details regarding product innovation and market leadership</td>
<td>[ ]</td>
<td>D</td>
</tr>
<tr>
<td><strong>e</strong></td>
<td>Describe availability of global 24 hour x 7 day support and wide geographic presence.</td>
<td>[ ]</td>
<td>D</td>
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</tbody>
</table>
Please thoroughly describe the capabilities of the Electronic Content Management (ECM) and Workflow (Business Process Management / BPM) solution you are proposing for each of the following functional areas:

<table>
<thead>
<tr>
<th>1.</th>
<th>CONTENT LIFECYCLE MANAGEMENT</th>
<th>M</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>Document imaging — Process of capturing, digitizing, storing, and retrieving documents regardless of original format, using micrographics and/or electronic imaging (scanning, OCR.). Document imaging or imaging, allows organizations to capture paper-based information and convert it to electronic images that are stored in a computer electronically. Provide for ease of access, enable full-text search and security.</td>
<td>M</td>
<td></td>
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<tr>
<td>b</td>
<td>Document Management: organize and share electronic documents, apply custom metadata to documents, classify documents, automate change request, review and approval processes, compatibility with popular authoring tools, email documents to and from repository, permission levels for access to documents, audit all document events, search, version control, usage reports, support for compound documents.</td>
<td>M</td>
<td></td>
</tr>
<tr>
<td>c</td>
<td>Records Management: enhanced search capabilities with metadata, retention and disposition rules with classifications, support for physical storage requirements, periodic record review, controlled access and security.</td>
<td>M</td>
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<tr>
<td>d</td>
<td>Automated Auto-Classification: in line with records management classifications, policy driven configuration, reports, classifications techniques - machine learning, rules and content analytics.</td>
<td>M</td>
<td></td>
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<tr>
<td>e</td>
<td>Rights Management: protect against any form of distribution, all file types, existing and new content, conform to industry security standards.</td>
<td>M</td>
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<tr>
<td>f</td>
<td>Email Archiving for Microsoft Exchange: integration with existing email client interfaces, immediate access to archived email, single interface administration, full-text search, remote access to archived email.</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>g</td>
<td>Electronic Discovery: collection of data from disparate sources, collect and hold data centrally.</td>
<td>D</td>
<td></td>
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<tr>
<td>h</td>
<td>Retention Management: secure archiving and storage management features, retain detailed audit trails of activity within the archive.</td>
<td>M</td>
<td></td>
</tr>
<tr>
<td>i</td>
<td>Allow an authorized user to define the following steps: Ready to Review, Reviewed, Approved, Not Approved, Published, Archived and Retired.</td>
<td>M</td>
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<tr>
<td></td>
<td>TRANSACTION CONTENT MANAGEMENT</td>
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<td>a</td>
<td>Content Management capability/functionality: platform adaptability, configuration tools, shared case folder and collaboration, deep integration with content: content-awareness, event-triggered process flows, performance visibility and optimization, retention management, security and auditability.</td>
<td>M</td>
<td></td>
</tr>
<tr>
<td>b</td>
<td>Business Process Management / Workflow (BPM) capability/functionality: process execution and state management, integration with document management and content management systems, collaboration, integration with other applications.</td>
<td>M</td>
<td></td>
</tr>
<tr>
<td>c</td>
<td>BPM business activity monitoring and event-based notifications, simulation and optimization, business rule engine/capabilities (roles, responsibilities, policies, procedures, approvals, deadlines, and integrations.)</td>
<td>M</td>
<td></td>
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<tr>
<td>d</td>
<td>BPM systems' overall administration and security, and registry for process components.</td>
<td>M</td>
<td></td>
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<tr>
<td>e</td>
<td>BPM modeling tool for developers and business analysts for quick development and deployment.</td>
<td>M</td>
<td></td>
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<tr>
<td>f</td>
<td>Capture &amp; Imaging Accuracy: rule-based classification, extraction and verification, Compliance; controlling incoming documents and connecting them with transactions.</td>
<td>M</td>
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<tr>
<td>g</td>
<td>Capture &amp; Imaging: solution to leverage existing multi-function printers, high-end scanning devices, file system folders, email servers, forms and faxes.</td>
<td>M</td>
<td></td>
</tr>
<tr>
<td>h</td>
<td>List of API's available for customization of proposed vendor capture and imaging system.</td>
<td>M</td>
<td></td>
</tr>
<tr>
<td>i</td>
<td>OCR process and related lifecycle process.</td>
<td>M</td>
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<thead>
<tr>
<th></th>
<th>LEGACY INFORMATION MANAGEMENT</th>
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<tbody>
<tr>
<td>a</td>
<td>Ability to attach data from most external applications for archive purposes.</td>
<td>M</td>
</tr>
<tr>
<td>b</td>
<td>Automatically applies lifecycle management rules to archived content (Records Management classifications, retention rules, and Record Series Identifiers).</td>
<td>M</td>
</tr>
<tr>
<td>c</td>
<td>Full data availability for knowledge workers and electronic discovery activities.</td>
<td>M</td>
</tr>
<tr>
<td>d</td>
<td>Full record extraction from legacy system and transport to ECM archive.</td>
<td>M</td>
</tr>
<tr>
<td>e</td>
<td>Schedule processes to run on demand, at regular intervals, or under certain conditions.</td>
<td>M</td>
</tr>
<tr>
<td>f</td>
<td>Full monitoring and audit trail for reporting and follow any other security recommendations as issued by New Mexico Department of Information Technology. <a href="http://www.doit.state.nm.us/standards.html">http://www.doit.state.nm.us/standards.html</a> and/or other Federal Compliance.</td>
<td>M</td>
</tr>
</tbody>
</table>
### 3. LEGACY INFORMATION MANAGEMENT

<table>
<thead>
<tr>
<th></th>
<th>Automated purging of archived legacy data can be done in compliance with corporate authority and applicable retention policies.</th>
</tr>
</thead>
<tbody>
<tr>
<td>g</td>
<td></td>
</tr>
<tr>
<td>h</td>
<td>Automatic logging of all errors and anomalies.</td>
</tr>
<tr>
<td>i</td>
<td>Recover gracefully from errors and network outages with Engine failover and automatic reconnections.</td>
</tr>
<tr>
<td>j</td>
<td>Parallel processing, and support for multiple Engines on multi-core processors.</td>
</tr>
</tbody>
</table>

### c) Hardware and Software

#### 1. HARDWARE

|   | Detail the specific hardware, including numbers of any computers, servers, scanners, multi-function units, etc. (all inclusive) that is proposed for the Electronic Content Management (ECM) system. Details must include all manufacturer information, model numbers and any other information necessary for the Agency to independently price any such equipment as may be available to the Agency from alternative sources. |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| a |                                                                                                              | M |

#### 2. SOFTWARE

|   | Detail the specific software, including all necessary licenses that are proposed for the Agency’s ECM system. Details must include all manufacturer information, version numbers and any other information necessary for the Agency to independently price any such software as may be available to the Agency from alternative sources. |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| a |                                                                                                              | M |
| b | Describe the basis for all licenses (concurrent user, seat, server, SAN) and licensing fees, including free upgrades. What is the break-even point for individual licenses versus an enterprise license?                                                                                     | M |
d) Project Plan and Scheduling

Please thoroughly describe your approach to project management, including planning, staffing, performance monitoring and oversight, project coordination, quality assurance and reporting and along with proposed costs.

<table>
<thead>
<tr>
<th>1.</th>
<th>PROJECT PLAN AND PROJECT STAFFING</th>
<th>M</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>Provide costs to develop a comprehensive Project Plan for the project, and maintain the project plan through the active implementation phases of the project. The Project Plan must include a description of the Respondents’ project organization structure, key personnel assignments, and roles and responsibilities; a description of the tasks that will be performed to accomplish the implementation, delivery and acceptance of the system, including a detailed work plan with task schedules and milestones updated on a weekly basis; and a detailed description and delivery schedule for deliverable reports, plans and technical documentation items that will be prepared and delivered in association with system implementation.</td>
<td>M</td>
<td></td>
</tr>
<tr>
<td>b</td>
<td>Provide costs for developing a preliminary Project Schedule.</td>
<td>M</td>
<td></td>
</tr>
</tbody>
</table>

e) Training

Please thoroughly describe your approach to training along with costs:

<table>
<thead>
<tr>
<th>1.</th>
<th>TRAINING</th>
<th>M</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>Detail costs associated with providing comprehensive training in the operations and maintenance of the Electronic Content Management and Workflow (Business Process Management / BPM) system. Training shall be provided in conjunction with the initial installation of the system, and update training shall be provided as required in association with any system upgrades and modifications.</td>
<td>M</td>
<td></td>
</tr>
</tbody>
</table>

f) Scope of Work

A. The scope of work shall consist of (ECM) and workflow system configuration for digitizing personnel records. Please estimate costs for the Pilot Phase A: digitizing personnel records for 5 Agency HR Bureaus in cooperation with the State Personnel Office. The key activities of the scope of work must include but not limited to -

1. Project Management
2. Validation of Requirements
3. Design of the Solution
4. Configuring the Solution
5. Testing the Solution
g) Cost Response Form

Please complete the Cost Response Form below. New Mexico requires that IT Professional Service agreements be priced using deliverables with fixed, maximum prices and clear due dates.

6.0 Cost Response Form

<table>
<thead>
<tr>
<th></th>
<th>SOFTWARE LICENSES</th>
<th>Fixed Fee ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>What is the TOTAL, all-inclusive license cost of the proposed solution (with any software tools needed to build the proposed system) to serve 100 concurrent users? Please list by product name and functionality.</td>
<td>$ _______________</td>
</tr>
<tr>
<td>2</td>
<td>PROFESSIONAL SERVICES</td>
<td>$ _______________</td>
</tr>
<tr>
<td></td>
<td>What is the TOTAL, all-inclusive software installation and implementation cost for the proposed solution?</td>
<td>$ _______________</td>
</tr>
<tr>
<td>3</td>
<td>TRAINING</td>
<td>$ _______________</td>
</tr>
<tr>
<td></td>
<td>What is the TOTAL, all-inclusive end-user training cost for the proposed solution (with any software tools needed) based on an estimate of five sessions and 30 end users per session?</td>
<td>$ _______________</td>
</tr>
<tr>
<td>4</td>
<td>ON-GOING SUPPORT</td>
<td>$ _______________</td>
</tr>
<tr>
<td></td>
<td>What is the annual cost for software maintenance, including all version upgrades, for the software being proposed?</td>
<td>$ _______________</td>
</tr>
<tr>
<td></td>
<td>TOTAL COSTS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cost - Year 1 (add line items 1 + 2 + 3 + 4)</td>
<td>$ _______________</td>
</tr>
<tr>
<td></td>
<td>Cost - Year 2 and 3 (include costs for both 2nd and 3rd year)</td>
<td>$ _______________</td>
</tr>
<tr>
<td></td>
<td>Cost - Year 4 and Beyond Annual Cost (list only annual cost)</td>
<td>$ _______________</td>
</tr>
</tbody>
</table>

7.0 Responses

7.1 Interested parties are requested to respond to this RFI with a white paper.

7.2 White papers in Microsoft Word for Office 2000 compatible format are due no later than February 13, 2015 by 5:00 PM Mountain Standard Time. Responses shall be limited to 50 pages for Section 2 and submitted via e-mail only to Eve.Banner@state.nm.us. Proprietary information, if any, should be minimized and MUST BE CLEARLY MARKED. To aid SPO, please segregate proprietary
information. Please be advised that all submissions become State of New Mexico property and will not be returned.

7.3. Section 1 of the white paper shall provide administrative information, and shall include the following as a minimum:

7.3.1. Name, mailing address, overnight delivery address (if different from mailing address), phone number, fax number, and e-mail of designated point of contact.

7.3.2. Recommended contracting strategy. Is your company serving as a system integrator, reselling ECM components and providing integration services for the ECM products owned by another company? Will your company outsource some or all components of installation services? Please describe the solutions and services that you will provide using subcontractor agreements.

7.3.3. Business type (large business, small business, small disadvantaged business, 8(a)-certified small disadvantaged business, woman-owned small business, very small business, veteran-owned small business, service-disabled veteran-owned small business) based upon North American Industry Classification System (NAICS) code 541512, Computer Systems Design Services.

7.4. The number of pages in Section 1 of the white paper shall not be included in the 60-page limitation, i.e., the 60-page limitation applies only to Section 2 of the white paper.

7.5. Section 2 of the white paper shall answer the issues addressed in Section 3 and Section 4 of this RFI and shall be limited to 60 pages.

8.0 Questions

Questions regarding this announcement shall be submitted in writing by e-mail to the RFI Manager, email address. Verbal questions will NOT be accepted. Questions will be answered by posting answers to the NM SPO website; accordingly, questions shall NOT contain proprietary or classified information. The SPO does not guarantee that questions received after January 28, 2015 will be answered.

9.0 Summary

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide ECM systems to digitize and modernize business practices of personnel records. The information provided in the RFI is subject to change and is not binding on the State of New Mexico. The SPO has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become State of New Mexico property and will not be returned. Ownership of all data, material, and documentation originated and submitted to the State of New Mexico, pursuant to the RFI, shall belong exclusively to the State of New Mexico and shall be subject to public inspection in accordance with the New Mexico Inspection of Public Records Act (Chapter 14, Article 2, NMSA 1978).