University of Oregon
Enterprise Document Management System
Request for Information (RFI)


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This Request for Information (RFI) is for information only. It does not constitute a solicitation for bids or an offer of a contract. Responses will not bind the vendor to the University of Oregon contractually or monetarily, or in any other way, but will provide the University with information and comparables if the University does go forward with a contract. The University cannot guarantee confidentiality on any documents or written comments submitted by vendors to this RFI.

Although this RFI does not constitute a solicitation for bids or an offer of a contract, it is expected that should a contract be let, the product would meet or exceed those in your response to the RFI, and that the prices would not exceed those set forth in your response to this RFI.

It is the University's intent that if a related Request for Proposal (RFP) is issued, only responses from those vendors who responded to this RFI will be considered.

The University is not responsible for any costs incurred by vendors while submitting responses to this RFI, and all vendors who respond do so solely at their own expense.

James Bouse
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Request for Information


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Section 1: Introduction

The University of Oregon is undertaking a project to streamline a number of administrative processes through the use of document management technology. We are interested in obtaining information from application software vendors who are capable of providing document management solutions that support admissions, financial aid, registration, records, finance, human resources and archiving functions. The solution identified must be fully compatible with the SCT Banner information system and meet U of O security requirements. The purpose of this RFI is to learn how the products you offer will fit the needs and functions we have identified in this document.

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The UO is a comprehensive, public, Carnegie Doctoral Research Extensive University and a member institution of the Oregon University System. To conduct its mission of teaching, research, and public service, UO needs to administer a variety of financial, physical, human, and information resources. To perform these administrative functions, the campus relies on a number of information systems, the primary one being the SCT Banner product, which supports the student, admissions, enrollment, financial aid, human resources, finance and payroll processes. The product has undergone significant local customization and enhancement. It is the primary system with which the proposed document management solution must integrate. This system and related mission-critical administrative systems (i.e. data warehouse) are implemented using Oracle running on OpenVMS.

Section 2: Project Goals

Project goals and objectives include the following:

1. Improve staff productivity and levels of service through on-line retrieval of applicant, student, financial aid and human resources (HR) records.
2. Improve staff productivity and streamline work associated with processing and verification of transaction-based applicant, HR, student, and financial aid forms.
3. Reclaim office real estate by eliminating physical file cabinets and binders containing applicant, student, and financial aid information.
4. Reduce the number of lost and/or misfiled forms and/or files.
5. Save labor costs expended in researching and recreating lost forms and/or files.
6. Improve overall customer service by quickly locating student and HR information, and consistently delivering 24-hour response turnaround standards.
7. Eliminate the cumbersome and costly microfilm process.
8. Increase security by eliminating paper files and forms.
9. Enable other departments (e.g., Advisors) to access student documents in a secured manner.
10. Implement the technical foundation to support additional automation and streamlining of processes utilizing the Internet, electronic forms, workflow software and related technologies.
11. Reduce labor costs associated with the manual distribution and movement of physical files used in admissions, registration, HR, financial aid and business office work processes.
12. Streamline admissions work processes.
13. Improve customer service by making admissions information more readily available via the web.
14. Improve staff productivity by providing concurrent access to admissions, registration, HR, financial aid and business office documents.
15. Reduce labor costs associated with repeated searching through admissions documents for applicants that do not yet have Banner records.
16. Provide single point of access for all admissions applications and supporting documents.
17. Seamlessly integrate a document management system in existing workflows without adding an appreciable increase in staffing to do so.
18. Increase efficiencies in processing "exceptions" and "special circumstances".
19. Provide the ability to electronically match incoming documents with existing students or applicants in financial aid and admissions.
20. Improve tracking receipt of student documents and lead to more accurate quoted processing delay times.
21. Include all current forms without requiring changes to them (multiple colors are common).
22. Implement the technical foundation to support additional automation and streamlining of processes utilizing the Internet and workflow.
23. Provide ability to transfer data from source documents to appropriate Banner systems via ICR/OCR and data capture products software or other more efficient means.

Section 3: Provision of Vendor Information

Prospective vendors should provide the following information:

3.1 Experience:
Describe your firm’s experience providing records imaging and management systems to companies and universities.

3.2 Past Performance:
Provide a list of current customers, along with the contact name, phone number and email address. Identify any of your university and college customers who utilize the SCT Banner system.

In addition to the above, provide the following information:
1. Number of years the company has been in business
2. Date of company's first system installation
3. Total number of installations
4. Length of time the installations have been in place
5. Qualifications and experience of all key personnel to be assigned to the project.
6. List three companies currently receiving technical support for successfully implemented, comparable projects.
7. Submit information regarding strength of company including founding date, financial strength, management personnel, etc.

3.3 System Implementation:
1. Provide details regarding all aspects of experience providing and adhering to an implementation schedule for document imaging and management in a college and/or university setting.
2. Provide at least two specific examples of completed implementations.
4. Provide a proposed schedule for implementation in phases.

3.4 System Requirements:

The Vendor MUST:
1. Provide vendor software licensing agreement.
2. List limitations or permissions there are for modifying, enhancing or adding to the software.
3. Provide details on system integration with SCT Banner: The document imaging and management system must successfully integrate with UO's SCT Banner System. UO implements current releases of Banner modules as soon as practical.
4. Provide a detailed itemized list of all hardware required to implement an individual function and the system as a whole.

The Product MUST:
1. Communicate over a TCP/IP network using the http/https protocols. The system must not require the client to retrieve or send data using the NetBIOS protocol. The system must support use of the Apache http server. The initial scanning uploads of data should be able to move over the same secure web based network protocols.
2. Successfully integrate with UO's SCT Banner product.
3. Stay current with supported Banner releases.
4. Be compatible with UO administrative systems running:
   a. OpenVMS 7.3 - 1H1 with Multinet v 4.4A (SSH1 & SSH2) w/packet filtering enabled on TNS listener ports; running on HP large systems.
   b. Oracle 9i.
   c. SCT Banner 6.x
   d. Be compatible with user desktops (Microsoft Windows 95, 98, 2000, NT, XP)
5. Provide for clear and legible scan with anti-fraud/security solutions transcript paper e.g., Script Safe, Verify First, Vista Security Papers, Data Tech Services, etc.
6. Provide for storage and retrieval of electronic documents through web interfaces.
7. Support ICR/OCR and data capture products software, including transfer of data to Banner.

9. Comply with system compatibility with industry standard scanners, such as Fujitsu, HP, Canon, Bell and Howell, or others which support ISIS, Twain, or Kofax standards. Please provide detail any proprietary scanner configuration requirements, if applicable.

10. Provide a solution for backup and recovery of images and related data, system files, etc., in case of system failure/corruption.

11. Provide the ability for central administrative users to:
   a. Assign user security codes to permit access to designated software programs, functions, workstations, printers, privileges, resources, document types and accounts.
   b. Add, change and delete system users; deny access to previously authorized users; assign user login ID's; grant or deny the use of privileges to each user and/ or user group.
   c. Perform system backups automatically and on demand, supporting both incremental and total backups.
   d. Access, retrieve and display indexed images based on a query of Banner data, including a robust search facility utilizing exact matches, dates, ranges, wildcards and other Banner data. Explain how the system accomplishes these tasks.
   e. Perform annotation and redaction of images (e.g., highlighting, sticky-notes, etc.) without altering the original image, including the ability to print annotations or original image without annotations.
   f. Scan and index at client workstations with uploading over the network to the server, rather than scanning taking place at the server location.
   g. Ability to despeckle, deskew, brightness, contrast, zoom, rotate, remove borders, and otherwise enhance images.

12. Provide integration of imaging data with existing administrative databases, and detail where tables will reside.

13. Support a variety of storage media, including but not limited to, RAID, CD-ROM, and DVD-RW. Detail any proprietary storage configuration requirements, if applicable.

14. Provide audit trails of user access, document flow, and change activity.

15. Support document printing and emailing.

16. Provide the ability to create multiple, flexible indices for a document, including name, identification number, social security number, etc., based on Banner values.
17. Support batch scanning of documents, or scanning directly into a 'folder', and include automated indexing functionality, specifically to index a scanned image to an existing record in a Banner database.

18. Provide compatibility with Oracle 9i database.

19. Support printing of any document image being viewed to, at the user's option, a local printer and/or a network attached printer.

20. Provide data archiving and purging functionality.

21. Facilitate import of bulk data from external sources. List your company’s experience in bulk data import processing. Provide support for 100, 200, 400, 600 dpi resolution, half tone, grayscale, 4, 8, 256 tones; and color scanning.

3.5 Features:
Fully describe the features, some of which are listed below, that are included in the system you would suggest for the UO, and that are included in the price:

1. Store and transmit images in compressed form.
2. Document faxing.
4. Automated image and related image data archive and purge processes, which are based on user-defined image retention schedules.
5. Mac and Linux compatibility.
6. Integrated real-time workflow processing, including electronic document routing, approval, and tracking capabilities.
7. Communication with other Windows and Windows NT compliant software with DDE, DDL or OLE, specifically the ability to input one set of indexing data to retrieve both host and image data.
8. Data encryption method utilized for protecting data sent over the network.
9. Re-indexing of documents, subject to user permissions.
10. Validations of index information against external data.
11. User ad-hoc queries on images and related data.
12. Workflow capability.
13. Set (automatically and manually) time-based triggers and other conditions, including Banner triggers, which cause the system, or alert the user, to take an action.
14. Simultaneously provide for manual, automatic, ad hoc, and rules-based routing of documents through a workflow and/or task flow module.
15. Central administrative users can create and modify workflow and rules-based routing events and system metrics capabilities.
16. Use the imaging product, with full function, via a web browser.
17. Migrate images to off-line storage, as well as an import/export function that automates the manipulation of image files.
20. Support ODMA integration and direct indexing and object creation from standard desktop applications.
22. Update Banner tracking requirements, as in the case of Admissions and Financial Aid documents.
23. Product customizations, including creation of institutional specific document collections without vendor participation or onsite programming.
24. Reporting and data modeling utility for viewing imaging system performance reports and other views on BANNER data.
25. Form design utility, preferably as part of baseline functionality, which allows for 2 way passing of data from BANNER to the imaging system.
26. Configuration of multiple databases to support separate functional departments and/or applications.
27. Centralized or distributed document storage.
28. Saving of queries for re-use by originating user and/or other users.
29. Use of Banner login information and security rules for authentication.
30. Invocation of external security authentication packages at login.
31. Software distribution method for delivering new versions of the software to end-users' desktop workstations.
32. Document saving in native file format.
33. Use Banner data and relationships for indexing and query validation.
34. Secure index fields by user name, role, or department.
35. Database sharing with Banner instance(s).
36. Offline local scanning with asynchronous file movement.
37. Integrated extensions including workflow, storage management, data capture, forms recognition, barcodes, ICR/OCR/OMR, Computer Output to Laser Disk (COLD), report management (ERM), full text indexing, portable document database creation, and automatic fax capture.
38. Creation of user-defined text and image stamps tied to user login.
39. Out-bound faxing of stored images and storage of inbound fax images.

Section 4: Training and Technical Support

Describe your company’s policies and program and associated costs for:
2. On-site training.
3. On-line support.
4. System administration training.
5. End-user training.
6. Technical support training.
7. Description of personnel qualifications or prerequisites for system administrator personnel.
8. Various training levels and costs.
9. Telephone support.
Describe your company's maintenance plans including scheduling, request response times, etc. and any associated costs, as follows:
   1. Telephone support.
   2. Software updates.
   3. Equipment repair and replacement parts.
   4. Equipment maintenance program.

**Section 5: Pricing**
What are the charges for your systems and services, including purchase, license fees, maintenance, technical support, etc.

**Section 6: Contact and Deadline**
Direct inquiries and responses to:

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Responses to this RFI must be received in the above office by no later than 5pm PST on Thursday, May 29th, 2003.