Attachment 9: Functional Requirements

Document Management technology helps organizations better manage the creation, revision, and approval of electronic documents. It provides key features such as library services, document profiling, searching, check-in/check-out, version control, revision history, and document security.

Project Note:

This solicitation focuses the need for Document Management on enabling E-Filing for the Courts of Appeal and the Supreme Court. The system is required to enable E-Filing for the Appellate Court Case Management System (ACCMS). Since ACCMS is an internally developed system, particular attention must be paid to integrating the document management system's capabilities into ACCMS. Note that the ACCMS platform includes a Coldfusion application server, Apache and Oracle.

GENERAL QUESTIONS *(If possible, please limit responses to one page or less.)*

A. Describe past integrations of the document management solution with state or federal court case management systems, if applicable

B. Describe your company's past experience and current capabilities respecting the integration of varied data forms for storage, retrieval and transfer in an enterprise-wide information system and to external systems via standard Application Program Interfaces (APIs). Please include a discussion of your ability to develop integrated systems that move data programmatically. You should provide concrete examples/statistics of data types, file sizes, applications supported and API's used/supported.

C. The AOC and appellate courts are still highly dependent on paper-based transactions. Although this dependency will lessen over time, stakeholders require solutions to enable the conversion of paper to digitized information for analysis, indexing, processing, filing and long term storage. Please describe how your system manages this capture process, including the automatic classification, indexing, extraction and routing of paper records to create searchable, actionable electronic information.

D. Please describe how your document management solution will support the Appellate Court Case Management System (ACCMS). Specifically, how will your solution allow internal and external users of the ACCMS to access, modify, copy and/or print documents electronically with the Courts of Appeal and the Supreme Court using internal or external computers via the network or the internet?

DETAILED REQUIREMENTS

Use the following key to respond to each itemized requirement. Please also include a comment for each item. Identical comments may be applied to multiple requirements as appropriate.

RESPONSE CODES	DEFINITION
5	Item is "Out Of Box"- indicate module or software product. No modifications or customized code will be required for the system to meet this requirement.
4	Item will be included in future release - specify version and date. The requirement will be implemented as part of a scheduled update to the software package. No additional purchase or other cost will be incurred, and customized code will not be required. Please specify the planned release version for the functionality and scheduled release date, if possible.
3	Item addressed by third-party integration- specify partner. The requirement is met by third party integration or partner functionality and can be implemented seamlessly by the vendor responding to the RFP. Please specify the third-party product and partner meeting the requirement.
2	Item requires customized code to be written. To meet this requirement, custom code will be required during implementation. Please briefly describe the customization(s) required. Within the Cost Submission Matrix, also provide estimates of work required to complete the customization
1	Item not addressed by solution. This requirement cannot be met by the vendor or vendor partners and will not be included in any future release.

A1. Capture

ITEM	REQUIREMENT	RESPONSE	COMMENTS
A1.1	System or software provider shall provide a method to manage the mass and ongoing migration of legacy documents.		
A1.2	System shall provide a method to facilitate hard copy to		

ITEM	REQUIREMENT	RESPONSE	COMMENTS
	electronic conversion.		
A1.3	System shall support "fax to file" functionality- ability for system to receive faxes. As incoming documents are received, the system shall support the ability to receive incoming documents and automatically route the document based on configurable rules either by incoming telephone number or through forms or OCR processing.		
A1.4	System shall support optical character recognition.		
A1.5	System shall support centralized and decentralized capture.		
A1.6	System shall support forms processing, including the ability to extract data from boxes and lines to populate databases.		
A1.7	System shall support handprint recognition (Intelligent character recognition).		
A1.8	System shall support scanner and copier input.		
A1.9	System shall support batch scanning of documents.		
A1.10	System shall provide automated quality assurance for scanned images, including checks to validate the scanning process was complete, validation of readability, re-scanning of poor quality images, verification of page counts and security for each document.		
A1.11	System shall support multi page and double sided documents, as well as documents of varying size and paper weight.		
A1.12	System shall provide image clean up capabilities (noise reduction, deskew).		
A1.13	System shall support OMR (Optical Mark Recognition).		

ITEM	REQUIREMENT	RESPONSE	COMMENTS
A1.14	System shall support barcode and checkbox recognition.		
A1.15	System shall support drag 'n drop functionality for moving files into the repository.		

A2. Creation, Classification and Management

ITEM	REQUIREMENT	RESPONSE	COMMENTS
A2.1	System shall provide mechanisms for the identification of specific attributes of a document or database record to facilitate retrieval.		
A2.2	System shall provide the ability to automatically assign a unique number for each document created and include this number in an automatically generated footer. This shall facilitate association of hard copy/printed documents with their corresponding electronic records.		
A2.3	System shall provide the ability to index images manually or automatically via Optical Character Recognition (OCR) supported templates.		
A2.4	System shall have the ability to export scanned images and index information from the document management repository.		
A2.5	System shall provide the ability to associate key words and summary information with documents.		
A2.6	System shall provide the ability to categorize documents per specified classification schema and business rules.		
A2.7	System shall provide tools for template management, and the ability to associate workflow with specific templates.		
A2.8	System shall enable users to continue viewing a document when it is checked out.		
A2.9	System shall support auto assignment		

ITEM	REQUIREMENT	RESPONSE	COMMENTS
	and manual assignment of metadata per business rules.		
A2.10	System shall provide users visual feedback indicating a file's status (e.g. who has content checked out, how long it has been checked out).		
A2.11	System shall support related documents- (e.g. peer to peer and parent child relationships).		
A2.12	System shall support search for related documents.		
A2.13	System shall provide redline capabilities for files in multiple formats, including PDF, HTML, MS Office, etc.		
A2.14	System shall provide a redline/annotation tool that allows reviewers or document collaborators flexibly annotate documents circulated for feedback. The tool shall enable one to one comparison or one to several comparison of document versions.		
A2.15	System shall allow users to build, manage and share database driven applications (currently use MS Access).		
A2.16	System shall provide the capability for authorized individuals to add user defined data fields, in addition to standard meta-tags.		
A2.17	System shall provide check-in/check-out control for each content item stored in the content repository.		
A2.18	System shall provide the ability for uses to check-out a document for offline work and later synchronize with the repository.		
A2.19	System shall provide version control to maintain version integrity throughout the lifecycle of a document.		
A2.20	System shall support varying levels of version control and enforcement of "reason for change" comment entry		

ITEM	REQUIREMENT	RESPONSE	COMMENTS
	upon document check-in.		
A2.21	System shall provide the ability to configure version control via the admin interface to allow for the creation of new files for each version as required.		
A2.22	System shall provide the ability to lock a document once it is "final" and indicate this status. Once locked, new versions cannot be created.		
A2.23	System shall allow for each version of a document to be assigned individual access control rights and metadata values.		
A2.24	System shall support a variety of file formats and types. Please specify any file type or format restrictions in the comments, if applicable.		

A3. Delivery

ITEM	REQUIREMENT	RESPONSE	COMMENTS
A3.1	System shall support export of scanned images to a document repository.		
A3.2	System shall provide seamless integration between document management and web content management, and enable movement of content between systems for purpose of delivery, archiving, etc.		
A3.3	System shall support conversion of documents from assorted formats to standardized formats for print and web production.		
A3.4	System shall support downloads of files or groups of files from the DMS		
A3.5	System shall support file compression when sending/transferring files.		
A3.6	System shall support the automatic generation of emails within the DMS and emailing of documents or groups of documents.		
A3.7	System shall support programmatic		

ITEM	REQUIREMENT	RESPONSE	COMMENTS
	calls for documents from the court case management or other systems.		
A3.8	System shall support selection and grouping of multiple files for download or other transfer out of the repository (burning to disc, email, etc)		
A3.9	System shall support integration with workflow processes, and allow for processes to be triggered based on defined rules associated with specific document types, templates, etc. Example- when a document of Type X is scanned and exported to the document management system, Workflow A is triggered.		
A3.10	System shall allow users to navigate the file repository via desktop file editing tools, including MS Office. For example, users shall be able to open or save files from within a word processing application (MS Word) without opening a separate interface.		
A3.11	System shall support content reuse through document or content objects.		
A3.12	Document management component shall integrate seamlessly with other key modules of the ECM solution, including digital asset management, web content management and learning content management.		
A3.13	System shall support the ability for users to fax documents directly from their computer either during or without viewing the document in the repository. The user shall also have the ability to select a range of documents and have them routed to a fax server for transmission.		

A4. Archiving

ITEM	REQUIREMENT	RESPONSE	COMMENTS
A4.1	System shall provide a mechanism for		

ITEM	REQUIREMENT	RESPONSE	COMMENTS
	electronic archiving		
A4.2	System shall provide a mechanism for indexing and tracking offline hard copy documents, including offline archives.		
A4.3	System shall provide a mechanism for tracking hard copy versions of electronically filed documents.		

A5. Security

ITEM	REQUIREMENT	RESPONSE	COMMENTS
A5.1	System shall provide a document audit trail. The audit trail shall indicate all activity associated with a document and individuals accessing the file.		
A5.2	System shall provide a mechanism for assuring that new files created from templates are saved as separate files.		
A5.3	System shall provide mechanism to control printing rights.		
A5.4	System shall provide role-based, folder-based and document level security.		

A6. Forms Management

ITEM	REQUIREMENT	RESPONSE	COMMENTS
A6.1	System shall support form-based generation of documents.		
A6.2	System shall support online form creation, publication and management.		
A6.3	System shall support the following form elements: checkboxes, radio buttons and data entry fields.		
A6.4	System shall support automatic calculations for figures within form fields.		
A6.5	System shall provide a method to collect and analyze form data, such as database tables.		
A6.6	System shall provide for export of		

ITEM	REQUIREMENT	RESPONSE	COMMENTS
	collected form data to Oracle, Excel or MS Access.		
A6.7	System shall support the attachment of related content items to a form record, including related documents or images.		
A6.8	System shall enable forms to be published to the web via the CMS without programming or technical expertise.		
A6.9	System shall support email distribution of forms, integrating with MS Exchange.		
A6.10	System shall support paper-to-digital form conversion, and enable the user to edit a form once converted.		
A6.11	System shall support bar code labeling for forms.		
A6.12	System shall support the ability to merge collected data into document templates.		

END OF ATTACHMENT