1.0 INTRODUCTION

The Florida Department of Highway Safety and Motor Vehicles (Department), hereby issues this Request for Information (RFI) seeking information from interested parties who can provide the Department with the latest information about enterprise knowledge and content management solutions (hereinafter ECM’s). As data and information technology has changed drastically throughout the years, this has resulted in an environment with a diverse set of technological platforms. Due to these changes, some of the Department’s systems have become outdated and difficult to support.

In an effort to consolidate platforms and take advantage of emerging technologies, the Department plans to modernize many of its systems with current development methodologies and tools. There is a significant amount of document scanning and collection behind these systems that plays an integral role in the Department’s business processes.

The Department anticipates the need for an enterprise knowledge and content management solution to assist in the effective management of documents across its various systems. This RFI is designed to explore all avenues available in the current technology market, including necessary components of a solution that the Department can employ to protect the integrity of its data throughout the life of a current project and beyond.

2.0 PURPOSE OF AN RFI

Rule 60A-1.042, Florida Administrative Code (F.A.C.), provides that an agency may request information by issuing a written RFI. Agencies are authorized to use an RFI in circumstances including, but not limited to, determining whether or not to competitively procure a commodity or contractual service, determining what solicitation process to use for a particular need, or researching general, special, and/or technical specifications for a solicitation.

A Vendor’s response to a RFI is not an offer and the agency may not use the Vendor’s submission to justify a contract with that Vendor without otherwise complying with Chapter 287, Florida Statutes (Fla. Stat.) and Rule 60A-1.042, F.A.C. Vendors submitting a response to an agency’s RFI are not prohibited from responding to any related subsequent solicitation. Vendors are not required to submit a RFI response in order to participate in any subsequent solicitation.

3.0 DEFINITIONS

A. **Vendor:** Any firm or person who submits a response to the Department in regard to this RFI.

B. **Response:** All information, documentation, and other materials submitted by the Vendor in answering to this RFI.
4.0 BACKGROUND

For more than thirty (30) years, the Department has built and maintained systems to support driver license and vehicle title and registration-related issuance activities within the state of Florida.

As described in Section 1.0, the Department relies upon many technological platform systems in order to carry out functions related to these issuance activities. These systems connect to some common data sources, the heart of which are the data stores for the two (2) primary issuance systems: the Florida Driver License Information System (FDLIS) and the Florida Registration and Vehicle Information System (FRVIS).

The Department interacts with documents from various sources in different ways. Some examples include:

- Manual scanning of one or more document(s) at a time via flatbed scanning.
- Receipt of document files via e-mail or other electronic transfer.
- Bulk handling of documents via high speed scanning.
- Scanning of out-going correspondence for record retention purposes.
- Electronic submission of documents via vendor interfaces.

5.0 PROJECT GOALS

The Department seeks information on existing, new, and emerging Enterprise Content Management (ECM) solutions that consist of ECM software and/or infrastructure and implementation services. The Department is interested in solutions that provide the following features:

A. Document Management: Check-in/check-out, version control, and security and library services for business documents. Extended capabilities include digital rights management (DRM) and metadata-driven views of documents, rather than strict taxonomy-based structures.

B. Image Processing: Image processing applications for capturing, transforming and managing images of paper documents through: (1) document capture (scanning hardware and software, optical and intelligent character recognition technologies, and form-processing technology) performed either using native capabilities or through a formal partnership with a third-party solution provider; and/or (2) the ability to store images of scanned documents in the repository as "just another" content type in a folder, and route them through an electronic process.

C. Content Workflow: Content workflow capabilities for supporting business processes, routing content, assigning work tasks and states, and creating audit trails.

D. Collaborative Content Sharing: Collaborative content sharing features such as: document sharing, collaboration and knowledge management. Blogs, wikis and support for other online interactions may also be supported.

E. Application Integration: A critical Department concern is the availability of solutions that can provide an Application Programming Interface (API) that would enable Departmental applications the ability to interface with core ECM functionality.
F. **Database Management System:** Built on top of an industry standard DBMS to facilitate upgrades and modifications to record meta-data, workflows and other core functions.

G. **Web Based:** Functionality provided via a web-based interface.

H. **Scalability:** Scales to support as many systems and/or interactions as needed to support a growing population.

### 6.0 REQUESTED INFORMATION

The Vendor shall prepare its RFI response simply and economically, providing a straightforward, concise description of the solution(s) available. Fancy bindings, colored displays, and promotional material are not desired. Responses are to be organized as directed below.

A. Provide a cover letter identifying the Vendor’s contact information.

B. Provide answers to the questions below by reprinting each question in your RFI response:

**TAB A - Overview**

1. Give a description of your understanding and approach to accomplish the goals described in Section 5.0 PROJECT GOALS.
2. Give a description of the suggested solution; emphasizing open standards based on Commercial Off-the-Shelf (COTS) technologies, as appropriate.
3. Explain why the suggested solution was chosen.

**TAB B - Vendor Background**

1. Provide a statement giving a brief history of your company, how it is organized and summary of available products.
2. Provide the company’s official name, address and website URL.
3. Describe how long the company has been in business.
4. List and explain your company’s experience working with public safety agencies.
5. Provide a list of other states, jurisdictions, and companies that have utilized the solution.
6. Describe the history of your suggested solution.
7. Describe how much reliance the company places on Commercial Off-the-Shelf, non-proprietary equipment.

**TAB C - Product Components**

Provide a detailed list of products that would likely be necessary as well as the system requirements to support the solution intended by this RFI as far as the following are concerned:

1. Software;
2. Hardware, including Energy Star rated equipment;
3. Third party products;
4. Warranty; and
5. Maintenance and support.
TAB D – Cost

Provide sample cost information that would apply to a solution as described in your RFI response, including, but not limited to:

1. Overall Initial cost;
2. Total cost over ten (10) years;
3. Maintenance and support for the term of a 10-year contract;
4. Projected recurring subscriber costs; and
5. Any business plan consideration, including any applicable public-private partnership components.

NOTE: To preserve your ability to bid on a future procurement related to this RFI, it is important to provide general pricing information only (i.e., competitive ranges, and variable impacting price, etc., not a specific price quote.)

TAB E - Implementation/Maintenance

1. Provide an overview of the implementation process and its complexity, along with a realistic estimate of the timeframe required for implementation phase.
2. Describe the complete level of effort to implement the system described.
3. Describe the requirements (both financially and staffing related) to maintain the system.
4. Describe the method(s) by which the products would be supported during a continuous contractual period.

TAB F – Additional Information

Provide any additional information the Vendor believes would be helpful to the Department to take into consideration that may have not already been addressed.

7.0 RESPONSE SUBMISSION

The Vendor shall submit:

a. One (1) original version of the response submittal, with five (5) copies.

b. One REDACTED scanned copy of the response, if applicable. See Section 12.0.

c. One scanned copy of the entire response, and redacted response, if applicable, in Adobe (.pdf) on a USB flash drive.

Sealed packages to be delivered shall be clearly marked on the outside of the package with the RFI number and company name. Vendors shall submit the RFI response to the Issuing Officer at the address indicated in Section 14.0.
8.0 CALENDAR OF EVENTS

The table below contains the Calendar of Events for this RFI. Vendors should become familiar with the Calendar of Events. The dates and times within the Calendar of Events may be subject to change. It is the Vendor’s responsibility to check for any changes. All changes to the Calendar of Events will be through an addendum to the RFI. Vendors are responsible for submitting all required documentation by the dates and times indicated below (Eastern Time). The Department will not consider late documents.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>ACTIVITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/08/16</td>
<td></td>
<td>RFI is released</td>
</tr>
<tr>
<td>03/15/16</td>
<td>3:00 p.m.</td>
<td>Questions and/or requests for clarification are due to the Issuing Officer.</td>
</tr>
<tr>
<td>03/22/16</td>
<td></td>
<td>Anticipated date that answers to questions received and requests for clarification will be posted on the VBS.</td>
</tr>
<tr>
<td>04/11/16</td>
<td>3:00 p.m.</td>
<td>RFI responses are due.</td>
</tr>
<tr>
<td>04/25/16</td>
<td></td>
<td>Vendor Demonstrations, if deemed necessary by the Department.</td>
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</tbody>
</table>

9.0 ADDENDA TO THE RFI

The Department will post addenda to this RFI on the Florida Vendor Bid System (VBS) at:

http://vbs.dms.state.fl.us/vbs/search.criteria_form

Each Vendor is responsible for monitoring the VBS for new or changing information.

10.0 QUESTIONS

Questions or requests for clarification regarding this RFI shall be submitted in writing to the Issuing Officer identified in Section 14.0 by the date and time specified in the Calendar of Events or as amended by the Department. Questions will not be answered via telephone. The Department will post answers to questions received on the Vendor Bid System (VBS) by the close of business on the date stated in the Timeline.

11.0 DEMONSTRATIONS

After the Department receives responses to this RFI, and at the sole discretion of the Department, one or more Vendors may be selected to demonstrate to the Department the Vendor’s products and services relating to the information submitted in the RFI response.

The purpose of the demonstration is to permit the Department to visually see and confirm stated functionalities and capabilities and to ask questions related thereto.
12.0 PROPRIETARY INFORMATION

Any portion of the submitted response which is asserted to be exempt from disclosure under Chapter 119, Fla. Stat., shall be clearly marked “exempt”, “confidential”, or “trade secret” (as applicable) and shall also contain the statutory basis for such claim on every page. Pages containing trade secrets shall be marked “trade secret as defined in section 812.081, Fla. Stat.” Failure to segregate and identify such portions shall constitute a waiver of any claimed exemption and the Department will provide such records in response to public records requests without notifying the Vendor. Designating material simply as “proprietary” will not necessarily protect it from disclosure under Chapter 119, Fla. Stat.

13.0 VENDOR COSTS

Vendors are responsible for all costs associated with the preparation, submission, and any potential demonstration to discuss this Request for Information. The state of Florida, Department of Highway Safety and Motor Vehicles will not be responsible for any vendor-related costs associated with responding to this request.

14.0 ISSUING OFFICER

The Issuing Officer, acting on the behalf of the Department, is the sole point-of-contact with regard to all matters relating to this RFI. All questions and requests for clarification are to be directed to:

Christina Espinosa
Bureau of Purchasing and Contracts
Florida Department of Highway Safety and Motor Vehicles
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Tallahassee, Florida 32399-0524
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