

Bidder's Conference Questions

Question: What is the intent on translating signatures?

Response: Under signature have the printed name.

Question: Is it expected that customer signatures be captured multiple times?

Response: Yes.

Question: Elaborate on workflow.

Response: Flowchart for the way clients are handled will be provided.

Question: Is document distribution dependent on what happens to the document?

Response: Yes.

Question: What is the expected percent of character recognition?

Response: This will be addressed during negotiation.

Question: For what will the manual or computer-assisted indexing interface be used?

Response: Ability to find data by unique identifiers and have information go to correct file.

Question: Will the program be on servers or cloud based?

Response: Servers or could be cloud based and hosted locally.

Question: Which version of Sybase are you using?

Response: TWIST and TWIST Web Reports use PowerBuilder on the front end to present the data to the user and use Sybase to store the data on the backend. TWIST Claims and WCCT use java to present the data in a Web Browser and use Sybase to store the data on the backend. Vendors will need to pull information from Ad hoc or Report extracts. Vendors will not have access to pull information from TWIST production.

System will integrate with Microsoft Office 2010, 2003 and 2007 desktop producing applications. All hardware must be compatible with Windows Server 2003 through 2008 and provide connectivity via USB network port.

Question: Are signatures embedded in documents or captured and referenced on file?

Response: Both.

Question: Is there any need for IOS or mobile pad access?

Response: No.

Question: What is the capacity for this system? How many documents will be scanned or entered?

Response: Serving up to 1500 people a week, each with multiple documents.

Question: How many users are expected?

Response: Approximately 50.

Question: Will you be scanning old documents or will there be a begin date with future documents scanned from that date.

Response: Very few old documents will be scanned. In some cases current file documents may be scanned.

Question: Will original documents be electronic or paper?

Response: 50/50, both paper and electronic – case notes will be electronic.

Question: Is TWIST the main access for documents?

Response: Correct.

Question: Of the paper documents how much is hand written?

75% of the paper documents are printed documents.

Question: Describe the nature of the hand written documents to be scanned.

Response: Signatures, short sentences, hand written fill in application forms.

Question: Will signatures be scanned once or will there be multiple entries

Response: May be multiple times for different documents. System offered must be able to self-populate information and have the ability to export data to another electronic document imaging system.

Question: The RFP mentions the need for 40 concurrent users. If the proposed system is based on Named Users rather than a concurrency, how many named users will the agency need? Please define how many users will need full access for scanning/modifying documents/making changes in the system vs. users that would just need the ability to print, search and view.

Response: Number of concurrent users should be 50. Number of named users will be determined during installation phase. Users who will need full access for scanning/modifying documents/making changes in the system will be limited to key personnel identified during the installation phase.

Question: The agency may be able to purchase the scanning and signature capture devices from an existing hardware vendor cheaper. Would it be acceptable if in our response we recommended the hardware we believe works best with our proposed solution, but did not include this in the pricing?

Response: The Board requests that all equipment needed for this EDMS solution RFP be included in the respondent's quote. All scanning and signature capture devices required for this project must be included in the vendor's quote. Quote for this equipment can be itemized as a separate line item.

Question: Are the TWIST, CCSD, and WorkInTexas applications Windows full client softwares installed on the PC? Are they web-based interface applications?

Response: TWIST and CCSD are client based applications. WorkInTexas is a web based application.

Question: When you refer to distribution of documents via “messaging”, does that refer to email?

Response; The Board requires a system that allows users to have access to a downloadable link where information on a server can be accessed by users.

Question: What is the intended application of the signature touchpads? Will that be for customers to come into the business and sign documents?

Response: Electronic signatures for customers.

Question: Stated capacity to allow access for up to 40 concurrent users. How many total users will need access to the electronic document management system?

Response: A total of 50 concurrent users will need access to the EDMS.

Question: What do you intend to use Intelligent Character Recognition to read?

Response: Handwriting and any printed text.