

FileNet Project and Support Services

Vendor Questions and DEED Responses

1. Is this FileNet environment exclusively used for Unemployment Insurance? Do you foresee use of FileNet in other areas within DEED?

Response: FileNet is used exclusively for Unemployment Insurance and we do not foresee it being used in any other areas at this time.

2. Are you expecting vendor to provide 7X24X365 support on-site or remotely from Vendor's location and be onsite on need basis?

Response: Remote support from the vendor's location is generally acceptable with onsite support on a need basis.

3. What FileNet P8 software module do you currently use? For example - Content Manager, Business Process Manager, Datacap Taskmaster, Content Collector, Records Manager etc.

Response: FileNet P8 4.5.1

- Content Engine
- Process Engine (Object store DBs on SQL 2008)
- Application Engine
- Capture (RightFax is integrated with Capture)
- Hosted on WebSphere v7.0

4. Does this environment use Active Directory for user authentication or any other single sign-on system?

Response: Yes, the environment uses Active Directory for authentication – 2008 R2 Forest Domains Functional Level

5. Do you have any preference for how travel costs are quoted for any travel necessary for meetings and onsite activities?

Response: Travel expenses can be included as part of cost quotes outlined under “Response Requirements, Section 5” or they may be quoted separately. If the vendor awarded the contract chooses to bill travel expenses separately, the vendor will be required to line item those expenses on a separate invoice that does not include services. DEED reserves the right to limit total travel expenses which would be negotiated and reflected in the contract.

6. In the section “Project Deliverables”, item # 4, page 1, states “We need consulting services to recommend design, preparation planning and implementation steps for the upgrades.” Do you expect draft and final reports for these services (e.g. Solution Design Document, Budgets, Project Plans, etc.)

Response: DEED does not expect extremely formal documentation but does expect to work collaboratively with the vendor to develop an agreed upon design, budget, project plans, and create appropriate supporting documentation.

7. In the section “Responsibilities Expected of the Selected Vendor,” bullet #4, page 3, states that the “Vendor will provide documentation to MN.IT technical staff when appropriate or requested (i.e. around updates).” What kind of documentation are you seeking?

Response: DEED staff anticipates working collaboratively with vendor’s technical staff to perform updates/upgrades (typically in a test environment initially) and to create step-by-step or procedural documentation of the update/upgrade. Vendor may also be asked to provide procedural documentation that they have access to as a preferred FileNet/IBM partner.

8. Relating to #5 of Project Deliverables, do you allow offshore resources for remote technical support?

Response: Local/United States resources are preferred but not required. The evaluation process and a portion of the total score under ‘Response Requirements, Section 3’ include location of support technicians.

9. Does DEED have a preference for the upgrade - in place vs. migration? Or would you like vendor to propose approach.

Response: DEED will request the vendor propose the approach identifying pros and cons. Past upgrades have typically been done side-by-side.

10. Does DEED have a preference for standard upgrade vs. staged upgrade? Or would you like vendor to propose approach.

Response: DEED will request the vendor propose the approach identifying pros and cons.

11. Do you have any other changes/upgrades to the environment planned? Network, DB, OS?

Response: DEED anticipates upgrading WebSphere from the current version 7.0 to 8.5 which will require upgrading FileNet to v5.2.

No OS upgrades are planned. SQL may potentially be upgraded to 2008 R2 or 2012 if supported or appropriate during FileNet P8 v5.2 upgrade.

12. FileNet upgrade usually includes multiple teams from os, network, db admins to application developers. Is DEED going to provide resources from these teams or is the vendor expected work independently in all different areas?

Response: DEED has resources in each of these areas that will participate in the upgrade. The vendor will be expected to augment and assist DEED resources through the upgrade process.

13. Do you need to scale the system at this point?

Response: No

14. How many applications are built on top of the current environment?

Response: Two (2) – Unemployment Insurance benefits and Employer Unemployment Insurance tax.

15. Are the applications custom built or are they customized Workplace/Workplace XT?

Response: WebSphere apps are custom built. DEED has an app engine installed for a few administrators to manage FileNet but the application does not use Workplace.

16. Are the applications based on the workflows running on Process Engine?

Response: Yes

17. Is component manager being utilized?

Response: No