Matrix Clarificaion Response from FileOne

15	Workflow Driven	System must be designed to utilize reusable workflow processes for common tasks

FileOne Proposal Workflow Processes are maintained for consistent reuse in the SystemWORKS Workflow Editor.

SOS Clarification SAW 8/4 - demonstrate workflow - show how it works, how users view it, and how to work it (new, mod delete)

FileOne Response FileONE will demonstrate the SystemWORKS Workflow Editor to demonstrate reusable workflow activity processing.

16	Workflow Similarity	System must use similar workflows and terminology for all processes.

FileOne Proposal

SOS Clarification TG 8/4 - demonstrate this workflow

FileOne Response Review of the SystemWORKS processing flow and the demonstration of the Workflow Editor will be used to show that similar workflow and terminology is applied to all processes.

17	Workflow Design	System workflows must be included in detailed design for the system.

FileOne Proposal The Workflows in SystemWORKS will be configured and documented as part of the analysis and configuration effort.

SOS Clarification SAW 8/4 - how do users configure workflow?

FileOne Response User processing User processing workflows (workflows that determine what a user can work on and what they will work on next) are initially configured by FileONE during implementation. Standard user processing workflows are available for all users and are based solely upon a user's permissions to access different lines of Business and process specific types of filings. The user workflows can be customized by SystemWORKS users with appropriate roles/permissions so that the workflows are tailored for particular users to process particular filing types. Such customization of filing types could be utilized when filing volume for a particular filing type is higher than usual and warrants focused processing attention.   Configuration of system processing workflows (workflows that govern automated processing) are performed in the Workflow Editor. Modifications to such processing workflows can be performed by FileONE or by MT staff.   FileONE will provide a set of processing workflows as well as common activities that can be used in one or many different System Processing Workflows.   SystemWORKS provides, out of the box, a standard methodology for all system processing workflows or business logic. The SystemWORKS product can then be customized to accommodate MT SOS specific requirements. The customization process is accomplished via the SystemWORKS Workflow Editor tool. The edit provides the ability for end users to graphically modify and customize system behaviors and processing logic.

18	Retention	System must include automated workflow capabilities

FileOne Proposal Automated workflows will be set up upon installation to fulfill MT SOS particular needs. The automated workflows will queue transactions to an individual processor or group of processors as configured.

SOS Clarification SAW 8/4 - who will set up automated workflows F1 or SOS?

FileOne Response FileONE will set up initial workflows during implementation based upon the business workflow and processing needs identified during the analysis phase. The standard workflow for each user will be based upon the users group(s), individual roles and permissions, and thus will be configured to allow processing for permitted LOB and specific filing types.   The workflow for individual users can be modified so that the filings available for processing are restricted as business needs dictate. For example, in peak filing season, certain users workflow settings could be modified so that they are focused on processing specific filing types such as articles of incorporation, period filings, or other filings.   Configuration of system processing workflows (workflows that govern automated processing) are performed in the Workflow Editor. Creation of and changes to such processing workflows can be performed by FileONE or by MT staff; it is assumed that FileONE will configure the system processing workflows for the SIMS implementation.   FileONE will have a set of common activities that can be used in one or many different System Processing Workflows.

22	Data Transmission	All data transmitted must be secure to the State of Montana standard at a minimum.

FileOne Proposal   SystemWORKS can provide data encryption at any required level for transmission outside SOS solution.

SOS Clarification   SAW 8/4 - 'can provide' not clear. is this included in the proposal and thus the cost associated with this proposal?

FileOne Response   FileONE will support the encryption standards, however the MT SOS will be responsible for purchasing the SSL certificates and other supported items.

23	Separation Of Duties	Procedures must be in place to ensure a separation of duties for all end-users.

FileOne Proposal   SystemWORKS has been designed to support separation of duties for processing staff. Specific application functions that support the segregation of duties include custom role and permissions for users MT SOS processing staff, segregation via configurable

SOS Clarification   SAW 8/4 - How are custom role and permissions defined, set up, and how are they maintained. How are these roles used by the system to control access? TG 8/4 Do authorized users have the ability to work around separation of duties should the need arise?

FileOne Response   SystemWORKS security model is developed leveraging the Microsoft Active Directory technology which provides a comprehensive level of application integration and enterprise support. End user feature access is authorized via .Net framework using code access security model. Authorized users obtain a session which contains current user roles. As the user requests pages, functions, or actions - user credentials are transmitted in the enterprise using Kerbros protocol. This provides the .Net framework access to user role information which authorizes user access. Because our security model is integrated into the code. It resides directly in the .Net framework, providing SystemWORKS with the most current technique for securing application access.   Custom permissions are setup by FileONE and provide or restrict access to different areas of SystemWORKS. The permissions provide access control down to a granular level (e.g. down to the specific controls, data fields, menu items). A role is a logical aggregation of permissions related to a specific function such as intake processing or processing financial refunds. Each permission is associated with a specific role. The roles and permissions can be created, managed, and controlled.   Job Functions are comprised of one more roles and/or permissions. Several Roles and/or several distinct permissions can be assigned to a particular Job Function. These groups can be created and modified by FileONE or Montana. This level of control for security and access configuration allows SystemWORKS to be tailored to accommodate the specific job functions performed in Montana.   Groups are a further aggregated and are composed of one or more Job Functions. Groups provide a hierarchical rollup of job functions so that they can easily be applied to specific users.   Users are then assigned to groups and inherit the permissions and roles associated with the groups designated job functions. FileONE can demo the security configuration including the permissions, roles, job functions, groups, and user assignments. The specific validation messages presented to users in SystemWORKS are designed to provide the users with the specific course of action(s) to resolve or proceed with further processing. The message content is relevant to the issue encountered and provides specific courses of resolution. Demonstration of specific error messages will be performed onsite in Helena.

26	Informative Error Message	System must use concise and informative warning and edit error messages.

FileOne Proposal

SOS Clarification   TG 8/4 - Would like to see a demo of error messages to determine if message is informative and concise

FileOne Response   The specific validation messages presented to users in SystemWORKS are designed to provide the users with the specific course of action(s) to resolve or proceed with further processing. The message content is relevant to the issue encountered and provides specific courses of resolution. Demonstration of specific error messages will be performed onsite in Helena.

28	Image Based	System must be image based, requiring user to use paper only as a last resort.

FileOne Proposal   SystemWORKS features a configurable workflow, enabling scanning the filing and related documents received by the department to occur as early in overall processing workflow as desired by MT SOS. Additionally, electronic means of receiving filings and tra

SOS Clarification   SAW 8/4 - demo scanning process. Demonstrate or at the least provide a description of how electronic filing will happen in SIMS

FileOne Response   FileONE will demonstrate scanning and image management during the onsite demonstration in Helena. We will provide a processing flow for Electronic Filings processing.

29	Report Formats	System must allow user to view reports online or print to paper

FileOne Proposal — All SystemWORKS reports will be viewable or printed by default; the exception would be reports specifically designed for presentation in only one medium per Montana's request.

SOS Clarification — SAW 8/4 - demostrate reports. show how they can be viewed, printed, faxed or emailed

FileOne Response — SystemWORKS Reporting tool allows for both viewing and printing of reports. Our custom report generator allows for distribution of the reports in various mediums such as Excel, Comma Separated Values (CSV), HTML, PDF, Word, XML, Open Office, and RTF formats. A demonstration of the reporting capabilities will be performed onsite. All output methods are available, except fax.

31	Code Value Windows	System must allow Authorized users to be able to maintain codes using the system (not back end).

FileOne Proposal — Codes configured for MT SOS' SystemWORKS implementation will be maintainable through the appli-cation and made available through specific system administration screens. Access to the system administration configuration screens is restricted by user roles

SOS Clarification — SAW 8/4 - walk through code value windows. Show how codes can be added, updated or deleted (end dated)

FileOne Response — FileONE will demonstrate a number of administrative functions that will allow for the entry of codes. The demonstration can include: Arrival Types   Shipping Methods   Filing Types/Fees   Filing Type Categories and Subcategories   Configuration of Users and Groups   UCC Filing Types and related information (Alt. Filing Types, Amendment Types, Amendment Actions, Etc.)   Jurisdiction Specific Settings   Key Personnel   Filing Office Details (UCC, BE, Notary, etc...)   State Details   State Seal and Images   Configure Barcode Text   Configure Filing Stamp/Burn Content

33	Retain Image	Image alterations must be tracked and original image layer must remain untouched.

FileOne Proposal

SOS Clarification

FileOne Response — This functionality is still under development. FileONE cannot demo this functionality at this time.   SystemWORKS provides maintenance, access and storage of all image versions. The original and all modified versions can be accessed by users based upon role.

38	Image Protection	System must not allow sensitive data (defined by SOS) to be made available to the public, whether in image or raw data form, export or print, unless otherwise defined

FileOne Proposal — SystemWORKS features automated and manual redaction, as well as granular security and configuration options, enabling prevention of undesired user access to images and data. MT SOS will be responsible providing the business rules necessary to successfull

SOS Clarification — SAW 8/4 - provide overview of redaction solution and demonstrate how it will work on images (both automated and manual)

FileOne Response — FileONE will demonstrate redaction and will provide an overview of our redaction solution.

41	Communication Preference	System must store customer preference in communication method (email, mail, fax, phone)

FileOne Proposal — Customer preference in communi-cation method will be captured and permanently associated with the transaction of record. Additionally, each customer record may designate a preferred default communication method.

SOS Clarification — SAW 8/4 - provide overview of customer and show name, address, and contact information and preferences - how are they added, updated and deleted?

FileOne Response — SystemWORKS will provide the ability to specify a default return shipping method for an entity such as: email and mail. SystemWORKS will store the preferred communication method. FileONE assumes that all faxing of documents will be done manually.

46	Transaction Details	System must display history of transactions

FileOne Proposal — Numerous views and reports of transaction history(ies) are available in SystemWORKS as a standard set of functions available in all implementations of the product.

SOS Clarification — SAW 8/4 - show transaction detail history for a customer

FileOne Response — FileONE will provide a customer transaction detail report mockup for review and discussion.

51	User Alerts	System must alert user of error conditions in processing

FileOne Proposal SystemWORKS will provide error alerts, status, and remaining items to be entered/satisfied during processing so that the users can track progress and assess errors and issues as soon as is possible.

SOS Clarification TG 8/4 - It is important that a user understand the error message they receive in order to rectify the problem would like to see a demo to determine error messages are clear and concise

FileOne Response The specific validation messages presented to users in SystemWORKS are designed to provide the users with the specific course of action(s) to resolve or proceed with further processing. The message content is relevant to the issue encountered and provides specific courses of resolution. Demonstration of specific error messages will be performed onsite in Helena.

54	Provide Metrics For Trend Analysis	The System shall provide trend analysis and forecasts to enable quick response to changing conditions, such as unexpected increases in transaction volume.

FileOne Proposal SystemWORKS includes many key trending and analysis reports. Its powerful report generation designer allows for MT SOS staff to generate any additional statistical and trending reports required to complete forecasting analysis.

SOS Clarification SAW 8/4 - provide examples of metric reports - hardcopy in walkthrough would be best. SAW 8/12 - demonstrate report generation designer.

FileOne Response FileONE will demonstrate SystemWORKS report generation designer to Montana.

61	Create And Update Previous Customer Name	The System shall create and update customer's previous name (name history) when a change is made (e.g., marriage, divorce, court order).

FileOne Proposal A complete name history is maintained for all entities; name history is maintained for both individual and organization entity names.

SOS Clarification SAW - 8/12 - demonstrate name history. Show effective dates, discuss when and how a history record is created and show the list of history

FileOne Response FileONE will discuss how Name History and other historical information will be maintained in SystemWORKS. The SystemWORKS demonstration will include the use and maintenance of effective date ranges.

67	Receive Undeliverable Status For Address From Third Party Vendor	When undeliverable mail or electronic mail or fax is returned to the SOS, the System shall be able to record what document was returned, the date of return and the reason for the return.

FileOne Proposal

SOS Clarification JAD 8/5 - Is this done through bar-coding? Does the returned mail get scanned? Please demonstrate.

FileOne Response FileONE will provide the SystemWORKS Bad Address Processing flow for onsite review and discussion.

128	Nsf Suspension	System shall perform a NSF status check against the customer record(s).

FileOne Proposal SystemWORKS can be configured so that if a customer has a past or active NSF payment, a new order may not be created/processed, or a new order with a specific payment type may not be created/processed. Customer payment history is easily accessible & view

SOS Clarification JAD 8/5 - Will it be configured to do this NSF status check? They state "can be".

FileOne Response FileONE will provide the SystemWORKS Dishonored Payment Processing flow for review and discussion.

137	Dp Informational Message	System shall display informational message stating the customer has an DP suspension from a previous transaction, but don't stop the current transaction.

FileOne Proposal The ability to stop processing, or to display an informational message and allow further processing are both available configurable processing options in SystemWORKS.

SOS Clarification SAW 8/4 - Please describe and demonstrate how the DP process works in SystemWorks

FileOne Response The dishonored payment processing flow will address the designation of restrictions and notification for payment processing for the respective entity.

138	Transaction Counts	System shall provide the capability to be able to count each type of transaction type.

FileOne Proposal — Such aggregation of information for tracking and reporting purposes is a standard feature in SystemWORKS. Information tracking for transaction types, filing types, including counts and funds receipted will be available in specific reports. This reporting functionality is very comprehensive

SOS Clarification — JAD 8/5 - show transaction type report

FileOne Response — FileONE will demonstrate our reporting functionality, demonstrate and discuss how much of this type of reporting is integrated into the application itself, and provide a list of the type of reports that will address these needs for review and discussion.

257	Duplicate Customer Information	System shall not allow duplicate customer records. A duplicate record is criteria in a combination of criteria to be defined

FileOne Proposal — SystemWORKS performs a search of existing customer records prior to the creation of a new record. Duplicates are presented to users before creating a new entity record; prevention of new entities can be configured based on MT specified criteria and compl

SOS Clarification — JAD 8/5 - Will this include phoenetic names as well? Similar names?

FileOne Response — At this time SystemWORKS does not provide phonetic or similar name matching. SOS system administrator can configure the system to recognize similar patterns, e.g. 'and', '&', 'or' '@', and 'at'. The SOS system administrator can also configure the search to recognize number or alpha representation, e.g. 4, four

311	Audit System Performance	The System shall record and display system performance information to be used by personnel from the Information Technology Services Division (ITSD) to analyze, optimize, and monitor system performance in accordance with volume of transactions, speed of tr

FileOne Proposal — Using standard Microsoft tools such as: PerfMon, SQL Management Studio, and IIS log analysis, and SystemWORKS error log monitoring such data can be acquired and analyzed.

SOS Clarification — DC 8/6 elaborate on how proficient you are with the tools and how effective they are and under what circumstances you have used them.

FileOne Response — Our resources are all well versed in the Microsoft tools and SystemWORKS tools. These tools are industry standard and have proven to provide the metrics required. If additional monitoring metrics are requested, FileONE has the expertise and knowledge to make additional recommendations. FileONE has used these tools where performance issues were experienced in customer environments. The output of the tools was used to isolate causative areas in the databases, application code, and configuration settings.

321	Image Types	The System shall allow for varying types (color, size) of documents to be scanned and stored as images.

FileOne Proposal

SOS Clarification — SAW 8/12 - please demonstrate the scanning of paper of various size and color.

FileOne Response — FileONE will demonstrate scanning onsite in Helena. Scanner hardware limitations may limit the types of documents we can scan during the demonstration.

347	Provide Fillable Forms	The System shall support 'fill and print' forms from the Internet.

FileOne Proposal — SystemWORKS will provide user access to 'fill and print' forms that are created and supplied by the MT SOS.

SOS Clarification — SAW 8/4 - is 'user access' the external web based customer?

FileOne Response — In the FileONE response, 'user access' is referring to an external web based customer. The external customers will be able to access the 'fill and print' forms on the public internet.

487	Availability - Automatic Restart	2.5. Automatic restart of critical failed server and database components (as required to support the contractual availability) shall be provided.

FileOne Proposal — Utilization of 3rd Party Data Center monitoring software, such as Microsoft System Center.

SOS Clarification — DC 8/6 who is supplying and configuring etc on thise?

FileOne Response — It was anticipated that the MT SOS would supply the tools and resources to perform the monitoring. FileONE can make recommendations and perform the configuration if requested.

488	Availability - Monitoring	2.6. The system shall provide for monitoring of system availability by both IT resources and users.

FileOne Proposal   Utilization of 3rd Party Data Center monitoring software, such as Microsoft System Center.

SOS Clarification   DC 8/6 who is supplying and configuring etc on thise?

FileOne Response   It was anticipated that the MT SOS would supply the tools and resources to perform the monitoring. FileONE can make recommendations and perform the configuration if requested.

514	Scalability - System Expansion	7.1. The system shall accommodate additional users, higher transaction volumes, and more data as additional users and data are added in the future without degradation of performance.

FileOne Proposal   SystemWORKS implements a SOA design allowing for almost unlimited scaling for user demand based upon limitations of hardware infrastructure.

SOS Clarification   SAW 8/12 - please describe and clarify how this is accomplished.

FileOne Response   Because SystemWORKS is implemented as a Services Oriented Architecture, if additional scalability is required due to increased transaction volumes, data and users, the MT SOS can add hardware and the software will accommodate the change seamlessly.

538	Security - Automatic Logout	8.24. The system shall provide the ability to establish an automatic logout of the application after a configurable number of minutes of non-use. The system shall automatically save for the user work currently in progress before the auto time-out is exec

FileOne Proposal   SystemWORKS currently supports 2 user session timeouts based on a configurable timeout value. A user that has timed out will have a configurable period of time in which to log back into complete current work which is saved. Once the configurable time period has passed the user activity in progress will be aborted.

SOS Clarification   SAW 8/4 - describe this functionality. Can the time period be set by us?

FileOne Response   The internal user will have opportunities to save data and will be prompted when they perform events such closing the browser. In the event of a session timeout where the internal user has been away for a configurable amount of time. In the event of session timeout, the user's IE window will be locked and the user will be prompted to re-login. Upon login, the user will be returned to the work in progress to continue the transaction. In the event that the user does not re-login within a configurable amount of time (up to approximately 5 hours), the user's session will be closed and any work in progress that has not been saved will be lost. Session timeout warnings are available to internal sessions/users only.

557	Archive And Purge - Ability To Define Table Relationships	10.8. The system should have the ability to define the table relationships and direction in which relationships are traversed during the archival process.

FileOne Proposal   Established table relationships will be maintained in SystemWORKS normalized relational database. Establishing the direction that the relationships will be traversed for archival will be based upon the specific archival rules for the State of Montana.

SOS Clarification   SAW 8/12 - provide additional description of archive process and demonstrate process, reports and notifications

FileOne Response   The archive process is a sequential processing flow based upon the specific archive and retention polices. The first step in the sequence is to identify the candidate records or images for a specific archival run. Once a candidate set of records/images has been identified, these records can be reviewed in the Data & Image manager. Specific records presented in the list of candidates can be placed on hold, which will in effect prevent the records/images from being archived.   Based upon a pre-determined schedule a notification of an upcoming archival job will be sent to specific SystemWORKS users via e-mail and/or through a notification in SystemWORKS. The archival jobs can be scheduled to run automatically, can be schedule to run automatically, but only after express authorization be specific users, or can be executed manually.   The data is archived to a separate data store where the data cannot be modified. The ability to view specific archived records will be provided so that a review of archived information can be performed.

570	User Manual	The system shall provide a detailed system user manual.

FileOne Proposal   The SystemWORKS user manual is in the form of a help system. Topics can be printed from the help system as desired, and compiled into a hardcopy user manual, if so desired.

SOS Clarification   SAW - 8/12 - demonstrate help system, mechanism to print, who can print, and describe the tool being used to manage online help.

FileOne Response   The SystemWORKS user manual is based on RoboHelp tools. FileONE will demonstrate this functionality onsite. You can view and/or print the help topics from the browser.

635	Internal E-Mail Correspondence On Dealer Complaints	The system shall allow the user to create and send e-mail correspondence to other department resources for additional information, or approval for action.

FileOne Proposal   SystemWORKS utilizes internal, free form notes associated with work queue items, as well as the capability for a system user with appropriate permissions/access to the system to re-assign a work queue item. For external users - e.g. other agencies, onlin

SOS Clarification   RH (via JAD) 8/5 - How is this done? The user copies and pastes from the free form text, then creates email? Or is it incorporated?

FileOne Response   When processing, SystemWORKS will allow the users to generate an e-mail including summary information about the filing being processed. The user is able to insert free form text, attach existing documents, and send e-mail. The sent e-mail will be saved in SystemWORKS as a correspondence document that is associated with the activity and/or the queue item.

636	Automatically Route Complaints	System shall automatically route certain types of complaints to a specific person or group.

FileOne Proposal   Complaints of a certain type will be re-routed to a specific group or person using SystemWORKS automated workflow.

SOS Clarification   JAD 8/5 - Does this include mail, fax, electronic, phone call logs?

FileOne Response   Utilizing the Workflow processing in SystemWORKS, complaint items will be assigned to specific queues and or users. The users with appropriate permissions would then have automated assignment and access to the specific complaint items. Complaint types received by mail, fax, electronic, or phone calls can be created as queue items that will be processed by the appropriate groups/users. Based upon the business processing rules for specific complaint types, the system processing workflow can be modified to route complaints to external parties via all of the shipping methods available in SystemWORKS including mail, e-mail, and fax. Manual entry to record phone conversations can be performed as well.

639	Automatically Set Calendar Reminders	The system shall have the ability to automatically set calendar reminders.

FileOne Proposal   SystemWORKS utilizes calendar based activities as well as workflow based notifications to provide reminder functionality. Notification parameters are configurable, including wait period, notification timeframes, and other notification triggers.

SOS Clarification   DC 8/6 And SystemWorks utilizes an OutLook calendar or their own calendaring solution, or a 3rd party or Open Source??

FileOne Response   SystemWORKS has the ability to allow workflow items to have a set a due date which notifies the owner that an item is due. This functionality is internal to SystemWORKS and does not interface with a third party system.

703	Submit Online Forms For Processing	The system shall provide the capability to electronically receive and record information submitted via pre-approved online forms

FileOne Proposal   SystemWORKS supports online filing for all filing types, and is configurable enabling an online filing submission to be automatically accepted or can require SOS staff validation and approval prior to final acceptance.

SOS Clarification   SAW 8/4 - does SystemWorks have a built in component for an outward facing online customer web portal included in this proposal within price? DC 8/6 We could have them demo that type of on line interface.

FileOne Response   Yes, SystemWORKS does have integrated components for online filings. We can either provide these online modules directly OR integrate with the State portal. However, we cannot provide both under our proposed pricing.

784	Batch History	System must track and display a history of changes to contents of an image batch

FileOne Proposal

SOS Clarification   SAW - 8/12 demonstrate batch alteration and history of changes

FileOne Response   Batch alteration and change history is currently under development. FileONE will discuss the SystemWORKS functionality onsite.

833	Transaction Grouping	System must allow transactions to recorded as a group which may be processed together (nomenclature = event)

FileOne Proposal — Transactions having one or multiple attributes in common (i.e. arrival date and time, same payer, same filer) that must be processed together will be grouped together, have an association established and a processing dependency will be created between these transaction records.

SOS Clarification — SAW 8/12 - demonstrate the grouping process and how the system processes these related transactions. Display the relationship viewing mechanism.

FileOne Response — SystemWORKS groups filings into logical batches (sub batches) that are all associated with a particular financial batch. Review of the grouping for receipted transactions will be presented in demonstration and will be reviewed as part of presentation of the order entry processing flow.

843	Payment Endorsement	System must utilize hardware to endorse and transaction number identification information on checks or other such payment types

FileOne Proposal — SystemWORKS will offer the ability to scan and endorse checks at the time of processing a payment. The information used for endorsement will include the transaction number identification information.

SOS Clarification — DC 8/6 What does 'will offer' mean?

FileOne Response — "Will offer" means that FileONE will implement and support interface with a check scanner endorser.

845	Micr Ink Capture	System must capture MICR ink line data and auto fill/display information into pertinent fields to reduce data entry

FileOne Proposal — SystemWORKS will capture the routing, account and check number off the MICR line of imaged checks. The information captured will be automatically populated into applicable fields to reduce data entry.

SOS Clarification — JAD 8/5 - What if the check has information changed on it (i.e. address or name) can the receptor manually change information?

FileOne Response — The receptor will always be prompted to validate that the entity associated with the ABA routing number and account number is correct. The ability to change the entity is provided as part of the standard check scanning process. From time to time, account numbers may be reused by financial institutions; the ability to change the association to an account is required and is fully supported by SystemWORKS.

876	Reconciliation Points	System must display and allow user to reconcile work for each logical group of events - amounts, counts and other tools to verify accuracy

FileOne Proposal — A separate work reconciliation report will be generated for each logical group of events.

SOS Clarification — SAW 8/12 - demonstrate reconciliation reports

FileOne Response — FileONE will review the financial reconciliation processes for receipting and as well as the image reconciliation processes resulting from documents received during the intake process.

877	Receipting Hand Off	System must provide a mechanism for work to be passed from receipting to imaging to verify contents, counts and amount of work transitioned between processing steps

FileOne Proposal — A reconciliation report will be generated prior to passing off work from receipting to imaging. The reconciliation report will contain batch, sub-batch, event, and transaction details including arrival date/time, transaction types, counts, and page counts

SOS Clarification — SAW 8/12 - demonstrate reconciliation reports

FileOne Response — A folder report, or image batch report, is generated for each set of images that is routed to scanning. In addition, the system automatically reconciles based upon the actual images expected, the number of expected pages per document, and the folder/image batch as a whole.

912	Processing Accelerated	allow for system to accelerate processing of item through all steps of workflow when selected by customer

FileOne Proposal — The processing of an item will be accelerated by changing the processing category or by manual assignment to a particular user for processing. A separate queue for processing priority items will be set up to track all accelerated processing items.

SOS Clarification — SAW 8/12 - demonstrate accelerated process on a couple request items.

FileOne Response — Through the use priorities assigned to work/queue items, the configuration of user workflow processing rules will ensure that these items are processed first. Specific users can be assigned to address priority items or all users can receive the priority items for processing. SystemWORKS automated continuous processing mode will route the items to be processed to users automatically.

916	Shipping Method Adjustment	collect shipping method adjustment reasons

FileOne Proposal — By default, SystemWORKS does not prompt users for a reason for changing a shipping method; however, the system can be configured to do so.

SOS Clarification — SAW 8/4 - 'can be' or 'will be'? JAD 8/5 - Will this configuration be additional $$?

FileOne Response — The system will be configured to do so. The standard out of the box configuration does not prompt for a reason for change.   However, FileONE will 'turn-on' this configuration setting to require the user to enter a reason for changing the shipping method.

1193	Dishonored Reconciliation	system must provide a mechanism for reconciliation of dishonored payments within the system and SABHRS PeopleSoft Financials

FileOne Proposal

SOS Clarification — JAD 8/5 - How will they do this? Do they need to configure or build?

FileOne Response — We anticipate that SABHRS is capable of sending notification of a dishonored payment to SystemWORKS through the SABHRS interface. SystemWORKS will receive the notice of dishonored payments from SABHRS and process it. A dishonored payment reconciliation report will be available in SystemWORKS to reconcile with SABHRS.

1232	Data Extracts	Provide extracts for all interfaces following business rules for that interface (pull only data needed for interface, not a dump)

FileOne Proposal — FileONE will build the appropriate data import routines as part of the data conversion effort. Additional interfaces will be built in the ServiceWORKS implementation as required and specified in the RFP.

SOS Clarification — SAW 8/4 - this was intended to be for ongoing interface extract activitiy. Proposal seems to be taking this as a conversion activitiy

FileOne Response — Legacy data that came from interfaced systems will be part of the data conversion. All current interfaces and dataflow will be maintained as part of the ServiceWORKS implementation.

1233	Data Imports	Provide import capabilities for all interfaces following business rules for that interface (load applicable data to pertinent tables)

FileOne Proposal — FileONE will build the appropriate data import routines as part of the data conversion effort. Additional interfaces will be built in the ServiceWORKS implementation as required and specified in the RFP

SOS Clarification — SAW 8/4 - this was intended to be for ongoing interface extract activitiy. Proposal seems to be taking this as a conversion activitiy.

FileOne Response — Legacy data that came from interfaced systems will be part of the data conversion. All current interfaces and dataflow will be maintained as part of the ServiceWORKS implementation.

1235	Interface Reconciliation	Provide transaction and revenue reconciliation tools for all interfaces, electronic where available.

FileOne Proposal

SOS Clarification — SAW - 8/12 describe reconciliation tools and provide report if possible

FileOne Response — FileONE welcomes the opportunity to discuss this question onsite.

1237	Data Integrity	Conduct data integrity analysis and repair issues found

FileOne Proposal — Referential integrity is enforced at the physical RDBMS level.

SOS Clarification — SAW 8/4 - what about those odd situations where data is in an atypical state. Will F1 repair the data while operating under this contract? We all know bad data happens...

FileOne Response — Needs further discussion. However, FileONE assumes that it will be responsible for correcting data integrity issues resulting from FileONE coding errors.

1254	**Form Type Redaction**	automatically redact information based form type and layout (special redaction)

FileOne Proposal SystemWorks includes the industry leading redaction engine, ID Shield from Extract Systems.

SOS Clarification SAW 8/4 - demostrate redaction process.

FileOne Response Through the demonstration and overview of the redaction process, FileONE will provide details that will allow Montana to understand the SystemWORKS redaction process and processing options.

1268	**Ocr**	Use OCR as much as possible to 'lift' data from forms and reduce data entry and allow user to modify that data as needed

FileOne Proposal OCR functionality is included in the SystemWORKS application. Each form must be configured to allow autoindexing through OCR. FileONE will limit the scope to OCR auto-indexing capabilities up to 15 unique forms.   During the forms redesign process, the project team will define the highest volume filing types to be configured for auto-indexing up to 15 unique forms

SOS Clarification SAW 8/4 - what happens after 15? Does SOS set it up at no cost?? We have much more than 15 forms.

FileOne Response The term "unique forms" refers to a form where the form text is uniquely laid out or captured information differs from one form to the next. For example, a LLC annual report may require all member/manager vs. a Profit Corporation which requires just two officers.   FileONE will configure the 15 forms selected by the MT SOS. To provide the most cost-effective solution for the MT SOS, FileONE scope assumes that we will work on the most commonly filed forms to expedite processing.   If the State desires the optional OCR form-fill functionality, FileONE will configure up to 15 forms under our proposed pricing. We can provide additional form OCR setup at an additional cost on a time and materials basis. The OCR form-fill configuration does not currently allow for the State to configure forms directly, but this may be available in the future.

1484	**Dishonored Payment Workflow Process**	have defined workflow to guide the user through steps to process a DP and notify the customer of the DP

FileOne Proposal SystemWORKS has a standard process for processing payments that are dishonored. This process includes the generation of correspondence and the appropriate financial adjustments and financial reporting.

SOS Clarification DC 8/6 what is the standard process?

FileOne Response FileONE will present the standard SystemWORKS process for dishonored payments during the onsite visit in Helena.

1563	**Protect Accounting Data**	allow certain data elements (TBD) to have protected status and prevent them from being exported in formats which could be used maliciously (.xls, .csv, etc.)

FileOne Proposal The SystemWORKS application provides role based security, which will be applied to restrict unintended data extracts or exports.

SOS Clarification SAW 8/4 - slight misunderstanding. We would like to be able to mark some items as not exportable at all. Can this be done?

FileOne Response FileONE welcomes the opportunity to discuss this item with the MT SOS onsite.

1596	**Compliance**	Allow for spell-checking in all work flow processes

FileOne Proposal The SystemWORKS application integrates with Microsoft Office which has inherent spell-check capabilities.

SOS Clarification SAW 8/4 - is this spell check fuctionality used everywhere (all entry fields)? If not, where is it implemented?

FileOne Response The spell check functionality is implemented in our text editor which is used primarily in the Correspondence part of the workflow. The spell check functionality is not available for any of the entry fields in the application.