

iManage Services

Overview:

The Division of Medicaid (DOM) is requesting a fixed fee, deliverable-based proposal for professional services for design, implementation and training/knowledge transfer for upgrading our iManage Work Document Management System from version 9.0 to version 10 and other related services. The purpose of this upgrade is for stability and to support current Microsoft versions such as Office 2016 64-bit and Windows 10. Currently DOM is running Office 2010 and Windows 7 and will be continuing that until after this project has completed. We are currently using iManage Work on-premise and will continue to be on premise post upgrade.

The upgrade will cover Work DMS server components, Communication Server, IDOL Indexer, Web Server, and the FileSite, DeskSite, Email Management (EMM) and WorkDocs client software. We have 2 environments; both will be upgraded as part of this project. There are 5 libraries which will all require a database schema upgrade. Our intention for both environments is to stand up a new Work environment and then migrate to it rather than doing an in place upgrade.

Today iManage Work is integrated with our Eligibility System. The Eligibility System uses web services to generate workspaces and upload documents into workspaces. This happens sometimes transitionally and sometimes in batches. We are not using any third party tools. Business continuity with the Eligibility System is the primary reason we are looking for assistance instead of doing the upgrade ourselves. We have a dev instance of iManage available and Conduent (The fiscal agent for DOM) has a test harness for the Eligibility System. Post upgrade this integration will need to continue to exist. DOM would also like a feasibility analysis done on improving the performance of the Eligibility Interface.

DOM requires an analysis of our current licensing and a written licensing recommendation in order to determine if there are any savings to be had.

DOM requires the vendor to provide onsite training consisting of both "Train the Trainer" type training for our primary iManage Work administrator as well as knowledge transfer to cover new features and differences in the environment.

This engagement must include an onsite kickoff/discovery meeting and an onsite wrap-up and knowledge transfer/training meeting.

Please note that any travel-related expenses must be included in the fixed cost proposed for the deliverables that require travel.

All items above are mandatory and non-negotiable.

A contract and Business Associate Agreement (BAA) will be executed with the awarded bidder. The contract will be governed by Mississippi law applicable to doing business with a state entity. Please see attachments for DOM's contract template and current BAA.

Technical & Environmental Details:

Number of users: Approximately 50 (though licensed for 1,050 users)

Physical locations (offices): 1 central office and 30 regional offices

Platform: Windows/Intel

Database: MS SQL

Email system: MS Outlook/Exchange

Number of iManage Work libraries: 5

Client software: DeskSite + FileSite + EMM for Outlook + Web

Procurement Schedule:

1 st advertisement	July 5
2 nd advertisement	July 12
Due Date	July 20, 5PM CST
Award Date	July 26