

1. Can you provide the number of iManage Desktop clients and version deployed for each:
 - a. FileSite – 50+ clients, Version 9.0.4
 - b. DeskSite – Less than 10 clients, Version 9.0.4
 - c. Office Integration – 50+ clients, Version 2010
 - d. Any other iManage Desktop integration modules (OffSite, EMM) – 50+ Clients, EMM
2. Please describe your timeframe for upgrading your Windows Desktops to Windows 10 and MS Office to Office 2016 and how this may affect the iManage servers upgrade time frame?

DOM desires to upgrade sometime in FY19, but the timeframe has not been finalized at this time.

3. Does the agency currently have a Desktop software deployment solution for deploying Windows upgrades and security, MS Office Applications, and iManage Desktop modules that use MSI packages if provided? If yes, should the vendor assume that DOM will use it for the iManage Desktop upgrade / deployment piece of the upgrade to Work 10?

DOM does have deployments tools; however, DOM will jointly determine whether they will be used for this project with the awarded vendor.

4. What type of Windows Authentication is currently used for iManage Desktop and Web login? (Windows Trusted Login (Classic or Kerberos), iManage Native, or other vendor SSO solution) –

Trusted Login

5. Do you plan to continue using the same iManage Desktop authentication integration or switch to remain the same or switch to something different?

Remain the same

6. Please provide a current server architecture listing the exact number of iManage Work Servers, Component Servers and versions for the following iManage components used for Production and Test environment:
 - a. Work Servers – 2 servers, Version 90.4.21
 - b. Communication Servers – 1 server, Version 90.2.108
 - c. Cluster Modules – 1, Version 90.1.1
 - d. Web Servers- 1 server, Version 90.1.2
 - e. Index Servers – 1 server, Version 85.3000.6
 - f. OCR Servers - none
 - g. Preview Servers - none

7. How many IDOL Content Engines are currently used in production?

5 Content Engines

8. Provide the iManage Library details for each of the 5 libraries in the iManage Indexer Sizing Questionnaire document provided. Please include the details like the number of documents, versions, average document sizes, requested.

See attached Worksite Indexer Sizing Questionnaire.

9. Describe any changes to the server architecture that would add any new Work 10 platform features, increase reliability and availability, or expand access to the Work 10 environment? (Preview Server, Work Anywhere, IOS Mobility Access, Work 10 Web, SQL 2016 Availability Groups, SSO using SAML/2 for Authentication)

The Vendor's proposal should focus solely on the work described in the SoW .

10. Please describe how you envision going about working through a cutover event moving from the iManage 9 to Work 10 system and how much time would be allowed by the service / maintenance window.

This will be determined at the kickoff meeting based on DOM's requirements and vendor's recommendations.

11. Please describe the Conduent Agent Web Services and the Eligibility System used by DOM to create Workspaces and upload documents to iManage. Provide a narrative describing a sample batch and transactional use case scenario.

Whenever a letter or notice is generated in the New MEDS system (either batch or real-time), the software does the following:

1. First find the workspace id based on the Medicaid id passed (Worksite Workspace Service).
 - a. Set all the parameters like output profile, profile search parameters, folder search parameters and folder name (Medicaid Id) to search and then call IWOV Service to search for the workspace.
 - b. If no workspace is found, then throw an exception saying "Workspace not found".
 - c. If workspace is found and returned by IWOV Service, then retrieve the Name and Moniker Id of the Workspace.
2. Once the workspace is found, traverse through the list of the documents.
 - a. First check if File Content, File Name, Document Type and Worksite database (This is a DB we've got from IWOV Service) are present.
 - b. If they are all present, then set the Notice Type code (CLI for Notices doc type, LET for Letters doc type and so on) based on Document Type.
 - c. Then try to create each document using IWOV Service. Set some info about the document:
 - i. Document info – file content and database, object security info;
 - ii. Profile info – file name, file comments, author id (ACSUSER11), doc created date (current date if no value is available), created by etc.
 - iii. Check if a lookup value exists (IWOV service) for the case id and Medicaid id. If a lookup exists, then add case id and Medicaid id to profile info. (Otherwise create a lookup and then add them using IWOV service).
3. Once all the info is set, save the document using IWOV Service. If any errors occur while saving the document at worksite, then log the errors in the database

(WORKSITE_PKG.log_worksite_error). If there are no errors, then retrieve the Moniker Id and File name and return it as status.(If there is no Moniker id, it means there was an error while uploading the doc to worksite so throw an exception stating the same).

12. What is the desired format for response to the RFQ?

Responses should be in written form (PDF preferred) and sent directly to ITPurchasing@medicaid.ms.gov

13. In reference to the feasibility analysis, we gather that there are currently problems. Can you describe these problems and give us an understanding of what you are trying to accomplish from this analysis?

Currently at peak work times, some documents fail to upload to Worksite. These documents are then written to a table and uploaded to Worksite via a batch process during non-peak times. Our goal is to minimize or eliminate failed uploads. The feasibility analysis should also include iManage Work best practice recommendations.