REQUEST FOR PROPOSAL

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I. Introduction and Background

The Public School and Education Employee Retirement Systems of Missouri (PSRS/PEERS) provide service retirement, disability, and survivor benefits for more than 128,000 active and over 94,000 retired Missouri public school teachers, school employees, and their families.

Together, PSRS and PEERS are one of the 50 largest defined benefit plans in the United States with approximately $46 billion in assets.

PSRS/PEERS uses FileNet P8 as a document repository for our custom line-of-business pension application called OASIS. OASIS is a .NET application that interacts with FileNet to submit and retrieve content through an API. We also use Kofax to submit content to FileNet. Complete details of our FileNet environment can be found in Attachment A.

II. Scope of Services

PSRS/PEERS is looking for an IBM partner highly skilled in the implementation and maintenance of FileNet P8 to upgrade our current environment to the latest software versions. This engagement will include multiple phases/deliverables that we would like to see estimates of time and cost for separately.

Required:

A. An evaluation of current configuration.
   Though we believe our current implementation is rather straight-forward without many of the advanced features of FileNet employed and a single use case in place, we believe the engagement should begin with an evaluation to completely understand how PSRS/PEERS has implemented FileNet currently and find any poorly configured services. We would like to discuss the pro/cons of expanding our physical Dev environment that serves three Object Stores to three separate physical environments serving one Object Store each.

B. Installation of new environments with current versions of all software modules.
   This engagement is not an in-place upgrade. We will provide fully patched Windows 2019 servers for the implementation of FileNet, WebSphere, etc.

C. Migration to new servers.
   Migration of FileNet Object Stores and configuration from current Windows environment to new Windows environment. File Repository will stay in the same location.

D. Administrator Training / Knowledge transfer.
   The role of FileNet Administrator at PSRS/PEERS is part-time and our skillset is not up to date, so we would like some dedicated time included in the project for knowledge transfer to cover our configuration and common maintenance procedures.

E. Documentation of complete implementation.
   We would like documentation of the implementation for on-going support purposes.
III. Proposal Specifications

Award of the contract resulting from this RFP will be based upon the most responsive Vendor whose offer will be the most advantageous to PSRS/PEERS in terms of cost, functionality, expertise and other factors as specified in this RFP.

PSRS/PEERS reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential vendor
- Accept other than the lowest price offered
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.

A. Intent to Respond

If a firm intends to respond to this RFP, a Notice of Intent to do so should be sent to PSRS by February 21, 2020. The Notice should be sent by email to the PSRS contact listed in Section C below, and contain the firm’s name, its intent to respond, the name of a contact person and the contact person’s telephone number and email address. Submitting this Notice will not obligate the firm to submit a response but will allow PSRS to send out any necessary information to interested firms.

B. Questions Relating to the RFP

All questions concerning this RFP must be received by email by the contact person by February 28, 2020. No other Company personnel are to be contacted in relation to this RFP unless directed to do so by the designated contact person. Compilation of questions and answers will be returned to vendors who have completed the ‘Intent to Respond’.

C. Contacts

Contact person for all responses and communications:
Douglas Schwartz
Purchasing Analyst
PSRS/PEERS
P.O. Box 268
Jefferson City, MO 65102
573-638-2141
Email: DSchwartz@psrsmo.org

D. Response Deadlines

The completed Response must be received by March 20, 2020. Responses received after the response deadline will not be considered.
IV. Selection Process

PSRS/PEERS staff will evaluate all timely and complete responses. PSRS/PEERS reserve the right to request that any response be clarified or supplemented.

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor’s responsiveness to the RFP and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a vendor:

1. Completion of all required responses in the correct format.
2. The extent to which vendor’s proposed solution fulfills PSRS/PEERS stated requirements as set out in this RFP.
3. An assessment of the vendor’s ability to deliver the indicated service in accordance with the specifications set out in this RFP.
4. The vendor’s stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high-quality vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of vendor’s proposal.

PSRS/PEERS may, at their discretion and without explanation to the prospective vendors, at any time choose to discontinue this RFP without obligation to such prospective vendors.

V. Tentative Timetable

The following is the tentative time schedule for PSRS/PEERS’ search for firms to provide the requested information. All dates are subject to modification by PSRS/PEERS

- Issuance of RFP: February 3, 2020
- Intent to Respond: February 21, 2020
- Question Deadline: February 28, 2020
- PSRS/PEERS response to questions: March 6, 2020
- RFP response deadline: March 20, 2020
- Selection Made: April 13, 2020
- Project Commencement: July 13, 2020
VI. Proposal Content

At a minimum, the proposal should include the following information:

A. Company Data
Include a summary of your company including the length of time in business, narrative of your company’s qualifications to perform the work identified in this proposal, and a brief narrative of similar projects completed.

B. Company Contact Information
Include contact data for the primary contact on this RFP. Include name, title, and contact information for the staff you plan to assign to this project. Also include a brief bio for each staff member assigned to this project including their experience, education and work history with your company.

C. Work Plan
Describe how will your company provide the services requested as stated in Section 2: Scope of Services above. The Work Plan must include:

- Detailed project approach including a description of steps the vendor will take to complete this project including a timeline for each phase/deliverable. Specify the amount of time spent on-site versus off-site to complete this project.

- Description of how the vendor will collaborate with PSRS/PEERS staff during this project. Specify the expected amount of time required from PSRS/PEERS staff.

- A description of any potential problems anticipated in completing the project scope and the vendor’s approach to resolving these problems.

- Any special assistance that will be requested from PSRS/PEERS staff.

D. References
- Provide three (3) clients that we can use as references. The preference is for organizations of similar size as PSRS/PEERS or larger.

- Contact data for the three references.

- Description of the scope of the project.

- Beginning and ending dates of the project.
E. Cost
PSRS/PEERS would like to see the estimated costs of this project separated by the phases/deliverables outlined in Section II: Scope of Services. Deliverables D and E may be priced together. Vendor must state the hourly rate for each resource title suggested for this project in the Company Contact Information above. Costs should be presented clearly as hourly rate of assigned resource(s) multiplied by the estimated hours of that phase/deliverable as described in the Work Plan above. Separately detail any anticipated out-of-pocket reimbursable expenses to be billed to PSRS/PEERS.

F. Additional Information
PSRS/PEERS would like to know if your company provides on-going support plans notwithstanding the IBM support that accompanies the license. We would also like to know if you are a reseller of FileNet Licensing.

Provide any additional information you believe is relevant to this project.

VII. Terms and Conditions
PSRS/PEERS makes no representations or warranties, expressed or implied, as to the accuracy or completeness of the information in the RFP and nothing contained herein is or shall be relied upon as a promise or representation, whether as to the past or the future. The RFP does not purport to contain all of the information that may be required to evaluate the RFP and any recipient hereof should conduct its own independent analysis of PSRS/PEERS and the data contained or referenced herein. PSRS/PEERS does not anticipate updating or otherwise revising the RFP. However, this RFP may be withdrawn, modified, or re-circulated at any time at the sole discretion of PSRS/PEERS.

PSRS/PEERS reserves the right, at its sole discretion and without giving reasons or notice, at any time and in any respect, to alter these procedures, to change and alter any and all criteria, to terminate discussions, to accept or reject any response, in whole or in part, to negotiate modifications or revisions to a response and to negotiate with any one or more respondents to the RFP.

PSRS/PEERS is not and will not be under any obligation to accept, review or consider any response to the RFP, and is not and will not be under any obligation to accept the lowest offer submitted or any offer at all. PSRS/PEERS is not and will not be under any obligation to any recipient of, or any respondent to, the RFP except as expressly stated in any binding agreement ultimately entered into with one or more parties, either as part of this RFP process, or otherwise.

This RFP is not an offer but a request to receive a response. PSRS/PEERS will consider a response as an offer to develop an agreement based upon the contents of the response. Respondents agree that the contents of their responses are valid for one year from the date of submission. PSRS/PEERS will not be liable for any cost incurred in the preparation of a response and will not reimburse any
respondents for their submission. Expenses related to the production of a response are the sole responsibility of the respondent.

Vendor acknowledges that, pursuant to the Missouri Open Records Act, section 610.010, et seq., PSRS/PEERS may be required to release to third parties all information provided by Vendor in response to this RFP, regardless if such information is labeled “confidential,” “proprietary” or is otherwise intended by Vendor not to be released to third parties, without providing advance notice to Vendor of a request for such information or the release of such information. By submitting a response, Vendor acknowledges and agrees that PSRS/PEERS shall have no liability to Vendor or to any other person or entity for disclosing information in accordance with the Missouri Open Records Act, as interpreted by PSRS/PEERS.

Vendor acknowledges that all lawsuits involving PSRS/PEERS must be brought in Cole County Circuit Court, Cole County, Missouri, and be subject to Missouri Law, whether or not related to this RFP or any contract or agreement entered into pursuant to this RFP.

VIII. Attachments

A. Description of Current PSRS/PEERS FileNet P8 Environment

Current Environment:
  • Windows 2012 R2
    o 2 DEV/TEST Servers
      ▪ Application Server
      ▪ Content Engine Server
        • Object Store – Dev
        • Object Store – Test
        • Object Store – UAT
    o 2 Production Servers
      ▪ Application Server
      ▪ Content Engine Server
        • Object Store – Prod
  • Database
    o Most recent Oracle Enterprise Edition 19c on Oracle Linux 64bit (7.7)
  • License
    o FileNet CM – 101
    o WebSphere App Server – 800
    o Daeja ViewOne Virtual – 85
    o Daeja ViewOne Virtual Module for Microsoft Office – 85

Current FileNet Applications:
  • FileNet Application Engine
    o Application Engine Version 8.5.5.11
- Running WebSphere
  - Heap size is configured 512/1024
  - ICN Virtual Desktop 3.0.6
- **FileNet Content Engine**
  - Current version is dap520.005.073
  - Object storage is set for file storage
  - No custom objects
  - Approximately 13.5 million documents
  - Custom Event Action Scripts and Subscriptions
  - LDAP authentication is being provided by Active Directory
  - Single Sign-on being used with SPENGO
  - Four isolated regions configured
- **FileNet Process Engine**
  - Current version is dap511.470
  - Not configured
- **FileNet Records Manager**
  - Heap size is configured 512/1024
- **Content Navigator**
  - ICN version 3.0.6
  - Running on WebSphere
- **Clients**
  - Support all browsers
  - Java is disabled on client machines
- **Scanning**
  - Kofax version 11
  - IBM FileNet Export Connector 8.2
- **Workflow is not enabled.**
- **No users directly login into FileNet**
  - Used as a back-end repository for Images
  - Don’t use FileNet interface to search for document images
    - Except for Administrators
- **Annotations**
  - Stop using sometime in mid-2019
  - Annotations still need to be viewable