

## **Desired System Functionality List:**

### **Document Imaging and Capture**

1. Does your system provide the ability to handle documents of mixed types, sizes and conditions?
2. Does your system provide support for leading scanners and input devices?
3. Does your system provide image enhancement features?
4. Does your system provide the ability to capture color documents?
5. Does your system provide the ability to integrate with leading capture systems?

### **Indexing**

1. Does your system support fielded indexing?
2. Does your system support full-text indexing?
3. Does your system provide indexing from external data sources, in particular from our Housing Management system?
4. Does your system provide for auto-fills of index values?
5. Does your system support bar coding, both generation of the barcode and creation of the barcode?
6. Does your system provide "heads up" indexing support for images, i.e. split-screen indexing, with image on one side and the index field on the other side?
7. Does your system provide automated data capture, i.e. zoned optical character recognition / intelligent character recognition support for index extraction, barcode recognition, etc., as well as manual indexing and data entry?
8. Does your system provide the ability to provide full audit trail for all changes to indexing information?
9. Does your system provide the ability to modify existing indexes?

### **Document Management**

1. Does your system provide a single logical repository for documents (accessed by multiple users in multiple on-site or remote locations)?
2. Does your system provide the ability to store all object types, including document images, document and desktop files, PDF, JPEG, TXT RFT, photos, videos, audio, email?
3. Does your system support check in/check out?
4. Does your system offer version control?
5. Does your system provide for annotations and redactions with security?
6. Does your system offer major and minor versions?

7. Does your system provide the ability to support published versions (finalized available for public viewing) versus non-published versions (editable, only available to users with rights)?
8. Does your system provide a missing documents checklist?

### **Records Management**

1. Does your system provide support for reliable retention of documents in accordance with relevant regulations/best practices?
2. Does your system provide the ability to ensure timely disposition (disposal) of documents in accordance with relevant best practices (keeping an audit of all record destructions, providing certifiable proof of destruction)?
3. Does your system provide the ability to notify administrators or managers when disposition or migration is called for?
4. Does your system provide the ability to define retention and disposition schedules (which are monitored to ensure compliance)?
5. Does your system provide the ability for users (with rights) to declare documents or content as records, add them to the records repository, and assign status to prevent destruction?
6. Does your system provide security over electronic records to ensure trustworthiness so it can be upheld in court, i.e. appropriate back ups, security, version control, retrieval capabilities, access control?

### **Content Security**

1. Does your system provide the ability to set security at the user and group levels?
2. Does your system provide the ability to limit what users can see and to do based on security level?
3. Does your system provide the ability to provide access to previous document versions, based on security?
4. Does your system provide the ability to maintain audit log for user changes (i.e. index or document changes)?
5. Does your system provide support for single-sign-on environments?
6. Does your system provide support for security access control down to the document and annotation levels?

### **Search**

1. Does your system support search and retrieval from browser-based interfaces?
2. Does your system support search and retrieval from thick and thin-client interfaces?
3. Does your system provide the ability to support multi-attribute search?

4. Does your system provide the ability to save searches and to share saved searches with other individuals, groups and departments?
5. If your system has notes capability, are they searchable as well?

**Integration with Existing Systems/Applications**

1. Does your system provide integration with Microsoft Office Suite?
2. Does your system integrate with our housing authority management software (X ) at both the data and user interface levels?
3. Does your system provide documented, standards-based application programming interfaces (APIs)?
4. Does your system integrate with X's letter and form generation module for automated filing and indexing?

**Browsing/Folders**

1. Do you allow the same document to be a member of multiple folders?
2. Can you replicate our existing physical file folder structure with sections depending on program type? (i.e. HCV, PH, FSS, Tax Credit, etc.)
3. If a document resides in multiple folders, is the document replicated or is it cross-referenced?
4. Can folders and sub-folders be auto created when new documents are added?
5. Can we search folders for a list of missing documents?
6. Can notes be added to folders?
7. Can folders be moved, copied and re-ordered?
8. Can new folders be auto created based on dates? For example, a year 2011 folder will be created when we start the new year?

**Workflow**

1. Does your system provide the ability to support advanced routing logic within work processes?
2. Does your system support configurable workflows by program type (i.e. recertification process for PH vs HCV)?
3. Does your system provide the ability to route images, documents or work items based on any available index criteria?
4. Does our system provide the ability to support both serial and parallel routing?
5. Does your system provide the ability to generate notification for high priority, escalations, pending and overdue work items?
6. Does your solution provide the ability for users to draw from a shared queue of work tasks?

7. Does your solution provide the ability to integrate with other systems for notification of pending work tasks, i.e. email, etc.?
8. Does your system provide the ability for users to digitally sign a work item or document?
9. Does your solution provide the ability for users to specify delegates to complete their work tasks when they are unavailable?
10. Does your system provide visibility into different users' tasks and workloads by managers for work balancing and metrics?
11. Does your system provide for internal routing of relevant documents for internal quality control/audits of processes?

**Licensing, Support and Maintenance**

1. Is your solution offered as a service on a subscription basis as well as a perpetual license?
2. Is your solution offered as an on-premise solution as well as "cloud" based?
3. Will your organization provide software maintenance?
4. What is included in the standard maintenance contract?
5. Is maintenance provided by third parties or your own personnel?
6. How often does your organization update and upgrade the software?
7. How long are previous releases supported?
8. Are new releases backward/forward compatible?
9. Do you provide customer support?
10. What level of support do you provide?
11. What hours is your Technical Support department available for support?
12. How quick are the normal response times?
13. Will you provide off-hours support?
14. What if we need to contact you after regular business hours?
15. How do you solve problem isolation and identification procedures?
16. What are your problem escalation procedures?
17. How do you release new software versions and updates?
18. How are these new releases installed?
19. How often is the typical release cycle?
20. Is any third-party software included in the system that is being proposed?
21. Does your system provide on-line help?
22. Does it provide it at the field entry level?
23. Does your system provide a way for customers to create their own on-line help?
24. What documentation is provided with your system: user, administration, operational?
25. What format is the documentation in?

26. Does your system have a backup/restore utility?

**Training**

1. Is training provided as part of the system?
2. Where is the training conducted?
3. What administrative training is required?
4. What user training is required?
5. What training courses are recommended before implementation?

**Hardware Requirements**

1. Where will the primary software (i.e. main database) be installed (server, web-based server, individual PC's)?
2. What are the specifications for the server, if applicable?
3. What are the hardware (server, storage, scanner, other) requirements?
4. What are the Third Party software requirements, (Server OS, Database, capturing software), for the initial projects?
5. Does the software have a client side?
6. If so, does each client need to be upgraded with each software release?
7. Can the software be upgraded / installed automatically?
8. Is consulting included as part of the purchase price?
9. What consulting is covered?
10. How many hours of consulting are included?
11. At what level can you recover: system, module, index, other?
12. How are installation and initial set-up handled?