



WICHITA STATE
UNIVERSITY
OFFICE OF PURCHASING

B0001876

ADDENDUM # 1

FROM: Robby Murray

Campus Box 38

Ph: 316-978-5185

TO: Interested Bidders,

DATE: Thursday, April 10th, 2025

SUBJECT: RFP B0001876 Document Management and Imaging Software Solution

The information contained herein shall become part of the scope of work of this Request for Proposal.

CHANGES TO THE BID SPECIFICIATIONS:

The bid closing date has been deferred to Friday April 25th, at 2:00PM CST.

CLARIFICATIONS TO THE BID SPECIFICIATONS:

Question #1: Can word versions of the forms to be filled out by vendors be provided for Bid Number – B0001876?

Answer #2: Enclosed

Question #2: Would the University consider a solicitation from an organization not currently registered in the State of Kansas if we were willing to register upon an RFP award?

Answer #2: Yes

Question #3: Will all the questions/answers submitted be available to bidders, and if so, when will receive access to them?

Answer #3: As stated in the RFP document under **2.5. Pre-Proposal Questions:** Questions requesting clarification of the RFP, if allowed, must be submitted in WRITING to the Procurement Officer by email prior to the RFP Question Deadline indicated on the RFP Cover Page. Failure to notify the Procurement Officer of any conflicts or ambiguities in the RFP may result in items being resolved in the best interest of WSU. Any modification to this RFP because of submitted pre-proposal questions shall be made in writing by addendum and sent electronically to all Bidders who received the original request. Only written communications are binding.

Question #4: With only several days between questions submission due date and proposal due date, would you consider extending the deadline?

Answer #4: Please reference the change listed above to the RFP closing date.

Question #5: If we are not selected, will there be any opportunity for a debrief or other feedback?

Answer #5: Yes, once the contract award notification has been sent you can submit a request.

Question #6: Can we receive an editable word version of required forms and other RFP sections to allow us to more easily respond to them. This includes:

- i. Required Functionality Tables
- ii. Appendix D: Cost Proposal
- iii. Etc.

Answer #6: Attached are the requested documents in word format.

Question #7: Are vendors required to register with the State of Kansas prior to submitting a proposal, or can we register if we are selected, prior to the award being released?

Answer #7: Yes, it must be completed before the full execution of the contract.

QUESTIONS AND ANSWERS RELATED TO THE BID SPECIFICIATONS:

Question #1: How many users will need access to:

- a. Scan, view, and submit E-forms (this would typically be for faculty and staff) –

Answer 1a: 4,000 estimate

- b. View and submit E-forms (this section would include students/parents or minimal usage users if desired) –

Answer 1b: 20,000 estimate

Question #2: Within the RFP you reference a conversion of 3 million documents:

- a. What application would files be converted out of?

Answer #2a: Hyland Perceptive Content

- b. Is the application currently self-hosted or cloud based?

Answer #2b: Self hosted

- c. Does the University have access to the databases?

Answer #2c: Yes

Question #3: Within the Scope section the University references: “Workflow allow attachments and E-signatures through all steps of the workflow,” Would this be signatures for staff internally or external users?

Answer #3: Both internal and external

Question #4: What is the existing system that will require the migration of 3 million+ documents?

Answer #4: See 2a

Question #5: How many user licenses are needed?

Answer #5: We anticipate 600 users that would be scanning documents and possibly 2,000 to view documents already scanned into the system when implemented University wide.

Question #6: Full Users: These users will have complete access to the system.

Answer #6: 600 users that would scan and view documents

Question #7: How many full users will be required for the initial use case?

Answer #7: 40 to 50 users

Question #8: Participant Users: These users will have read-only access to the document repository and can participate in forms processes (e.g., submit e-forms and engage in approval tasks). How many participant users will be required for the initial use case?

Answer #8: 30 users

Question #9: What are the use cases for the initial implementation?

Answer #9:

Financial Aid Verification Process (E-Form and Workflow)

- Eforms
- Uploading of tax documentation via a portal
- Routing of the “packet” of documents for auditing by Financial Aid Department.
- Email notification to student if data is incomplete in either the eform or documents provided.

Financial Operation Purchasing Sole Source Justification Document (E-Form)

Question #10: What departments are involved?

Answer #10: Financial Aid and Financial Operations

Question #11: What Forms processes and workflows will be configured?

Answer #11: Replace current manual processes that include PDFs and signatures with electronic forms and electronic signatures within a workflow

Question #12: How many metadata templates will be configured?

Answer#12: Unlimited

Question #13: Is the University interested in a Cloud or On-premise solution?

Answer #13: Cloud

Question #14: The Software section of the RFP mentions 3,000,000 documents. Please provide the following:

Are all the documents that need to be migrated to the Document Management system currently located in Banner? If not, please provide further details.

Answer #14: No they are located in Hyland Perceptive Content

a. Are the documents that will be uploaded into the Document Management system, PDF versions of Banner eForms?

For example, the Journal Entry Voucher eForm

Answer #14a: No we do not use Banner eForms

b. What type of documents will be uploaded into the Document Management and Imaging Solution? Is this strictly Student Records or would additional documents like Invoices be uploaded into the Document Management and Imaging Solution?

Answer #14b: Student documentation, HR pay forms, Financial Operations forms, invoices, Financial Aid documents, etc. Use cases for this project, please refer to questions 13 and 14.

c. How many document types do you have?

Answer #14c: 577 doc types with potential for more.

d. What are the document index fields per document type?

Answer #14d: Currently there are 5 index fields plus unlimited custom fields

e. Do you have a document index file that contains the document index field values by document?

Answer #14e: No

f. What is the total size of the 3,000,000 documents (in GB)?

Answer #14f: Database is approximately 64 GB

Question 15: The Software section of the RFP mentions E-Signature. What is your required E-Signature process that will be deployed in the Document Management system? What are the documents that require E-Signature? What are the use cases? How many signers participate in the process?

Answer #15: Not every process would require a “wet” e-signature but some documents will require an official legal e-signature. The majority will require an e-signature from employees and students for approval purposes that does not have to be as legally rigorous. For example, but not limited to, the Financial Aid Verification process that would require a legal “wet” e-signature. However, the Sole Source Document would only require approval from employees, therefore, does not need to be as rigorous as the Financial Aid process. We could potentially have 50 different processes that would require one or the other type of signature during the first contract year. There could potentially be 2 -5 signatures per use case.

Question #16: What type of documents will be scanned and uploaded directly to the Document Management system? Is there a specific use case? Could you please share the use case?

Answer #16: See questions 13 and 18c

Question #17: The Project Overview section mentions a bi-directional integration with Banner. What information will need to be sent from the Document Management system to Banner? What are the triggering criteria and frequency?

Answer #17: Bi-Directional integration is related to the way e-forms interacts with Banner by pulling data from any field in Banner and potentially updating any field in Banner.

Question #18: Please provide a list of the departments that will be accessing the Document Management and Imaging Solution.

Answer #18: Currently Office of Research, Human Resources, Finance, Registrar's Office, Admissions, International Admissions, Payroll, Grad School and Life Long Learning. See question 10 for departments for use cases.

Question #19: Should all users have access to all documents in the Document Management system? Please share details regarding your desired document security model.

Answers #19: Users would not have wide access to all documents. We require granular security for each user.

Question #20: How do you envision organizing the documents within the Document Management system's document library structure?

Answer #20: Documents indexed by document types within drawers that are available for users who have the security to access these documents.

Question #21: The Software section of the RFP mentions eForms. What are your use cases for eForms? Can you please provide examples of your eForms that need to be in place for the initial go-live?

Answer #21: See questions 9, 10 and 11. We want to create electronic versions of most common used paper and PDF forms that would be able to access our core ERP (Banner) and other data sources to pre-fill fields based on the user filling out the form. The form should be able to be routed via workflow that also is able to query the core ERP and other data sources to define the routing queues. Documents would also need to be electronically signed.

Question #22: Please elaborate on "E-form notifications exposed to portal (dashboard)."

Answer #22: Ability to notify a user logged into our myWSU portal that they have an action required in the imaging software.

Question #23: The Software section of the RFP mentions "ability to read from data and update Banner database." What information in the Document Management and Imaging Solution will be sent to the Banner database? What is the integration trigger?

Answer #23: See question 17

Question #24: The Software section of the RFP mentions "capability to report on all imaging system data fields." What are your imaging reporting requirements? Can you share examples of your "imaging reporting?"

Answer #24: This capability refers to the ability to query data fields within the software to create custom reports. We cannot share any current reports because of the limited reporting capability of our current system.

Question #25: The Software section of the RFP mentions "retention rules." Please provide a table with your retention rules and policies.

Answers #25: Retention rules are still being determined at this time. Once set, the software needs to allow us to set retention rules for all document types.

Question #26: The Software section of the RFP contains many workflow requirements. Please provide a matrix of your document workflows, triggers, participants, and actions. Are you looking for all documents that get loaded into the Document Management and Imaging Solution to go through a workflow?

Answer #26: Not all documents need to go through a workflow. We do not have a matrix of all workflows. We need to have a solution that allows us to build workflows with multiple levels of approvals.

Question #27: How do you desire to organize your documents into the Document Management system?

Answer #27: See question 20.

Question #28: Please share your desired or required go-live date.

Answer #28: That date is negotiable but no later than 6 months after signing contract.

Question #29: What version of Perceptive Content is currently in use and is it on-prem or SaaS?

Answer #29: Perceptive Content EP4 on-prem

Question #30: Are there any reporting or analytics tools currently in use at WSU—such as Power BI, Tableau, or similar—that are integrated with your Student Information System (SIS) or other enterprise reporting platforms?

Answer #30: Yes

Question #31: Regarding the Required Functionality section, can you confirm whether the inability to meet any individual requirement would result in automatic disqualification, or if there is flexibility based on the overall solution capabilities?

Answer #31: Depending on the requirement there is some flexibility.

Question #32: Can you provide the number of user licenses currently in place for your existing ECM system, and whether this licensing model adequately supports your anticipated future needs?

Answer #32: Currently we have 56 concurrent licenses and 37 per seat licenses that allow scanning of documents. Depending on the definition of user license, we need enough license coverage for all employees to view documents and to allow employees and students to utilize deployed E-forms and electronically sign them.

Question #33: Which departments at WSU currently utilize the ECM system, and are there plans to expand its use to additional areas in the future?

Answer #33: Currently the Office of Research, Human Resources, Finance, Registrar's Office, Admissions, International Admissions, Payroll, Grad School and Life Long Learning . Yes we would like to expand the use University wide.

Question #34: What is the total number of documents that are to be migrated?

Answer #34: Currently there are 3,185,472 documents

Question #35: What is the total storage size of the documents to be migrated?

Answer #35: Perceptive Content server is 1.5 TB with 1.25 TB in use. Excluding the folders for the program and other files, the images are roughly 0.8 TB. The server has roughly 15 million files

Question #36: For future growth, how much additional storage do you anticipate needing annually?

Answer #36: We are estimating that we would need around 70 GB a year based on the fact we have 1.25 TB.

Question #37: What is the total number of unique document types?

Answer #37: See question 14c

Question # 38: How many unique forms are currently in use?

Answer #38: We have zero E-forms at this time.

Question #39: How many workflow routing rules do you have? Which ones make updates to your business\SIS apps?

Answer #39: We currently have 81 workflow routing rules and none make updates.

Question #40: Are there any annotations on existing documents that will need to be migrated?

Answer #40: Yes

Question #41: Has a scoring matrix for responses been created? If so, please share. If not, please identify when this will be established and how it will be distributed to bidders.

Answer #41: At this time, we do not have one.

Question #42: What is the quantity and storage size of documents/images that need to be converted.

Answer #42: See questions 34 and 35.

Question #43: Which departments currently use the system and for what applications?

Answer #43: See question 33. Our use case for this project is on question 9.

Question #44: If workflows and forms need to be converted to the new platform what are these forms/workflows? How many workflows/forms does the University require the vendor to create as part of the services?

Answer #44: See questions 9, 10, and 11.

Question #45: Do annotations need to be converted? If yes, and if the legacy EDMS is ImageNow do you have the Hyland Output utility to facilitate conversion of annotations?

Answer #45: Yes, we have roughly 150,000 documents with annotations. We do not have the Hyland Output utility.

Question #46: How many simultaneous users need to access the document repository?

Answer #46: See question 5.

Question #47: What is the current system housing the 3+ million documents, and can you share details about its structure for migration planning?

Answer #47: Hyland Perceptive Content and we cannot share because of proprietary to that vendor.

Question #48: Does WSU have Ellucian Ethos Integration enabled, or should we plan for direct API/database access for Banner integration?

Answer #48: We do have Ethos Integration enabled.

Question #49: Can you elaborate on the desired functionality and data flow for the Ellucian Experience portal card integration?

Answer #49: It should be able to notify a logged in user that they have tasks to be completed within the Document Management system.

Question #50: Will e-forms be used by both students and external users like parents, and how should authentication be handled for non-WSU users?

Answer #50: Yes, and the authentication of non-WSU users should be handled by the software vendor.

Question #51: What is WSU's current method of receiving and managing faxes and are you expecting the new system to replace or integrate with it?

Answer #51: We currently have a digital fax solution. If possible, we would like the vendor solution to integrate with it.

Question #52: Is there an existing e-signature platform (e.g., DocuSign or Adobe Sign) you want to continue using, or should we propose a bundled solution?

Answer #52: We currently use DocuSign but are open to a proposed bundled solution.

Question #53: Can you provide specific retention policies or legal hold requirements that we should incorporate into the system configuration?

Answer #53: See question 25.

Question #54: Are there any browser or device compatibility constraints beyond standard support for modern web browsers?

Answer #54: No

Question #55: What type of user training does WSU prefer (e.g., in-person, remote live sessions, self-paced e-learning), and who will manage internal training post-go-live?

Answer #55: Post go-live training would be handled by our ITS training group. We are open to all of the above mentioned training methods for our core IT team.

Question #56: Will WSU provide a dedicated project manager and departmental leads to participate in configuration, testing, and go-live activities?

Answer #56: Yes

Question #57: Existing System and Data Migration: What is the current document imaging system d from which over 3 million documents will be migrated? Understanding the source system (e.g. Banner Document Management, Perceptive Content, Noli, etc.) and data format will help us plan a smooth migration strategy. Additionally, are there any database schemas, indexing conventions, or custom file formats we should be aware of?

Answer #57: Hyland Perceptive Content EP4. No - Microsoft SQL Server 2016

Question #58: Ellucian Banner Integration Details: Does WSU have Ellucian Ethos Integration already in place, or preferred APIs for Banner? The RFP mentions bi-directional data exchange with Banner (for pre-populating e-forms and updating records) 【11†L2245-L2253】. We seek clarity on whether WSU expects the document management solution to integrate via Ellucian Ethos Data model, direct Banner DB access, or another interface. Also, is Ellucian Banner deployed on-premises or in Ellucian's cloud (which might affect integration approach)?

Answer #58: See questions 17 and 48 about Ellucian Ethos and bi-directional data. On-prem

Question #59: Ellucian Experience Portal Notifications: The requirements reference exposing notifications via an Ellucian Experience portal card 【13†L2365-L2373】. Can WSU elaborate on how they envision this? For example, should the document management system push task/status notifications to Ellucian Experience for users to see in the portal, and if so, what integration mechanism is preferred? Clarifying the expectations (e.g. a custom Eexperience card showing pending document approvals from the Square 9 system) will help us determine development effort.

Answer #59: See question 49.

Question #60: Multi-Party E-Form Use (Student/Parent roles): The RFP notes e-forms that limit what users can see based on role (e.g. a parent only sees their section) 【11†L2239-L2247】. Does WSU require a single form to be filled out in part by a student and in part by a parent, or will these be separate linked forms? We'd like to confirm how external users (parents) will access and authenticate to the form (via a public link, an account in the system, or through Banner self-service). This will impact how we configure role-based sections or sequential workflows for e-form processing.

Answer #60: Depending on the form, it could be one form or separate forms. See questions 9, 10 and 11 for use cases.

Question #61: Fax Integration Expectations: "Ability of our fax copies to go straight into the workflow or document system" 【13†L2367-L2375】 – How are faxes currently received at WSU? If WSU uses an electronic fax service that can output to email or network folders, our solution can capture those directly. We seek clarification on whether WSU expects the vendor to provide a fax capture component or simply to integrate with an existing fax-to-email solution. This will ensure we propose the appropriate method (e.g. monitoring an email inbox or folder for incoming fax PDFs).

Answer #61: See question 51.

Question #62: E-Signature Requirements: The workflow requirements mention allowing e-signatures through all steps 【12†L2299-L2307】 【12†L2313-L2321】. Does WSU currently use an e-signature platform (such as DocuSign or Adobe Sign)? Our solution can integrate with third-party e-signature services (Square 9 already supports DocuSign understanding WSU's preference will help us address this need. If no platform is in use, would WSU want the vendor to include an e-signature solution or simply ensure compatibility?

Answer #62: See question 52.

Question #63: Retention Policy and Legal Holds: The system must support document retention rules and the ability to purge or mass delete based on criteria 【11†L2258-L2266】 . Can WSU provide its specific retention schedule policies or any legal hold requirements (e.g. for litigation or audits)? While our solution supports automated purge of documents after a retention period 【22†L276-L283】 , knowing if certain records (such as student records under FERPA or specific financial records) require holds or extended retention will guide our configuration.

Answer #63: See question 25.

Question #64: User Authentication – External Users: The requirements call for support of Microsoft Entra ID (Azure AD) for single sign-on and also non-AD authentication for external users 【12†L2297-L2304】 . We'd like to confirm the scenario for external users: for example, will there be many external constituents (parents, vendors, etc.) who need access to the system or e-forms? If so, we can accommodate them via local accounts or identity federation, but understanding the scale and usage will ensure we propose the right licensing and authentication method. Additionally, does WSU require multi-factor authentication for external user access?

Answer #64: All WSU employees and students will be authenticated via Entra with dual-factor authentication. We are looking for proposals from vendors on how to manage access for non-WSU persons without WSU creating accounts for them and dual-factor authentication is a plus.

Question #65: Supported Browsers/Platforms: The RFP states the system should support “all platforms” and “all browsers” 【12†L2292-L2300】 . We interpret this as a requirement for a web-based, OS-agnostic solution. Our cloud platform is accessible via any modern web browser (Chrome, Firefox, Edge, Safari) on Windows or macOS, and even mobile devices. We will confirm that this meets WSU's needs. If WSU has specific legacy browser requirements or needs a desktop client, please let us know so we can address compatibility.

Answers #65: See question 54.

Question #66: Training Preferences: In terms of user training, does WSU prefer on-site instructor-led training, remote webinars, train-the-trainer approach, or self-paced e-learning for administrators and end users? Square 9 can accommodate various training modes (we even offer free e-learning modules for our customers). Clarifying WSU's expectations for training (initial go-live training and ongoing new user training) will help us tailor our training plan.

Answer #66: See question 55.

Question #67: Project Governance and Resources: The RFP asks for details on governance, WSU resource involvement, and oversight for implementation 【5†L1272-L1281】 . We will outline our standard implementation approach in the proposal. To refine that, it would help to know if WSU has a project management office or specific governance framework we should align with. For example, will WSU assign a dedicated project manager or technical lead to work with our project manager? Identifying key WSU roles (database admin, Banner admin, functional department reps) in the project will ensure our timeline accounts for campus resource availability.

Answer #67: See question 56.

Question #68: Is there a preference for system deployment? We can offer an all-inclusive Cloud platform which includes automated updates and disaster recovery; or a self-hosted solution to provide complete control over your environment. Both options can be proposed if you prefer.

Answer #68: Cloud

Question #69: Our solution is licensed by the features included with each user. Please provide the estimated user count of each type.

- a. How many full users are required? (full repository access: scan, add, edit / version documents, build forms / workflows, participate in workflows, admin. system)
- b. How many participant users are required? (unlimited submission and participation in forms processes, read-only repository access)

Answer #69: We currently have 575 dedicated users. Half of those are full users.

Question #70: Our solution offers portals for non-authenticated users.

- a. Public Portal: This option allows read-only access to the repository for non-licensed public users. Please indicate your preference with regards to a public portal, along with estimated number of concurrent users AND monthly views.
- b. Forms Portal: This option allows forms submissions by non-licensed public users. Please indicate your preference with regards to the forms portal option, along with estimated monthly submissions.

Answer #70: We would be interested in seeing both of these options and can provide estimates of users prior to contract negotiations.

Question #71: Can you provide an estimate for the number of concurrent users on the system? While we do not offer concurrent licensing, this information is helpful when providing hardware recommendations.

Answer #71: We currently have 575 dedicated users but we are estimating 1,000. This depends on the time of year and the volume of users.

Question #72: Do you have any estimates for the amount of content that will be stored in the system? Number of documents, number of pages, diskspace estimation, etc.?

Answer #72: Perceptive Content server is 1.5 TB with 1.25 TB in use. Excluding the folders for the program and other files, the images are roughly 0.8 TB. The server has roughly 15 million files

Question #73: How is content currently stored? (paper, shared drives, local folders, Google Drive, etc.) Is there an existing ECM or document management system in place? If so, please provide as much detail as possible, including system names, forms, workflows, integrations or other functionality.

Answer #73: Hyland Perceptive Content EP4 is the current document management system.

a. **Question #74:** Will any data conversion or migration be needed for this project? Do you have any estimates for the amount of content that will be converted or migrated?

Answer #74: Yes

a. Number of documents

Answer #74(a): 3,185,472 documents

b. Number of pages

Answer #74(b): Folder with document files contain approx. 12.3 million files

c. Diskspace estimation

Answer #74(c): See question 6

d. Database size

Answer #74(d): Approx 64 GB

e. How many database tables contain information we will need for the migration? (ex. documents, versions, metadata, annotations, etc.)

Answer #74(e): Hundreds of tables

f. Any additional information you can provide on the system that may be helpful.

Answer #74(f) No

g. Please provide the make, model, and version of system that we will be working with.

Answer #74(g) Hyland Perceptive Content EP4

h. If the current system is utilizing a database, what platform is it on? (SQL, Oracle, etc.)

Answer #74(h): SQL

i. Is there backend access to the database, or do we have to do an export through the current system?

Answer #74(i): We have backend access to the database.

j. Do you have a set number of document types or metadata categories to be converted?

Answer #74(j): See questions 12 and 14c

k. Do you want annotations from your current system migrated?

Answer #74(k): Yes We have an estimated 150,000 documents with text or graphical annotations

l. Are you using versioning in your current system?

Answer #74(l): No

Question #75: Is there any relevant incumbent for any portion of the work being requested in the RFP?

Answer #75: We currently use Hylands Perceptive Content. This is an all-inclusive RFP for a Document Management and Imaging Systems implementation and services. We will not break up the software and implementation services to multiple vendors.

Question #76: Has the issuer already considered any solutions? Please provide feedback on any systems under consideration.

Answer #76: As per the RFP, we are requesting solutions to consider.

Question #77: Our system uses metadata templates that contain fields common to each document type for use in indexing. Please provide a list of document types/metadata templates and the estimated field count for each. For example, a HR folder might have a template with fields for employee name, ID number, title, and supervisor (4 fields total).

Answer #77: We cannot provide a list at this time. See question 14c.

Question #78: Our customers generally prefer remote services due the ease of scheduling and travel savings. Remote training sessions are recorded and provided to the customer to allow them to reuse as needed. Is this approach acceptable, or would you require on-site services?

Answer #78: Remote training is acceptable for our core IT group.

Question #79: For forms and workflow development, will the selected vendor be responsible for building the required forms and workflows, or will the proposer's staff be performing development after proper training? If vendor development is preferred and within project scope, please provide some examples of forms and workflows, as well as an estimated count, for cost estimation purposes.

Answer #79: See questions 9, 10, and 11.

Question #80: Will any applications need to be integrated? If so, please provide a list of applications (with version) and a short description of the desired functionality.

Answer #80: At this time, our required integration is with Ellucian Banner for bi-directional integration.

Question #81: If you plan on using existing scanners with this solution, are they ISIS or TWAIN compatible?

Answer #81: At this time they are TWAIN compatible.

Question #82: Do you plan on using a single sign-on service (SSO)? Which provider(s) do you have or plan to use?

Answer #82: Microsoft Entra

Question #83: Do you have an Active Directory (AD) containing the users for the new solution? If so, can we sync with your AD to significantly reduce the amount of time required for user configuration?

Answer #83: Our expectation is that the new solution will leverage Microsoft Entra for authentication and group policy usage.

Question #84: In what specific departments and/or how many departments will the solution be deployed for this engagement? (please list all) Specify the roles and how many users and/or participants are involved.

Answer #84: Financial Aid; Financial Operations. See question 8 for estimated number of users in Financial Operations and Financial Operations. 3 dedicated supporting IT team plus various IT members.

Question #85: What Workflow process will we be accommodating?

Answer #85: See questions 9, 10 and 11.

Question #86: What documents/data are in play? (please list all by department) Do you have examples of documents or lists of data? (Name of) Form(s) needed?

Answer #86: See questions 9, 10 and 11.

Question #87: Where are documents/data currently stored/gathered?

Answer #87: On-prem

Question #88: How are documents/data processed or interacted with? What are the steps of the business process? (if you have a diagram please supply). What systems other than what is provided in the RFP do users interact with as part of the process? What is the nature of the interaction with the system?

Answer #88: Users import the files by drag and drop or by ImageNow Printer primarily. Second is scanning. There are a handful of workflows used by HR, the Registrars office, Admissions and Financial Operations. See questions 9, 10 and 11 for use cases for this project.

Question #89: As we offer workflow efficiencies based on your processes, such as a review, approve and deny of workflow (exiting the workflow), if possible, please provide details on the manual review process(es)? If any, how many? How are items routed for approvals? When are they marked for completion? How is the approver identified? Will denials (if any) exit the workflow?

Answer #89: See questions 9, 10 and 11.

Question #90: Are there changes to the business process that are needed or anticipated regardless of technology?

Answer #90: See questions 9, 10, 11 and 21.

Question #91: What steps can be or do you want to be eliminated? Automated?

Answer #91: See questions 9, 10 and 11 for use cases. These use cases will replace current manual processes that include PDFs and signatures with electronic forms and electronic signatures within the workflow. Our internal IT will create subsequent E-forms and workflows.

NO. OF PAGES (including cover sheet): 11

Bid Responses must be submitted to WSU Office of Purchasing prior to the bid closing date and time, in the format as described in the original bid solicitation!

Wichita State University

Office of Purchasing

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