
Notice of Intent to Certify Sole Source

To: Interested Parties
From: Craig P. Orgeron, Ph.D.
CC: ITS Project Number 44339
Date: September 18, 2018
Re: Sole Source Certification Number 4133 for BCS technology software products, support, and services for the Mississippi Department of Human Services (MDHS)
Contact Name: Jill Chastant
Contact Phone Number: 601-432-8214
Contact E-mail Address: Jill.Chastant@its.ms.gov

Sole Source Certification Award Details

Regarding Information Technology Services (ITS) Sole Source Certification Number 4133 for BCS technology software products, support, and services for the Mississippi Department of Human Services (MDHS), please be advised that ITS intends to award to BCS Systems, Inc. as the sole source provider through December 31, 2022, in an amount not to exceed \$7,261,550.00. For an explanation regarding Mississippi state law, policy and procedures for sole source procurements, refer to Attachment C: Sole Source Procurement Overview.

Sole Source Criteria

1. The product or services being purchased must perform a function for which no other product or source of services exist:

For over ten years, BCS has worked closely with MDHS to satisfy the following business requirements related to MDHS' document/content management system. BCS has heavily integrated the following technology products in MDHS' environment:

- **BCS iConnect**
 - **BCS Advanced Capture**
 - **BCS iConnect DC**
 - **BCS HostConnect**
 - **BCS Object Bundler**
 - **BCS Annotation Server**
 - **BCS iConnect Enterprise Report Capture (ERC)**
 - **BCS iConnect Scorecard**
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- **BCS iConnect DSNAP**
- **BCS iConnect eForms**
- **BCS iConnect InBox**
- **BCS iConnect Mobile Document Capture**

MDHS has made the business decision to continue using the existing document/content management system. MDHS requires the BCS technology software products, support, and services that are needed to keep the environment in production.

The customer's sole source certification request is included as Attachment A.

2. **The purchaser must be able to show specific business objectives that can be met only through the unique product or services:**

The BCS iConnect family of products provides tight integration between systems of record applications such as Mississippi Automated Verification, Eligibility Reporting (MAVERICS) and Mississippi Enforcement Tracking Support System (METSS) with documents and content stored in the Content Management repository, Worksite. With BCS iConnect, documents and reports are automatically filed leveraging case or participant data so that users are not required to manually profile documents or make decisions where to store the content. This yields high accuracy and completion rates for important case information.

The BCS iConnect family of products are specifically designed to assist case workers to provide high rates of information accuracy and completeness through the intelligent integration of content management systems like WorkSite and Kofax with structured applications, including the MDHS mainframe application portfolio. Implementation of BCS iConnect has allowed MDHS to increase case volume with a lower case worker headcount, improved accuracy, and gain greater organizational visibility. These productivity gains continue to accrue.

BCS iConnect drives compliance through the automation of business rules designed to meet or exceed compliance information security guidelines. BCS iConnect not only connects MDHS mainframe applications with the backend document/content management system, it also orchestrates the automated collection and ingestion of images scanned and documents uploaded in the field providing chain of possession from point of origin throughout the agency approval processes, ultimately automatically archiving them in the content repository.

BCS iConnect automatically manages the security of content assuring the agency that sensitive case related information, as well as reporting, may only be accessed by appropriately authorized personnel. Changes and updates to security are automatically synchronized by BCS iConnect and applied to content stored in the Worksite repository.

BCS iConnect provides a failover capability for documents being scanned and uploaded. In the event of a network or application outage of Worksite or Kofax, users can continue to scan and upload case documents. BCS iConnect will invisibly act as a buffer to automatically process and ingest the documents when the Worksite application becomes available. BCS iConnect is tightly integrated with the

mainframe reports generated to automatically separate massive report runs into individual report subset documents that are electronically secured, stored and accessed via Worksite.

BCS iConnect InBox is used by every clerk, case worker, and supervisor to review, compose, and transfer Economic Assistance (EA) Case Record documents. BCS iConnect InBox is a critical tool facilitating the review, composition, accuracy and completeness of case records.

BCS iConnect is an integral component of the MDHS Common Web Portal providing functionality allowing Supplemental Nutrition Assistance Program (SNAP) applications completed using the Portal to be automatically indexed, secured and imported to Worksite without human intervention.

Disaster Supplemental Nutrition Assistance Program (DSNAP) disaster claims processing is based on BCS iConnect technology which tightly integrates the DSNAP process with MAVERICS, Kofax and Worksite. In addition to working with the mainframe applications, BCS iConnect is designed to work with future applications, including portals and web applications to provide the same content compliance and accuracy as MDHS modernizes application infrastructure. BCS provides support, as well as configuration, design, and implementation services to maintain the system. The customer's sole source certification request is included as Attachment A.

3. The product or services must be available only from the manufacturer and not through resellers who could submit competitive pricing for the product or services:

BCS iConnect is owned and marketed exclusively by BCS. BCS does not market through any third party or distributor. In coordination of the iManage Worksite environment installed at the State and being that this is the combined system (including BCS iConnect) the State uses as its core image and reporting repository, BCS is the only offer of optimization services and support for this environment. The vendor's sole source certification letter is included as Attachment B.

4. Explain why the amount to be expended for the services is reasonable:

BCS Systems, Inc. manufactures and supports the BCS iConnect family of products and sells these projects directly to MDHS with no reseller cost markup. In addition, the current pricing for the BCS support contract has not changed over the last four years, even though the market pricing for these services has increased.

5. Explain what your agency did to obtain the best possible price for the services:

MDHS, along with the ITS staff, has been negotiating lowest and best pricing for each sole source contract entered into by the State.

Schedule

Task	Date
First Advertisement Date	09/18/18
Second Advertisement Date	09/25/18
Response Deadline From Objectors	10/02/18, at 3:00 P.M. Central Time

Notice of Award/No Award Posted	Not before 10/03/18
Presentation to ITS Board	10/18/18

Project Details

MDHS is requesting to extend the current contract for BCS technology software products, support, and services for an additional three years to continue enhancements to MDHS' document management environment.

MDHS' current document management environment was purchased through a competitive procurement in 2001. RFP No. 3199 was awarded to IBM Corporation who was a reseller of the Interwoven suite of products and services. When IBM and Interwoven ended their business partnership, ITS contracted directly with Interwoven for product licenses and consulting services.

The initial approval of the Interwoven products by the ITS Board included professional services to implement the enterprise solutions. Interwoven partnered with BCS Systems, Inc. (BCS) to perform system integration and implementation services.

On August 22, 2008, the Master Consulting Agreement was assigned to BCS and all rights, duties and obligations to complete the roll out of the statewide content management solution were transferred and assigned from Interwoven to BCS.

In 2014, MDHS worked with BCS to develop and implement a strategy for re-architecting the previous Worksite platform to resolve performance issues and to implement a Support Agreement. In addition to scaling (re-architecting) the environment to handle the agency's volume of document intake, MDHS established a comprehensive, Service Level Agreement (SLA) driven support and Professional Services Agreement with BCS Systems, Inc. As part of the strategy for improving MDHS' document/content management system and developing a long-term roadmap, MDHS worked with BCS to replace the previous, out of support system (WorksiteMP) with an updated document management system (Worksite) to meet the ever changing needs of the agency.

There have been many enhancements to functionality and stability implemented over the last 4 years resulting in significant improvements to system stability, decreased search and response time, and improved user efficiencies. Considering the investment that has been made to optimize the system and the amount of effort and cost it would take to change to a new system, MDHS has made a business decision to continue with BCS through December 2022, and take advantage of the investments to the system. MDHS's goals moving forward include greater case worker productivity, increased process visibility and operational accountability, built-in compliance and measurement systems, and more client participation and information access. To accomplish these tasks, MDHS requests an extension to the contract to continue to enhance the product and improve case worker efficient and client service levels.

Since 2014, the total spend to date is \$4,556,250.00.

Submission Instructions and Format of Response from Objecting Parties

Interested parties who have reason to believe that the BCS Systems, Inc. technology software products, support, and services should not be certified as a sole source should provide information in the following format for the state to use in determining whether or not to proceed with awarding the Sole Source contract to BCS Systems, Inc.

1.1 Interested Party Information

1.1.1 Contact Name, Phone Number and email address

1.1.2 Company Website URL, if applicable

1.2 Objection to Sole Source Certification

1.2.1 Interested parties must present specific objections to the Sole Source certification using the criteria listed above.

1.2.2 A statement regarding the Interested Party's capabilities as related to this Sole Source Certification Request.

1.3 Comments will be accepted at any time prior to Tuesday, October 2, 2018, at 3:00 p.m. (Central Time) to Jill Chastant at Jill.Chastant@its.ms.gov or at the Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211. Responses may be delivered by hand, via regular mail, overnight delivery, e-mail or by fax. Fax number is (601) 713-6380. **ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF RESPONSES.** It is solely the responsibility of the Interested Parties that responses reach ITS on time. Interested Parties may contact Jill Chastant to verify the receipt of their Responses. Responses received after the deadline will be rejected.

1.4 Interested Party responses should include the following information:

**SUBMITTED IN RESPONSE TO
Sole Source Certification No. 4133-44339
Accepted until October 2, 2018 @ 3:00 p.m.,
ATTENTION: Jill Chastant**

If you have any questions concerning the information above or if we can be of further assistance, please contact Jill Chastant at 601-432-8214 or via email at Jill.Chastant@its.ms.gov.

Attachment A: Customer Sole Source Certification Request

Attachment B: Vendor Correspondence

Attachment C: Sole Source Procurement Overview



3771 Eastwood Drive
 Jackson, Mississippi 39211
 Phone 601-432-8000 Fax 601-713-6380

Sole Source Certification Request

Project Title: BCS Professional Services		Stimulus (ARRA) Funds? Yes No X	
Customer Contact Information			
Agency/Public University: Mississippi Department of Human Services Address: 200 South Lamar Jackson, MS 39201		Contact Person: Jackie Surrell Phone: 601-359-0826 Fax: Email Address: Jackie.surrell@mdhs.ms.gov	
MAGIC Customer Number (only required from state agencies):		Division/Dept: DIS Handmail: X Yes <input type="checkbox"/> No	
Project Summary <i>Narrative Description of Project</i> (include details of original acquisition if applicable): MDHS is requesting to extend the current contract for BCS technology software products, support, and services for an additional three years to continue enhancements to MDHS' document management environment. MDHS' current document management environment was purchased through a competitive procurement in 2001. RFP No. 3199 was awarded to IBM Corporation who was a reseller of the Interwoven suite of products and services. When IBM and Interwoven ended their business partnership, ITS contracted directly with Interwoven for product licenses and consulting services. The initial approval of the Interwoven products by the ITS Board included professional services to implement the enterprise solutions. Interwoven partnered with BCS Systems, Inc. (BCS) to perform system integration and implementation services. On August 22, 2008, the Master Consulting Agreement was assigned to BCS and all rights, duties and obligations to complete the roll out of the statewide content management solution were transferred and assigned from Interwoven to BCS. In 2014, MDHS worked with BCS to develop and implement a strategy for re-architecting the previous Worksite platform to resolve performance issues and to implement a Support Agreement. In addition to scaling (re-architecting) the environment to handle the agency's volume of document intake, MDHS established a comprehensive, Service Level Agreement (SLA) driven support and Professional Services Agreement with BCS Systems, Inc. As part of the strategy for improving MDHS' document/content management system and developing a long-term roadmap, MDHS worked with BCS to replace the previous, out of support system (WorksiteMP) with an updated document management system (Worksite) to meet the ever changing needs of the agency. There have been many enhancements to functionality and stability implemented over the last 4 years resulting in significant improvements to system stability, decreased search and response time, and improved user efficiencies. Considering the investment that has been made to optimize the system and the amount of effort and cost it would take to change to a new system, MDHS has made a business decision to continue with BCS through December 2022, and take advantage of the investments to the system. MDHS's goals moving forward include greater case worker productivity, increased process visibility and operational accountability, built-in compliance and measurement systems, and more client participation and information access. To accomplish these tasks, MDHS requests an extension to the contract to continue to enhance the product and improve case worker efficient and client service levels. Since 2014, the total spend to date is \$4,556,250.00.			
ITS Acquisition Approval (CP-1) should be effective through this date (Please allow time for all vendor invoices to be paid): 12/31/2022			
Cost Estimates <i>Fiscal Year</i>	<i>Initial Costs</i>	<i>Ongoing Costs</i>	Time Constraints Item Needed by: 06/30/2018 Funds Expire: 12/31/2022
2018	\$253,800.00		Anticipated Lifecycle of Products/System (i.e. estimated years of effective use): 3 years Discuss Funding (e.g. how much of needed funding is definite; total project budget; any matching or other non-state funds) This agreement will be funded by 50% Federal funds and 50% other (bonus monies from the SNAP program).
2019-2022 support		\$4,883,777.00	
Licenses, services, and support		\$1,673,973.00	
Professional services		\$450,000.00	
Total		\$7,261,550.00	
Acquisition Details			
Items Requested	Quantity	Description	Building Location(s)
BCS technology software products	1		200 South Lamar
BCS professional services	1		200 South Lamar
BCS support	1		200 South Lamar

Attachment A

<p>Describe platform & infrastructure (connectivity; software/hardware platforms; utilization of State Data Center resources: mainframe, eGovernment portal, payment engine, document management, hosting).</p> <p>Progress to Date: What has been done related to this project, including any communication with ITS staff (data/voice/procurement/other)? A quote and sole source letter have been obtained from the vendor.</p>
<p>Sole Source Certification Note: Certification must be renewed for each revision or continuation of previous Sole Source Approvals.</p> <p>Specific business requirements to be met by the requested products or services:</p> <p>The BCS iConnect family of products provides tight integration between systems of record applications such as Mississippi Automated Verification, Eligibility Reporting (MAVERICS) and Mississippi Enforcement Tracking Support System (METSS) with documents and content stored in the Content Management repository, Worksite. With BCS iConnect, documents and reports are automatically filed leveraging case or participant data so that users are not required to manually profile documents or make decisions where to store the content. This yields high accuracy and completion rates for important case information.</p> <p>The BCS iConnect family of products are specifically designed to assist case workers to provide high rates of information accuracy and completeness through the intelligent integration of content management systems like WorkSite and Kofax with structured applications, including the MDHS mainframe application portfolio. Implementatnoi of BCS iConnect has allowed MDHS to increase case volume with a lower case worker headcount, improved accuracy, and gain greater organizational visibility. These productivity gains continue to accrue.</p> <p>BCS iConnect drives compliance through the automation of business rules designed to meet or exceed compliance information security guidelines. BCS iConnect not only connects MDHS mainframe applications with the backend document/content management system, it also orchestrates the automated collection and ingestion of images scanned and documents uploaded in the field providing chain of possession from point of origin throughout the agency approval processes, ultimately automatically archiving them in the content repository.</p> <p>BCS iConnect automatically manages the security of content assuring the agency that sensitive case related information, as well as reporting, may only be accessed by appropriately authorized personnel. Changes and updates to security are automatically synchronized by BCS iConnect and applied to content stored in the Worksite repository.</p> <p>BCS iConnect provides a failover capability for documents being scanned and uploaded. In the event of a network or application outage of Worksite or Kofax, users can continue to scan and upload case documents. BCS iConnect will invisibly act as a buffer to automatically process and ingest the documents when the Worksite application becomes available. BCS iConnect is tightly integrated with the mainframe reports generated to automatically separate massive report runs into individual report subset documents that are electronically secured, stored and accessed via Worksite.</p> <p>BCS iConnect InBox is used by every clerk, case worker, and supervisor to review, compose, and transfer Economic Assistance (EA) Case Record documents. BCS iConnect InBox is a critical tool facilitating the review, composition, accuracy and completeness of case records.</p> <p>BCS iConnect is an integral component of the MDHS Common Web Portal providing functionality allowing Supplemental Nutrition Assistance Program (SNAP) applications completed using the Portal to be automatically indexed, secured and imported to Worksite without human intervention.</p> <p>Disaster Supplemental Nutrition Assistance Program (DSNAP) disaster claims processing is based on BCS iConnect technology which tightly integrates the DSNAP process with MAVERICS, Kofax and Worksite. In addition to working with the mainframe applications, BCS iConnect is designed to work with future applications, including portals and web applications to provide the same content compliance and accuracy as MDHS modernizes application infrastructure. BCS provides support, as well as configuration, design, and implementation services to maintain the system.</p>
<p>Explain why these products or services are the only ones that can meet your needs (include unique features/special functionality):</p> <p>For over ten years, BCS has worked closely with MDHS to satisfy the following business requirements related to MDHS' document/content management system. BCS has heavily integrated the following technology products in MDHS' environment:</p> <ul style="list-style-type: none"> • BCS iConnect • BCS Advanced Capture • BCS iConnect DC • BCS HostConnect • BCS Object Bundler • BCS Annotation Server • BCS iConnect Enterprise Report Capture (ERC) • BCS iConnect Scorecard • BCS iConnect DSNAP • BCS iConnect eForms • BCS iConnect InBox • BCS iConnect Mobile Document Capture <p>MDHS has made the business decision to continue using the existing document/content management system. MDHS requires the BCS technology software products, support, and services that are needed to keep the environment in production.</p>
<p>Explain why the source is the only entity that can provide the products or services (Include other products/vendors researched or evaluated): BCS iConnect is owned and marketed exclusively by BCS. BCS does not market through any third party or distributor. In coordination of the iManage Worksite environment installed at the State and being that this is the combined system (including BCS</p>

Attachment A

iConnect) the State uses as its core image and reporting repository, BCS is the only offer of optimization services and support for this environment.	
Explain why the amount to be expended for the services is reasonable: The current pricing for the BCS support contract has not changed over the last four years, even though the market pricing for these services increase daily.	
Explain what your agency did to obtain the best possible price for the services: BCS Systems, Inc. manufacturers and supports the BCS iConnect family of products and sells these projects directly to MDHS with no reseller cost markup.	
Vendor's Certification of Sole Source attached: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Vendor's proposal submitted: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
MAGIC Vendor Code(s) Vendor must be in MAGIC before a CP-I can be issued.	
Place Order To Vendor Name: BCS Systems, Inc. Vendor Address: 10333 Richmond Avenue, Suite 610 Houston, TX 77042	Remit To Vendor Name: BCS Systems, Inc. Vendor Address: 10333 Richmond Avenue, Suite 610 Houston, TX 77042

By my signature, I certify that, to the best of my professional knowledge: the requested product or services are a sole source as outlined in the ITS Procurement Handbook, Rule 207.2:013-030 Procurement Types: Sole Source, and as outlined in Mississippi Code annotated Section 31-7-13. In addition, I acknowledge that there is a charge for ITS procurement services associated with this request which will be billed to the requestor by ITS and that my agency/public university is responsible for these charges/costs.

Jacob Black Deputy Executive

 Name (Agency Head or Public University CIO)/Title

DocuSigned by:
 Jacob Black 9/12/2018

 Signature Date



September 10, 2018

Ms. Valeria O'Neal
MS Department of Human Services
750 North State St.
Jackson MS 39202

Ms. O'Neal:

The following products (listed below) are all BCS proprietary technology products. These products are owned and marketed exclusively by BCS. BCS does not market these products through any third party or distributor. As such they are only available on a sole-source basis from BCS Systems, Inc.

- BCS iConnect®
- BCS Advanced Capture
- BCS iConnect DC
- BCS HostConnect
- BCS Object Bundler
- BCS Annotation Server
- BCS iConnect Enterprise Report Capture (ERC)
- BCS iConnect Scorecard
- BCS iConnect DSNAP
- BCS iConnect eForms
- BCS iConnect InBox
- BCS iConnect Mobile Document Capture
- Services related to the implementation, configuration and support of the products listed above

In coordination of the iManage Worksite environment installed at the State and being that this is the combined system (including licensed components listed above), the State uses as its core image and reporting repository, BCS is the ONLY offer of optimization services and support for this environment.

Please do not hesitate to contact me if you have any questions or require additional clarification regarding these products.

We appreciate the opportunity to serve the State of Mississippi, Department of Human Services in this important project.

Warm regards,

A handwritten signature in black ink, appearing to read "JWG".

Jonathan Gibson
President

Attachment C: Sole Source Procurement Overview

The acquisition of information technology for all state agencies and institutions of higher learning (IHLs) is within the scope of the ITS law, found in Mississippi Code Section 25-53-1, et seq., and the policies and procedures established in accordance with this statute, found in the ITS Procurement Handbook posted on the ITS website (www.its.ms.gov).

ITS enabling legislation requires that information technology hardware, software and services be acquired in a manner that insures the maximum of competition among all manufacturers and suppliers of such equipment and services. Accordingly, ITS promotes full and open competition through the issuance of open specifications and the objective evaluation of Interested Party proposals to determine the lowest and best offering to meet an agency's or public university's business requirements. True competition protects the integrity and credibility of purchasing in the public sector and is essential in providing best value and adequate contractual protection for the purchasing entity. In certain limited situations, information technology acquisitions may be sole-sourced.

ITS utilizes the provisions of Public Purchasing Law for Sole Source and Emergency procurements of information technology. Mississippi Public Purchasing Law (Mississippi Code Section 31-7-13) specifies that noncompetitive items available from one source only be exempted from bid requirements (sole-sourced). ITS statute, in Section 25-53-5 (p), permits ITS to utilize provisions in Public Purchasing Law or regulations, when applicable.

Per Public Purchasing law, acquisitions must meet the following criteria to be authorized as sole source:

1. The product or services being purchased must perform a function for which no other product or source of services exists,
2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services, AND
3. The product or services must be available only from the manufacturer and NOT through resellers who could submit competitive pricing for the product or services. The vendor's correspondence regarding this criterion for this project is included as Attachment B.

By policy as documented in the ITS Procurement Handbook, acquisitions of IT services must include the following information to be authorized as sole source:

1. An explanation about why the amount to be expended is reasonable, and
2. An explanation regarding the efforts by the purchaser to obtain the best possible price.

For state agencies, approval of all technology purchases with a lifecycle cost of \$5,000 or less, including sole source purchases, has been delegated to the agency. The ITS Procurement Limits Policies for Agencies (a section in the ITS Procurement Handbook) require a minimum of two competitive written bids or proposals for technology purchases with a lifecycle cost over \$5,000 but not over \$50,000 (not over \$25,000 for projects funded by the American Recovery and Reinvestment Act). Since, for single source items, the procuring agency will be unable to obtain two written bids, ITS must certify all sole source acquisitions of information technology with a lifecycle cost greater than \$5,000.

Institutions of Higher Learning (IHLs) or public universities have been delegated the authority to certify sole source procurements up to \$250,000 lifecycle cost under the ITS Procurement Limits Policies for IHLs (a section in the ITS Procurement Handbook). For the certification of sole source procurements delegated to the CIOs at public universities, the public university must follow ITS' Sole Source Procedure, including advertisement of the intent to award as sole source. Institutions certifying a sole source purchase must ensure the criteria listed above are met and documented in writing by the institution and the Interested Party prior to certifying a product or service as sole source. Sole source documentation must be reviewed and approved by the IHL's CIO for any sole-source certification above \$5,000. All sole source documentation should be retained in the public university's procurement file. Sole source requests above \$250,000 lifecycle cost require ITS approval.

Attachment C: Sole Source Procurement Overview

Other than the delegations outlined above, all sole source technology procurements must be certified by ITS. The customer's Sole Source Certification Request for this project is included as Attachment A.

ITS thoroughly reviews Sole Source Certification Requests, determining if competing products and/or services exist. If so, ITS conducts a competitive procurement. If ITS' review confirms the sole source, then a Sole Source advertisement is issued, giving other Interested Parties an opportunity to identify competing products and/or services. Based upon the results of the Sole Source advertisement, ITS will either certify the request as a sole source or conduct a competitive procurement.