



**Mississippi Department of
Information Technology Services**

3771 Eastwood Drive
Jackson, MS 39211-6381
Phone: 601-432-8000
Fax: 601-713-6380
www.its.ms.gov

Craig P. Orgeron, CPM, Ph.D., Executive Director

Notice of Intent to Certify Sole Source

To: Interested Parties

From: Craig P. Orgeron, CPM, Ph.D. *cro*

CC: ITS Project Number 48926

Date: July 22, 2025

Re: Sole Source Certification Number 4696 to provide content management system support, maintenance, and services for the Mississippi Department of Human Services (MDHS)

Contact Name: Denetta Durr

Contact Phone Number: 601-432-8022

Contact E-mail Address: denetta.durr@its.ms.gov

Sole Source Certification Award Details

Regarding Information Technology Services (ITS) Sole Source Certification Number 4696 for the MDHS, please be advised that ITS intends to award BCS Systems, Inc. as the sole source provider of content management system support, maintenance, and services through December 31, 2028, in an amount not to exceed \$8,503,944.04. Please be advised that ITS will determine if additional enhancements, upgrades, or support are within scope during the certification period and may increase the spending authority accordingly. Should BCS Systems, Inc., change their name during this certification period, then ITS will determine if a recertification is necessary. For an explanation regarding Mississippi state law, policy and procedures for sole source procurements, refer to Attachment B: 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:

BCS's iConnect family of products provides tight integration between systems of record applications with documents and content stored in the Content Management repository, Worksite. In coordination of the installed iManage Worksite environment the State uses as its core image and reporting repository, BCS is the only offeror of optimization services and support for this environment.

BCS is the front line of support for Agency help desk with respect to providing user provisioning, security access updates, and issue resolution. BCS provides application specific support for the entire iConnect, imaging, and content management application infrastructure including managing and monitoring the application infrastructure and components to make sure application availability is

consistently delivered at the highest possible levels. In addition to working with the mainframe applications, BCS iConnect will also work with future applications, including portals and web applications to provide the same content compliance and accuracy as MDHS modernizes application infrastructure.

MDHS can implement new projects faster, more efficiently, and at a lower cost since BCS accomplishes project goals with low or no code configurations via iConnect by connecting MDHS mainframe applications with the backend content management system. iConnect also orchestrates the automated collection of images scanned and documents uploaded in the field providing chain of possession from point of origin throughout the agency approval processes and automatically archives them in the content repository.

iConnect drives compliance through the automation of business rules designed to meet or exceed compliance with information security guidelines. iConnect automatically manages the security of content so that sensitive case related information as well as agency reporting may only be accessed by appropriately authorized personnel. Changes and updates to security are automatically synchronized by iConnect and applied to content stored in the Worksite repository.

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 are specifically designed to assist case workers in providing extremely high rates of information, accuracy, and case record completeness through the intelligent integration of content management systems like WorkSite, SharePoint, and other content management systems, with structured applications including the MDHS application portfolio including Mississippi Automated Verification, Eligibility Reporting & Information Control System (MAVERICS), Mississippi Enforcement Tracking Support System (METTS), Jobs Automated Work System (JAWS), and Virtual Roma 2 (VR2). BCS has heavily integrated the following technology products in MDHS' environment:

- BCS iConnect
- BCS Advanced Capture
- BCS iConnect DC
- BCS Host Connect
- 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
- BCS iConnect Validation

With iConnect, documents and reports are automatically filed by leveraging case or participant data so that users are not required to manually profile documents or make decisions on where to store the content. This yields very high accuracy and completion rates for important case information. The tight integration with MDHS's primary business applications also reduces training for field personnel and provides a built-in compliance capability to reduce case worker effort in reviewing

case information. A single click from MAVERICS or METTS applications returns all relevant documentation pertaining to the case including client provided information as well as internally produced documentation and system generated notices. A single user request from these applications creates a reservation for incoming documents. This reservation appears on agency multi-function devices and when documents are scanned, all relevant indexing is applied to the incoming documents via the reservation process of iConnect. This automatic filing capability builds compliance, accuracy, and ease of use into the process.

iConnect is also an integral component of MDHS's Common Web Portal, because iConnect provides the functionality that allows Supplemental Nutrition Assistance Program (SNAP) applications to be completed using the Portal. The applications are automatically indexed, secured, and imported to Worksite with very little human intervention. Disaster Supplemental Nutrition Assistance Program (DSNAP) disaster claims processing is based on iConnect technology which tightly integrates the DSNAP process with MAVERICS and Worksite.

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 products are owned and marketed by BCS. BCS does not market the iConnect product or related services through any third parties or distributors. The BCS iConnect products are only available on a sole-source basis. BCS is the only vendor offeror of optimization services and support for this environment. The Vendor's sole source certification letter is included as Attachment A.

Schedule

Task	Date
First Advertisement Date	07/22/25
Second Advertisement Date	07/29/25
Response Deadline From Objectors	08/05/25 at 3:00 P.M. Central Time
Notice of Award/No Award Posted	Not before 08/06/25

Project Details

MDHS's 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.

In September 2018, ITS began issuing Notice of Intent to Certify Sole Source for BCS technology software products, support, and services and no objections have been received. The current Certification and contract expires December 31, 2025 with a total spend-to-date of \$18,495,353.22.

Submission Instructions and Format of Response from Objecting Parties

Interested parties who have reason to believe that the content management system support, maintenance, 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, August 5, 2025 at 3:00 p.m. (Central Time) to Denetta Durr at denetta.durr@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 Denetta Durr 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. 4696-48926
Accepted until August 5, 2025 @ 3:00 p.m.,
ATTENTION: Denetta Durr

If you have any questions concerning the information above or if we can be of further assistance, please contact Denetta Durr at 601-432-8022 or via email at denetta.durr@its.ms.gov.

Attachment A: Vendor Correspondence

Attachment B: Sole Source Procurement Overview



Sole Source Overview for Mississippi Department of Human Services and Mississippi Information Technology Services

March, 2025

Overview

The BCS iConnect family of products, built by BCS Systems, are specifically designed to assist case workers in providing extremely high rates of information accuracy and case record completeness through the intelligent integration of content management systems like Worksite, SharePoint, and other content repositories, with structured applications including the current MDHS application portfolio (including MAVERICS, METTS, JAWS, VR2, CWP) and more modern applications like Salesforce, Oracle and many others. With iConnect's robust architecture it is likely feasible to integrate iConnect with future application platforms utilized by the State.

iConnect technology has assisted the agency in increasing case volume with reduced case worker headcount, improved accuracy and in gaining greater organizational productivity and process visibility. These productivity gains continue to accrue.

iConnect not only connects MDHS applications with the backend content management system, it also orchestrates the automated collection of documents scanned and documents uploaded in the field and via constituent portals providing chain of possession from point of origin throughout the agency approval processes, ultimately automatically archiving them in the content repository.

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

iConnect is tightly integrated with MDHS reports generated to automatically separate massive report runs into individual report subset documents that are electronically secured, stored, and accessed by MDHS personnel. iConnect is also used to process agency notices output by systems of record and automatically place the notices into case records where they may be accessed by case workers and constituents.

DSNAP disaster claims processing is based on iConnect technology which tightly integrates the DSNAP process with MAVERICS and Worksite.

iConnect Validation is another key application based on iConnect. Every Clerk, Case Worker and Supervisor use Validation to review and approve EA Case Record documents. Validation is a critical tool facilitating the review, composition, and completeness of the case records.

iConnect is also an integral component of MDHS' Common Web Portal providing functionality allowing constituent supplied supporting documents and SNAP applications completed using the Portal to be automatically indexed, secured, and imported to Worksite with extraordinarily little human intervention.



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 and secured in the Content Management repository, Worksite. With iConnect, documents and reports are automatically filed by leveraging case or participant data so that users are not required to manually profile documents or make decisions on where to store the content. This yields very high accuracy, process compliance and completion rates for important case information.

Services and Support

The Agency can implement new projects faster, more efficiently and at a lower cost because BCS can accomplish project goals with low-or no-code configurations via iConnect. This also minimizes the involvement of constrained MIS resources.

BCS provides application specific support for the entire iConnect content management application infrastructure including managing and monitoring the application infrastructure and components to make sure application availability is consistently delivered at the highest possible levels.

Managing exceptions – If a problem within the content management infrastructure supported by BCS is encountered, the BCS support team is immediately aware of the issue and works with the Agency MIS team to resolve issues.

BCS is the front line of support for Agency help desk with respect to providing user provisioning, security access updates and issue resolution.

In addition to working with the current systems of record applications, BCS iConnect will also work with future applications, including portals and web applications to provide the same content compliance and accuracy as MDHS pursues modernizing the application infrastructure.

BCS does not market the iConnect product or related services through third parties or distributors. As such, they are only available from BCS.

How iConnect helps achieve Agency Objectives

Agency Objective: Increase accuracy and case information completion rates.

Agency objectives include the reduction of manual effort expended in the evaluation of case records by automating the decision points, the methods used in communicating with clients and the collection and validation of required information and supporting documentation. By providing technology that can help automate decision-making, the case worker's actions can be directed toward completion of critical steps in the process allowing the technology to accomplish more of the routine tasks. iConnect is a key contributor in achieving those objectives.

Agency Objective: Leverage existing technologies.

By adding the iConnect capabilities that support an intelligent approach to integration, legacy systems can be modernized through a focus on data, accessibility, operating standards, security, interoperability, integration, and information federation. The iConnect products and the BCS team



specifically have a great deal of experience showing how this approach can mitigate the risks mentioned above while protecting the investments already made in mission-critical systems.

Agency Objective: Modernize systems of engagement

The concept of intelligent integration includes a focus on sharing data and presenting it to the user in a modern context while leveraging the investments already made in existing systems of record. Now that MDHS legacy technologies are becoming able to support improved data access, security and scalability requirements, modernization efforts can include web, portal, and mobile access to information. Via iConnect, document imaging can expand, in the future, to include electronic forms for online completion and mobile document capture support. In the future, the vision is that case work will provide direct client access and participation via mobile devices or web browsers. Best of all, the client can be met on their terms and preferences. If they prefer to use paper in a face-to-face encounter, the technology supports it. If the client prefers to receive updates or provide critical information via smart phone, the technology will be able to support it. Legacy systems of record continue to operate but with many of the inputs, integrations and process steps being automatically updated through the implementation of the iConnect modernization technology.

Agency Objective: Drive workforce transformation

We see a future where case workers have immediate access to important case data built around a state-of-the-art, dynamic checklist that focuses their efforts on accuracy and completion of standard operating procedure (SOP) requirements. In this way, iConnect Scorecard will perform the role of an automated assistant that always knows when every case file is missing information or contains information that is about to expire. Data driven decision making knows when new information is required and alerts the case worker and/or constituent to supply the missing information through the execution of business rules, notifications, and/or process steps. The days of manually reviewing case information over and over will end and your valued case workers may focus on more important activities to improve service levels and decrease cycle times.

Agency Objective: Provide built-in key performance metrics

Via iConnect, business process execution can generate reporting information that can be available at every level of the organization and by every participant in the process as needed. Key performance indicators can include completion or accuracy rates, interval timings, workload by worker, location, geographic code, etc. This also provides comparative data at any level desired to help drive ongoing process feedback and continuous process improvement.

Agency Objective: Apply the technology to any business process

The iConnect technology is flexible and configurable enough to be applied to most any business process, requiring little or no programmer involvement in the implementation and configuration process. As stated earlier, systems of record and legacy applications can be modernized and standardized through a focus on data accessibility, operating standards, security, interoperability, integration, and federation.



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 iConnect Case Manager
- 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 Validation
- 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 offeror of optimization services and support for this environment.

By:

A handwritten signature in black ink, appearing to read "JW Gibson", written over a horizontal line.

Jonathan Gibson, President and CEO

Attachment B

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 A.

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 \$75,000 (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.

Other than the delegations outlined above, all sole source technology procurements must be certified by ITS.

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.