REQUEST FOR PROPOSAL

SHAREPOINT 2013 DMS

RFP#2015-20
Request for Proposal (RFP) Cover Page

<table>
<thead>
<tr>
<th>Proposal Issue Date: Monday, November 02, 2015</th>
<th>Proposal Solicitation Closing Date: Friday, December 4, 2016</th>
<th>Proposal Solicitation Closing Time: 2:00 PM (EST)</th>
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</thead>
<tbody>
<tr>
<td>Issued By: United Planning Organization (UPO)</td>
<td>Address: 301, Rhode Island Ave, NW, Washington, DC 20001</td>
<td>Telephone Number: 202-238-4600</td>
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<tr>
<td>UPO is a non-profit agency in the DC founded in 1962 and is exempt from any state or federal tax.</td>
<td>Responses must be received on or before <strong>Friday, December 4, 2016</strong>, by 2:00 PM (EST.) in the Procurement Office, UPO, 301 Rhode Island Avenue, NW, Washington, DC 20001.</td>
<td>Hard copy responses; please submit one (1) original and three (3) copies of the Technical Proposal in a sealed envelope to Rizwanul Haque, Procurement Officer, UPO, 301 Rhode Island Avenue, NW, Washington, DC 20001 referencing “SharePoint 2013 DMS RFP # 2015-20-Technical”.</td>
</tr>
<tr>
<td>Please submit one (1) original and three (3) copies of the Price Proposal in a sealed envelope to Rizwanul Haque, Procurement Officer, UPO, 301 Rhode Island Avenue, NW, Washington, DC 20001 referencing “SharePoint 2013 DMS RFP # 2015-20-Technical”, OR</td>
<td>Electronic responses; please submit one (1) copy of the Technical Proposal to <a href="mailto:procurement@upo.org">procurement@upo.org</a> referencing “SharePoint 2013 DMS RFP # 2015-20-Technical” in the subject line.</td>
<td>Please submit one (1) copy of the Price Proposal to <a href="mailto:procurement@upo.org">procurement@upo.org</a> referencing “SharePoint 2013 DMS RFP # 2015-20-Technical” in the subject line.</td>
</tr>
<tr>
<td>For questions/information, please email Rizwanul Haque, Procurement Officer, at <a href="mailto:rhaque@upo.org">rhaque@upo.org</a> referencing “SharePoint 2013 DMS RFP # 2015-20” in the subject line. Questions/information must be emailed ten (10) business days prior to the proposal closing or no later than <strong>Tuesday, November 17, 2015</strong>. All questions received will be answered within three (3) business days and will be posted on the UPO website.</td>
<td>UPO reserves the right to waive informalities or irregularities, to reject any or all proposals received, to accept the proposal deemed best for the organization, and/or request new proposals if necessary.</td>
<td>Any objection to the above conditions must be clearly indicated in the proposals.</td>
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<tr>
<td>In compliance with this RFP and to all the conditions imposed herein, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.</td>
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**VENDOR IDENTIFICATION**

<table>
<thead>
<tr>
<th>Company Name:</th>
<th>Address:</th>
<th>Telephone:</th>
<th>Email:</th>
<th>Federal ID:</th>
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<tr>
<td>Print Name</td>
<td>Title</td>
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1.0 PURPOSE

United Planning Organization (UPO) is planning to engage an IT contractor to provide a robust, efficient and comprehensive SharePoint 2013 Document Management Solution (DMS).

2.0 CONTRACT PERIOD

The term of any contract resulting from this RFP shall be for twelve (12) months or one (1) year, from February 1, 2016 to January 31, 2017 or from the date the contract is fully executed.

3.0 BACKGROUND

UPO is a 501(c) (3) private non-profit corporation and the designated Community Action Agency for the District of Columbia (DC), providing leadership, support and advocacy to empower low-income residents of Washington, DC to become self-sufficient and self-determined. UPO is a major Head Start granteer in the Nation's Capital spanning a period of 50 years.

UPO serves as Washington, DC’s premier non-government human service organization that promotes self-sufficiency and brings innovative ideas to the problem of poverty throughout the city. UPO operates a wide array of special activities and offers many supportive and instructional services including:

- Head Start, Early Head Start, and other childcare programs that make measurable differences in the education of our youngest
- Comprehensive youth services with scholarships for DC residents
- Homelessness transportation services
- Training programs designed to prepare participants for skilled employment
- Weatherization services to make homes more energy efficient
- Substance abuse treatment programs that assist individuals in overcoming their addictions
- Tax preparation and e-filing community based tax preparation services
- Housing Counseling services that help alleviate predatory lending, and
- Job placement and career development services

Information Technology Infrastructure

All UPO servers are HP ProLiant configured for UPO.ORG domain as follows:

- Forest and Domain functional level running on Windows 2008 AD
- Multiple DC, GC, and DNS servers
- Microsoft 2012 R2 Hyper-v

In addition, we have the following software installed:

- Symantec Corporate Antivirus
- Oracle server (Oracle DB & CASA custom application)
- SQL Server 2008 (Microsoft Dynamics SL)
- Exchange 2013 Server
- Lync Server 2013
- SharePoint 2010 ( refer to Current Site Architecture - Appendix C)
- Windows 2008 Fileserver
- GFI Mail Essential/Mail Security

SharePoint 2013 DMS RFP#2015-20
4.0 SCOPE OF WORK

Overview

The qualified contractor shall provide services to architect, design, develop and implement SharePoint 2013 as a platform with an emphasis on implementing SharePoint as a secure, corporate intranet, document management, BPM, and business intelligence solution. The Solution will eliminate and/or minimize paper documents and manual processing, accelerate workflow throughput, enhance collaboration, and provide all departments within the organization more cost effective access to documents and related information.

UPO wants to leverage its existing on-premise Microsoft SharePoint 2010 deployment platform managing data from and among six (6) major departments in its organization, including structured data captured in specific UPO systems, and unstructured data including all documents, spreadsheets, and other files. The Solution shall also reduce the redundancy of business documents, frequent email transfers, misallocation of network storage space as well as time spent in searching and identifying hard copy materials.

4.1 Architectural Design and Implementation Upgrade of SharePoint 2010 Server

- The Contractor shall review current logical and physical architecture of SharePoint 2010 deployment
- The Contractor shall provide new SharePoint 2013 logical and physical architecture. New topology shall be highly available, scalable and redundant to ensure 99.9 uptime on with will support thousands of files and documents.
- The Contractor shall allow for the migration, consolidation and restructuring of preexisting SharePoint documents and data to a new SharePoint deployment
- The Contractor shall develop the SharePoint 2010 redesign of the existing UPO SharePoint site that includes configuration and analysis based on all program requirements and goals for usage within UPO
- The solution shall be fully integrated with Active Directory users and groups, Microsoft Office Web App, Microsoft Exchange 2013, and Lync server 2013.

4.2 Redesign User Interface of SharePoint Intranet Portal

- Design a dynamic customized home page that aligns with the current visual look and feel of UPO.
- Design team site template that meets UPO future program/department needs.
- Shared calendar showing availability of internal resources. Examples include vacation schedules, conference room availability, etc. Department calendar is integrated with Outlook. Calendar that shows organization-wide events as well as internal department events. Event calendar is integrated with Outlook. Data depicts the information that would be required to be shared on a SharePoint Events Calendar.
- Establish Governance roles and security for the new SharePoint site/libraries. UPO would also like recommendations for future governance planning.
• Design custom dashboards for UPO COO (Chief Operations Officer) Reports.

4.3 Document Management

• The Contractor shall migrate corporate file server data (500GB) to SharePoint and shall permit navigational security, with multiple layers of user definable security to limit access.

• The Solution must demonstrate core capabilities for the full information management lifecycle of inception to archive (or deletion), while providing specific access controls. A full solution must provide a SharePoint platform for some or all of the following, based on organizational needs. Enforce adherence to document and record naming conventions or standards.

• The solution shall permit for electronic signature management - support for inserting signatures and managing records content and access.

• The ability to classify documents with metadata to make them easier to search and ensure a mandatory amount of metadata is captured for each document or record in the library.

• The ability for Users to combine and aggregate files into their own personal "virtual" folders. (OneDrive for Business)

• The Solution shall provide retention polices for record conversion, archival and deletion which can be set on a document type and executed automatically based on a preconfigured date.

• Ability to leverage UPO eCopy ShareScan function to import scan document from Ricoh MFP copiers to libraries and sites. As documents are scan to the library, they are automatically renamed according to the naming pattern determined by the Library Administrator.

• Online forms where users can request support from various internal services. The form should be compatible with desktop and portable devices.

4.4 Business Process Management

• The Contractor shall review all relevant existing documented “as-is” processes, workflow diagrams, documents, documentation of all existing UPO systems, program functions to determine and address technical and user needs. The Contractor shall provide a comprehensive document and records management solution that integrates with Microsoft Office, and utilizes online forms and workflow automation.

• The estimated functional effort will consist of the automation of twenty (20) documented business processes (see Appendix B).

• The Solution shall permit specific Users to act as observers of review or approval workflows. Observers can track the progress of documents as they proceed through the workflow and view any comments and feedback. Users participating in review or approval workflows are provided with a personalized task list for all tasks assigned to them. Users should be able to view at a glance their tasks, a description of the work to be done, who assigned the task and it needs to be completed.

• The Solution shall provide a workflow feature having automatic event notification via email, workflow features which can be automated for a specific document type and workflow
template. The Solution shall permit user involvement during the workflow instances, e.g., review workflow status, re-assign work tasks, re-prioritize tasks, cancel tasks and monitor audit trail.

- The solution should have the capability to convert MS Office documents to PDF with the electronic signature option.

4.5 General

- The Contractor shall provide UPO with a Security Management Plan to document how user, network, application and overall information security will be managed across the UPO SP enterprise. The Security plan will also document the overall strategy for establishing the use of Windows AD and SharePoint permission.

- The contractor should make UPO aware of any third party tools or software required to accomplish the project.

- Convert current UPO as-is workflow diagrams to SharePoint workflow diagrams.

- Listing of AD active employees with the preference of Human Resource access to update records.

- The Solution will be designed to interface with UPO LOB (Solomon Business Portal, CASA, ADP, and Prophix).

5.0 DELIVERABLES

- The Contractor shall arrange a Contract Kickoff Meeting. Contract Kickoff Meeting to occur no later than 30 days following the award of the contract.

- The Contractor shall provide UPO with an Initial Work Plan within the proposed response. The Completed Initial Work Plan is to be initially delivered 10 days following the award of the contract with detailed task by task level work breakdown structure and schedule.

- The contractor shall provide Governance and Security Plan.

- The Contractor shall provide physical and logical architecture design plan and SharePoint 2013 Server Topology.

- The Contractor shall deliver a functional SharePoint 2013 document management, corporate intranet site with BPM integration outline in the scope of Work.

6.0 PROPOSAL REQUIREMENTS

6.1 General Requirements

a. In order to be considered for selection, proposers must submit a complete response to this solicitation in a sealed envelope or package. One (1) original and three (3) copies of each proposal must be submitted to UPO. Email submission to procurement@upo.org is
acceptable and is highly desirable method of submission. No other distribution of the proposals shall be made by the proposer.

NOTE: A proposer may submit no more than one (1) proposal in response to this RFP.

b. Proposals shall include a letter of transmittal signed by an authorized representative of the bidder. All information requested should be submitted. Failure to submit all requested information may result in the organization requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by UPO.

c. Proposals should be prepared simply, as thorough and detailed as possible providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP so that UPO may properly evaluate bidder's capabilities to provide the required product. Emphasis should be placed on completeness and clarity of content.

d. All responses are to be submitted on standard 8.5” X 11” paper in 12 pt. minimum type. Bidders shall respond to the items in the order they are shown in the RFP. Proposals should describe the most favorable terms and shall remain firm for 120 days from the bid opening date.

e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.

f. Ownership of all data, materials and documentation originated and prepared for this solicitation by any proposer shall belong exclusively to UPO.

6.2 Special Requirements

All pages of the proposal should be numbered and the following are typical services and/or items that a successful proposer will be required to provide to UPO, if awarded the contract, and should be addressed in the proposer’s response in the following order:

a. Completed and signed Cover Page and Vendor Identification Form included as an attachment (Appendix A) to this solicitation.

b. Copy of current business license.

c. Copy of current certificate of insurance evidencing the coverage required in this RFP.

d. At least three (3) comparable work/client references to include organization/project name, brief description of the project and contact person’s name, telephone number, and e-mail address.

e. Resumes of all personnel that will participate in this project.

f. A written proposal - narrative statement to include as a minimum: (1) experience in providing the services described herein, (2) a description that the proposer understands UPO requirements and how the work will be performed, (3) a detailed proposal that meets the RFP requirements, and (4) quoted cost of services requested in detail, explaining experience and capabilities and a statement that the proposer understands UPO’s requirements.

Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

6.3 Technical Requirements

The proposer shall provide the following:
a. Detailed planning documentation needed for the preparation and execution that pertains to the following, but not limited to, elements of a SharePoint 2013 DMS: Deployment Planning, Software and Hardware Requirements, Migration to on-premise SharePoint 2013, Security Permission, Load Balancing, External Services Integration, Branding and User Interface, Governance and documentation, Storage Configuration, Farm Design, Enterprise Search Support, Implementation Support, Site Development and Migration.

b. Detailed Project Plan time line.

c. Physical and logical architecture design plan and recommended SharePoint 2013 Server Topology concepts.

d. Project Management Plan to capture and document the Contractor’s approach to managing the entire effort end-to-end, covering all project phases, from initiation through planning, execution and closure.

e. List of any third party software application and the cost involved for the project.

7.0 EVALUATION CRITERIA

1. All proposals will be reviewed to determine if they adhere to the format and instructions of the RFP, meet the criteria indicated below and conform to the objectives and requirements of the RFP. An evaluation team will evaluate the merit of proposals received in accordance with criteria outlined in this RFP. Incompleteness, significant inconsistencies or inaccuracies found within a response may result in a reduction of the evaluation rating.

2. UPO reserves the right to a) waive variances or reject any or all proposals and b) request clarifications from any or all proposers. Further, UPO reserves the right to reject any or all proposals and to waive informalities and minor irregularities and to accept any portion of a proposal or all items proposed if deemed to be in the best interest of UPO. Proposals shall be rejected if they: a) are received after closing date and time, b) are not properly sealed-in case of hard copies, c) contain alterations not initialed by an authorized official, d) are not meeting specifications, and e) are not meeting the general terms and conditions.

3. The following criteria will be utilized in the evaluation of the proposals:

   a. Adherence to RFP: The Proposer adheres to the instructions in this RFP on preparing and submitting the proposal.
   b. Qualifications and experience: The Proposer’s past experience and performance on comparable engagements.
   c. Reasonableness of Cost: A total dollar amount for the service requested and a detailed breakdown provided with the proposal, if applicable.
   d. The degree to which Proposer’s personnel that participate in this project have a high level of technical qualification and experience (based on resumes).
e. The degree to which the Proposer demonstrates an understanding of the requirements as outlined in Section 4.0-4.5.

f. The degree to which the proposed methodology and supporting documentation for managing project performance meet UPO’s needs.

8.0 GENERAL TERMS AND CONDITIONS

1. Termination: The contract may be terminated by either party at any time upon sixty (60) days written notice from the terminating party, if applicable. Cancellation of the contract by either party shall in no way relieve the bidder of its responsibility to complete any and all work in progress at the time of the notice and for which payment has been received by the bidder.

2. Licenses: By submitting a bid, the bidder certifies that it has procured, and shall maintain in full force, all permits and licenses required to conduct its business lawfully and that it shall remain informed of and in compliance with all federal and local laws, ordinances and regulations that affect in any manner bidder’s fulfillment of the contract.

3. Right to Audit: UPO shall have the right to audit all invoices submitted by the proposer. UPO shall have the right to audit all relevant data upon which the proposer’s prices are based.

4. Anti-Kickback Provision: This contract is subject to the provisions of the Anti-Kickback Enforcement Act of 1986. By agreeing to this binding agreement, the transacting parties (1) certify that they have not paid kickbacks directly or indirectly to any employee of UPO for the purpose of obtaining this or any other agreement, purchase order or contract from UPO and (2) agree to cooperate fully with any Federal Agency investigating a possible violation of the Act.

5. Equal Opportunity: The proposer agrees not to discriminate against any employee or applicant for employment on account of any services, or activities made possible by or resulting from this RFP on the grounds of actual or perceived sex, race, color, religion, national origin, age (except minimum age and retirement provision), marital status, disability, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence or business, veteran status or any other characteristic protected under federal or District law. Any violation of this provision shall be considered a violation of a material provision of this agreement and shall be grounds for cancellation, termination or suspension in whole or in part of the agreement by UPO which may result in ineligibility for further UPO contracts. The Proposer shall at all times in the proposal and contract process comply with all applicable UPO, DC, and federal anti-discrimination laws, rules, regulations and requirements thereof.

6. Informal Communications: From the date of receipt of this RFP by each proposer until a binding contractual agreement exists with the selected proposer and all other proposers have been notified, or when UPO rejects all proposals, informal communications regarding this procurement shall cease. There shall be no requests from proposers to any Office or Division at UPO with the exception of contact for information, comments, etc. and they shall be emailed at the address provided on the cover page.
7. Formal Communications: From the date of receipt of this RFP by each proposer, until a binding contractual agreement exists with the selected proposer, and all other proposers have been notified, or when UPO rejects all proposals, all communications between UPO and the proposers will be formal emails.

8. Additions and Deletions of Goods or Services: UPO reserves the right to add and/or delete goods or services to any contract entered into with proposer. Should a requirement be deleted, payment to the proposer shall be reduced proportionately to the amount of goods or services reduced in accordance with the proposal price. Should additional goods or services be required from the contract, prices for such additions will be negotiated between the proposer and UPO.

9. Non-Collusion/Fraud: By submitting a proposal, the proposer warrants and certifies that neither proposer nor its employees or associates has contacted any unauthorized UPO employee, officer or elected official regarding the contents of this solicitation or the solicitation process. Proposer further warrants and certifies that neither proposer nor its employees or associates has directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in response to this solicitation. If at any time it shall be found that proposer or its employees or associates has, in the presenting of its proposal, colluded with any other party or parties for the purpose of preventing or restricting free competition, proposer’s offer shall be immediately rejected. Any contract awarded prior to the UPO’s discovery of proposer’s collusion shall be terminated and proposer shall be liable for all of its damages sustained by UPO as a result of proposer’s collusion.

10. Any costs incurred by proposers in preparing or submitting a proposal shall be the proposer’s sole responsibility.

11. Any agreement resulting from this RFP shall be subject to but not limited to the following certifications:

   a. Certification that it nor its principles are not debarred, suspended, proposed debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participation in this transaction by any Federal department or agency in accordance with 45 CFR Part 76.


12. Federal, State and Local Taxes: UPO is exempt from State and federal taxes. Such taxes shall not be included in quoted prices, but if any taxes are known by the bidder to apply, they shall be shown separately. If not so shown, they shall be considered an expense of the bidder and deemed a part of the quoted prices.

13. Payment Terms: Preferred invoice payment terms will be 2% 10, net 30 days from date of invoice. In the event there is a discrepancy between the order and the invoice, payment terms shall be effective starting on the date the discrepancy is resolved. Monies due or to become due to the proposer under the contract may be retained by UPO as necessary to satisfy any outstanding claim which UPO may have against the proposer. At any time or times before final payment and three years thereafter, UPO may have the proposers’ invoices or vouchers and statement of cost audited.
14. Indemnification: Proposer shall indemnify, protect, defend and hold harmless UPO, its directors, officers, employees, and representatives from and against any and all claims arising from or connected with: (1) any alleged or actual breach by proposer or (2) or any act or omission by proposer and only to the extent such claim arises by negligence or intentional misconduct or as may be allowed under applicable law. Monies due or to become due to the proposer under contract may be retained by UPO as necessary to satisfy any outstanding claim which UPO may have against the proposer.

15. Insurance: Proposer shall, at all times, at its own expense, obtain and carry comprehensive liability insurance including errors and omissions coverage, property damage insurance and workers’ compensation insurance in adequate amounts. Proposer shall keep such insurance in force for the duration and term of this agreement. All certificates of insurance or evidence of insurance must contain a thirty (30) day written notice of any cancellation, change, or termination of coverage. The insurance required shall be obtained from insurance company (ies) licensed to do business in the District of Columbia and shall be kept in force for 90 days after the last payment under the contract:

- Workers’ Compensation Insurance providing statutory limits for the District of Columbia.
- Business Automobile Liability Insurance with a minimum of $1,000,000 per occurrence. (if applicable)
- Commercial General Liability Insurance coverage with a minimum of $1,000,000 per occurrence/$2,000,000 aggregate limit.

The Contractor shall provide immediate notice in the event there is any change of insurance or that it has reached the insurance limits due to claims made.

16. RFP Addendum: In the event that it becomes necessary to revise this RFP, in whole or in part, an addendum will be provided on UPO website.

17. Completed Proposals: A Proposer may submit no more than one (1) proposal in response to this RFP. The proposal shall be completed and signed by an individual who is authorized to bind the firm.

By submitting a proposal, the proposer represents that:

a. The proposer has read and understands the request for bid and submits the response in accordance therewith.

b. The proposer possesses the capabilities, equipment, and personnel necessary to provide an efficient and successful service.

c. The proposer has all required licenses and insurance.

18. Withdrawal of Proposals: At any time prior to the hour and date set for submitting proposals, a proposer may withdraw the proposal. This will not preclude the submission of another proposal prior to the hour and date set for submitting the proposal. After the scheduled time and date for submitting proposals, no proposer will be permitted to withdraw the proposal unless the award is delayed for a period exceeding 60 days.

19. Receipt and Opening of Proposals: Proposers are responsible to assure their proposal is delivered to UPO by the scheduled date and time. Only those proposals which are received in a timely fashion as set forth in this RFP will receive consideration. Proposals received after the date and hour designated are automatically disqualified and will not be considered; late
proposals will be dated, marked as received late, and placed unopened in the proposal file. Proposers must pay particular attention to insure the proposal is properly addressed. **UPO is not responsible if the proposal does not reach the destination specified by the appointed date and time.**

20. **Contract Award Notification:** When the evaluation process of the proposals is completed, the selected proposer will be formally notified by mail or email. Other notifications will not be honored and should not be considered as a valid offer of award.
APPENDICES
VENDOR IDENTIFICATION  (must be completed and returned with proposal)

<table>
<thead>
<tr>
<th>VENDOR IDENTIFICATION</th>
<th>Appendix A</th>
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<tbody>
<tr>
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<tr>
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<td>Main Contact:</td>
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<td>Person responsible for response (if different):</td>
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<tr>
<th>Print Name</th>
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APPENDIX B: EDMS FUNCTIONAL REQUIREMENTS MATRIX

The Contractor shall develop the SharePoint 2010 redesign of the existing UPO SharePoint site that includes configuration and analysis based on all program requirements and goals for usage within UPO.

<table>
<thead>
<tr>
<th>Process</th>
<th>Requirement</th>
<th>Search</th>
<th>Imaging/Data Import</th>
<th>Forms</th>
<th>Data Export/Reports (BI)</th>
<th>Retention</th>
<th>eDiscovery</th>
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<td>Request For Preparation Of A Contract/MOU</td>
<td>Collaborate, Manage and Store Internal Information Custom Review and Approval Workflows</td>
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<tr>
<td>EEOC/OHR Complaint Process</td>
<td>Collaborate, Manage and Store Internal Information Custom Review and Approval Workflows</td>
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<td>Legal Hold</td>
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APPENDIX C – CURRENT SHAREPOINT 2010 SITES ARCHITECTURE