

Imaging Requirements

#	DDID #	Flow	Updated Requirement/New Requirement	DDID/Initial Requirement
1	2192	Capture and Indexing (1.2)	The CONTRACTOR shall import the customer submitted images/documents from the following sources into the imaging solution: 1) Mobile App Upload - Customer uploads a image/document to their case or e-applications with their mobile device using the CalSAWS mobile app. Documents to be viewable near real time 2) Statewide Portal - Customer uploads an image/document to their case or e-application through the portal. Documents to be viewable near real time 3) C-IV Self-Service Kiosk - Customer uploads an image/document to their case at a self-service kiosk. Document upload will follow the existing ingestion model	DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.
2	2500	Capture and Indexing (2.0)	The CONTRACTOR shall configure the imaging solution to have the following security driven options at the point of scanning: 1) Task Override: Will ignore task configuration, no task will be created 2) Program Selection: Will define which worker is tasked (the list is pre-defined based on the case information and is available in single case mode or when a coversheet is used in batch mode) 3) No Change SAR7/QR7: Will prompt the CalSAWS Software to do the following: 3a) Mark the document as received 3b) Mark Eligibility as complete 3c) Ignore task configuration, no task will be created 4) Person Override: Will default person level documents as case level documents. 5) Confidential: Will allow designated staff to scan to confidential cases	DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution. DDID 2242 - The CONTRACTOR shall customize the scanning solution to allow clerical staff to allow staff to choose from pre-defined scannig templates which specify key metadata including the program and type of document for all document uploaded with that template.
3	2501	Capture and Indexing (2.0)	The CONTRACTOR shall ensure that the "Applicable Date" and "Received Date" fields are editable at point of capture otherwise they shall default to the capture date. The CONTRACTOR shall ensure that the "Batch Number" field is editable at point of capture otherwise it shall default to the unique system generated number.	DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.
4	2242	Capture and Indexing (2.0)	The CONTRACTOR shall create the following core capture and indexing scan modes in the imaging solution: 1) Single Case - Used for capturing one or more documents for a single case 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case 3) Multi-case - Used to capture multiple documents from different cases	DDID 2242 - The CONTRACTOR shall customize the scanning solution to allow clerical staff to allow staff to choose from pre-defined scannig templates which specify key metadata including the program and type of document for all document uploaded with that template. DDID 2267 - The CONTRACTOR shall configure the Document Management soution to allow users to virtually print from any desktop application directly into the Document Management solution, and be prompted to fill out necessary metadata for the document being virtually printed.
5	2502	Capture and Indexing (2.0) Returned Mailed (2.1, 2.2)	The CONTRACTOR shall ensure that the following scan modes attempt to locate a CalSAWS Software system generated barcode: 1) Capture and Indexing Single Case 2) Capture and Indexing Multi-Case 3) Capture and Indexing Virtual Print 4) Returned Mail The CONTRACTOR shall read the CalSAWS Software system generated imaging/tracking barcodes.	DDID 2242 - The CONTRACTOR shall customize the scanning solution to allow clerical staff to allow staff to choose from pre-defined scannig templates which specify key metadata including the program and type of document for all document uploaded with that template. DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution. DDID 2267 - The CONTRACTOR shall configure the Document Management soution to allow users to virtually print from any desktop application directly into the Document Management solution, and be prompted to fill out necessary metadata for the document being virtually printed.
6	2503	Capture and Indexing (2.0) Returned Mailed (2.2)	The CONTRACTOR shall configure the imaging solution to allow the following documents to act as separators for the capture and indexing multi-case scan mode and returned mail multi-case scan mode: 1) Cover Sheets - Will contain a barcode with a case number or a no case identifier 2) System Generated Barcoded Documents The CONTRACTOR shall configure the imaging solution to allow the optional use of generic separator sheets for all scan modes to assist in separating documents. The CONTRACTOR shall configure the imaging solution to allow the optional use of envelopes as separator sheets for the returned mail multi-case scan mode.	DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.

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7	2198	Capture and Indexing (3.0, 4.0, 5.1, 5.2, 5.4, 7.1, 8.0)	<p>The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to perform the following functions when a system generated barcode is recognized by the imaging solution:</p> <p>1) Perform a CalSAWS Software lookup of Form Name, Form Number, Case Name, Case Number, and Document Type</p> <p>2) Check the barcode against the case information entered during the scan mode</p> <p>2a) Not applicable to multi-case scan mode</p> <p>3) If the document is time sensitive (tracked), mark the document as received in the CalSAWS Software</p> <p>3a) If the barcode is not recognized, time sensitive (tracked) documents are reviewed by designated staff to confirm the barcode</p>	<p>DDID 2198 - The CONTRACTOR shall update the scanning solution to automatically categorize all different types of forms issued by the CalSAWS Software.</p> <p>DDID 2227 - The CONTRACTOR shall update the scanning solution to read the customer name off of forms with OCR, and compare that to the name listed on the customer record identified by the barcode on the form, and send any forms with a mismatch to a dedicated queue for manual review.</p>
8	2199	Capture and Indexing (5.1, 5.2, 5.3, 5.5, 6.1, 6.2, 7.1, 7.2)	<p>The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to do the following:</p> <p>1) Automatically categorize all system generated documents.</p> <p>2) Automatically categorize up to 70 person level/verification documents.</p> <p>3) Read the form number from a specified location on the document(s) to be determined during detailed design.</p> <p>4) Capture the Form Name, Form Number, Case Name, Case Number, and Document Type as key metadata.</p> <p>4a) Documents with no case number are automatically sent to a quality assurance queue for review.</p> <p>5) Compare the confidence score of all automatically categorized documents to a confidence threshold.</p> <p>5a) All scanned documents that do not meet the categorization confidence threshold are sent to a quality assurance queue for review. All cases associated the document that does not meet the confidence thresholds will be sent to a quality assurance queue for review.</p> <p>6) Designated staff to be prompted to select case member, multiple persons, or no person option for all person level document types which will be determined during detailed design.</p>	<p>DDID 2199 - The CONTRACTOR shall update the scanning solution to automatically categorize different types of verification documents (e.g. drivers' licenses, pay stubs) without the need for a cover sheet or a barcode, leveraging the most suitable implementation on Kofax found in a CalWIN County.</p> <p>DDID 2198 - The CONTRACTOR shall update the scanning solution to automatically categorizing all different types of forms issued by the CalSAWS software.</p> <p>DDID 2226 - The CONTRACTOR shall update the scanning and document management solutions to read customer-entered data from scanned forms and make that customer entered data available as searchable keyword metadata on the document.</p> <p>DDID 2202 - The CONTRACTOR shall modify the scanning solution to compare the confidence score of all automatically categorized verification documents to a confidence threshold and make all scanned documents that do not meet the categorization confidence threshold available for review in a specific interface.</p> <p>DDID 2243 - The CONTRACTOR shall enable county administrators to designate which of their scanning sources require quality control by clerical staff, and configure scanned documents from those sources to be sent to a quality control queue where staff can approve them to be processed as normal.</p>
9	2504	Capture and Indexing (9.1, 9.2)	<p>The CONTRACTOR shall configure the imaging solution to collect and transfer the following data to the CalSAWS Software for task generation:</p> <p>1) Document Type</p> <p>2) Form Name</p> <p>3) Case Info</p> <p>4) Person Info</p> <p>5) Program Override Flag</p> <p>6) No Task Override Flag</p> <p>7) No Change SAR 7 Flag</p> <p>8) Image ID</p> <p>9) Scanning User/Worker/Source</p> <p>10) Applicable Date</p> <p>11) Received Date</p>	
10	2505	Capture and Indexing (10.0, 11.0)	<p>The CONTRACTOR shall configure the core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to store documents at a case or person level.</p> <p>Case level documents are only viewable by the county in which that case resides and person level documents are viewable by all counties.</p>	<p>DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.</p>

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#	DDID #	Flow	Updated Requirement/New Requirement	DDID/Initial Requirement
11	2506	Capture and Indexing (10.0, 11.0)	The CONTRACTOR shall configure the imaging solution core capture and indexing scan modes (Single Case, Virtual Print, and Multi-case) to store documents with the following indexing values: 1) Case Number - Only for case level 2) Case Name - Only for case level 3) Document Type 4) Applicable Date 5) Received Date 6) Form Name 7) Form Number 8) Person Name - Only for person level 9) CIN - Only for person level 10) Batch Number - Unique editable number associated to each group of documents scanned	DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.
12	2507	Document Retrieval (3.1, 3.2)	This requirement was modified in Change Notice 29: The CONTRACTOR shall configure the Distributed Documents Search page in the CalSAWS Software to include additional links. When the link is clicked, the system generated document (captured) will return from the imaging solution with a list of image(s)/document(s) that meet the specific search criteria for that system generated document (if applicable). The CONTRACTOR shall configure the link to have unique search criteria for each of the time sensitive/tracked system generated documents. All other system generated documents will default to the same generic search criteria.	DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.
13	2508	Document Retrieval (4.1, 4.2)	The CONTRACTOR shall add all images buttons from the LRS and C-IV Application pages to the CalSAWS Software. The images buttons will display the same images/documents that are currently returned from the LRS and C-IV Applications.	DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.
14	2509	eICT (Entire Flow)	The CONTRACTOR shall create a process for e-ICT transfers where images/documents shall be linked to multiple counties.	DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.
15	2267	General	The CONTRACTOR shall enable drag and drop file upload functionality.	DDID 2267 - The CONTRACTOR shall configure the Document Management soution to allow users to virtually print from any desktop application directly into the Document Management solution, and be prompted to fill out necessary metadata for the document being virtually printed.
16	2289	General	The CONTRACTOR shall do all baseline analysis, design, development, security, and testing/performance testing necessary to provide the cloud infrastructure for the imaging solution used by the 58 Counties.	The CONTRACTOR shall do all baseline analysis, design, development, security, and testing necessary to provide the cloud infrastructure for the imaging system used by the 58 Counties.
17	2261	General	The CONTRACTOR shall configure the imaging solution to permanently delete documents based on the approved CalSAWS Software document retention policies for all 58 Counties.	DDID 2261 - The CONTRACTOR shall configure the document management solution to automatically archive documents based on the type of document and the date it was uploaded, with exact rules to be specified during design sessions.
18	2266	General	The CONTRACTOR shall configure the imaging solution to allow the export of individual images/documents and search results.	DDID 2266 - The CONTRACTOR shall configure the document management solution to allow users to email documents directly from the CalSAWS Software through which documents are accessed.
19	119	General	The CONTRACTOR shall deploy the CalSAWS imaging solution for the 58 Counties in a phased approach.	DDID 119 - The CONTRACTOR shall deploy the existing Los Angeles County managed imaging solution (Kofax scanning software/Documentum) as the imaging solution for all 58 Counties in CalSAWS Software. This includes the conversion/migration of images from the Los Angeles managed imaging solution as well as the C-IV imaging solution into the CalSAWS image repository.
20	2262	General	The CONTRACTOR shall configure the imaging solution to allow users to add notes and annotations to images/documents with the ability to print with or without annotations.	DDID 2262 - The CONTRACTOR shall update the CalSAWS Software user interface and the document management solution to allow users to add notes to individual documents, and make those notes show when any users hovers over the link to the document in the CalSAWS Software. DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.
21	2288	General	The CONTRACTOR shall design, execute, and test a rollout of the selected imaging solution across all 58 Counties including User Acceptance Test (UAT), converted data testing, and end-to-end integration testing ensuring that scanned images arrive in the correct image repository.	DDID 2288 - The CONTRACTOR shall design, execute and test a rollout of Kofax across all C-IV counties and all of the eight CalWIN counties that do not yes use Kofax, and provide end-to-end integration testing for all counties to ensure that scanned images arrive in the correct image repository.

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#	DDID #	Flow	Updated Requirement/New Requirement	DDID/Initial Requirement
22	2510	General	The CONTRACTOR shall configure the imaging solution repository to append all documents where the following indexing values are the same: 1) Case Number - Only for case level 2) Case Name - Only for case level 3) Document Type 4) Applicable Date 5) Received Date 6) Form Name 7) Form Number 8) Person Name - Only for person level 9) CIN - Only for person level	DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.
23	2255	General	The CONTRACTOR shall configure the imaging solution to read a unique 2D barcode from all CalSAWS Software system generated forms. This barcode will contain the barcode number which is used to identify the document(s) metadata from the CalSAWS Software.	DDID 2255 - The CONTRACTOR shall update the scanning solution to be able to identify the case number of a document issued by LRS, C-IV, CalWIN, or CalSAWS either by barcode or through OCR when that information is available.
24	2511	General	The CONTRACTOR shall configure the CalSAWS Software to update the confidential security for all case level documents in the imaging solution during a nightly batch process.	
25	2512	General	The CONTRACTOR shall provide the following imaging solution environments: 1) Conversion (4) 2) Assembly Test (2) 3) System Test (4) 4) User Acceptance (1) 5) Training (1) 6) Staging (1) 7) Production (1) 8) Disaster Recovery (1)	
26	2513	General	The CONTRACTOR shall configure the imaging solution to update the document metadata on documents associated to an e-application. The e-application number received from the self-service portal and mobile app will be stored as an additional metadata field.	
27	2514	General	The CONTRACTOR shall configure the imaging solution to allow documents received/captured in a county to be sent to the county that generated or requested the document.	
28	2515	General	The CONTRACTOR shall enable Quality of Service to prioritize document capture processing to optimize performance.	
29	2516	Hearings/SIU (2.0, 3.0 4.0, 4.1)	The CONTRACTOR shall create a security driven scan mode for Special Investigation Unit (SIU) with the following metadata: 1) Case Number 2) Case Name 3) Applicable Date 4) Received Date 5) Form Name 6) Form Number 7) Document Type - All images/documents will have the value: 'SIU Documents' The CONTRACTOR shall enable the following scan modes for SIU: 1) Single Case - Used for capturing one or more documents for a single case 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case	DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution. DDID 2267 - The CONTRACTOR shall configure the Document Management soution to allow users to virtually print from any desktop application directly into the Document Management solution, and be prompted to fill out necessary metadata for the document being virtually printed.
30	2517	Hearings/SIU (2.0, 3.0 4.0, 4.2)	The CONTRACTOR shall create a security driven scan mode for Hearings with the following metadata: 1) Case Number 2) Case Name 3) Applicable Date 4) Received Date 5) Form Name 6) Form Number 7) Document Type - All images/documents will have the value: 'Court/Hearings Documents' 8) State Hearings Number - Optional, editable field The CONTRACTOR shall enable the following scan modes for Hearings: 1) Single Case - Used for capturing one or more documents for a single case 2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case	DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution. DDID 2267 - The CONTRACTOR shall configure the Document Management soution to allow users to virtually print from any desktop application directly into the Document Management solution, and be prompted to fill out necessary metadata for the document being virtually printed.

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31	2518	Other County Documents (Capture, Retrieval)	<p>The CONTRACTOR shall configure the imaging solution to allow designated staff to manually index the following values for images/documents scanned into a "Other County Department" drawer:</p> <ol style="list-style-type: none">1) Department (Drawer) - field will be pre-populated with chosen scan mode2) Case Number - freeform text field3) Document Type - pre-defined based on department4) Applicable Date - pre-populated with system date, editable by the worker5) Received Date - pre-populated with system date, editable by the worker <p>The above fields are mandatory to ensure that images/documents are searchable in the document management solution drawer.</p> <p>The CONTRACTOR shall provide the following "Other County Department Documents" search criteria:</p> <ol style="list-style-type: none">1) Department (Drawer)2) Case Number3) Document Type4) Applicable Date5) Received Date6) Date Scanned7) Created by	<p>DDID 2204 - The CONTRACTOR shall configure the core search features and document management solution so that authorized users from other county departments (e.g., IHSS) can search for documents associated with customers.</p> <p>The CONTRACTOR shall also enable other county departments to have a "drawer" on the document management solution where they can upload, index, and search for documents directly, which will be administered by the county.</p> <p>DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.</p>
32	2204	Other County Documents (Entire Flow)	<p>The CONTRACTOR shall enable other county departments to have a "drawer" in the imaging solution where they can upload, store, and search for documents.</p> <p>The CONTRACTOR shall create security driven scan modes of Other County Documents with the following four (4) options:</p> <ol style="list-style-type: none">1) Adoptions (AAP)2) Adult Aging Services (IHSS)3) Child Welfare Services4) Quality Assurance/Quality Control (QA/QC) <p>The scan mode will correspond to a "drawer" that segments the scanned images/documents from the rest of the CalSAWS Software and is controlled via security in the CalSAWS Software.</p>	<p>DDID 2204 - The CONTRACTOR shall configure the core search features and document management solution so that authorized users from other county departments (e.g., IHSS) can search for documents associated with customers.</p> <p>The CONTRACTOR shall also enable other county departments to have a "drawer" on the document management solution where they can upload, index, and search for documents directly, which will be administered by the county.</p> <p>DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.</p>
33	2519	ReIndex (Entire Flow)	<p>The CONTRACTOR shall configure the imaging solution to allow designated staff with the appropriate security rights to reindex the following metadata directly from the document and from a designated reindex queue:</p> <ol style="list-style-type: none">1) Case Number2) Case Name3) Document Type4) Applicable Date5) Received Date6) Form Name7) Form Number8) Person Name - Only for person level9) CIN - Only for person level <p>The CONTRACTOR shall configure the imaging solution to allow the copy and splitting of images/documents.</p>	<p>DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.</p>
34	2520	Reports	<p>The CONTRACTOR shall create up to five (5) imaging reports in the CalSAWS Software that will be determined during detailed design.</p>	<p>DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.</p>
35	2521	Resource Data Bank (Entire Flow)	<p>The CONTRACTOR shall create a security driven scan mode for Resource Data Bank (RDB) with the following metadata:</p> <ol style="list-style-type: none">1) Resource ID2) Resource Name3) Document Type4) Applicable Date5) Received Date <p>The CONTRACTOR shall enable the following scan modes for RDB:</p> <ol style="list-style-type: none">1) Single Case - Used for capturing one or more documents for a single case2) Virtual Print - Used to print documents directly from any desktop application that allows printing into the imaging solution to a single case	<p>DDID 2192 - The CONTRACTOR shall ensure that the imaging and scanning functionality in the current C-IV system is also in the CalSAWS Imaging Solution.</p>

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36	2522	Returned Mail (Entire Flow)	The CONTRACTOR shall create a single case and a multi-case scan mode for returned mail which will do the following: 1) Capture the envelope with the 'return to sender' information 2) Capture case information from single case mode, system generated document, or cover sheet. 3) Capture all documents for the same case as one document (including envelope) with the following metadata: 3a) Case Name 3b) Case Number 3c) Form Name 3d) Form Number 3e) Applicable Date 3f) Received Date 3g) Document Type - All images/documents will have the value: 'Returned Mail' 4) Returned mail will not be marked as 'received' by the CalSAWS Software for the system generated time sensitive (tracked) documents.	
37	2523	Security	The CONTRACTOR shall provide configurable security rights that are maintained by county local security administrators within the CalSAWS Software with the following: 1) CalSAWS Software security rights will update the imaging solution during a nightly batch process 2) The No Change SAR7/QR7 override option will only be available to counties that have opted into this functionality 3) Up to 120 individual security rights will be provided as a part of the imaging solution	
38	2524	Training	The CONTRACTOR shall work with the CONSORTIUM to create Web-based Trainings (WBT) to train the 58 Counties on the imaging solution. The CONTRACTOR shall deploy Job Aids and Online Help page training materials in the CalSAWS Software.	
39	2525	Auditing	The CONTRACTOR shall configure auditing for the 58 County imaging solution respository to record the following data points: 1) Indexing Value Change - User information for the person that made the change and the date the value was changed, history of previous values will be preserved. 2) Viewing Document - User information for the person that viewed the document and the date the document was viewed 3) Delete Document (soft delete) - User information for the person that deleted the document and the date the document was deleted 4) Searching - Retain user search criteria for a specified period of time.	
40	2162	Conversion	The CONTRACTOR shall import historical electronic images/documents from the 58 Counties electronic document management systems into the imaging solution repository for CalSAWS, ensuring they are associated with the correct customer record and metadata. The CONTRACTOR shall export historical electronic images/documents from the 39 C-IV Counties. The CONTRACTOR shall import Merced County's Public Guardian/Public Assistance images/documents into an Other County Documents drawer which will have search and view capabilities. The CONTRACTOR shall import historical electronic images/documents from the 58 Counties for the following other county department documents: 1) Adoptions (AAP) 2) Adult Aging Services (IHSS) 3) Child Welfare Services 4) Quality Assurance/Quality Control (QA/QC)	DDID 2162 - The CONTRACTOR shall migrate historical electronic images (documents) from the Electronic Document Management system to the CalSAWS Software, ensuring they are associated with the correct customer record, duplicates are removed, and establish the required, correct metadata. DDID 2287 -The CONTRACTOR shall migrate all imaging data from the document management repositories used across all counties, including both image files and indexing information, so that all imaging data can be search and accessed through the CalSAWS Software. There are 10 unique document management system of records used across CalWIN and C-IV counties with all of the C-IV Counties using the same system.

#	Requirements that have been moved to other functional Areas - Appendix A			
	Functional Area	DDID	Requirement	Contractor Assumptions
1	Correspondence	2302	The CONTRACTOR shall design a standardized set of barcodes to encode all information necessary to identify the form, customer and case and shall configure the system to add those barcodes to all forms before they are sent to printing.	
2	Correspondence	2303	The CONTRACTOR shall standardize a set of barcodes to allow automatic printing, folding, and mailing of materials and add those barcodes to all forms before they are sent to printing.	
3	Task Management	2260	The CONTRACTOR shall update the Task Management user interface so that taks that were generated by the scanning of a document include a thumbnail image of the scanned document which links to the document which triggered creation of the task.	<ul style="list-style-type: none">• Tasks will include a link to documents but will not contain a thumbnail in CalSAWS.
4	Correspondence	2248	The CONTRACTOR shall enable users to specify a form on which customers can to draw their signature using an electronic signature pad or on a tablet and the signature is stored in the appropriate place on a new copy of the form, which is then uploaded to the document management solution.	<ul style="list-style-type: none">• This functionality will be built into the CalSAWS software for all counties, however it will be turned off for all counties but Contra Costa at the time of cut-over.• This estimate assumes that the CONSORTIUM will identify the funding source and approve the purchase of 2,000 yearly transactional licenses of Adobe Sign for application development by March 1, 2020, for the CONTRACTOR to meet design, build and System Test milestone. The approximate costs for 2,000 transactional licenses of Adobe Sign for application development is \$2,120 per year.• This estimate assumes that the CONSORTIUM will identify the funding source for the 139,382 yearly production transactional licenses of Adobe Sign for Contra Costa County by June 1, 2020. The actual procurement of the production transactional licenses of Adobe Sign for Contra Costa County will need to executed by July of 2021, for the CONTRACTOR to meet Contra Costa County's production go-live milestone. The approximate costs for 139,382 production transactional licenses of Adobe Sign for Contra Costa county is \$147,745 per year.• No estimate has been included enabling this functionality and SW for the remaining 57 counties.• Tablets will not be "officially supported" by the system. It is assumed that tablets in use will be running the application on a native browser. No creation or modification of mobile applications will happen with this DDID.• The capture of the digital signature will happen while the signatory is in the presence of a worker. Forms are not being modified to accept a signature without the hardware available in
	Deferred			
5	Telephonic Signature/Contact Center	2229	The CONTRACTOR shall configure the document management solution to be able to store audio files generated by call center recording and telephonic signature systems and associate them with the appropriate case so that they are accessible through the CalSAWS Software.	
6	Conversion	2255	The CONTRACTOR update the scanning solution to be able to identify the case number of a document issued by LRS, C-IV or CalWIN, or CalSAWS either by barcode or through OCR when that information is available.	
7	Telephonic Signature/Contact Center and Conversion	2294	The CONTRACTOR shall migrate all call recording and telephonic signature data from the repositories used across the 58 Counties so that all call recording and telephonic signature data can be searched and accessed in a consistent way in all of the 58 Counties.	

Appendix B	
Person Specific Documents	
Adoption Documents	Mortgage Deed
Appraisal Summary & Recommendations (ASR from OCAT)	Other ID Cards
Assessment	Overpayment/Overissuance Info
Attendance Records	Passport
Authorized Representative	Police Report
Bank Verification	Pregnancy Verification
Bills	Promissory Note
Birth Certificate	Psychological Tests
Burial Fund	RDP Certificate
Certificate of Completion/Diploma	Receipts
Child Custody	Report Card
Child Support	Retirement
Citizenship Verification	Sanctions
Contracts	Savings Bond
Court Documents	School Registration
Death Certificate	School registration/attendance
Diploma	Shelter Expense
Disability (SDI)	SOC158A
Disability Verification	Social Security Award Letter/Benefits
Divorce Decree	Social Security Card
Drivers' License	SSA Award Letter
Earnings	Stocks and Bonds
Educational Expense	Tax Return
Financial Aid	Third Party Liability
MEDS screenprints	Trust Funds
Foster Care Application	Unemployment Benefits (UIB)
Funeral Statements	Utility Expense
Healthcare Insurance	Vehicle Registration
Hospital Reports	Veteran Information
Immunization Records	Voter Registration
Income Tax Forms	W-9/Taxpayer ID
Instituional Verification (when client is incarcerated/released	WEX
Intentional program Violations	Workers Comp
Laboratory Work	WtW Questionnaire
Learning Disability	
Life Insurance	
Long Term Care Facility Verification	
Lost warrant replacement Affidavit	
Marriage/RDP Certificate	
Medical Expense	

Appendix C

Other County Departments

Adoptions Document Types	Adult Aging Services Document Types	Child Welfare Services Document Types	Public Guardian Document Types
AAP/Placement Forms	Adult Protective Services	7-day notice	Administrator
Adoption Forms	Correspondence	Administrative Reviews	Case Info
Application	IHSS Assessment/Documentation	Agreement	Conservatorship
Correspondence	Legal	Application	Correspondence
Court	Medical	CCG	Court Documents
CWS Forms	Miscellaneous	Case Consultation	Expense
Family History	Notification/NOA	Consent to Treat	Income
Foster Care	Provider Agreements/Information	Correspondence	Medi-Cal
Licensing Forms	QA/Fair Hearing	Court Order	Miscellaneous
ICPC		Court Reports	Policies
Medical		Court-Ordered Service Plan	Probate
Other Adoption		Custody Order	Property
Relinquishment Documents		DOJ	Reports
Reports		Expenses	SSA Documents
State Forms		Foster Care	VA Documents
Vital Stats		Guardianship Order	Vitals
		Home Visitor	
		ICWA Notices	
		ILP	
		Immigration	
		Immunizations	
		Intent to Move Child	
		JV 180	
		Licensing/Placement	
		Medical	
		Mental Health	
		Minute Order	

		Other CWS	
		Paternity	
		Petition	
		Photos	
		Psychotropic	
		Medication Order	
		Publications	
		Referral	
		Release of Information	
		Restraining Order	
		SDM	
		SSA 11 BK	
		Special Care	
		Visitation Schedule	
		Vitals	
		Voluntary Placement	
		Waiver for Visits	

Resource Data Bank - Appendix D
Resource Document Types
Levy/Levy Withdrawal
Other Resource
Provider Agreements/Information
Provider ID/Vitals
Provider Rate Information
Trustline Registry/Information
W-9/Taxpayer ID

Appendix E			
C-IV Page Names			
Absent/Unmarried Parent List	Distributed Documents Search	Pregnancy Detail	Service Arrangements List
Action Plan List	Education Travel Reimbursement Detail	Pregnancy List	SIP Detail
Activity Agreement Detail	Expense Detail	Probation Authority Detail	SIP List
Activity Agreements List	Expense List	Property List	Special Care Increment Detail
Case Summary	Foster Care Re-Evaluation Detail	Protective Custody Authority Detail	Support Questionnaire
Child Care Certificate Detail	Foster Care Re-Evaluation List	Purchase and Prepare Detail	Third Party Liability Detail
Child Care Certificates List	Income Detail	Purchase and Prepare List	Third Party Liability List
Child Care Payment Calculation Detail	Income List	Real Property Detail	Transferred Property/Income Detail
Child Care Payment Calculation List	Individual Demographics Detail	Recurring Special Needs Detail	Veterans Detail
Child Care Program Detail	Individual Demographics List	Recurring Special Needs List	Veterans List
Child Placement Detail	Liquid Property Detail	Relationship Detail	Vital Statistics Detail
Child Placement List	Medical Condition Detail	Relationship List	Vital Statistics List
Child Welfare Services Authority Detail	Medical Condition List	Relinquishment Authority Detail	Voluntary Placement Authority Detail
Citizenship Status Detail	Medicare Detail	Residency Detail	
Citizenship Status List	Medicare List	Residency List	
Customer Activities List	Motor Vehicle Detail	School Attendance Detail	
Customer Activity Detail	Non-Related Legal Guardianship Authority Detail	School Attendance List	
Customer Reporting Detail	Other Health Care Detail	Self-Employment Deduction Type Detail	
Customer Reporting List	Personal Property Detail	Seriously Emotionally Disturbed Authority Detail	
Degrees List	Placement Authority List	Service Arrangement Detail	

LRS Page Names
Utility Navigation Bar
e-Application Summary
Special Investigation Detail
Task Detail
Point of Service Image List
VLP Step 3 Initiate Third Verification Request Detail
Select VLP Step 3 Image

Resource Data Bank - Appendix F									
Security Matrix	Individual Security Rights							Person or Case Level Access	
Security Right	View	Edit	Capture	Copy	Remove	Annotations - (Create/Edit/Remove) - Own	Annotations - (Edit/Remove) - All	County Case	All Persons
General	X	X	X	X	X	X	X	X	X
Confidential - Capture			X						
Confidential - Adoption Assistance (AAP)	X	X	X	X	X	X	X	X	X
Confidential - Domestic Abuse (DV)	X	X	X	X	X	X	X	X	X
Confidential - Employee/Employee Relative	X	X	X	X	X	X	X	X	X
Confidential - Foster Care (Kin-Gap, ARC)	X	X	X	X	X	X	X	X	X
Confidential - Minor Consent (MC)	X	X	X	X	X	X	X	X	X
Hearings	X	X	X	X	X	X	X	X	
Special Investigations Unit (SIU)	X	X	X	X	X	X	X	X	
Resource Data Bank (RDB)	X	X	X	X	X	X	X		
Other County Department - Adoptions	X	X	X	X	X	X	X		
Other County Department - Adult Aging Service	X	X	X	X	X	X	X		
Other County Department - Child Welfare Services	X	X	X	X	X	X	X		
Other County Department - Public Guardian/Public Assistance (Merced County Only)	X	X			X	X	X		
Other County Department - Quality Assurance/Quality Control	X	X	X	X	X	X	X		
Quality Assurance	X	X							
Overrides - No Task Creation	Enables option during scanning process								
Overrides - Program Selection	Enables option during scanning process								
Overrides - No Change SAR7/QR7	Enables option during scanning process								
Overrides - No Person Prompt	Enables option during scanning process								
Reindex - General	Enables reindexing of metadata excluding case name and case number								
Reindex - Change Case	Enables reindexing of metadata including case name and case number								