

SOURCES SOUGHT and REQUEST FOR INFORMATION 231026
Enterprise Content Management
February 4, 2013

Battelle Memorial Institute, Pacific Northwest Division, management and operations contractor of the U.S. Department of Energy's Pacific Northwest National Laboratory (PNNL), in Richland, Washington, is requesting interest from prospective vendors to provide the following professional services:

A. Background

PNNL is currently in the process of defining an Enterprise Content Management (ECM) approach, framework, strategy, and tools to capture, manage, store, preserve, and deliver content and documents related to projects and business processes. The goal of a PNNL ECM strategy is to manage project and business content to achieve the PNNL's business objectives. This strategy should allow PNNL to manage project and business information wherever that information exists.

B. Scope Description

Provide expert professional services to help define the current state of content management at PNNL, optimize PNNL's ECM business processes, and define an improved approach, technology framework and overall strategy for ECM. PNNL is looking for a partner with deep, specific expertise in helping companies overcome the challenges associated with widespread proliferation of network drives, sharepoint, and other content repositories that are not guided by a holistic approach to managing corporate content. Responses should specify experience including:

1. Assess the current state of ECM at PNNL, focusing initially on the management of project information
2. Develop a practical, actionable roadmap and strategy for ECM that guides us from our current state and addresses the evolution of our supporting content-related governance, processes and systems
3. Identify and recommend governance structures, organizational structures and roles/responsibilities
4. Create working draft of functional requirements based upon the above
5. Inform PNNL on industry "best practices" and provide industry benchmarks to establish KPI
6. Recommend technology solutions based upon above
7. Provide training, knowledge transfer to PNNL, and implementation activities for a production ready solution

C. Consideration

PNNL is looking for demonstrated experience for any elements in the Scope Description above. Please provide detailed examples of your approach and how you significantly contributed to fulfillment of these services. A list of reference implementation sites is requested.

To create a vendor's list and prepare for issuing the RFP, please email the following information to PNNL by 4:00 p.m. PST, Friday, February 22, 2013:

- Detailed Approach document, not to exceed 4 typed pages of content (cover, table of contents, index, if included, are not counted). Please include the following:
 - One paragraph on each of the 1-7 Scope Description topics (above) for any or all of the applications identified in this Sources Sought
 - Examples of your significant contribution to the fulfillment of these services
 - List of reference implementation sites
 - Your Name (if more than one person to receive the RFP, please provide contact info for all)
 - Company Name
 - Full Mailing Address
 - Phone Number
 - Email Address
 - State business size: Small or Large (*from NAICS code 541512, <\$25.5M is considered a small business*)

Send to:

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We will contact you when we are ready to issue the RFP. We look forward to hearing from you!