

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF REVENUE

Request for Information 6100062237

Secure and Confidential Data Capturing

Summary.

The Commonwealth of Pennsylvania (Commonwealth), Department of revenue (Department) issues this Request for Information (RFI) to solicit information that will be used to assist with the development of a solicitation for a tool to manage data captured from scanned documents that must remain secure and confidential which may be released by the Commonwealth in the near future.

Specifically, this request seeks information from which the Commonwealth can formulate specifications and requirements, realistic timeframes and cost structures for the referenced procurement and project. The Commonwealth desires to produce a solicitation that promotes vendor competition and creative technical solutions. The Commonwealth is open to any and all ideas in relation to this project and encourages alternative ideas that will help the Commonwealth better define its requirements. This RFI is an earnest attempt to become aware of and knowledgeable about current solutions to support the project requirements of the Commonwealth. This RFI will also help the Commonwealth identify vendors who are able to provide the required services to support this goal.

Background:

The Department currently utilizes a vCapture product that is a remote data repair solution which ensures the security of confidentiality of taxpayer information. Its software ensures that no identifying information ever leaves the confines of the Department. Tax documents are scanned onsite by the Department and then fields within scanned documents are separated by the vCapture software into individual image “snippets” that are transmitted out of context to preserve the confidentiality of the information. The Department must ensure the solution utilized meets the most stringent of security standards.

Our current contract is with PaperFree Corporation, contract #4400024879

Issues to Be Addressed.

The Commonwealth is requesting feedback from firms with expertise in Secure and Confidential Data Capturing, as set forth below:

- 1) Include a cover letter, with the RFI response, on Company Letterhead, which includes a point of contact name, phone number and email address.
- 2) Complete Attachment A, Secure and Confidential Data Capturing Questionnaire. Please respond to the questions in the questionnaire and limit the responses to these questions only.

Point of Contact:

The sole point of contact for this RFI shall be Matt Carlton (mcarlton@pa.gov).

Due Date.

The Commonwealth is requesting that all responses to this RFI be submitted via email to Matt Carlton (mcarlton@pa.gov) by **12:00 PM on November 20, 2024** with the subject line of Secure and Confidential Data Capturing 6100062237.

Disclaimer.

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation for future business, an offer for procurement or any other type of current or future procurement or contractual action and is only intended to gather input. The Commonwealth will not award a contract on the basis of this RFI nor will it pay for information it receives. Responses to this notice are not offers and cannot be accepted by the Commonwealth to form a binding contract. No party is bound by the information provided in response to this RFI.

Respondents are solely responsible for all expenses associated with responding to this RFI. The Commonwealth of Pennsylvania is not liable for any costs or expenses incurred by the Respondent in the preparation of its responses.

Respondents needing confidential treatment for any proprietary information they furnish must clearly identify that in their respective Responses. All information received in response to this RFI that is marked Proprietary will be handled in accordance with applicable law including the Right To Know Law, as amended.

All material submitted shall be considered the property of the Commonwealth of Pennsylvania and may be returned only at the Commonwealth's option. Notwithstanding any Respondents copyright designations contained on responses, the Commonwealth shall have the right to make copies and distribute responses internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

Respondents to this Request shall not provide recommendations as to specific courses of action and shall not be deemed to be an advisor or consultant to the Commonwealth. The Commonwealth will evaluate the information presented and determine any subsequent course of action, which may consist of contracting for implementation of Commonwealth-determined work. Such work may be procured through any procurement method available, and respondents to this Request may be considered for selection to perform such work.

Responses to this RFI will not be returned. Respondents will not be notified of the result of the review, nor will they be provided copies of it.

Commonwealth Reservation of Rights.

The Commonwealth reserves the right to consider or reject any and all responses to this Request, to amend and/or reissue this Request and to abandon and then recommence at any time, or not

recommence, this process. All costs of any response to this Request and participation in any presentations to the Commonwealth are solely the responsibility of the Respondent and the Commonwealth shall not be liable for payment of any such costs.

REQUEST FOR INFORMATION
ATTACHMENT A
Secure and Confidential Data Capturing Questionnaire

1. What solutions are currently available and recommended to capture confidential and/or sensitive data from the images, that are provided by OpenText's Intelligent Capture software, that must be separated into disparate parts at the source, then sent to multiple persons to key and/or validate data from those disparate parts, and transmit collected data back to the source to reassemble it for the consumption by the Intelligent Capture software?
2. What industry standards apply to the capture of sensitive or confidential information?
 - a. Describe how the solution you are recommending collects, identifies, and protects the sensitive and confidential fields from a document that is scanned.
 - b. Describe how a social security number is captured, stored, and rendered in the solution you are recommending.
 - c. What software features and functions ensure the information is unusable if an unauthorized user accesses the information?
3. Which states and/or federal agencies are using the solution you are recommending?
 - a. What are the lines of business?
 - b. Provide examples of the fields that are collected.
4. Describe the maturity of the solution you are recommending including, at a minimum, the following:
 - a. The number of years it has been in use.
 - b. The frequency of releases including patches and bug fixes.
 - c. The overall stability and reliability.
 - d. History of security breaches or loss of data.
5. Identify any offeror qualifications (i.e. years of experience, certifications, etc.) that the Commonwealth should consider during the development of the solicitation?
6. How much time is generally needed to stand-up the solution you are recommending?
 - a. What type of information is needed from the outgoing contractor to ensure a smooth transition to the incoming contractor?

- b. What resources should the Commonwealth or Agency be prepared to provide to ensure a successful transition to the solution you are recommending?
- 7. Does the recommended solution send or store the data outside of the United States?
- 8. A SOC report will be required for this solution you are recommending.