ELECTRONIC CONTENT MANAGEMENT/RECORDS MANAGEMENT
SOFTWARE AND IMPLEMENTTION SERVICES RFP
QUESTIONS AND ANSWERS - UPDATED October 18, 2018

No.	Question	Answer
1	What is the budget for this project?	Budget for year 1 is $100,000 complete – licenses and services
2	How many users will be required to access this system for the first year, second year, and anticipated increase?	Active Users – 10 +10 second year Access/Read Only – 30 Public - 20
3	Is there any requirement to capture metadata on the physical document?	If you mean during scanning, then yes.
4	Can you describe what is the "Agenda Management workflow module feature?	When the City acquires an Agenda Mgmt software application (not part of this current project), the ECM must integrate with it to serve as the repository for the council documents.
5	Can the vendors see the Retention Schedule in advance?	Yes, it is on the City's website Resolution 18-63
6	Is the City's preference for a cloud-based system only, or will on premise solutions also be considered?	Prefer Cloud-based System
7	You indicated that a max of 10 users might need to access at any one time in a concurrent way. How many total users do you expect to have read/write access?	See the answer to #2
8	For the 600GBs of documents on shared drives do you use any kind of custom indexing solution now? For example, do you use a separate SQL database to store additional information about your shared files? If not, are documents in structured folders?	No custom indexing. There is no structure.
9	What document types are stored in the shared drives? (PDFs, Word, Excel, etc.)	All of the examples.
10	What departments or divisions make up the 600GBs of documents on the shared drives?	All of the City's departments
11	You mentioned that additional documents are stored on personal drives or in other various enterprise applications. What is the estimated total volume of documents? What are the other enterprise applications?	Total Estimate of documents that might be migrated is TBD. The other enterprise application is the finance system.
12	Do any of the documents coming from other enterprise applications contain any annotations that will need to be transferred with the document?	No annotations.
13	Did the City prior to issuing the RFP see any solutions? If yes, which ones?	No

14	If the vendor goes with a cloud solution is the City looking for the vendor to host or will the City use a third-party IT contractor to host?	City is looking for the vendor to host.
15	Several of the requirements listed in "Attachment 4 System Requirements" paraphrase or are exactly parallel to features of the Hyland OnBase product whereas, the solution we recommend is based on Microsoft Office 365 and RecordPoint. As a courtesy to us (i.e. from an effort and cost standpoint) and to save you time answering questions and reviewing proposals that do not meet your needs, please answer the following in a candid and straightforward manner: **On a scale from 1 to 5 where 1 represents a strong desire to implement a solution using Hyland OnBase and 5 represents a strong desire to implement a solution using Office 365, what is your desire with respect to the solution you are looking for on this continuum?**	The City will not rate or scale for you. There is not a predetermined approach at this time.
16	Is there an NDA that we need to sign?	Yes, if you are the vendor selected to contract with.
17	Is it your intension to use a hosted cloud? Are you currently using a 3rd party cloud service that we would need to access?	The City has a third-party contractor for their IT services. You will be given that information upon selection.
18	Can you describe some of the workflow processes you would like ECM to help automate?	Contracting, invoice approval, public records requests, etc.
19	How many forms are you looking to standardize? Is your concern primarily around ensuring the correct version?	The # of forms is TBD, versioning is not the primary goal of using electronic forms.
20	What kinds of data do you expect to make available on the public portal? Do you have some idea of the volume of visits the portal would have per month?	Public Records such as Council agendas, building permits, and contracts. Unable to estimate portal visits at this time
21	Are you currently storing metadata for the documents and record you have today? If so what fields?	No
22	For the 600GB of data on personal storage, are you wanting a vendor to help migrate this data to the ECM or is this going to be done inhouse?	The vendor will need to offer help. Common categories, such as Resolutions, Ordinances, etc. will need help from the vendor.
23	What type of PII information is being captured currently?	PII is only on personnel files, no electronic system.

24	Can you describe how many different types of user profiles will need to be set up?	TBD
25	Are there any expected reports that you will need?	The system will need to be able to generate reports, including for retention management. The number of reports is unknown.
26	Do you currently use an agenda management software?	No
27	What, if any, specific qualifications are you looking for in an implementation partner? For example, we have multiple Microsoft Gold and Silver Competencies, Microsoft MVPs, Certified Masters, etc.; will the proposal scoring take our credentials into account?	The proposal will take all competencies into account to determine the vendor's capabilities.
28	Will California Certified Small Business receive special consideration in this procurement?	No
29	Remote project delivery typically enables us to reduce project duration and costs. Most of the projects we do *could* be delivered completely remotely however, we sometimes find it useful to be onsite during discovery meetings, trainings, etc. Considering the potential effect on project duration and cost, on a scale from 1 to 5 where 1 represents "100% *onsite* project delivery" and 5 represents "100% *remote* project delivery", what are your requirements on this continuum related to how much time the selected vendor is onsite at your location?	The City will work with the vendor for scheduling and delivery. There is no expectation that the vendor needs to be on site 100% no will they accept the vendor being 100% remote.
30	If any contractor or product vendor provided you with a product demonstration, proof of concept, pricing, or any other analysis related to this procurement in the past 12 months: a. Can you please provide the names of all contractors and vendors? b. Are these contractors and/or vendors eligible to bid on this project?	No product demos.
31	The "Current Technical Environment" section of the RFP indicates that you are using Exchange 2010; is there any plan or interest in moving to Exchange Online?	The City is interested in moving to Exchange Online in the future, but has no plans or budget to do it at this time.
32	The RFP states "The City currently has approximately 600GB of documents and records, consisting of roughly 87,000 documents, stored in shared drives, as well as large	See the answer to #11. TBD

quantities stored on personal drives"; for the purposes of providing and estimate for the migration of documents and associated metadata from file shares to the new system:

a. How many documents in total need to be migrated as part of this solicitation (i.e. just 87k or also the documents on personal drives)?

b. How many folders are there in the file shares that need to be migrated?

c. What is the total size in GB/TB of the content to be migrated (i.e. just 600GB or more)?

Note: this information can be determined by right-clicking on the parent folder and selecting "Properties"

33	We are a SharePoint-focused consultancy and have successfully combined SharePoint/O365 with best of breed third party software products to create comprehensive enterprise content and records management solutions for various agencies (e.g. Los Angeles County, State of Vermont – in process). Do you see this as a viable option for your needs?	The City does not currently have SharePoint installed, but this could be done easily. Existing physical hosts would need more RAM but the basic hardware exists. The City would need to purchase Microsoft Licensing to spin up a SharePoint server.

34	Regarding your current use of and experience with SharePoint:
	
	a. What is the current breath of SharePoint usage in terms of number of:
	  i. Departments
	  ii. Users
	  iii. Site Collections
	b. What, if any, problems or dissatisfaction have you experienced with SharePoint?
	c. Given your experience with SharePoint, do you feel that SharePoint is well suited to act as the foundation for the desired solution?
	d. Do you already own any SharePoint-related products (e.g. ShareGate, Nintex, etc.) and if so, which ones?
	e. On a scale from 1 to 5 where 1 represent "None" and 5 represents "Expert", can you please indicate what SharePoint skills you currently have in house in terms of:
	  i. SharePoint Infrastructure, Administration and Maintenance
	  ii. Information Architecture Design and Implementation
	  iii. Content Owner/Authorship
		No experience

iv. PowerShell and C# Development

35	The RFP mentions "integration" in several places; is actual integration (e.g. to "financial systems, GIS and CAD software" and "Adobe Lifecycle") in scope versus just ensuring that the system has the capability via APIs and, if so: a. What specific systems require integration as part of this phase/procurement? b. Is the integration limited to making certain lists of data available to the system for the purposes of providing picklists when tagging content? c. What level of integration is anticipated (e.g. hyperlinks only, document-level integration, unidirectional/read only, bidirectional data updates, functional integration)?	Future integration would include Tyler New World (ERP system). We're not aware of what else would be on the radar.
36	Regarding the requirements stated as "standardization of forms" and "the ability to process e-forms", can you please provide detailed information and use cases for electronic forms, for example: a. Are you referring to web-based forms or fillable PDF forms? b. How many forms are required and what are they? c. What is the average number of fields per form? d. If you have experience with SharePoint, do you anticipate that the built-in forms that come with SharePoint Lists will be sufficient? e. Can you please provide PDF versions of all forms to be developed as part of this solicitation? Please provide sufficient information to scope/estimate the effort for this requirement	Web-based forms # is unknown at this time # of fields is unknown d.– no experience e. Not at this time The City is looking for the vendor to explain its capabilities.
37	Regarding the requirement stated as "electronic signatures"; if certificate-based Digital Signatures are required: a. How many users overall do you anticipate need digital signing capabilities? b. How many are internal signers (e.g. approvers)? c. How many signers are external to the County (e.g. vendor signing a contract)? d. What is the anticipated usage frequency for a given signer (e.g. a few times per year or daily)?	a. # depends on the process b. Depends on process c. Anywhere from 1 to 3 d. Unknown
38	Regarding your Records Management requirements:	Retention Schedule See answer answer #5

	a. Can you please provide details about your retention and disposition policies and/or provide us your detailed File Plan including:
	• Records series title and description
	• Location and medium (e.g. paper or electronic)
	• Disposition authority (i.e. legal actions taken when records are no longer needed to conduct agency business
	• The official retention schedule
	    b. How are Physical Records currently managed?
	    c. Can you please provide details about the storage of Physical Records (e.g. # of locations, cabinets, containers, folders, documents, etc.)?
		File plans are to be developed by City
		
		Physical records are not in scope

39	Regarding the requirement stated as "automated business process workflows": a. Are the required workflows centered on document approval and records management (e.g. disposition policies) or do they include process workflows to automate line of business functions? b. Can we assume that the workflows are very simple in nature (e.g. document approval)? c. If you have knowledge and experience with SharePoint, do you anticipate that the required workflows can be addressed with using SharePoint's built-in workflow capability? d. If available, can you please provide an outline of the steps or flow diagrams that represent a typical workflow?	a. Both b. Depends on process and not defined yet c. No experience d. Workflow diagrams will be provided to the selected vendor and late in the process
40	Regarding the requirement states as "a public portal": a. What audiences will require external access (e.g. other agencies, vendors, employees accessing the system remotely, the public at large) and how many users comprise each audience? b. Will audiences that need external access have AD accounts? c. Will all external audiences need to login/authenticate in order to access the system or does anonymous access need to be supported as well? d. What features of the system will external access users be permitted to use (e.g. access to certain documents only, all features, etc.)?	a. Public – unknown b. No c. No d. Links to public documents e. No

e. Is mobile support a requirement?

Regarding the requirements stated as "Ability to scan and import standard data file formats" and "OCR functionality":

Not using any capture software now.

If you desire to leverage an existing document capture software:
  i. What capture software do you currently use?
  ii. Is this software able to release scanned documents and metadata to SharePoint Online?

How many of each of the following types of devices should we account for with respect to our price proposal:
  i.   Multifunction Scan/Copy/Fax/Print
  ii.   Single Workstation Scanner
  iii. Workgroup Scanner
  iv.   High capacity Scanner
  v.   Copiers
  vi.   Other?

How many index-only users do you desire to procure software for?

41

What **percentage** of each of the following types of "paper documents" will be scanned into the system: *(Please select only one)*
  i. Always the same, well-defined, standard forms with standard data ("structured") - OR -
  ii. Mostly similar documents with standard data that may be in different places on the document ("semi-structured") - OR -
  iii. A broad array of different documents with different data on them ("unstructured")

What is the current scanning volume per day/week/month?

Are you currently using server-based scanning products to achieve the required throughput?

Do date stamps need to be added to the physical paper of the document or just the digital version?

42	Regarding the requirement stated as "The Application provides both a Web browser and a Desktop Client User Interface"; is support for a Desktop Client a mandatory pass/fail requirement?	This would be based on user convenience but we would normally advise having a desktop client to avoid failure due to the myriad of differences in browsers with add-ons, plug-ins and settings.
43	Regarding the requirement stated as "The Application allows the archiving of documents to various media, including Windows file servers, to allow the leveraging of Share and NTFS permissions, Linux file servers, Unix file servers…"; given that you require a cloud-based solution, is this requirement applicable?	It would depend on the configuration of the "cloud" environment.
44	Regarding the requirement stated as "User with appropriate administrative rights can "undeclare" a previously locked down record, making it editable again"; given that records are generally supposed to be immutable, is this requirement applicable?	Yes
45	Which of the following use cases most closely matches your requirements /scenarios related to the requirement stated as "The Applications can redact documents, i.e., to black out sensitive information in a document and password protect it so that it cannot be seen (examples might be driver's license numbers or social security numbers)": a. Redaction is handled by the application that creates the document (e.g. the redaction is done in a PDF editor or in Microsoft Word) and then stored in the Records Management system. b. Documents of various types (e.g. PDF, Word, Excel, etc.) are stored in the system and later redacted using a feature of the Records Management system.	b
46	Regarding the requirement stated as "The database architecture supports multi-vendor platforms, specifically Microsoft SQL and Oracle"; is support for an Oracle database a mandatory pass/fail requirement?	No; support for Oracle will not be required.
47	Can you please provide detailed information and use cases for the requirement stated in the RFP as "The Application provides the ability to execute separate and distinct document retrievals from sections/fields on the screen"?	No use cases will be provided. However, the intent of this requirements is for a user to have the ability to search the repository using specific criteria, and then be able to

		retrieve documents directly from the search results.
48	On a scale from 1 to 5 where 1 represents an onsite comprehensive instructor-led training solution with labs and workbooks and 5 represents basic solution-specific knowledge transfer sessions conducted by technical resources and delivered remotely what represents your vision of training for the following audiences?	Scaling will not be done. A mix of delivery methods is an option, the score is unknown.
49	If onsite training is desired, how many students can your training room facilitate?	The computer training room at the City's Public Works Corporation Yard will be used for training. The room can accommodate 7 students at a time and has seven computers set up for training so that each student has their own computer to work on.
50	On a scale from 1 to 5 where 1 represents a holistic COTS solution with minimal customization and 5 represents a platform-based solution requiring professional services, customization and third-party products, what is acceptable with respect to the solution you are looking for on this continuum?	Scaling will not be done. Customization, however, is anticipated to be minimal, assuming the solution can be configured appropriately.
51	What is your vision for post implementation support in terms of anticipated number of hours per month?	Unknown, the City is looking for the vendor to provide a recommendation.
52	As an environmentally-friendly / Green company, we strive to reduce our consumption of paper; to that end, can respondents submit proposals electronically via email in lieu of hardcopy proposals?	Please follow the instructions in the RFP.

Within question 48, the following embedded table appears:

Audience	Score	# of Students
Administrators		
Power Users		
End Users		