



*Carrie Eklund
Central Services Manager
Finance Department*

**ADDENDUM TO REQUEST FOR PROPOSAL
DOCUMENT MANAGEMENT SYSTEM
BID NO.: 413-P-050
ADDENDUM NO.: 1**

To: All Bidders:

The bid opening date has been changed, **Thursday, May 23, 2013 at 11:00 A.M.**

Attached is a list of questions and answers regarding this request for proposals.

All other portions remained unchanged.

A copy of this addendum or a reference thereto must be included with your bid or the bid will not be read or considered.

If you have any questions please contact the Central Services Division at (815) 987-5560.

DATED: April 29, 2013

FINANCE AND PERSONNEL COMMITTEE

Carrie Eklund
Central Services Manager

Addenda No.: 1

Document Management System Bid No.: 413-P-050

1. Q: Out of the dept. listed which depts. will be part of phase one?

A: Police Department.

2. Q: For Phase One, how many users will need access for scanning and indexing?

A: We are planning on having the vendor do the initial scanning and indexing of the documents. We will have the need for 1-3 users to scan and index documents after that.

3. Q: For Phase One, How many users will need access for viewing, searching and printing?

A: 275-300

4. Q: What third party scanning and imaging software is the city currently using?

A: The City does not have these tools.

5. Q: Can the Scanning Services be done off site?

A: Yes.

a. Q: If so, how far can the records go?

A: Within the Continental US.

b. Q: How long can we have possession if off-site?

A: The City will work with the selected vendor to define the appropriate guidelines for the amount of time records can be off-site.

6. Q: May subcontractors be used for the Scanning Services?

A: Yes.

7. Q: Please clarify if the 1.5 million paper documents is number of documents or number of images (please note that a two-sided page is equal to two images).

A: 1.5 million images, a very small percentage are double sided.

8. Q: How many images are there per document on average?

A: Each document (page) is one image.

9. Q: Of the 1,000 Microfilm rolls, how many are 16 mm, how many are 35 mm. Please provide an estimated image count per roll based on the different types.

A: All are 16mm and each cartridge can contain up to 2,800 images.

10. Q: What type of prep/re-prep is required for the documents?

A: Removing staples and or paper clips, and any batch separator pages your solution requires for indexing purposes.

11. Q: Are the documents all black and white?

A: No.

a. Q: If not, what is the percentage of color, photos, grayscale?

A: 10% or less.

12. Q: How many index values are desired for scanning the paper records?

A: One index value: Case number.

13. Q: Where do we find indexing info—within the document or on file jacket—or both?

A: Within the document, not always in the same location on each document.

14. Q: What is the expected number of daily and weekly document requests while the scanning services are being done?

A: 30-50 per day for accessing all 8 years of data. However our plan would be to have only 1 year of images off-site at a time to minimize problems.

15. Q: Is hardware procurement part of the RFP?

A: The City will provide servers, storage, database and network infrastructure outside the scope of the RFP. We anticipate procuring scanners, scanning software and document management application as part of the RFP.

a. Q: If yes, we can suggest hardware and indicative cost. In that case can Customer procure the hardware?

A: The City can procure the scanners and scanning software through the selected vendor or through a 3rd party.

b. Q: If not, can you publish the hardware server configurations that the Customer intends to re-use?

A: The city will provision servers, databases, and storage to meet the specifications of the selected vendor.

16. Q: Does the vendor need to provide Hardware for Disaster Recovery site? Where will the Disaster Recovery site be located?

A: No. The City is in process of establishing a DR site.

17. Q: What software licenses port (sic) has for Application Server, Database server, Web Server, Email Server? If port (sic) has any preferences please indicate.

A: The City's application infrastructure is Microsoft-centric. We employ MS Server 2008 R2, MS SQL Server 2008, MS IIS 7.x, and Exchange 2010.

18. Q: For software licensing purposes, how many CR employees will be end users accessing the system, How many systems manager ,programmers and database administrators.

A 275-300 end users, 2 administrators.

19. Q: What hardware does Customer currently have for Application Server, Database server, Web Server, Email Server? If yes, (sic) then please provide configuration, server model/type for existing hardware other than specified hardware in the RFP.

A: The City's application infrastructure is Microsoft-centric. We employ MS Server 2008 R2, MS SQL Server 2008, MS IIS 7.x, and Exchange 2010. All of these services operate in a VMware 4.1 virtualized environment. Application, web, and database services will be provisioned to meet the specifications of the selected vendor.

20. Q: Please clarify if there will be external users who will be using the EDMS System. Request you to provide the clarity about the number of internal & external users & the concurrency level that will be accessing the EDMS System.

A: None at this time, all access will be done through our network.

21. Q: Please provide the clarity about the No. of workflow to be automated & no of steps involved in the workflow.

A: The City will work with the selected vendor to define the appropriate number of workflows and steps within those workflows.

22. Q: Please provide clarity on annotation and redaction capability are (sic) required only for Image format documents or for Microsoft Office documents as well.

A: Need to be able to make redactions to PDF documents.

23. Q: How many users will be accessing the system via Web Based Interface?

A: 275-300

24. Q: Please provide some clarity about the integration requirement. Please specify the no of third party applications & details with which the Document Management System needs to be integrate.

A: At this point in the process, the City has no specific integration requirements other than MS SharePoint 2010.

25. Q: How many users need to be trained?

A: 275-300

26. Q: Is train the trainer model acceptable to Customer?

A: Yes.

27. Q: What are the preferences for helpdesk support? Onsite, Offsite, Remote (outside USA).

A: Any model would be acceptable. We will need to determine the best model based on level of support required.

28. Q: Will the awarded vendor be allowed remote access to the proposed servers and associated infrastructure (i.e.: use of VPN for remote access)? If VPN access is allowed, can routine maintenance be provided through remote means?

A: Yes. The City provides vendor remote access through desktop sharing tools, not VPN.

29. Q: Please provide clarity on your existing 3rd party scanning and imaging software details that proposed EDMS needs to integrate.

A: The City does not have these tools.

30. Q: How many scanning work stations does the Customer require? i.e. On how many workstations Customer intends to install the scanning/imaging application ?

A: 1-3 work stations. Will need the capability for 275-300 end users to be able to retrieve and print out previously scanned/imaged documents.

31. Q: Will you accept Java based platform?

A: We will evaluate the technologies presented to determine best fit for our organization.

32. Q: What is the budget proposed for this project?

A: The Police Department has adequate funding for the project.

33. Q: Do you want us to provide a number for converting your 1.5 million paper documents? If yes, are they all 8.5 x 11?

A: Yes. We estimate 99% are 8.5 x 11.

34. Q: Do you want us to provide a number for converting your 1,000 microfilm cartridges?

A: Yes.

35. Q: How many total users, or concurrent users do you want us to price into our quote?

A: 275-300 users. Estimate of 15-30 concurrent users.

36. Q: Do you want us to price setting up our solution for all departments list in your RFP, (i.e. Police, Fire, Public Works, Human Services, Human Resources, Community Development, Finance and Legal Departments), or will you do this in phases ... if yes, please explain phases.

A: The scope of this RFP is only for the Police Department and the documents/microfilm outlined in the RFP. Projects for other departments will be scoped separately at later dates.

37. Q: For the workflow, do you have a defined process that you would like us to set up? If yes, can you provide a process diagram that shows the steps in the workflow and what you would like to have happen in each step?

A: The City will work with the selected vendor to define the appropriate number of workflows and steps within those workflows.

38. Q: Would you be open to an open-source application?

A: Yes. As long as the open-source application operates within the Microsoft environment described in other responses within this document.

39. Q: Is there only a need to back scan or convert the 1.5 million police documents?

A: Back Scan

40. Q: How many document types are within these police documents?

A: Paper Documents and Microfilm

41. Q: Are the other departments that require back scanning or conversion?

A: Other departments are out of scope for the purposes of this RFP.

42. Q: I assume all other departments documents are in SharePoint?

A: Other departments are out of scope for the purposes of this RFP. However, for reference, other City Departments have documents stored in SharePoint, traditional network file shares, and paper.

43. Q: Does each department have its own SharePoint repository?

A: Other departments are out of scope for the purposes of this RFP. However, for reference, the answer is no (we understand "repository" to mean a SharePoint content database).

44. Q: Are you looking to migrate all documents from SharePoint to the new document repository?

A: No.

45. Q: How many new documents do you create each month total? Per department?

A: For the police Department, 30- 50 (estimated). Other departments are out of scope for the purposes of this RFP.

46. Q: Do you have a record management system? If so what is it?

A: The Police Department utilizes the Motorola NetRMS system.

47. Q: If not, is record management put (sic) of the scope? I note that system requirements question U (sic) refers to this?

A: Police Records Management is out of scope.

48. Q: How many users will need access to the system total? Year 1? Year 2? Year 3?

A: Total of 275-300 users. We will determine appropriate timelines with the selected vendor.

49. Q: What solution are you using today to create e-forms?

A: None.

50. Q: What systems or solution do you use for web publishing and web site management?

A: Internally, SharePoint 2010. Our public facing website is based on Umbraco CMS.

51. Q: Do you use an electronic signature solution today? If so what?

A: No.

52. Q: Document scanning, I take it you do scanning today but not OCR? What is this scanning solution? Who provided it?

A: We have no enterprise scanning solution today. We do utilize Konica-Minolta document centers for ad-hoc scanning needs.

53. Q: Does it do OCR today? Does it have capability to do OCR that you know of?

A: No.

54. Q: If you have a scanning OCR solution, what are you using it for? Documents types? Departments?

A: We have no enterprise scanning / OCR solution in place today.

55. Q: Do you run all your applications within a 3rd party datacenter?

A: No.

56. Q: How many people in the IT department?

A: Fourteen.

57. Q: Are looking for an on-premise solution or hosted / cloud solution?

A: We are open to evaluating both models.

58. Q: Is there a pre bid meeting to look at the paper files for the conversion services?

A: There is no pre-bid meeting scheduled.

59. Q: If not, can we schedule a time to review the files?

A: Yes. The following dates and times are available to review the files at the Public Safety Building, 420 W. State Street, 2nd floor, Rockford, IL 61101. Attendance at one of these meetings is not mandatory, but you must schedule a time at least 24 hours or by Friday at 5:00 PM CST for the meeting on Monday, May 13, in advance by contacting Anne Wilkerson, Financial Analyst at (815) 987-5741 or anne.wilkerson@rockfordil.gov. If there are no vendors scheduled to review files, then the meeting will be cancelled and no unscheduled vendors will be permitted to review files at that time. Any questions posed at the below meetings will be posted by Wednesday, May 15, 2013 for all vendors to review.

Tuesday, May 7, 2013 at 3:00 PM CST

Wednesday, May 8, 2013 at 10:00 AM CST

Thursday, May 9, 2013 at 3:00 PM CST

Monday, May 13, 2013 at 10:00 AM CST

60. Q: What are the indexing requirements for the paper files to be stored in the DMS?

A: Case Number.

61. Q: Can we look at the microfilm to determine the requirements for conversion?

A: Yes. Refer to question # 59 for available dates and times.

62. Q: Is the microfilm blipped? If so, is it blipped by case number?

A: Not all cartridges are, and none by case number

63. Q: What are scanning requirements (volumes-files and pages) for capture of new files after backlog has been imported into system?

A: Estimated 30 -50 pages per month.

64. Q: What are the requirements for the number of concurrent users?

A: Estimate of 15-30 concurrent users.

65. Q: How many employees does the City have and how many are expected to be users within the proposed solution.



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A: ~ 1,000 employees. Total of 275-300 users for the scope of the Police Department project.

66. Q: Which version of Infor/Hansen is being used?

A: Currently on version 8.2. Moving to 8.3 later this calendar year.

67. Q: Does the city have retention schedules available in an importable format, or will implementation services be required to manually import?

A: We are not looking for an automated solution for retention management

68. Q: Can the film be removed from site?

A: Yes

69. Q: Scanners

a. **Q: Scanner on site, if they want a big machine recommend (sic) a Canon 1100.**

A: We will work with the selected vendor on deciding the best solution.

b. **Q: If they do not want a high production scanner, or would we bring our own temporarily.**

A: We will work with the selected vendor on deciding the best solution.

c. **Q: Can we take the paper to our Chicago facility?**

A: Yes

70. Q: Time requirement to finish?

A: The City will work with the selected vendor to define the appropriate guidelines for the amount of time records can be off-site.

71. Q: Hours we can work per day?

A: n/a – we will allow off site.

72. Q: What kind of files are we capturing? HR, Case Files??

A: Case files.

73. Q: Are there photographs or all business documents??

A: There are some photographs but we do not have a good estimate regarding volume.

74. Q: If they are case files what manner of security will be required?

A: Maintained separately from other files in a locked, secured room. Files are never to be left unattended. Need a signed confidentiality statement from all who will have access to files and also those with access must have passed a criminal background check that is provided from the awarded vendor.

75. Q: What proof of security will be required if any?

A: Copy of clean background checks and confidentiality statements, with proof of storage security to be discussed at a later time.

76. Q: What is the condition of the documents?

A: good, some of the older documents may cling to each other

77. Q: Are they all 8.5 X 11 or are there different sizes? Please describe.

A: We estimate 99% are 8.5 x 11.

78. Q: Over what period of time have they been collected?

A: since 1997

79. Q: What are the index values to be keyed?

A: Case Number

80. Q: Are the indices: All Alpha? Numeric? Alpha/Numeric?

A: Numeric

81. Q: Can we get an idea of how many characters in each index value?

A: the format is xx-xxxxxx

82. Q: Is there any opportunity to know the average number of pages per document?

A: There is a wide variation depending on the case type and the amount of supporting documents

83. Q: Are all papers in boxes? How many boxes? If it is a box count, is it the longer or shorter bankers boxes?

A: Yes, 486 shorter banker boxes(brown Letter/Legal)

84. Q: Will the output be to tiff or PDF for all of the paper and film?

A: PDF format.

85. Q: Are the film files the same as the paper files?

A: Yes

86. Q: If yes, then we have the index and the pages per document information we need.

A: N/A

87. Q: If no, then we need to ask all of the above except for questions 73, 76, 77, and 78

A: N/A

88. Q: Are these rolls of film 24X or 40X

A: 40x

89. Q: 16 or 35 mm?

A: 16 mm.

90. Q: Are they stored in 3M or Kodak cartridges?

A: Believed to be 3M

91. Q: The RFP states you wish to receive paper copies. Will you accept an electronic copy?

A: Paper is required for the response.

92. Q: Outside of the Police Dept, what is the type and format of any other electronic documents? (ie – Word/Excel/PDF, TIFF, CAD, JPG, BMP, etc.). Any proprietary formats?

A: This is outside the scope of this project.

93. Q: What is the current volume or storage size of any electronic documents? Are these stored on Share drives today?

A: We have electronic documents stored in SharePoint, traditional network file shares, and other point systems (e.g. Police Records Management). However, for the scope of this project, we anticipate to only store the back-scanned historical paper and microfilm documents in the new DM solution.

94. Q: Do you expect to migrate all historical electronic documents into the new system?

A: No. For the scope of this project, our intent is to only store the back-scanned historical paper and microfilm documents in the new DM solution.

95. Q: Do you have a preference for Microsoft technologies for the new DM system? Ie – SharePoint?

A: Yes. The City's infrastructure is based on the Microsoft technology stack. However, we will consider other solutions.

96. Q: How many required metadata fields do you feel will be appropriate when saving a document? Do you know what they are ie – Author, Date, Agency, etc.

A: Case Number

97. Q: Are document retention rules & policies within the DM system adequate, or are you looking for a complete Records Management system?

A: The Police Department already employs a Records Management system. Document retention rules and polices within the DM are adequate.

98. Q: Do you have a preference or requirement that the system be built in JAVA or .NET?

A: We would prefer a solution based on Microsoft technologies. However, we will consider other solutions.

99. Q: Has a budget been defined and approved in the current or next fiscal year?

A: Yes, for the current fiscal year (calendar year).

100. Q: What are the next steps in the RFP process. (sic) and what are the anticipated timeframes for a decision on the final vendor ?

A: We will review the submitted responses to the RFP and select finalists for on-site presentations. We anticipate scheduling presentations in late May or Early June.