



THE COUNTY OF GALVESTON

RUFUS G. CROWDER, CPPB
PURCHASING AGENT

COUNTY COURTHOUSE
722 Moody (21st Street)
Fifth (5th) Floor
GALVESTON, TEXAS 77550
(409) 770-5371

GWEN MCLAREN, CPPB
ASST. PURCHASING AGENT

March 21, 2011

RE: ADDENDUM #1
RFP #B111035, ECMS & Implementation Services

Dear Vendor,

This Addendum #1 is issued to provide written response to questions raised regarding the above mentioned proposal.

As a result of the questions regarding RFP #B111035, ECMS & Implementation Services, the following information is being provided to aid in preparation of your proposal.

Special Note: Exhibit H, Proposal Acknowledgement Form is attached to be completed and submitted with all proposal submittals.

DUE TO THE EXTENT OF QUESTIONS RECEIVED, THE OPENING DATE OF RFP #B111035 HAS BEEN RESCHEDULED TO THE FOLLOWING DATE AND TIME.

Thursday, March 31, 2011
10:00 a.m.
Purchasing Agent
722 Moody Avenue (21st Street)
Fifth (5th) Floor
Galveston, Texas 77550

1. *Is any of the source material identified in Figure 3.3.1.1 in any other format than paper? If yes, what format?*

Response: No, all material is paper.

2. *Are all of documents listed in figure 3.3.1.1 all stored onsite at the County? Are they all in the same building?*

Response: Yes. The documents are stored in different buildings.

3. *Can the County provide a description of the source material by department?*

Response: See Figure 3.3.1.1.

4. *Can the County confirm that all conversion work must be done onsite at the County?*

Response: Yes. Depending on the department some work could possibly be done off site.

5. *How much space will be available for the backfile conversion work?*

Response: The vendor should specify their space requirements based on their proposed services.

6. *What hours of operation will be available for the backfile conversion vendor?*

Response: Normal County business hours. This can be negotiated based on the department that is being done at the time.

7. *Does the back file conversion work stated in this RFP the same work that was issued under RFP#100615?*

Response: No.

8. *In the Document Taxonomy Format Section the forms indicate a media type of (E). We assume this is meant to be for already Electronic Documents? If yes, will these documents need to be imported into the document management system? Will the vendor be required to index these according to the Taxonomy format?*

Response: No.

9. *Does the volume on Figure 3.3.1.1 reflect hard copy document only or a combination of Hard Copy (H) and Electronic Copies (E)?*

Response: Hard copy only.

10. *When Indexing Bids (Figure 1.2.1) will the addendums need to be indexed? If so how will the addendum be indexed?*

Response: Figure 1.2.1 provides a brief description of the County's taxonomy. Document indexing for the proposed project are described in section following Figure 1.2.1.

11. *In Exhibit E it indicates that there are 8 departments set for Phase 1 deployment, however figure 3.3.1.1 lists 9 departments, what is the missing department?*

Response: Table 1: Back-file Conversion Document Counts (on page 14 of Exhibit E) lists nine (9) departments as does Figure 3.3.1.1: Phased Enterprise ECMS Deployment Approach on page 3.5 of Section 3. SUPPLEMENATRY PROVISIONS.

12. *Does the County have a preferred timeline to completion each of the 9 departments? Is there a preferred order of completion coincide with the priority schedule?*

Response: The County does not have a preferred timeline: Vendors should note what they believe is the most expeditious timeline ensuring the highest quality product. The order is shown in Figure 3.3.1.1 on page 3.5 of Section 3. SUPPLEMENATRY PROVISIONS.

13. *Exhibit E indicates that there may be microfilm that will need to be scanned during Phase I, however the Document Taxonomy Format indicates that there are only (H) and (E) formats? Can the County confirm if there is microfilm or microfiche to scan? If yes, please provide quantities and details?*

Response: Vendors shall provide unit pricing for scanning microfilm in the event the County chooses to proceed with microfilm scanning. The indexing will conform to the Standard Taxonomy provided in the RFP document.

14. *Exhibit E (3.2.9) Indicates that the originals must be returned in the "EXACT" same order and condition. Does the County want the documents to be re-assembled on fasteners and staples replaced?*

Response: Yes

15. *If the conversion is to be done onsite, where will the documents be stored after they are imaged and prior to the required destruction?*

Response: This would depend on the department and would be determined as we move through each office.

16. *Exhibit E (3.3.3) indicates that the County will provide the labor for inserting "document separator" sheets. Will the County also insert separator sheets for required document types when applicable?*

Response: No.

17. *Will the County have the ability to print the required bar code sheets as an original from a laser printer?*

Response: If by ability do we have laser printers that are capable of printing bar codes then yes. Otherwise this is an unclear question.

18. *The County has indicated that it wants multi-page tiff and pdf formats? Has the County considered the impact on the file formats if redaction laws are passed?*

Response: The County expects the ECMS solution to account for and handle redaction of documents. The requirement stands.

19. *Exhibit E (4.8) The County has identified that documents will be loaded into the Odyssey Case Management System. With the integration of the new EDMS system we would assume the EDMS system would house all of the back file conversion documents and thus need to be ingested into the EDMS system and not the case management system. Can the County confirm our assumption?*

Response: Scanned documents specifically for the County and District Clerks will be stored in the Case Management System.

20. *Exhibit E (Table 1) Indicates that there is approximately 21,786,938 hardcopy pages and that the backfile conversion is approximately 700,000 images. Will this RFP cover the conversion of the 21,786,938 pages or the 700,000 backfile quantity assumption?*

Response: Backfile Conversion Quantity Assumption.

21. ***Document Taxonomy Format. In all of the record series there is an indication that the Document Type, Document Class, and the Sub Classes be identified. Will this be done by the County via bar codes or to be captured by the vendor?***

Response: Captured by the vendor.

22. ***What will be the size of the back file conversion for the pilot? 200,000 pages or over 1 million?***

Response: The County seeks cost estimates for the documents identified in Phase 1, i.e. 700,000. The actual number may vary and /or be adjusted during the course of the Contract.

23. ***Will there be any color or grayscale scanning requirements? If yes, which departments? How much color or grayscale?***

Response: No. However, vendors can provide the unit cost for grey scale scanning for informational purposes should the need arise.

24. ***Word format - Would it be possible to receive the proposal and other forms related to the proposal in Word format for easier and consistent submission?***

Response: It is a practice of the Purchasing Department not to provide any proposal in a word format.

25. ***Due Date - On the first page of the RFP, the date March 24th is mentioned as the opening date. In the opening paragraph, it references April 7th as the opening. Can you clarify the due date?***

Response: For clarification, please see the first page of this Addendum.

26. ***User Licenses - The proposal mentions that Concurrent user licenses are the preference of Galveston County. It also estimates a ratio of 10:1 users versus licenses. In our experience, when Workflow is involved, we often see closer to a 1:1 ratio with ECM. We implemented the Laserfiche ECM system for Collin County and will be responding with that same solution for Galveston County. Laserfiche is currently based on a Named User model. Would the County consider a named user licensing model? If so, how many named users should be proposed for the first phase, and for the remaining phases?***

Response: The County will consider whatever solution is proposed. The number of names users would depend on the solution and how it would be implemented in each department.

27. ***DocuShare Conversion - Can you provide the total size of this database? How many document classes per document?***

Response: Total size of this database is 50,375 documents 170gb. It is unknown how many document classes per document.

28. *Digital Signatures - Is the County needing actual digital signatures, or would using LDAP w/ Security for annotations as part of workflow constitute as a digital signature? Is the County looking for something that would apply a "wet" signature, or image of the signature?*

Response: The County is looking for a solution that will meet requirements for Judicial officers (Judges, Clerks, and Attorneys) to digitally sign documents and meet Texas law requirements.

29. *I see that there is an Exhibit G that is referenced, but I don't see it in the RFP. Am I missing something?*

Response: Exhibit G was listed in error as being an attachment. Exhibit G is not to be provided by the County. Vendor is requested to supply their own sample Professional Services Agreement with their submittal for review by Galveston County.

30. *What is the current volume in document count?*

Response: If you are referring to the number of documents that each department has to be loaded into the system, those number are in Figure 3.3.1.1

31. *What is the current volume in image count?*

Response: Docushare 50,375 documents 170gb; RVI

32. *What is the current database size and type?*

Response: These are all stored in file shares for loading purposes, the RVI documents will probably not be done in Phase 1.

33. *What is the current size of storage where images/documents are stored?*

Response: We currently have a NetApp san that has a capacity of 20+ terabytes.

34. *What types of files will be included in the conversion? Tiff only, or are there multiple other formats? Please provide a percentage breakdown of quantities of each type if there are multiple types.*

Response: Currently Tiff and PDF are the main two file types with the break down about 50/50.

35. *Can you provide a copy of the current database schema, or will the county allow vendors to review the database in a remote session?*

Response: There is no current database.

36. *Does the county know if the data can easily be exported via XML. If so, does the county have the staff that could convert the XML format to a pre-defined XML format that will work with an existing migration utility?*

Response: No.

37. *Will the County be extending the deadline?*

Response: Yes. Please see page 1 of the Addendum.

38. *Is this project fully budgeted for the initial phase?*

a. *If yes, what is the budget?*

b. *If no, what will be the process post rfp response to attain a budget?*

Response: Budget requirements will be discussed after successful proposal is declared.

39. *Is Open Text a preferred solution of the County?*

Response: Galveston County has no preferred solution, hence why we are seeking proposals.

40. *Are you looking for a bid for the Backfile Conversion to be separate to the ECMS bid?*

Response: The cost summary provides for a breakout of back file costs from the ECMS solution.

41. *Does the County currently have a signature solution?*

a. *Has a PKI solution been implemented within the County?*

Response: No.

42. *For phase 1, will any of the API integrations to County Legacy systems be public facing via the internet? i.e. Auditors office or Parks & Senior Citizens. To clarify, would the public facing Legacy application be retrieving documents from the EDMS/API integration?*

Response: Yes.

43. *Does the County prefer to purchase document scanners from a current hardware supplier, or is it preferred that scanner costs be included in the EDMS RFP response?*

Response: Price solution with both options.

44. *On Page 36 there is mention of various imaging systems. We assume that the only one that will be converted as a part of this contract will be the Xerox DocuShare application?*

Response: Correct, however there is an RVI solution from IBM that may also be included in this phase.

45. *Assuming that the Docushare conversion is images/PDF content only, is there no other data to convert (wiki, blog, collaboration data, etc.)?*

Response: From individual departments that may be a possibility.

46. *Docushare conversion: Images must be converted to new system using to-be taxonomy. If the images inside of Docushare system today do not conform and require manual intervention, who is expected to address this? Vendor or County?*

Response: Please price for each option.

47. *Assumption that the 2 pilot projects have been decided and this is a firm decision that will not change after bids are received?*

Response: It is preferred but should a vendor provide a scenario why a different set of pilots would be used it will be considered.

48. *How many physical locations does the county have?*

Response: 27. Some locations are in the process of changing.

49. *It is assumed that the roll out (launches) will occur in staggered fashion. E.g. dept 1, then dept 2 several weeks later, etc. please correct us if that is the wrong assumption.*

Response: The roll out will be based on what the vendor can handle and appropriately schedule with the County.

50. *The second page of the RFP package, which is labeled pg. 1, states that “sets of nine (9), one (1) original and eight (8) copies” are required. However, Section 3.1.4 Submission Instructions states that “1 original hardcopy, 1 complete electronic version with all appendices, and nine (9) hard copies” are required. I interpreted this to mean that (10) total hardcopies are required instead of (9) as stated earlier in the package. Can you please confirm if the total number of copies required?*

Response: Only nine (9) are required, one (1) original and eight (8) copies.

51. *Section 3.3.1 Countywide ECMS Deployment Strategy states “The County’s ECMS implementation approach will be divided into three phases with nine (9), eight (8) and eleven (11) of the County’s 28 departments deployed in each phase. However, Figure 3.3.1.1: Phased Enterprise ECMS Deployment Approach only lists 27 departments, showing 10 instead of 11 departments in the Phase 3 Group. Can you please identify the 11th department of the Phase 3 Group along with their ECMS needs (Imaging, Document Management, Record Management, e-Forms Processing, e-Signatures, and Automated Workflow) and their existing hardcopy documents (pages)?*

Response: This is a number typo. Should read “The County’s ECMS implementation approach will be divided into three phases with nine (9), eight (8) and ten (10) of the County’s 27 departments deployed in each phase.”

52. *In Section 3.2.2 Galveston County ECMS Program Background, it states, “Consequently, the County is also interested in document back file conversion services as part of the successful execution of the County-wide ECMS implementation. In also states in Exhibit E, Section 1.2 Galveston County ECMS Program Background, “The imaging of existing County hardcopy documents, via a back-file conversion effort, was identified as a key component of the Countywide ECMS strategy. Therefore, the County is interested in retaining the services of a highly qualified ECMS Service Provider to assist in this effort, as part of the successful execution of a County-wide ECMS implementation and back-file conversion project. That being said, can proposers only bid on the ECMS Implementation Professional Services and the ECMS Software? Or is it necessary for proposers to also bid on the Back File Conversion Professional Services and the ECMS Systems Hardware?”*

Response: Exhibit B provides for the pricing of the services individually, a vendor may choose not to price those services out.

53. *In Exhibit E, Table 1: Back-file Conversion Document Counts provides an approximate document count, based on document size and media type for Phase I Group. Should we use the “Total Estimated Hardcopy Pages” or the “Back file Conversion Quantity Assumption” in our cost summary?*

Response: Please use the Back File Conversion Quantity Assumption number.

54. *Section 4.2 PART B. ECMS SOFTWARE, S 2. Enterprise Content Management Software, lists the total number of Phase I End Users as 401 users. Of the 401 end users, can you quantify how many will need indexing, scanning, and viewing rights?*

Response: No, we are counting on the solution to help define what is needed. Pricing should be per user.

55. *Section 4.2 PART B. ECMS SOFTWARE, S 2. Enterprise Content Management Software, lists the total number of Phase I End Users as 401 users. Of the 401 end users, can you quantify how many will need view only rights?*

Response: No, we are counting on the solution to help define what is needed. Pricing should be per user.

56. *Section 5.12 Section 9: Consultant Services Agreement states, "The selected Service Provider will be required to complete a County of Galveston Consultant and Professional Services Agreement. A copy of the agreement is included as Exhibit G. The Proposer shall explicitly indicate (review and agree) to the General Provisions of this agreement and identify any exceptions or "deal breakers." Exhibit G: County of Galveston Consultant Professional Services Agreement was not in the RFP package I received. Can you please resend that Exhibit?*

Response: Exhibit G was listed in error as being an attachment. Exhibit G is not to be provided by the County. Vendor is requested to supply their own Professional Services Agreement sample with their submittal.

57. *In Exhibit E, Section 3.2.5 under Service Provider Responsibilities / Scope of Work states, "Pickup and secure transport of documents to the scanning site." Section 3.2.8 states, "Deliver scanned document electronic files to the County. Bulk load scanned documents into the selected Enterprise Content Management System as a result of this RFP." And Section 3.2.9 states, "Deliver re-boxed documents to the County in the exact same order and condition in which they were provided by the County." However, 4.11 Section 8: Cost Proposal states, "Service Providers shall assume that the conversion work will be done onsite at the County." Since large or special equipment maybe required for scanning the quantities of paper and filmed documents as indicated in Section 6 Back-File Conversion Requirements, would off-site conversion be possible?*

Response: Whether or not documents can be done offsite is to be determined by the individual department. Some departments may have documents that they will not allow to be taken off premises.

58. *Section 3.6 Turnaround Criteria states, "The County expects to have a turnaround time of two (2) to three (3) working days (unless otherwise specified and agreed to by the County) from the time the files are picked up by the Service Provider until the time the boxed files are returned and the electronic files are delivered to the County. The County shall have the ability to request work prioritization based on operational needs. This may include the scanning of a specific batch or file. The Service Provider shall also propose a procedure for returning a file to the County rapidly in the event of an emergency." Is the turnaround time negotiable, depending on the quantity of documents scanned? For example, would it be acceptable to pickup 100 or more boxes of documents and guarantee a turnaround time of two to three weeks and send scanned and/or hard copies as needed in the event of an emergency.*

Response: This will again be determined by the individual departments. For some of the departments the legal requirements may not allow for a period beyond two (2) days for certain documents.

59. *In Section 1.2 Document Taxonomy Format, it defines the back-file conversion data media by denoting whether the document / records exist in the following formats: paper (H), microfilm (M) or Microfiche (F). However, we did not find anywhere within the nine sections of Exhibit D: County of Galveston Unified County Taxonomy where the media was either microfilm (M) or Microfiche (F) format. They were all either listed paper (H) or electronic (E). So do the nine Phase I Group departments only need paper document conversion?*

Response: Of the 9 phase one groups the District Clerks office is the only one that had FILM/FICHE. The Clerk that was in office when the RFP originally went out said that the media was not to be converted. We now have a new Clerk and that may change, but we are assuming neither of these media will be converted in the first phase.

60. *In Exhibit E, Section 6 Back-File Conversion Requirements lists the specifications for filmed documents. Can you please provide the number of images/documents on film that need conversion?*

Response: In phase 1 there will probably not be any film conversion (see question above). Provide a per unit cost, if possible.

61. *In the General Provisions, item 19 Resultant Contract states, "If applicable to the attached bid/proposal, bidder/proposer must sign three (3) original contracts and return with their bid/proposal submittal." Is this a requirement for RFP#: B111035 for an Enterprise Content Management System & Implementation Services? And if so, wheresould they be placed within Section 5 Required Proposal Submission Contents?*

Response: No

62. *Assuming that addendums must be signed and returned, where should they be placed within Section 5 Required Proposal Submission Contents?*

Response: Exhibit H has been attached for completion by all proposers.

63. *In Exhibit E, Section 4. Required Proposal Submission Contents states, "Each Service Provider is expected to fully respond to each of the following back-file conversion proposal sections and submit responses in the same order." Should sections 4.1 through 4.12 be inserted into the main proposal under 5.9 Section 6: Scope of Work & Deliverables, Part A.2 Back-file Conversion Services? Or should the Back-file Conversion Proposal be separated from the main ECMS proposal? Can you please specify where the responses to Exhibit E. sections 4.1 through 4.12 should be placed?*

Response: Yes, sections 4.1 through 4.12 are to be inserted into the main proposal under 5.9 Section 6: Scope of Work & Deliverables, Part A.2 Back-file Conversion Services.

64. *In regards to the RFP for an Enterprise Content Management System & Implementation Services for the County of Galveston, you are requesting concurrent licenses; may we respond with an enterprise solution which meets your requirements but uses named users?*

Response: Yes.

65. *Is there a specific naming convention required for all departments in Phase 1?*

Response: No, just the taxonomy.

66. *What database(s) is Galveston using with Odyssey and IFAS?*

Response: Odyssey is Microsoft SQL. IFAS is Informix.

67. *What version(s) of Odyssey and IFAS does Galveston currently use?*

Response: Odyssey is 10 and IFAS is 7.6.

68. *Are there any customizations to Odyssey and/or IFAS?*

Response: Odyssey, no. IFAS, yes.

69. *Are Odyssey and/or IFAS currently linked to any other systems?*

Response: No.

70. *Are there API's associated with Odyssey and/or IFAS?*

Response: Yes

71. *What are the detailed functional and technical requirements of ECMS integration with Odyssey and IFAS?*

Response: There are none developed at this time.

72. *Could Axyon meet with the system administrators of both Odyssey and IFAS for interface requirements analysis prior to response submission?*

Response: No

73. *Could Axyon meet with the key business process owner of both Odyssey and IFAS systems related to the ECMS interface requirements analysis prior to response submission?*

Response: No, please remember that the integration requirements are a future effort these systems are either not fully implemented or in the middle of a major upgrade.

74. *Page 1 - States there is an enclosed label that is to be used when submitting the RFP final document. Do we have this label? If not how do we obtain from Galveston?*

Response: The label referenced is included when an RFP is mailed to the vendor. This document was downloaded from the website; therefore there is not a label to enclose. Please make sure the RFP number and title is clearly written on the outside of the sealed proposal notating the RFP you are submitting.

75. *Page 1.1 Section 1 - States that submissions are to be done "on the forms provided by the County" When do we obtain these forms from Galveston?*

Response: Section 5 beginning on page 5.1 states how the proposals are to be packaged and the format to be used. The only actual form is exhibit B, which is a summarized pricing schedule.

76. *Page 3.3 Section 3.2.2 – County is interested in imaging services. Would County be interested in leveraging 3rd party imaging vendors for such services and take advantages of their expertise and rates? Axyon can set up the scanning stations and user profiles and train individual/individuals for the back file conversion piece. Would this be acceptable?*

Response: The pricing structure allows for this type of solution to be proposed.

77. *Page 3.8 Section 3.4.2 – Migration: Export existing PDFs/images from the existing imaging system into the proposed ECMS. Need environment diagram for Xerox DocuShare – Are the PDF's stored in database or other file systems? Reserve existing metadata? How many documents are to be migrated? Are these documents OCR'd? Will they need to be OCR'd?*

Response: See question 31 for number. Some are and some aren't OCR'd. It would be preferred that they are. Pricing should be unit based for OCR.

78. *Page 3.10 Section 3.4.4 – Implement for Criminal & Drivers License Background Checks. What are expectations for e-Forms here? External or Internal forms?*

Response: The expectation is for the forms to be filled out online and then workflowed and processed in a manner that allows the data to be captured and stored in an electronic format.

79. *Page 3.10 Section 3.4.5 – Imaging. What are the technical and functional requirements around the scanned Audio & Video?*

Response: Have not been determined. We expect proposers to bring best practice solution offers to the table.

80. *Page 3.11 Section 3.4.5 – ECMS & Conversion. Clarify interface to District Clerk.*

Response: Have no plans from the District Clerk.

81. ***Page 3.11 Section 3.4.6 – Imaging and ECMS. What are the technical and functional requirements around transmittal of files from the D.A.?***

Response: Have not been determined.

82. ***Page 3.13 Section 3.4.8 – e-Forms. Only these two forms? Are these External or Internal forms? Are these going to need to be actual “users”? Or just an individual on the outside needing to enter information into an html form and submit?***

Response: There are others but the general process is the same. Forms available to internal and external customers start a workflow process capture and store data as it goes through the workflow process.

83. ***Page 3.14 Section 3.4.9 – Imaging, ECMS, Integration. Are these documents OCR'd? Will they need to be OCR'd? Is there going to be a specific naming convention? Will automatic document naming be required? What are the technical and functional requirements around the interface between IFAS and the ECMS? For ECMS define substantial.***

Response: Some are and some aren't OCR'd it would be preferred that they are pricing should be unit based for OCR. A naming convention would be worked out with the individual departments for these documents. Technical Requirements are not defined for IFAS to ECMS interface. Substantial is multiple Terabytes.

84. ***Page 3.14 Section 3.4.9 – States the need for bi-directional view only capabilities between IFAS and the proposed ECMS. Is this the only relationship needed between IFAS and the proposed ECMS? If not what other integration is needed?***

Response: Because of the ongoing upgrade of IFAS that integration has not been fully defined.

85. ***Page 4.3 Section 7- Train-the-Trainer Training: Role based customer training for each business departments automated business process. How many trainers?***

Response: That would be determined by individual department needs.

86. ***Page 4.3 Section 9 – Phase 1 Department Roll out. Timeline goal for the pilot phase (first two departments)?***

Response: That will be based on the proposal that wins the bid. We would like to see it happen in three (3) months.

87. ***Page 4.4 Section 10 – System Maintenance & Tech Support - Service Level Agreements (SLA's)?***

Response: Yes, we would like to see SLA's.

88. *Page 4.4 Section 11.1 – We need to know counts on the electronic documents and where they exist (legacy systems, file shares, hard drives, etc.). How many electronic documents will need to be migrated and from which systems?*

Response: See question 31 for counts. They exist in the Xerox Docushare system on a NETAApp SAN.

89. *Page 4.5 Section S3 – There is mention of the need for Records Management. Does the County of Galveston currently have any RM policies or retentions in-house? If so what is utilized? Does County of Galveston currently have a Records Management department? If so what is that structure.*

Response: The County does not have a consistent set of policies for records management. Individual departments have some loose policies but for the most part we keep everything forever. Our records management department consists of people to shred paper.

90. *Page 4.5 Section S4 – States accessible from within the County as well as by citizens via Internet access for E-Government applications. What are the expectations around public access using e-Forms?*

Response: That citizens will be able to enter information or requests via forms on line that the data will be captured and spawn workflows specific to the information captured.

91. *Page 4.6 Figure S.4.1 – e-Form requirements. If e-Forms are to be mirrored from paper forms can we get examples of the paper forms?*

Response: Examples may be available for firms that make the “short list” after review.

92. *Page 4.8 Section H2 – Provide low and high volume scanners. Assume all new scanners? Preferred vendor/make/models? Are any existing scanners going to be utilized?*

Response: Assume all new scanners for the areas that have no scanning. Fujitsu is currently what is used by the departments that do scanning. If a department has some scanning capabilities they will use existing equipment.

93. *ECMS Taxonomy Indexing Schema 3 Back File Conversion Data – “E” is shown in under the Media section in the Taxonomy but not described. What does “E” stand for? Electronic?*

Response: Yes

94. *Back –File Conversion Specification page 14 Table 1 – District Clerk shows “In Progress” Will District Clerk be included in the Back-file conversion for Phase 1? Page F.1 Section Printers/ Copiers/Scanners – States that Galveston County currently owns numerous Imaging Software products including Kofax. Have any of these been considered for use in the Imaging section of his project? What current version of Kofax does Galveston County own? How many Kofax licenses are owned? What is Galveston County currently using Kofax for? Which departments are currently using Kofax?*

Response: No. The Kofax licenses go with our current rightfax solution which allows individuals to fax from all our multifunction devices so all departments have the ability to use it.

95. *The bid specifications for phase 1 indicate 401 employees with a 10:1 ratio of licenses based on concurrency. How many of these 401 employees would be full users? How many would only require read (search/retrieval) access?*

Response: Not currently known. This could change based on the solution.

96. *It is understood that the Rapid Workflow Process Modeling was completed by Thirdwave Corporation. Is Thirdwave restricted from responding to this bid?*

Response: Thirdwave Corporation will not be providing a response to this solicitation.

97. *While Thirdwave is a FileNet reseller, is Galveston County considering solutions other than FileNet?*

Response: Galveston County is considering all solutions. We have no preferred vendor.

98. *Given the time between questions/answers and due date, would Galveston County considering a due date extension?*

Response: Yes, the time will be extended. Please see page 1 of this addendum.

99. *Does both prime and sub-contractor that are teaming need to fill out vendor qualification packet?*

Response: No. Only the prime contractor legally bound by contract signature needs to complete a vendor qualification packet.

100. *Does the County of Galveston have a preference of scanner brand and model for low volume and high volume scanner?*

Response: No

101. *Can imaging be performed offsite?*

Response: Depends on the Department and what their individual requirements are.

102. *If imaging is performed onsite, does Galveston County have adequate facility space required?*

Response: Depends on the department.

103. *Will vendor be required to maintain the hardware scanners?*

Response: Not necessarily. We would expect equipment to have readily available vendors for maintenance.

104. *Is there a MS Word version of the RFP available?*

Response: It is a practice of the Purchasing Department not to provide any proposal in a word format.

105. *Does the County require 1 Original and 9 copies, or 1 original and 8 copies? The RFP states both in two different areas.*

Response: One (1) original and eight (8) copies are required.

106. *5.6 Section 3 Similar ECMS Projects, and 5.7 Section 4: Client References. Can the client references provided be the same for both of these sections?*

Response: Yes.

107. *Is the County interested in having vendors provide hardware pricing in the proposal, or only provide system hardware specifications and requirements?*

Response: The pricing schedule provides for hardware costs to be broken out.

108. *In Exhibit A: ECMS Solution Minimum Specifications, A.1 Imaging Software, item 5, it states, "Data Extraction: automatic forms recognition, data capture, and Zonal Optical Character.*

Response: This was not proposed as a question, therefore it cannot be answered.

109. *Recognition (where applicable). Will you be capturing data from forms that have been completed with handwritten responses or will these all be typed data.*

Response: It is possible that handwritten information may be captured.

110. *The above question also relates to item 10.*

Response: Again, this is not a question and therefore cannot be answered.

111. *In Exhibit A: ECMS Solution Minimum Specifications, A.2 Imaging Software, item 11, it states, " Provide Application Program Interfaces (APIs) to leading vertical applications, e.g., ERP IFAS, Odyssey Case Management and SunGuards OSSI Law Enforcement System. These integrations can be provided but in order to quote these we would probably need more detail. Do you want us to quote these integrations in this proposal or do you just want us to confirm that these integrations could be provided? If you want the integrations proposed is it possible to get more detail as to the requirements for each of these?*

Response: Confirm the integrations can be done. The departments that are possibly interested in these will have to further define what they want.

112. *In Exhibit A: ECMS Solution Minimum Specifications, A.4 Imaging Software, item 9, it states, " Be accessible from within the County as well as externally via the Internet." Are you asking that form completion and submission including attaching files be provided to external users in application such as "Electronic Plan Review" or "Electronic Invoice Submission", etc.?*

Response: The ability for constituents of individual departments to be able to start workflows based on forms from the internet is an integral part of any solution proposed.

113. *Have permission standards for the different document types been developed or will this be additional discovery after the bid has been awarded (if so, can they be provided)?*

Response: The individual departments in some cases have defined security roles and in some cases have none.

114. *Have the search parameters for the queries that will be required for each department been identified (if so- can they be provided)?*

Response: No further than the taxonomy that has been provided.

115. *Is The Web enabled vendor registration / online bidding system a subject of this RFP? (per Exhibit C- it may be part of the overall non-ECMS Technology Requirements, but would like verification.) If so, can you please provide additional description detail so that an adequate response can be provided.*

Response: These are examples of what we would like to be able to do with workflows if the solution has a solid workflow and electronic form we should be able to build the solutions from the ECMS infrastructure.

116. *Under the Purchasing department pilot, you define ERMS as the management and retention of the disposition in the purchasing documents and records. Does this mean that this process is the same as what was highlighted in the Purchasing pilot which was the management and retention of disposition of documents?*

Response: Yes

117. *What is the number of Xerox Docushare Imaging system image files that will need to be migrated over to the new system (in the Pilot Phase and by department)*

Response: See answer to question 31.

118. *In the Parks and Sr Citizens Process Model, there is reference to implementing Records Management. Will there be the need to implement a solution that addresses not only the Xerox files, but also the physical boxes folders and records?*

Response: Yes.

119. *What role does the County anticipate Odyssey to play in the EDMS process? (See District Clerk Customer Service Workflow)*

Response: Odyssey will manage all Case Management documents it generates. All other documents would be managed by the proposed solution.

120. *In the District Clerk description, there is no Taxonomy provided, yet there are requirements of the solution that imply that services hours will be needed to integrate with current systems and processes. Will you be providing this at a later time so that we can determine the amount of hours and fees to bid?*

Response: If and when the District Clerk makes a determination then the information will be disseminated to the successful bidder.

121. *In the District Clerk Workflow, is The Web Online Forms and Automated payments system a subject of this RFP? (per Exhibit C- it may be part of the overall non-ECMS Technology Requirements, but would like verification.) If so, can you please provide additional description detail so that an adequate response can be provided.*

Response: If and when the District Clerk makes a determination then the information will be disseminated to the successful bidder.

122. *In the District Clerk Process Model, there is reference to implementing Records Management. Will there be the need to implement a solution that addresses the physical boxes, folders and records?*

Response: If and when the District Clerk makes a determination then the information will be disseminated to the successful bidder.

123. *In the District Attorney Process Model, there is reference to implementing Records Management. Will there be the need to implement a solution that addresses the physical boxes folders and records?*

Response: Any solution should account for any type of record the County has.

124. *Assuming that through the selection process, Ricoh is a selected partner, will there be additional discovery and Q/A time for Professional Services to get additional insight before presenting a best and final?*

Response: If and when the District Clerk makes a determination then the information will be disseminated to the successful bidder.

125. *How many people, for public access and viewing, does the county anticipate needing to utilize the system at any given time?*

Response: We have not made a determination but hope that the successful bidder will have some insight to this.

126. *In the Auditor's Office Process Model, there is reference to implementing Records Management. Will there be the need to implement a solution that addresses the physical boxes, folders and records? There is reference to Bi-Tech's Records Management- please expand on their current and anticipated role.*

Response: Records management should be considered a part of the solution for all departments.

127. *There are advance capture solutions that will automate workflow backfile and day forward conversion efforts that if included without proper due diligence and assessment of return on investment, may look cost prohibitive to the county. Assuming that through the selection process, Ricoh is a selected finalist, will there be additional discovery and Q/A time for Professional Services to get additional insight before presenting a final bid?*

Response: Yes for whomever the successful vendor is.

128. *Will bidders have the opportunity to view the population (or a representative sample) to be scanned? If yes, when will those pre-bid document review visits be scheduled?*

Response: No.

129. *Can the documents be taken to a secure offsite scanning facility in Houston for scanning?*

Response: That will depend on the individual department.

130. *Can the data file (information from barcodes) be sent via encrypted FTP, DVD or external hard drive to a national processing center in Walnut Creek, CA for post processing?*

Response: We are not sure what this question relates to, therefore it cannot be answered.

131. *Does the County have space set aside for the onsite scanning facility?*

Response: The space will be determined by individual departments.

132. *What is the size and the physical dimension of the site?*

Response: The space will be determined by individual departments.

133. *What are the hours of access? _____ Days per week? _____*

- iii. *Does the onsite space have air conditioning?*
- iv. *Multiple outlets for power?*
- v. *Phone access?*
- vi. *Internet access?*
- vii. *Tables and chairs?*

Response: In general assume 8:00 a.m. to 5:00 p.m., five (5) days a week. However, depending on the department and there requirements, this may be expanded or shrunk. On the site specifies that will depend on the departments and the space they determine.

134. *Will the documents from each department be scanned at one central onsite scanning location provided by Galveston County?*

Response: Probably not as each office will determine how there documents will be handled.

135. *Can we schedule a time to view the scanning location?*

Response: A time will be scheduled to the successful vendor.

136. *Exhibit E – p 14 - Please explain the population chart*

- 1. *Will all Hardcopy Pages from the left column be scanned or is the number to be scanned in the Backfile Conversion Quality Assumption column?*
- 2. *Is the Pilot 200,000 pages as indicated in the Backfile Conversion Quality Assumption column or 1,171,163 pages as shown in the Total Estimated Hardcopy Pages column?*
- 3. *Are we scanning all pages in files designated for scanning?*
- 4. *Are we scanning only selected documents in files designated for scanning?*
- 5. *What percentage of the pages to be scanned are:*
 - Smaller than letter?*
 - 11 x 17 ?*
 - Large format (larger than 11x17)?*

Response: See response to question #20 for #1 and #2. #3 – Yes. 90% are 8.5 x 11 or 8.5 x 14.

137. *What is the maximum size?*

- Bound books?*
- Color?*
- Color oversize?*

Response: Bound books will be done at the discretion of the departments that have them. Not sure of the color count.

138. *Are pages organized into files?*

Response: Those that are files are. Those that are documents are documents.

139. *What is the average number of pages per document?*

Response: This has not been determined.

140. *How are the files organized? (sorted alphabetically, numerically etc)*

Response: This is determined by the department.

141. *Does the onsite space have air conditioning? Multiple outlets for power?*

Response: See question #133.

142. *When will scanning provider have access to the site?*

_____ hours per day

_____ days per week

Exhibit E Section and 3.2. 9 and 3.2.11

a. *Is provider holding boxes after scanning or returning? See 3.2.9 and 3.2.11*

b. *Is provider returning scanned boxes to the county? See 3.2.9*

c. *What off-site storage need is anticipated?*

i. *Number of boxes?*

ii. *Length of expected storage?*

Response: See response to question #133.

143. *After scanning can the pages be returned to the folder without reassembly? Can the document separator sheets remain in the originals to identify document breaks and index values?*

Response: No as stated in exhibit E section 3.2.9 return them in the same condition delivered to vendor.

144. *Please confirm that Quality Control expectation is page to page review against the image to insure capture of every page, contrast, best possible image, etc.*

Response: See question #14 and response.

145. *Can microfilm be shipped to another city for conversion? Indexing?*

Response: That would have to be determined by the individual department.

146. *Section 1.2 – Document Taxonomy Format and Exhibit E Section 3.3 County Responsibility. Please confirm that a database will be provided including Document Type and Index values for each document.*

Response: An excel spreadsheet as stated in Exhibit 3.3 will be provided.

147. *Please confirm that provider will create a unique document separator sheet for each document using supplied database.*

Response: Yes.

148. *Please confirm that county employees will insert the barcode document separator before each document prior to pickup.*

Response: Yes

149. *Will some (or all) index values have to be extracted via manual key entry? If yes, can indexing be performed by a dedicated, overseas Department (s)?*

Response: Possibly. No.

150. *Will provider be indexing any electronic documents? (documents already in digital format)*

1. *What are the indexing requirements for the electronic documents?*
 - a. *Document Type*
 - b. *Index values from taxonomy*
2. *What options will the County accept for data extraction via key entry?*
 - a. *Domestic*
 - b. *Offshore*

Response: All indexing will be based off of the Taxonomy provided. Domestic only.

151. *Microfilm questions:*

How many frames of roll film will need to be converted to a digital format?

How many rolls of frames are anticipated?

Are frames organized into documents?

What is the average number of frames per document?

If yes, how many different documents are there in total?

Will different document types need to be identified?

How many different document types are there?

Response: At this time we anticipate no film conversion in Phase 1.

If you have any further questions regarding this Proposal, please address them to Rufus Crowder, Purchasing Agent via e-mail at rufus.crowder@co.galveston.tx.us, via fax at (409) 621-7997, or contact the Purchasing Department at (409) 770-5371.

Please excuse us for any inconvenience that this may have caused.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rufus G. Crowder', with a long horizontal flourish extending to the right.

Rufus G. Crowder, CPPB
Purchasing Agent
Galveston County

EXHIBIT H

**PROPOSAL ACKNOWLEDGEMENT FORM
ECMS & IMPLEMENTATION SERVICES
GALVESTON COUNTY, TEXAS**

THE FIRM OF: _____

Address: _____

FEIN (TAX ID): _____

Number of days to complete project: _____

The following shall be returned with your proposal. Failure to do so may be ample cause for rejection of proposal as non responsive. It is the responsibility of the Proposer to ensure that Proposer has received all addenda.

Items:

1. References (if required)

2. Addenda, if any.

3. One (1) original and eight (8) copies of submittal

4. Vendor Qualification Packet

Confirmed (X):

#1 _____ #2 _____ #3 _____

Person to contact regarding this proposal: _____

Title: _____ Phone: _____ Fax: _____

E-mail address: _____

Name of person authorized to bind the Firm: _____

Signature: _____ Date: _____

Title: _____ Phone: _____ Fax: _____

E-mail address: _____