



Hanover Courthouse

REQUEST FOR PROPOSALS

Finance and Management Services
Purchasing Division
Hanover County, VA

January 12, 2012

ADDENDUM NO. 1

TITLE: Enterprise Content Management Solution (Document Imaging & Records Management)
RFP NO.: 12-030702-2231PB - Due Prior to 3:00 P.M., February 7, 2012, Local Prevailing Time
ISSUED BY: Patricia M. Beasley, Purchasing Officer

The following changes/clarifications to the above Request for Proposal are hereby incorporated into the proposal documents. Offerors shall reference receipt of this addendum on page two of the proposal.

QUESTION Will there be specific requirements for the Dept. of Public Utilities? Are they available now?

RESPONSE *There are no specific implementation specifications for Public Utilities. However, if potential vendors respond to pertinent sections of the RFP (software, maintenance, etc.) the County should be able to determine what it would cost to implement a solution in Public Utilities. At this point no document imaging outsourcing is proposed.*

QUESTION Will there be any estimates of volumes, quantities, etc. Are they available now?

RESPONSE *No*

QUESTION Paragraph 3.13 - software licensing with software maintenance is mentioned. However, in 2.1, only hosting is mentioned as an option for the solution. Could you clarify?

RESPONSE *Section 2.1 has been provided for General Information. Responses to Section 3.13 is what potential vendors will be evaluated on.*

QUESTION Paragraph 3.2.12 states that authorized users must have access to security logs to determine who logged in and out of the system. Can authentication logs be created with AD?

RESPONSE *This provision seeks to determine if potential vendors have as part of their solution the ability to create user access logs and if those logs are readily available and readable to pertinent staff. The County does create and manage user logs for other purposes. In implementing the proposed solution the County will work with the selected vendor on specific for log files.*

QUESTION Paragraph 3.4.2 states that "personal content" should be used as a searching for content. What is "personal content"?

RESPONSE *This provision seeks to determine if the proposed solution has multiple ways to search for records, including if individually user defined methods are available.*

QUESTION Paragraph 3.4.3 request enterprise search capabilities. Can the County elaborate on this requirement?

RESPONSE *Enterprise Search refers to being able to search all types of records with a single search entry (documents, emails, images, etc.).*

QUESTION Paragraph 3.5.11 states that large format scanners are required. Can the County list those scanner make / model numbers? Are they all PC controlled?

RESPONSE This provision is asking vendors as part of the RFP response if their solution integrates with large format scanners. If vendors have limitations to specific large format scanning solutions or technologies they should state their limitations in the response.

QUESTION Paragraph 3.5.20 states that the solution should include a service for bulk scanning. Can the County supply document counts, page count, document classes, number of index values for each document class? What is the timeframe for bulk scanning?

RESPONSE This provision seeks to determine if potential vendors offer such a service. The County has no specific plans to contract scanning services out, but may do so in the future.

QUESTION Paragraph 3.7.1 requires a public facing internet interface. Does the County have an existing portal? How many users are expected to access county documents? How many document accesses are expected (annually or daily)?

RESPONSE This provision seeks to determine if potential vendors offer such a service and, if so, to describe that service. The County may or may not pursue implementation of an internet based service.

QUESTION Paragraph 3.9 request enterprise reports management and electronic report distribution. Can the County elaborate on its existing report infrastructure?

RESPONSE The County has no existing standard report generation software. Various products are used throughout the County for reporting, including, but not limited to, Microsoft Products and Crystal Reports.

QUESTION Paragraph 3.10 requests eForms capabilities. Are eForms to be implemented internally or on the internet?

RESPONSE This provision seeks to determine if potential vendor solutions offer eForm integration. Whether the functionality is available internally, web-based, or both should be included in the description section.

QUESTION Paragraph 3.16.5.4 requests storage requirements. Can the County provide a list of document types, sizes, duplex, color, etc., information?

RESPONSE For this provision, vendor responses should provide typical file sizes for typical file types stored in their systems. This provision really is trying to get at whether proposed solutions inflate or compress various file types when they are stored or retrieved.

QUESTION Paragraph 3.16.7.5 states that passwords must be encrypted. Can the County provide additional guidelines on encryption?

RESPONSE At this time the County is only trying to determine if the proposed solution offers the ability to store passwords in encrypted form. In implementing a solution the County will work with the selected vendor on specifics of how this might be implemented.

QUESTION Who would I need to talk to about possibly changing this to a outsourced scanning with software included.

RESPONSE This RFP does not specifically address scanning of documents. Many different companies can provide scanning services that do not necessarily provide software. The technical items for what the software should do are not platform specific. Companies that can provide this as a hosted solution are not precluded from doing so by this RFP. Indeed, section 3.13 specifically mentions hosting solution and software as a service as an option. We encourage companies that have this capability to respond to the RFP.

QUESTION Comment - Matrix numbering at Appendix A does not match paragraph numbering in main proposal. Records Management is 3.2 in RFP vs. 3.1 in matrix.

RESPONSE They are correct the section and sub-section numbering between the main portion of the RFP and the matrix has been messed up. Please focus on the text in the matrix and not the numbering.

QUESTION What is the organization's target operating capability date for the Department of Public Utilities?

There is no target date to implement a solution in Public Utilities.

QUESTION What is the target timeframe for additional organizations to implement the solution? How many users must be supported at each implementation point? This information may drive the cost estimates for licenses.

RESPONSE There is no estimate on when other Departments will implement the solution. The intent is to enter into a contract that will be for a number of years.

QUESTION Would this RFP include the need for current policies and procedures to be updated by the offeror?

RESPONSE The RFP requests responses provide titles and hourly rates of staff that might provide consulting services to the County. Individual Departments will determine what services they desire and can use the established rates to acquire those services.

QUESTION Is scanning of printer material a sub-set of this requirement?

RESPONSE RFP responses should document if they provide scanning services. The County may or may not take advantage of those services.

QUESTION What is the approximate number of images the county expects to store in the document repository?

RESPONSE Since this project will be implemented over the course of many years it is impossible for us to estimate the number of documents that might be stored in the repository.

QUESTION Is there an approximate time table/order the county will add other departments?

RESPONSE This is strictly related to the availability of funding and, unfortunately, funding is impossible to estimate at this time.

QUESTION We are not currently registered with the VA Department of Secretary State and do not have a VA State Corporation Commission Number. Is this number required to submit a response to the above RFP? If awarded the contract we would register our company's LLC with the State of Virginia.

RESPONSE I am not sure about the requirements of the VA Department of Secretary State and you are not required to have the SCC number in order to submit a response unless your company is exempt. I suggest you investigate with the SCC to determine whether or not your company should or shouldn't be setup. If you aren't required to be setup with the SCC, you will be provided an explanation of such which should be submitted as part of your proposal in the space provided on page 2 of the RFP.

QUESTION Of the list of integrations that were mentioned during the Pre-Proposal Conference (MS, Outlook, SharePoint, AS400 Applications, GIS) which ones are required for the Public Utilities department?

RESPONSE The intent of the integrations section is to determine if the proposed solution has the capability of integrating with these other applications. The County, including Public Utilities, has not determined if we plan to integrate to any of the applications noted at this time.

QUESTION What functions or processes will need to be implemented in the Public Utilities department? Will descriptions of the business processes or will diagrams/charts of the workflows be provided?

RESPONSE The intent of the RFP is to select a solution and establish the pricing to acquire the solution. The actual implementation in the Public Utilities Department will proceed over time as they determine what their needs are. It is anticipated that once a contractor is hired they will work more closely with Public Utilities to implement the solution.

QUESTION What other departments will utilize the system, and how many users per department?

RESPONSE The intent is to ultimately implement the solution throughout the entire County, but it is impossible to estimate the scope of that implementation.

QUESTION Is hardware being provided by the County for premise based solutions?

RESPONSE Yes, although we will want to discuss specifications with the selected vendor.

QUESTION What is the volume of expected documents, to calculate storage requirements? Will backfile documents be loaded into the system, or will this be a day forward solution? If backfile is to be converted, what is the size?

RESPONSE The intent of the RFP is to select a solution and establish the pricing to acquire the solution. Implementation of the solution will occur over time and no details are available related to the requirements individual Departments might have. Once a contractor is hired they will work with Departments that have an interest in implementing the solution on specifics of that implementation.

QUESTION During the Pre-Proposal Conference, it was mentioned that the Commissioner's Office used LaserFiche. Will the existing LaserFiche system be replaced or remain in place? Are there any additional scanning and imaging solutions in the County, and if so, which departments are they in and what are the solutions?

RESPONSE There is no way to know if the County will keep the LaserFiche solution. The County has no other imaging solution.

QUESTION Are there any data and image files that need to be imported into the new system?

RESPONSE The intent of the RFP is to select a solution and establish the pricing to acquire the solution. The County has not identified any existing data files that might be integrated into the solution.

QUESTION For the Requirement "Support data discovery," how does Hanover County define Data Discovery?

RESPONSE Data Discovery implies the ability to assign metadata to files that are inherently more sensitive in nature and then being able to search for those files using common identifiers or patterns that are established by when the document is entered into the solution.

QUESTION For the Requirement "Tag content to support multiple requirements," can you provide an example of the functionality/requirements Hanover County would use this for?

RESPONSE This requirement is related to the desire to assign key words associated with a file into the solution and then have the ability to query on those key words using different definitions. An example would be owner name as a key word (tag), which should bring up all documents related to that owner name.

QUESTION Can you please identify which eDiscovery processes the County is interested in utilizing?

RESPONSE No specific processes have been defined. The intent is to determine if the solution would support a process if the County wanted to implement one.

QUESTION For the Requirement "Print the same document concurrently," is this referring to send to multiple printers in the same print action in parallel or sequentially?

RESPONSE This requirement refers to the ability for two users be in the same document and print that document to separate printers at the same time. It does not refer to sending the document to two different printers from the same print function.

The Pre-proposal Conference Attendee List is as follows:

Company Name	Representative	Address/Department	Telephone/FAX	Email/Website
ACCENDA LLC	Gerald Brown, Jr.	8957 Edmonston Rd., #B Greenbelt, MD 20770	301-220-2206	Gerald.brown@accenda_llc@verizon.net
AMCAD	Christian Ryder	220 Spring Street Herndon, VA 20170	703-787-7775/124 703-787-7710	cryder@amcad.com
ARMEDIA, LLC	Larry Johnson	22306 Troon Drive Athens, IL 35613	866-398-0323/140 678-990-8724	ljohnson@armedia.com
CANON	Chris Fortune	3901 Westerre Parkway Richmond, VA 23233	804-270-0710 804-527-7819	cfortune@solutions.canon.com
CGI	Ismail Mohideen	4050 Legato Road Fairfax, VA 22033	703-267-8000 703-267-8641	Ismail.mohideen@cgi.com
DALY	John Brophy	113 Cedar Street Huddleston, VA 24104	301-670-0381 301-963-1516	jpb@daly.com
FEITH	Thomas Edwards	425 Maryland Drive Ft. Washington, PA 19034	215-646-8000/274 703-323-6714	tom@feith.com
IBM	Roger Holtmann	100 E. Pratt Street Baltimore, MD 21202	410-332-2181 301-875-1313	rsholtma@us.ibm.com
IDATIX	Patrick Leary	15201 Roosevelt Blvd, #104 Clearwater, FL 33760	727-282-1894 727-444-4419	pleary@idatix.com
IMAGESOFT	Brian Schlegel	1130 Situs Cr., #244 Raleigh, NC 27606	919-462-8505/210 248-948-8146	bschlegel@imagesoftinc.com
IMPACT SOLUTIONS SYSTEM, INC.	Jae Lim	9720 Capital Court, #403 Manassas, VA 20110	703-330-3240 877-873-1585	jlim@iis-consulting.com
IMS	Hallie M. Oxley, Jr.	P.O. Box 783 Glen Allen, VA 23060	800-715-4960 804-302-3058	Hallie.oxley@imsofva.com
KLOKE RECORDS MANAGEMENT	John Hunter	1855 Boulevard West Richmond, VA 23230	855-422-2670 434-249-6959	jhunter@kloke.com
LEXMARK	Ben Lewis	13205 Forest Light Ct. Richmond, VA 23233	804-399-5825	belewis@lexmark.com
MIRIA SYSTEMS	Steve Kravitz	2570 Boulevard of the Generals, #222 Norristown, PA 19403	484-446-3373	skravitz@miriasystems.com
PROJECT PERFORMANCE CORPORATION	Rachel L. Sondag	1760 Old Meadow Road McLean, VA 22102	703-748-7071 571-438-1659	rsondag@ppc.com
RICOH USA	Tripp Green			
TIG	Chris Cheatham	201 W 7 th St., Suite 100 Richmond, VA 23224	804-243-4894 804-344-4482	Chris.cheatham@tig.com
UNITY ECM	John Lane	374 Wythe Creek Road Poquoson, VA 23662	757-223-5909	John.lane@unityecm.com
COUNTY OF HANOVER – GIS DEPT.	Kevin Nelson	7497 County Complex Rd. Hanover, VA 23069	804-365-6000	knelson@co.hanover.va.us
COUNTY OF HANOVER – PURCHASING DEPT.	Patricia Beasley	7496 County Complex Rd. Hanover, VA 23069	804-365-6061	pmbasley@co.hanover.va.us