



**REQUEST FOR PROPOSALS  
Enterprise Content Management System  
RFP-2014-0219  
Vendor Questions and Answers  
March 4, 2014**

**Executive Summary:**

This document is prepared by the Washington State Department of Transportation (WSDOT) and shall serve as the sole official reply to Vendor Questions submitted in response to RFP-2014-0219 released on February 19, 2014.

Questions and responses are numbered for ease of reference only and are in no particular order or priority. Questions and comments have generally been stated as they were received except that some questions have been modified to maintain vendor confidentiality or to reduce redundancies. The answers may only explain or clarify some aspect that is already addressed in the RFP. It is important that Vendors review all questions and answers.

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**Vendor Questions and Official Answers**

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1. Can proposals be hand-delivered to the address specified for the RFP Coordinator?

**ANSWER: Yes**

2. Can the CDROM version of the proposal be submitted on a USB drive instead of a CDROM?

**ANSWER: Yes**

3. In section 5.2.3 under Input, can you please elaborate on CM.43. in terms of what you're looking for in Authentication and Authorization?

**ANSWER: The requirements of CM 43 are expanded in CM 44 and 45. Provided client should support single sign on so that the user's credentials are picked up from the user's logon to the PC.**

4. Regarding previous State Contracts, if Vendor has contracted with WSDOT in the last 24 months, would you like us to include that?

**ANSWER: Yes, that's fine but not required.**

5. Regarding previous State Contracts, Does WSDOT want Vendors to include orders with Washington State Agencies that may not have a Contract associated with them or there is no contract referenced?

**ANSWER: No.**

What about Maintenance Agreements?

**ANSWER: No.**

Does this include Washington State Cities and Counties as well?

**ANSWER: No.**

6. How many environments does WSDOT want Vendors to cost out in the Cost Model?

**ANSWER: We anticipate three (3) environments:**

- **Development**
- **Quality Assurance**
- **Production**

7. Is double-sided printing permissible?

**ANSWER: Yes**

8. How many users will be capturing?

**ANSWER: Potentially everyone in WSDOT could do capture with 6,000 to 7,000 users. Concurrent maximum should not exceed 100 users.**

How many will be searching/retrieving?

**ANSWER: Enterprise wide, potentially 6,000 to 7,000.**

9. What are the input and output formats for the COLD reports?

**ANSWER: Input as ascii text files and printed as text.**

10. Regarding references, are the references supposed to submit their information directly to the RFP Coordinator? Or should those responses be included as part of the total response?

**ANSWER: References should be submitted as part of the response.**

11. Is there a budget specified for this RFP?

**ANSWER: Yes. We are expecting vendors to return the RFP with their best price.**

12. In Section 3.3, it states that there should be no mention of the cost response in Volume 1 of the response. Then in Section 5.9, it says to identify training costs. Should the training costs only be specified in Volume 2 in the Price Quotation?

**ANSWER: Yes, all cost associated with your response must be in Volume Two. If there is no cost associated with Training, you can state that there is no Training Cost or that it is included.**

13. In the Contract, Section 24. Software Warranty, the language states, "...for a period of time as specified by Vendor's Response, the Warranty Period." In the RFP document, section 5.6 (M) Software Warranty, it just states that the Vendor warrants that all software is free of defects and faults and doesn't ask the Vendor to provide the Warranty Period. Are Vendors required to state their Warranty Period in this section? Or is WSDOT expecting a certain period of time for the warranty period (ex. 90 days)?

**ANSWER: WSDOT would like the vendor to state its warranty period and coverage so that it can be evaluated.**

14. In the Contract, Section 55.2. a), the language says, "...identify the first panel member." Can this be an employee of the Vendor or WSDOT? Or does it have to be a third-party?

**ANSWER: The first panel member would be identified by the requestor and would likely be an employee of the requestor.**

15. In Appendix E – Cost Model – is WSDOT asking that Vendors provide Installation or Training costs, even if a certified installation is not necessary?

**ANSWER: If there is no cost associated with Training or Installation, you can state there is no charge.**

Should the Vendor provide Training and Installation costs regardless?

**ANSWER: No. If there is no Training or Installation cost, no need to provide a price. However, make sure you state that there is no cost so that WSDOT is clear that there is no charge.**

Is WSDOT looking for software and base installation and training services only in this RFP?

**ANSWER: Yes, we are not looking for Professional Services as part of this RFP response.**

16. In VPC.2. is WSDOT looking for specific support metrics?

**ANSWER: Examples of support metrics would be:**

- **Volume of calls**
- **Average time for initial response**
- **Average time for resolution**
- **Number of incidents resolved on initial contact**

17. What is WSDOT looking for in VPC.3? Documentation for each of those groups?

**ANSWER: If the provided documentation includes separate documentation for each of these groups please indicate this and explain how it is delivered to each group.**

18. CC.24 Solution supports a set of events that are fired during the indexing process that allow for custom logic to be inserted when they occur. Can you elaborate on this requirement?

**ANSWER: A typical event model includes opening and closing a batch of documents, opening and closing a document, and entering and leaving the index fields for each document. The requirement is that the proposed system support an event model similar to this where custom code can be introduced to respond to the events so that custom processing can be conducted and interaction with the meta data of the batch and documents can be manipulated.**

What types of events would you like to be 'fired' during indexing? Such as IndexFieldA contains Y then IndexFieldB will the contain values determined by IndexFieldA?

**ANSWER: At a minimum Batch Open, Batch Close, Document Open, Document Close, Field Enter and Field Exit.**

19. It does not appear that you are requesting an application be created, only that you acquire an application suite that meets your needs. Is this the case or are you expecting application(s) to be created as part of this acquisition?

**ANSWER: Yes, this RFP is for an ECM Platform upon which WSDOT can build its ECM Solutions.**

20. In section 5.9 can you provide more detail about what training level you would require? Basic training, developer training, train the trainer, advanced knowledge transfer?

**ANSWER: 5.9 is requesting that the Vendor specify what training they will provide within the scope of the contract that results from this RFP as well as provide any additional training options that are available from the Vendor.**

21. Can you provide volumes for the number of pages you expect to scan or import in a calendar year? Total volumes. An electronic document that is imported counts the same as a page scanned.

**ANSWER: Our current annual volume:**

- PDF Image+Text page count – 6,300,000
- Scan/Import page count – 6,000,000

22. Are you currently scanning within your organization?

**ANSWER: Yes**

If so, what applications or legacy system are you currently using?

**ANSWER: Kofax Ascent Capture 9**

23. Are you using Fujitsu Scanners?

**ANSWER: Yes, there are some Fujitsu scanners in use. Also, Canon and Kodak scanners.**

24. What is the scanning application?

**ANSWER: Kofax Ascent Capture 9**

25. What department are we looking to start in?

- \* HR
- \* Accounting (AR/AP)
- \* Customer Service
- \* Records Department
- \* Mail Room

**ANSWER: This decision has not been made yet.**

26. What types of documents will you be scanning?

1. Invoices
2. Insurance Cards (Hard Card Scanning - With or without embossed lettering)

**ANSWER: The range of documents scanned at WSDOT runs the full gammet from simple 8 ½ X 11 up to large format engineering documents. Includes some color photos and occasional hard card scanning.**

What generation are these documents? (Are they off the printer or have they been faxed, copied, etc)

**ANSWER: We have some of each category. Solution should support both scanning the paper and importing existing documents in electronic format such as incoming faxes pulled from the fax server rather than being printed.**

27. What size are documents are you looking to scan?

1. Size - 8 1/2x11, index card, business card, 11x17

**ANSWER: Everything from a business card up to large format engineering documents. WSDOT is not requesting a quote for scanning hardware in this RFP, only the capture software.**

28. Are the documents single or double sided?

**ANSWER: Both**

29. Are any of the documents in color or have colored back ground?

1. This is important to determine file size and if color dropout is needed (VRS)

**ANSWER: Yes**

30. Will there be a need to extract data from the image (OCR)?

1. This is important to determine dpi (Dot Per Inch) to scan at.

**ANSWER: Yes**

31. What are your daily volumes?

**ANSWER: Typically not more than 10,000 pages per day but during backfile conversion projects this could reasonably reach 100,000 pages per day for brief periods of time.**

32. What is your current storage volume that needs to be migrated from FileNet and Network shares?

**ANSWER: We have no requirements for migrating from FileNet and Network shares. The scope of this RFP does not include the actual work of migrating from the existing system.**

33. Are there peak times throughout the day that your volumes spike for any reason?

**ANSWER: No, typical input is spread throughout the day. There are peaks during the month for events such as payroll processing.**

34. What are you looking to do with your back file documents?

1. This is important to determine because day forward requirements will differ from back file conversion.

The options are:

1. Day Forward - Keep all historical data in paper format and destroy as retention period comes due

2 Scan on Demand - Keep all historical data in paper until file is pulled for any reason and scanned while user has in hand

3.Total Conversion - Place hardware for day forward needs and then rent 5900s for back file conversion and then pull out heavy hardware.

**ANSWER: Back file projects are incremental throughout the agency as the departments can take them on. Each of these events are handled separately and the actual implementation of these is not in the scope of this RFP.**

35. Are you looking for a departmental solution or desktop?

**ANSWER: The solution will be enterprise wide.**

36. Are you looking to scan at a central location or push to distributed offices?

**ANSWER: Both methods are used in the agency with a central scanning facility in place but much of the capture is pushed to distributed offices.**

37. Who will be doing the scanning? Dedicated operators or business professionals?

**ANSWER: Both, dedicated operators have been identified in most business areas.**

38. Do you already have SharePoint? If not, do you have a Microsoft License Agreement to be able to acquire SharePoint for install?

**ANSWER: Yes, we are currently running MOSS 2007 and are currently working on migrating to SP 2013. WSDOT has a Microsoft Licensing Agreement.**

39. Would you be able to get a license of SharePoint or would that need to be provided in the quote as well? Which version of SharePoint?

**ANSWER: Yes, we are currently running MOSS 2007 and are currently working on migrating to SP 2013. WSDOT has a Microsoft Licensing Agreement.**

40. Number of SharePoint Web Front End (WFE) Servers?

**ANSWER: We currently have 2 WFE servers for our Team Sites. Typically, we want to have two (2) WFE servers and two (2) application servers for each environment.**

41. SharePoint Server OS Version?

**ANSWER: New SP instances would be provisioned on Windows Server 2012 R2 Standard.**

42. MS SQL Server Version?

**ANSWER: We currently have instances of SQL 2005, 2008 and 2012. New applications back-ends would be provisioned running SQL 2012.**

43. Are there any retention policies in place? How are they enforced?

**ANSWER: WSDOT has retention policies in place on both hardcopy and electronic content. For the electronic content the Records Management software enforces them. For the hardcopy retention management is done by the Records Services department with information stored in a custom Retention Management application.**

44. How many users will be accessing the system?

**ANSWER: Enterprise wide solution, so potentially 6,000 to 7,000 users.**

45. How many users will be scanning?

**ANSWER: Support for approximately 100 concurrent scanning stations should be included.**

46. Are you using the Records Management capabilities of their current platform?

**ANSWER: For the Oracle Imaging and Process Management platform we are using the Records Management capabilities.**

47. Retention schedule/file plans?

**ANSWER: Yes, there are Retention schedules and file plans that are defined by the agency and some of these have been used to configure the Records Management solution.**

Will you need to migrate these schedules?

**ANSWER: Migrate them or otherwise redefine them on a new system.**

48. Will you need the current digitized documents migrated to the new system?

**ANSWER: Yes but the actual migration is not within the scope of this RFP. The system needs to support this migration but the vendor will not be conducting this migration.**

How many different form types?

**ANSWER: Several hundred. The vendor will not be involved in defining the structures in the new system for actually storing these documents, the system simply needs to support the storage of different document types with different metadata structures that can be configured and implemented by the support and administrative personnel at WSDOT.**

49. How many metadata fields per form type?

**ANSWER: On average 15.**

50. What file type do you want these documents stored as? (PDF, PDF/A, Searchable PDF, TIFF, native format, etc....)

**ANSWER: The system needs to support storage in the native format of the documents as well as conversion from one format to another during capture as well as options for converting during the retrieval and export processes.**

51. How many users will need to be trained on the system?

**ANSWER: The vendor is expected to be responsible for training the administrative staff at WSDOT (10 people at most). End User Training is not within the scope of this RFP. Available training that is offered by the vendor should be outlined in the appropriate section.**

52. Can you give some examples of the types of searches for process instances you need to perform?

**ANSWER: Searches for process instances, provided you are referring to workflow items, should support both predefined searches on the meta data properties of the items. For example for a**

**Timesheet search the workflow user should be able to run a search for workflow items with a pay period matching a date or date range and also specify the department. Another search for Timesheets workflow items would be to search by the last name of the employee. The use of Adhoc workflow searches is also desired so that some users, with the rights to do so, could search on any of the available fields for a given workflow process.**

53. What are the number of users that will start a process, action a task in a process, or manage a process?

**ANSWER: Starting a process is typically restricted but is totally dependent on the nature of the solution. Currently there are approximately 1,000 users that can start workflow instances. Actioning a task is conducted by all of the users in the current system so it could be as many as 7,000 but is currently used by approximately 3,000 users. Managing a process is restricted based on the solution. Currently that is limited to an administrator in each of the major business units, approximately 30 users are considered process managers.**

54. Do you use a standard modelling tool today and, if so, which tool(s)?

**ANSWER: No, we use different tools depending on the type of model.**

55. How important is process simulation for the first phase and is it something that can be included in a later phase?

**ANSWER: Process simulation, while a nice tool to have, is not critical at this time.**