

**REQUEST FOR PROPOSALS**  
**Enterprise Content Management System**  
**RFP-2014-0513**  
**AMENDMENT 1**  
**May 19, 2014**  
**Responses Due May 28, 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-2014-0513 released on May 13, 2014.

This amendment 1 is to post a revised Schedule and the Answers to vendor's questions.

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. I was wondering if there have been any addenda for the RFP or changes to the schedule. Notification to top vendors and on-site demonstrations are only a day apart. Should I take this to mean that the Washington State Department of Transportation is looking for a local vendor?

**ANSWER: No, WSDOT is not targeting a local vendor. See revised schedule at the end of this document.**

2. I have read through the entire RFP and feel confident that my solution would reach the top 3. After reading through the other questions regarding the RFP, it sounds like WSDOT is just looking for a price on the software only and base implementation with no workflow or retentions. So basically just the price of the software and basic training on how to work with it to create the structure and functionalities that you want – is that correct?

**ANSWER: Correct, we are not looking for professional services for the implementation of the solution. The RFP is for licensing; ongoing annual software maintenance and support; and training. However, it is expected that initial project will include the prototypes that include most if not all of the stated requirements. It is expected that support will include ongoing work between WSDOT and the vendor to ensure the specified requirements can all be implemented.**

3. What is the total annual support payment for all the current Oracle/Stellent environment?

**ANSWER: Current annual maintenance on our Oracle and Kofax environment is approximately \$237,000 per year.**

4. Regarding the migration of existing annotations on images, are these all text and comment annotations or do they include images, stamps, and other forms of annotations? Please, describe.

**ANSWER: The annotations currently implemented in Oracle include all types supported by Oracle 10g IPM. A majority of them are text but stamps, images, sticky notes and redaction are all heavily used and will need to be migrated.**

5. In 4.6 Regional Support Location

This has gone from a Mandatory requirement to a scored response.

Question:

What is the purpose of this question? How do you plan to score this response? - Any firm with offices in the US can get to Washington in 24 hours, we have a major office in Bellevue, Washington that can provide you support.

**ANSWER: The purpose is to express how important this requirement is to WSDOT. The score will be based on the details the response has on how the vendor will meet or exceed the requirement for 24 hour onsite response time.**

6. 5.2.2 Vendor and Product Characteristics

This section has gone from 100 to 175 points.

Since this RFP does not include the requirement for any professional services, How do you plan to score the questions that would normally be professional services not maintenance and support. Do you want these services included in the maintenance and support agreement? If so, a description of the required support must be included in the RFP.

**ANSWER: If the proposed solution requires the use of professional services to meet a requirement this should be indicated in your response.**

**WSDOT is looking for a partnership that will continue to grow and mature. Some professional services may be required to complete this project.**

7. 5.2.2

VPC.15. Describe how you can facilitate support of our current system during system migration. Include details on how you **intend to support the continued use of current system** during a prolonged period necessary for the progressive migration of the existing workflow applications.

What current system are you referring to, the new system or your legacy systems? Do you require the support of your current Oracle system? If yes, How do you want to support that requirement since professional services are not specified anywhere in this RFP. What section outlines that requirement (5.4 – 5.9) for support of your legacy products? You stated it was not part of the scope of this RFP in previous answers.

**ANSWER: VPC.15 refers to the legacy (Oracle) system. We are anticipating that the migration of content and workflows from our legacy system to the new solution will take some time. We are trying to determine if there will be any additional maintenance/support costs during the migration.**

**If the proposed solution requires the use of professional services to meet this requirement it should be indicated in your response.**

If you are referring to the new system, You referred to Onsite capability in VPC.2, is onsite support required to receive maximum points?

**ANSWER: VPC.15. refers to our legacy (Oracle) system. Onsite support is not a requirement once the initial project is completed. There may be times post project where adjustments or additional work would be required by the vendor to meet a stated requirement. Onsite presence would not necessarily be required for this.**

8. 5.2.3 – (MS) Core Content Management Requirements.  
You removed integration with Microsoft Active Directory (CM 44), What was your Business case (reasons) for removing this requirement? This is a basic necessary function, if you plan to have integration with MS office products.

**ANSWER: CM.44. was a duplicate requirement and is addressed by Gen.8.**

9. You removed SSO Functionality (CM 45) – What was your Business case for removing this requirement.

**ANSWER: CM.45. was a duplicate requirement and is addressed by Gen.8.**

10. 5.2.4 (MS) Core BPM Requirements

You remove some very basic requirements, What was your Business case for removing these requirements. The following features are required for a BPM best practices.

BPM.3. Solution offers the full feature set of a client-based solution through a web deployable interface (i.e., rich internet application). - removed

BPM.12. Solution allows for updates to process flow, rules, or metadata to update and affect in-flight process instances. - removed

BPM.26. Solution supports customizable user interfaces written in Microsoft .NET language(s) for the work (human) queues. - removed

**ANSWER: In the previous RFP there were several questions that repeated in each specific section. Rather than have these questions being duplicated, they were instead moved to the ‘General requirements’ section 5.2.1**

**BPM.3. – Moved to “Gen.17.**

**BPM.12. – Duplicated requirements of BPM.33 (now BPM.29.)**

**BPM.29 (not 26) – Added verbiage and combined BPM.28. and BPM.29. into a single requirement to delete duplication.**

11. 5.2.6 (MS) Content Capture

You remove some very basic requirements, What was your Business case for removing these requirements. The following features are required for a BPM best practices.

CC.14. Solution supports distributed capture and isolation of licenses by location and or AD Groups. - removed

CC.27. Solution supports capture of electronic document capture as well as scanning of paper. - removed

**ANSWER: CC.11. (not CC.14) – Was a duplicate of CC.2.**

**CC.28. (not CC.27) – Was a duplicate of CC.13.**

12. You lowered the value of price from 200 to 100 points. This is a very significant drop,  
Questions – why was price so significantly reduce in value to the scoring of this RFP?

**ANSWER: Price is a very significant factor of this RFP as WSDOT has limited budget for the implementation. However, technical abilities should be considered first, and by lowering the points on cost, WSDOT hopes to award a contract to the best technical solution at an affordable rate.**

13. You currently use Kofax Ascent Capture 9.5. in the previous questions you responded:

60. Would a solution that incorporates the existing Kofax Capture software be acceptable?

**ANSWER: Yes, we are currently using Kofax Ascent Capture 9**

Can we provide two pricing appendix E, one which uses our Capture Product and one that uses Kofax?

**ANSWER: Yes, however, you must submit two complete responses as stated in section 3.5 (Multiple Response) in the original RFP.**

14. Section 5.2.2 - Will you provide a point breakdown per question in this section, or will all questions be equally scored?

**ANSWER: Section 5.2.2 will be scored by individual question. Some of the questions are weighted higher than others.**

15. Regarding references, if the Vendor responded to the RFP the first time, do the reference sheets need to be filled out a second time and re-signed? Or can the original reference forms be included.

**ANSWER: The original reference forms may be included.**

16. Regarding references, section 3.3 has Client References listed at the end of Volume 1, but it's also listed as a requirement of Section 4 (section 4.5). Can the Client References be provided once as part of Section 4.5, or does WSDOT want them provided in Section 4.5 and at the end of Volume 1?

**ANSWER: Client References can be provided once as part of Section 4.5 in Volume 1.**

17. Number of Licenses and Functionality Required: Requesting clarification of WS DOT Answer #s: 130, 132 and 150 from the Questions and Answers to date:

In our experience, 40% - 50% of named (licensed) users are concurrently active during the business day. In the RFP, WS DOT requests 6,000 licenses (or 7,000); however WS DOT variously states that there will be only about 1.67% concurrent users (approximately 100 of 6,000), or 16.7% (1,000) or 33% (2,000) concurrent users *with full functionality*.

Please clarify whether WS DOT requires all 6,000 users with full functionality (ability to add, scan and add, manage documents, edit, use workflow or remove records). Or does the State require only a percentage (xx%), of named/licensed users with full functionality and some percentage who can search and find records only? If only a percentage, please provide the number/percentage.

**ANSWER: Our legacy Oracle system is currently licensed by CPU so we can provide full ECM services to all WSDOT staff which fluctuates typically between 6,000 and 7,000 individuals.**

**Of the agencies 6,000 to 7,000 users, we estimate a peak maximum of 2,000 individual concurrent users in the system at any one time, with a more normal maximum of 1,000 concurrent users. However, the proposed solution licensing must provide full Document Management and Workflow services to all WSDOT employees.**

**Our capture software is currently deployed to approximately 500 workstations across the agency performing scanning, validation, and release functions. Concurrent users accessing our capture environment should not exceed 100 users.**

18. **COLD:** There are references in the RFP to COLD. Does COLD stand for Computer Output to Laser Disk or something else?

**ANSWER: Yes, COLD is referring to Computer Output to Laser Disk. That is a legacy term that is used for the current product. WSDOT is looking for the proposed solution to provide the ability to read output text files from other products, such as a mainframe, and extract index values for storing with the pages of the resulting documents. Most enterprise content management systems provide a flavor of this ability allowing for things like breaking the document into sub documents based on changing values at mapper locations in a document. Vendor will be required to demonstrate this product capability during solution demonstrations.**

**REVISED RFP PROCUREMENT SCHEDULE**

<b>Activity</b>	<b>Due Dates</b>	<b>Time</b>
RFP Issued (post to WEBS)	May 13, 2014	
Vendor's Written Questions Due	May 16, 2014	5:00 PM
Written Responses to Vendors Questions (post to WEBS)	May 19, 2014	
Proposals Due	May 28, 2014	10:00 AM
Evaluation of Proposals	May 28 – June 16, 2014	
Notification to Top Vendors for On-Site Demonstrations	June 17, 2014	
Vendors On-Site Demonstrations (exact date and time TBD)	June 23 – June 24, 2014	
Notification of Apparently Successful Vendor	June 26, 2014	
Contract Start Date (estimated)	July 7, 2014	

Times given are for Pacific Time