



-Pre-Bid Conference- Questions and Answers

**Document Management/Records Management
Initiative**

Document Management/Records Management initiative

Question	Answer
<p><u>1Q.</u></p> <p>How many FTEs at CFSA will require access to the EDRMS solution?</p>	<p><u>1A.</u></p> <p>700 FTEs (Full-time equivalent) will require access to the EDRMS</p>
<p><u>2Q.</u></p> <p>How many CFSA locations?</p>	<p><u>2A.</u></p> <p>15 Total Locations.</p>
<p><u>3Q.</u></p> <p>Does CFSA want to perform the back file conversion of documents on-site at CFSA or off-site at a vendor location?</p>	<p><u>3A.</u></p> <p>Back file conversion may be performed at the contractor's secured location or CFSA's secure location.</p>
<p><u>4Q.</u></p> <p>Does CFSA want to install the EDRMS solution on-site? Is a cloud based solution an option?</p>	<p><u>4A.</u></p> <p>Yes, a cloud based or onsite solution may be submitted in the proposal.</p>
<p><u>5Q.</u></p> <p>If this is an on-site solution, will all of the hardware required be provided by CFSA?</p>	<p><u>5A.</u></p> <p>CFSA has two (2) each of production scanners, flatbed scanners and PCs that it will make available to the contractor, if an on-site solution is proposed. However, it is the responsibility of the vendor to ensure the set of hardware is sufficient to deliver a solution within the prescribed timeframes.</p>
<p><u>6Q.</u></p> <p>The back file conversion is targeted at digitizing closed case management records. Are there any additional types of files to be converted?</p>	<p><u>6A.</u></p> <p>No.</p>
<p><u>7Q.</u></p> <p>What types of daily/weekly/ or monthly volumes need to be considered for the day forward solution?</p>	<p><u>7A.</u></p> <p>The scope of the current RFP does not include day forward solutions.</p>
<p><u>8Q.</u></p> <p>No CLIN is provided for the software cost - only a CLIN for installation of software.</p>	<p><u>8A.</u></p> <p>The software cost including installation is required of the vendor. See new CLINs 0013</p>

Solicitation # DCRL-2014-R-0013.

<p><u>9Q.</u></p> <p>In section F.3 Deliverables: Can you clarify the difference between CLIN 0002 - Commence five year back file conversion/scanning of hardcopy closed client records and CLIN 0001 for Option Year 1 - Commence Scanning for 1,000,000 pages?</p>	<p><u>9A.</u></p> <p>There will be a back file conversion of 1 million pages for the base year and 1 million pages for the option year</p>
<p><u>10Q.</u></p> <p>What is the age and condition of the closed case files to be converted?</p>	<p><u>10A.</u></p> <p>The average age of closed case files is approximately 8 years old. 80% percent of the records are in good condition. The remaining 20% percent are in various conditions.</p>
<p><u>11Q.</u></p> <p>Are the closed case files primarily B&W 8.5 x 11? If not, please elaborate.</p>	<p><u>11A.</u></p> <p>80% of the pages are primarily single-sided B&W 8.5 x 11. The other 20% vary in size.</p>
<p><u>12Q.</u></p> <p>What will be the basis for evaluating comparable technologies to Kofax? Are their key requirements the Kofax fulfills that are essential to the CFSA project? Or will it be more of a function of the vendor's overall technical approach?</p>	<p><u>12A.</u></p> <p>Overall strength of technical approach in addition to specifics such as High Volume scanning solution, Auto Classification and VRS - automatically examines documents and applies the correct settings to the images, document separation and data extraction, Optical Character Recognition (OCR), and Intelligent Character Recognition (ICR).</p>
<p><u>13Q.</u></p> <p>How many IT resources at CFSA will be available to support the program?</p>	<p><u>13A.</u></p> <p>Two CFSA IT resources will be available to support the program</p>
<p><u>14Q.</u></p> <p>(Day Forward Scanning): Is there a requirement to utilize OCR functionality to automatically capture metadata (index values) from scanned documents?</p>	<p><u>14A.</u></p> <p>Yes, Kofax or the comparable software must index and capture all metadata from the scanned records. Although, the scope of the current RFP does not include day forward solutions.</p>
<p><u>15Q.</u></p> <p>(Day Forward Scanning): How many unique document types will need to be scanned and identified during the capture process?</p>	<p><u>15A.</u></p> <p>The scope of the current RFP does not include day forward solutions.</p>
<p><u>16Q.</u></p> <p>(Day Forward Scanning): Will the taxonomy be</p>	<p><u>16A.</u></p> <p>The scope of the current RFP does not include day</p>

Solicitation # DCRL-2014-R-0013.

the same for each of the unique document types?	forward solutions.
<u>17Q.</u> (Day Forward Scanning): How many scanners / scan stations are anticipated?	<u>17A.</u> The scope of the current RFP does not include day forward solutions.
<u>18Q.</u> (Day Forward Scanning): How many indexing stations are anticipated?	<u>18A.</u> The scope of the current RFP does not include day forward solutions.
<u>19Q.</u> (Day Forward Scanning): What is the anticipated day-forward volume?	<u>19A.</u> The scope of the current RFP does not include day forward solutions.
<u>20Q.</u> Should Scanning Hardware be quoted?	<u>20A.</u> Yes
<u>21Q.</u> (Day Forward Scanning): Is Barcode functionality a requirement?	<u>21A.</u> The scope of the current RFP does not include day forward solutions.
<u>22Q.</u> (Day Forward Scanning): Does the Agency currently own any scanning application licenses? If so, what is the application and how many licenses	<u>22A.</u> The scope of the current RFP does not include day forward solutions. However, the Agency does not own any scanning application licenses.
<u>23Q.</u> (EDRMS) What type of integration is required to FACES.NET?	<u>23A.</u> User interface (UI) integration, database integration, software and hardware integration and network integration. See sectuib C.5.14
<u>24Q.</u> (EDRMS) What are the anticipated concurrent / named users that will be accessing the EDRMS?	<u>24A.</u> The EDRMS will be available to 700 CFSA staff consisting of social workers, records management staff, and upper management.
<u>25Q.</u> (EDRMS) Outside of scanning, will other methods be used to capture incoming documents (i.e. Emails, Faxes, and Multi-Functional Devices)?	<u>25A.</u> Yes, other methods may be used to capture incoming document.

Solicitation # DCRL-2014-R-0013.

<p><u>26Q.</u> (EDRMS) Is there a requirement for integration with an Email system? If so, what is the current Email Application and Version?</p>	<p><u>26A.</u> No; not for the current RFP.</p>
<p><u>27Q.</u> (EDRMS) C.5.7: Does the term “workflow approval process” suggest a workflow process in the scanning solution or a workflow process representing a business process in the EDRMS? If within the EDRMS, Can detail be provided on the specific workflow / business processes that will be supported by the EDRMS</p>	<p><u>27A.</u> There shall be a workflow process based upon the scanning solution.</p>
<p><u>28Q.</u> (EDRMS) What are the anticipated concurrent / named users that will be using workflow processes in the EDRMS?</p>	<p><u>28A.</u> 700 FTEs will require access to the EDRMS.</p>
<p><u>29Q.</u> (EDRMS) Should all hardware that is part of the EDRMS be quoted including Database servers?</p>	<p><u>29A.</u> Yes; vendor should provide all pricing quotes.</p>
<p><u>30Q.</u> (EDRMS) Should database software licenses be quoted?</p>	<p><u>30A.</u> Yes</p>
<p><u>31Q.</u> C.5.14: Can the following statement be clarified; “discovery meta-tagging that identifies mandatory record metadata components”</p>	<p><u>31A.</u> System must tag records metadata components. (1).Title (2).Subject (3).Description (4).Retention disposition (5).Date (6).Record type/association (7). Creator (8).Location etc. Please see mandatory requirements page 42 of the DOD 5015.2 standard. See Section C.5.13</p>
<p><u>32Q.</u> C.5.14: Please describe the different</p>	<p><u>32A.</u> Net applications, link to case record screen for upload and view at a minimum.</p>

Solicitation # DCRL-2014-R-0013.

<p>integrations capabilities and the systems in which integrations are required</p>	<p>User interface (UI) integration, database integration, software and hardware integration and network integration. See Section C.5.14</p>
<p><u>33Q.</u> (EDRMS) C.5.15: Please clarify the term “File Plan”?</p>	<p><u>33A.</u> Hierarchical classification structure. See Section C.5.4</p>
<p><u>34Q.</u> (EDRMS) Is records management also required for physical paper records not stored in the EDRMS?</p>	<p><u>34A.</u> Yes. The EDRMS must cover all aspects of records management policies and processes.</p>
<p><u>35Q.</u> Is the Agency looking for an on premise solution or a cloud based solution?</p>	<p><u>35A.</u> CFSA is seeking a vendor who shall propose an on-site solution or a cloud based solution.</p>
<p><u>36Q.</u> Is there a need for a mobile client for field personnel?</p>	<p><u>36A.</u> - NO</p>
<p><u>37Q.</u> What mobile platforms are in place now? (Apple, Android, Windows, Blackberry)</p>	<p><u>37A.</u> Apple and Blackberry mobile platforms are in place now.</p>
<p><u>38Q.</u> To what extent will persons outside of the agency need access to the ECMS?</p>	<p><u>38A.</u> Social Workers and Case workers from Private Providers have the same functional requirement as CFSA Social Workers to utilize EDRMS as a central client/family file repository.</p>
<p><u>39Q.</u> If the COTS solution meets the system requirements of DOD5015.2, but does not have the certification, will that suffice as meeting the RFP's requirement for DOD 5015.2? Please note that specifically requiring the certification will significantly reduce the level of competition for this initiative.</p>	<p><u>39A.</u> Meeting DOD5015.2 requirements will suffice; having the certification is not required. Vendor must inform CFSA of the items selected from each chapter of the DOD 5015.2 standard. The vendor must select at a minimum 5 items and no more than 10 items from each chapter, explain, and perform tasks that will show how their solution will meet requirements from chapter 2, chapter 3, chapter 4 and chapter 5 of the DOD 5015.2 standard. Note: Solutions that have the DOD 5015.2 certification need not to perform task mention above but must produce DOD certification including date and year of</p>

Solicitation # DCRL-2014-R-0013.

	certification. See Section M.3.1
<u>40Q.</u> You stated there 1,000,000 pages to capture how many records make up the 1,000,000?	<u>40A.</u> There is not a set number of records that construct 1,000,000 pages.
<u>41Q.</u> Section C.5.4 states that the File Plan must support the records management program for records at CFSA. Will you provide a copy of your records management policy? Can we get a copy of the records management policy by January 1, 2013.	<u>41A.</u> Yes; the records management policy will be provided to the vendor that is awarded the solicitation.
<u>42Q.</u> Please elaborate on the information that needs to be integrated between FACES.NET and IMS/EDRMS.	<u>42A.</u> Case number, Client Last Name, Client Number, closed date, Date of closure, SSN (when available), Date opened or active date and Document Type
<u>43Q.</u> In regards to a retention policy, how many retention schedules and disposition schedules are required?	<u>43A.</u> There is only one retention schedule and the disposition schedules are included.
<u>44Q.</u> What are the acceptable types of training - Webinar training, onsite training, remote training?	<u>44A.</u> Face to face, online and on demand training See Section C.5.29
<u>45Q.</u> Does FACES.NET have the capability to capture documents or scan documents into FACES.NET? Please provide workflows were the capturing of the documents takes place.	<u>45A.</u> Yes. Currently workers can attach documents to FACES' File Cabinet when licensing Foster Parent Applications, performing Investigations and during other case related tasks.
<u>46Q.</u> Please define Section C.15.15, what applications do you expect the workflow to integrate with? What are the applications, and what are the technical requirements. Please clarify.	<u>46A.</u> The application must integrate with Faces.NET See Section C.5.7
<u>47Q.</u> Will a master list of back file records be	<u>47A.</u> Yes; however, the master list will be provided to

Solicitation # DCRL-2014-R-0013.

provided to the contractor prior to the back file conversion process?	the vendor that is awarded the solicitation.
<u>48Q.</u> What will be the search requirements be for the files via ERDMS?	<u>48A.</u> Case number, Client Last Name, Client Number, closed date, Date of closure, SSN (when available), Date opened or active date and Document Type
<u>49Q.</u> How many named users need to access the ERDMS and how many concurrent users will need access to the ERDMS?	<u>49A.</u> 700 FTEs will require access to the EDRMS
<u>50Q.</u> For day forward active cases will a document content be captured before the cases are closed, if so please elaborate.	<u>50A.</u> The scope of the current RFP does not include day forward solutions.
<u>51Q.</u> How do we distinguish between a Family Record file and a Case record? Please describe a clear delineation between a Family Records and a Case Record?	<u>51A.</u> There is no difference; the family record and the case record are both terms for the CFSA client case record
<u>52Q.</u> Can CFSA provide sample files?	<u>52A.</u> The master list of sample files will be provided to the vendor that is awarded the solicitation.
<u>53Q.</u> Please describe the make and model technology interface of the scanning capture equipment that would be available for this project.	<u>53A.</u> The vendor platform will determine the make and the model of the user interface (UI) with Faces.NET
<u>54Q.</u> Do we need to produce searchable PDFs or PDFAs?	<u>54A.</u> Text searchable PDFs is the preferred format
<u>55Q.</u> What is the total page images created for all cases based on per calendar year.	<u>55A.</u> We do not know what the total page images created for all cases based on calendar year is; currently, we do not track the total number of page images per case.
<u>56Q.</u> Is there a need to export to more than one system of record (ie EDRM, plus external database for Child Welfare, etc)?	<u>56A.</u> No.

Solicitation # DCRL-2014-R-0013.

<p><u>57Q.</u></p> <p>Is there a Line of Business Database (eg Social Worker Database) that the system can utilize to validate data?</p>	<p><u>57A.</u></p> <p>No.</p>
<p><u>58Q.</u></p> <p>What are the security requirements for users who will be scanning? Are there any PHI security restrictions and how will that be determined?</p>	<p><u>58A.</u></p> <p>All personnel must submit to a MPD background check. See Section H.13</p>
<p><u>59Q.</u></p> <p>We have a solution and pricing in mind however, based on the answers to the questions we submit it may result in another solution (and alternatives). With significant personnel out for the Holidays and the complexity of the solution would CFSA agree to a 1 week extension of the due date?</p>	<p><u>59A.</u></p> <p>The due date for vendor proposals has been granted, the extended date is February 24, 2014. There will not be an additional extension date.</p>
<p><u>60Q.</u></p> <p>Page2,SectionB.1–</p> <p>Is it the client’s expectation That the contractor will Develop both an Electronic Content Management (ECM) System and an Electronic Document Records Management System (EDRMS) that includes Both structured and Unstructured data? Are there Any components of either System under development Or in place? If so, please describe.</p>	<p><u>60A.</u></p> <p>Yes; the vendor’s proposal should include an ECM system as well as an EDRMS. No current systems are under development at this time. The EDRMS will replace the current records management module within the FACES.NET platform.</p> <p>See Section C.1</p>
<p><u>61Q</u></p> <p>Page 2, Section B.1 References an Electronic Document Records Management System. Is it the client’s expectation That the system will have A check---in/check---out</p>	<p><u>61A.</u></p> <p>Yes; it is the client’s expectation that the system will have check-in/ check-out functionality for both active and inactive records</p> <p>See Section C.1</p>

Solicitation # DCRL-2014-R-0013.

<p>System for both documents And records, in addition to Active and inactive records?</p>	
<p><u>62Q</u></p> <p>Page 2, Section B.3.1, CLIN 002 Please clarify whether the five---year backlog of records to be scanned is comprised of 1,000,000 pages or 1,000,000 documents. Also please confirm that no new inactive records will be added to the collection during the contract performance period. If additional active or inactive records will be added, please provide the estimated number of pages and media format. If active records are part of the scope of work, will CFSA staff need them during The scanning period?</p>	<p><u>62A.</u></p> <p>1,000,000 images, not 1,000,000 documents.</p> <p>The 1,000,000 images consist of closed client records and the documents within those closed records. Active records may close during the back file conversion process. The number of active records that may close cannot be determined at this time. Active records are not a part of the current SOW.</p>
<p><u>63Q</u></p> <p>Page 2, Section B.3.1, CLIN 002</p> <p>Please confirm that the 1,000,000 closed inactive Client records are 8---1/2 x 11 Black and white documents. Are the records bound by folders, clips, or stapes or loose?</p>	<p><u>63A.</u></p> <p>80% of the pages are primarily single-sided B&W 8.5 x 11. The documents are contained in six or eight section classification folders with staples and possibly clips</p>
<p><u>64Q</u></p> <p>Page 4, Section C.1, SCOPE</p> <p>Has the Kofax software mentioned in this section Already been purchased? If so, how many user licenses Are available, if any, for contractor use? If it has not been purchased, how many user licenses should be considered for purposes of developing the proposal price estimate?</p>	<p><u>64A.</u></p> <p>Kofax or comparable software has not been purchased. User license requirements would be for 700 users. Contractor shall provide Kofax or comparable software.</p>

<p><u>65Q</u></p> <p>Page 4, Section C.1, SCOPE</p> <p>Does this RFP encompass Phase 1 and Phase 2? If Phase 2 Is included, what is the estimated number of pages (active and inactive) that will Need to be scanned?</p>	<p><u>65A.</u></p> <p>Yes; the RFP encompasses Phase 1 and Phase 2. There will be 2,000,000 images pages total; a back file conversion of 1 million images during Phase 1 and 1 million images during Phase 2.</p>
<p><u>66Q.</u></p> <p>Page 4, Section C.1, SCOPE</p> <p>Will the client be providing A server to store the digitized images? If not, what are the client’s operating parameters/specifications for a contractor---provided server (location, storage capacity, life---cycle operability, etc.) and software? (shelf---life, # of user licenses, etc.).</p>	<p><u>66A.</u></p> <p>Contractor shall propose a total solution and include all necessary costs to include at a minimum hardware, software and storing.</p>
<p><u>67Q.</u></p> <p>Page 4, Section C.1, SCOPE Can the Central Repository Be housed offsite? In the Cloud?</p>	<p><u>67A.</u></p> <p>Yes</p>
<p><u>68Q.</u></p> <p>Page 4, Section C.1, SCOPE States that the EDRMS must Meet the following requirements standards: (1) DOD 5015.2, (2) HIPAA, (3) Rehabilitation Act of 1973, sections 508 and Section 255, optional requirements for consideration Are (4) Federal Enterprise Architect Records Management (FEARM) profile for records management and (5) ISO15489 international Standards for records management. However, at The pre bidders conference The agency representative Stated the EDRMS must be DOD 5015.2 certified, as Opposed to DOD 5015.2 compliant. Please clarify.</p>	<p><u>68A.</u></p> <p>Meeting DOD5015.2 requirements will suffice; having the certification is not required . Vendor must inform CFSA of the items selected from each chapter of the DOD 5015.2 standard. The vendor must select at a minimum 5 items and no more than 10 items from each chapter, explain, and perform tasks that will show how their solution will meet requirements from chapter 2, chapter 3, chapter 4 and chapter 5 of the DOD 5015.2 standard. Note: Solutions that have the DOD 5015.2 certification need not to perform task mention above but must produce DOD certification including date and year of certification. See Section M.3.1</p>

<p><u>69Q.</u></p> <p>Page 7, Section C.4, BACKGROUND</p> <p>Does FACES.NET contain images Of hardcopy case management records? Will the contractor export scanned images and their associated metadata from FACES.NET to the new EDRMS?</p>	<p><u>69A.</u></p> <p>No to both questions.</p>
<p><u>70Q.</u></p> <p>Page 7, Section C.4, BACKGROUND</p> <p>States that the documents/records transferred For closure are processed in a secure, controlled environment. What level of background Investigation is required for Personnel handling these records?</p>	<p><u>70A.</u></p> <p>All personnel must submit to a MPD background check.</p> <p>See #58</p>
<p><u>71Q.</u></p> <p>Page 8, Section C.4, BACKGROUND</p> <p>States that FACES.NET will continue to be CFSA's official Case management system; The new IMS/EDRMS will be the Records management component with the functionally To integrate with FACES.NET. Will CFSA provide a subject matter expert to interface With the successful bidder On the interoperability of FACES.NET? Will CFSA provide The successful bidder access To FACES.NET in order for the Bidder to assess functionality And interface points with the EDRMS?</p>	<p><u>71A.</u></p> <p>Yes to both questions.</p>
<p><u>72Q.</u></p> <p>Page 8, Section C.5, Paragraph C.5.2 -</p> <p>What percentage of the records Will require a scanning density Greater than 300 dpi?</p>	<p><u>72A.</u></p> <p>CFSA anticipates no more than 8% require scanning density greater than 300 dpi.</p>

<p><u>73Q.</u> Page 8, Section C.5, Paragraph C.5.3 How many users will require Access to the secure electronic Document records management system? Will the set of users be CFSA employees or entities external to CFSA?</p>	<p><u>73A.</u> 700 FTEs will require access to the EDRMS. There will be CFSA employees and external users.</p>
<p><u>74Q.</u> Page 9, Section C.5, Paragraph C.5.4 States that digitized documents Must be returned to their original order/format. Do the records schedules Authorize the destruction Of hard copy records after they Have been scanned and verified?</p>	<p><u>74A.</u> No. Hardcopy documents must be returned to their original formatted order in the client case record once scanning of that record is complete. The records retention schedules do not authorize destruction after the records/ documents have been scanned and verified.</p>
<p><u>75Q.</u> Page 9, Section C.5, Paragraph C.5.4 Is there an existing agency file Plan or taxonomy applicable To the records?</p>	<p><u>75A.</u> No file plan or taxonomy exists within the agency.</p>
<p><u>76Q.</u> Page 9, Section C.5, Paragraph C.5.9 States that the contractor shall Develop a taxonomy plan define As an enterprise taxonomy That shall provide a single Methodology for categorizing Information across all CFSA programs, offices and regions. How many programs, offices, And regions are under the jurisdiction of CFSA are in existence? Will each organization be providing</p>	<p><u>76A.</u> There are 41 programs within CFSA; however, not all programs currently produce records. The taxonomy must have the capability to create classifications schemes for all 41 programs. Yes, a point of contact will be provided to work with selected vendor.</p>

Solicitation # DCRL-2014-R-0013.

<p>A point---of---contact to Work with the successful Bidder on the types of documents and records within Their respective organization?</p>	
<p><u>77Q.</u> Page 11, Section C.5, Paragraph C.5.22 States the contractor shall develop the EDRMS system With back---up storage and Disaster recovery capabilities As required for the operation; however, the Period of Performance of the contract is for one year. Please confirm that CFSA will assume responsibilities for the back---up storage after the contract ends.</p>	<p><u>77A.</u> If on-site CFSA will manage storage and hosting responsibilities. If data is stored in the <i>cloud</i>, CFSA will negotiate an agreement to manage the cloud services (subscription) with the cloud provider for the end of the contract. See new CLINs 0014. CFSA will assume responsibility for back-up storage after the contract ends.</p>
<p><u>78Q.</u> Page 11. Section C.5, Paragraph C.5.25 States that a draft implementation /transition Plan is “due 15 days at time of Start up.” Please confirm when The implementation plan is due, at startup or 15 days after start up.</p>	<p><u>78A.</u> Please see deliverable schedule CLIN009 on page 18 of the RFP. The implementation/transition plan is due at the end of base year.</p>
<p><u>79Q.</u> Page 16, Section F.3, Deliverables, CLIN 0002 Can the file conversion/scanning Be executed offsite? If not, will The CFSA be providing sufficient Space for equipment and personnel to complete scanning In 295 days?</p>	<p><u>79A.</u> Yes</p>
<p><u>80Q.</u> Page 15, Section F.3, Deliverables, CLIN 0002 States that scanning shall Commence 295 days after Contract award. On page 18,</p>	<p><u>80A.</u> The back file conversion will begin after the development of the taxonomy which is required for classification of documents and records. The maximum amount of time to complete the</p>

Solicitation # DCRL-2014-R-0013.

<p>Option Year 1, CLIN 0001 States that scanning shall Commence 5 days after contract award. Please clarify when the scanning of 1,000,000 pages shall commence and when it must be complete.</p>	<p>taxonomy will be 20 days from the date of vendor coming onboard.</p>
<p><u>81Q.</u> Page 54, Section J, Attachments Please provide a copy of Attachment J.9 Case Record Format Document.</p>	<p><u>81A.</u> The attachment is part of the RFP on the OCP website.</p>
<p><u>82Q.</u> Page 55, Section K, Representations And Certifications Are Representations and Certifications required just For the Prime, or for Subcontractors as well?</p>	<p><u>82A.</u> Representations and Certifications for the Prime are sufficient.</p>
<p><u>83Q.</u> Global Please define days as being calendar or business.</p>	<p><u>83A.</u> Business days</p>
<p><u>84Q.</u> Section H, H.1.1.1- Question: We are not hiring any new employees. We are having the existing SoftSol employees doing the work. So does the clause (51 percent of apprentices and trainees employed to be the residents of District of Columbia) apply in this case?</p>	<p><u>84A.</u> <u>Yes, the contractor will be required to enter into a First Source Employment Agreement with the Department of Employment Services (DOES) for jobs created as a result of this contract. The DOES shall be the first source of referral for qualified new hires.</u></p>
<p><u>85Q.</u> Section M, M.3.1.1a- Question: Do you have a preference for Kofax (Or) you are using Kofax already?</p>	<p><u>85A.</u> No; we do not have a preference for Kofax and are not currently using Kofax.</p>
<p><u>86Q.</u> I have a question regarding the day forward in house scanning operation. My understanding is that there will be 300 users of the system. How many of those users will be involved in the scanning operation?</p>	<p><u>86A.</u> The scope of the RFP doesn't include date forward solutions. No users will be involved in the scanning operation.</p>
<p><u>87Q.</u></p>	<p><u>87A.</u></p>

Solicitation # DCRL-2014-R-0013.

<p>Section C.1. Assuming each Record is made up of Sections and each Section consists of Subsections;</p> <ul style="list-style-type: none">a. What is the average number of pages per Record?b. What is the average number of pages per Section?c. What is the average number of pages per Subsection?d. Will a breakdown of the District of Columbia Child and Family Services Agency specific section/subsection identifiers be given for the client files for estimating purposes?e. Will each Record and its corresponding Sections and Subsections need to be scanned as one multi-page PDF document?f. Or will each Section need to be its own separate PDF document (i.e. six PDF documents per Record)g. Or will each Subsection need to be its own separate PDF document?	<p>A, B, C.-There is no audit trail or page count of folder subsection volume within CFSA. Each record and document is similar, but different.</p> <p>D- Yes; there is a document illustrating the format of the client record attached to the RFP.</p> <p>E, F, and G - Each document is a separate searchable PDF file within the folder structure.</p>
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Solicitation # DCRL-2014-R-0013.

<p><u>88Q.</u> Section C.1. How many Subsections are there for each Section?</p>	<p><u>88A.</u> We do not have a specific number of subsections within each section; it varies from record to record. See document illustrating the format of the client record attached to the RFP</p>
<p><u>89Q.</u> Section C.1. Phase 1 references back file conversion of 1 million closed client records at the CFSA records management Unit: a. Is it 1 million client files, or 1 million pages to be converted? b. Is the expectation that the conversion will take place at the CFSA RMU, or at the contractor's facility? c. What percentage of materials are duplex/double sided pages? d. What are the index criteria (i.e. SSN, Last Name, First Name, etc.)? e. Where are the index criteria located (i.e. always at the top of the first page of each record or varying locations throughout the record)?</p>	<p><u>89A.</u> A-Our goal is to convert 2 million images during the contract period B- Based on the solution proposed, the conversion may take place at CFSA's RMU or at the contractor's facility. C- approximately 25% D- At a minimum, client's last name, client's first name, FACES case number, FACES client number, SSN, and date of closure E- Varies</p>
<p><u>90Q.</u> Section C.1. Phase 2 references digitizing day forward content: a. How many images on average are anticipated to be generated daily that will need to be digitized? b. Is the expectation that the conversion will take place at the CFSA RMU, or at the contractor's facility? c. What percentage of materials are duplex/double sided pages? d. What are the index criteria (i.e. SSN, Last Name, First Name, etc.)? e. Where are the index criteria located (i.e. always at the top of the first page of each record or varying locations throughout the record)?</p>	<p><u>90A.</u> A-Our goal is to convert 2 million pages during the contract period B- Either at the CFSA RMU or at the contractor's facility. The Contractor may choose to perform scanning on site or off-site. C- approximately 25% D- At a minimum, client's last name, client's first name, FACES case number, FACES client number, and date of closure E- Varies</p>
<p><u>91Q.</u> Section C.4. a. How frequently are hard copy back file</p>	<p><u>91A.</u> A- Daily</p>

Solicitation # DCRL-2014-R-0013.

<p>records accessed? b. How frequently are hard copy archived records accessed?</p>	<p>B- Not applicable to this project since archived records are already stored offsite. We're only dealing with onsite closed records</p>
<p><u>92Q.</u> Section C.4. a. How are hard copy records currently incorporated into the FACES.NET system? b. What Record upload format does FACES.NET accept? i.e. .CSV upload file?</p>	<p><u>92A.</u> A- Hard copy records are scanned to desktops and then uploaded to FACES' file cabinet. B- FACES can accept PDF, Word, Excel and TIFF format files.</p>
<p><u>93Q.</u> Section C.4. a. What % of the pages are duplex (double sided)?</p>	<p><u>93A.</u> Approximately 25%</p>
<p><u>94Q.</u> Section C.4. Are all the pages 8 ½" X 14" or smaller? a. If not, what percentage is different, and what sizes are they? b. What is the smallest size material? c. What is the largest size material?</p>	<p><u>94A.</u> No. A – 80% of the pages are standard 8 ½" X 11; however, there are variable sizes of pages. B - Hand written note or Post it. C- 8 ½" X 14</p>
<p><u>95Q.</u> Section C.4. Is color required on any of the content? d. If so, what percentage will be color?</p>	<p><u>95A.</u> No</p>
<p><u>96Q.</u> Section C.4. Will examples of the client files to be converted be available for review/evaluation prior to submission?</p>	<p><u>96A.</u> Yes. An example is available as an attachment to the RFP (Attachment J.9).</p>
<p><u>97Q.</u> Section C.4. To what extent will files need to be reassembled following conversion? (i.e. put back in the folders and/or section, or all staples/bindings reassembled exactly as received?)</p>	<p><u>97A.</u> Hardcopy documents must be returned to their original formatted order in the client case record once scanning of that record is complete.</p>
<p><u>98Q.</u> Section C.4.</p>	<p><u>98A.</u> 75 Years from the date of closure</p>

Solicitation # DCRL-2014-R-0013.

<p>What is the disposition of the source files following conversion to electronic images?</p>	
<p><u>99Q.</u> Section C.5.2. Requirements C.5.2 states that scanning will be done at a minimum of 300dpi to a maximum of 600dpi: a. What content would require 600dpi scanning? b. How much 600dpi scanning is anticipated? c. Are other resolutions anticipated within that range?</p>	<p><u>99A.</u> A- Approximately 90% may require a scanning density of 300 dpi. B-CFSA anticipates no more than 8% require scanning density greater than 300 dpi. C-Yes.</p>
<p><u>100Q.</u> Section C.5. a. Will CFSA provide all equipment/hardware to support the application, including related data storage needs? b. Will CFSA maintain/host the application at its site/location?</p>	<p><u>100A.</u>See No. 66</p>
<p><u>101Q.</u> Section C.5. Is it at Contractor's option, to determine whether they wish to perform services on-site or off-site?</p>	<p><u>101A.</u> A proposal to perform the work offsite or onsite is acceptable.</p>
<p><u>102Q.</u> Section C.5. If work is performed offsite at Contractor facility: a. Is contractor responsible for packing the materials for processing? b. Is contractor responsible for manifesting the materials for processing?</p>	<p><u>102A.</u> A-If work is performed offsite at the contractor's facility, CFSA will package the documents to be scanned for transport. B-Yes. See Section C.5.36</p>
<p><u>103Q.</u> Is there an incumbent?</p>	<p><u>103A.</u> No</p>
<p><u>104Q.</u> a. Is there a budget for the project? If so, what is the budget? b. Is the project funded?</p>	<p><u>104A.</u> A-CFSA does not disclose the government estimate. B-The project is currently funded.</p>

Solicitation # DCRL-2014-R-0013.

<p><u>105Q.</u></p> <p>a. What is the anticipated start date of the project? b. What is the anticipated award date of the project?</p>	<p><u>105A.</u></p> <p>February 24, 2014</p>
<p><u>106Q.</u></p> <p>What type of personnel security clearance is required?</p>	<p><u>106A.</u></p> <p>All personnel must submit to a MPD background check. See Section H.13</p>
<p><u>107Q.</u></p> <p>Will CFSA consider awarding a one year base contract plus 4 twelve month option periods to allow for completion of the 5 million pages estimated to be available as part of the Phase 2 back file conversion project?</p>	<p><u>107A.</u></p> <p>If awarded, the contract will be for a base period of one year with an one year option exercised at the District’s discretion.</p>
<p><u>108Q.</u></p> <p>With the short turnaround for submission of QA and posting of responses, will a one to two week extension be considered?</p>	<p><u>108A.</u></p> <p>The due date for proposals has been extended until February 24, 2014.</p>
<p><u>109Q.</u></p> <p>As scanning is one of the key requirements of the project, please provide clarification about the number of scanning stations from where the scanning of 1 Million images will be performed.</p>	<p><u>109A.</u></p> <p><u>The contractor may choose to provide services on-site or off-site. If on-site CFSA can provide</u></p> <p>two (2) productions scanners, two (2) flatbed scanners, two (2) PC for the software. It is the responsibility of the contractor to ensure that they have adequate equipment and personnel to perform the work within the prescribed timeframes.</p>

Solicitation # DCRL-2014-R-0013.

<p><u>110Q.</u></p> <p>As the proposed system will be used by multiple users in the department, please provide clarification about the number of users/concurrent users who will be accessing the system.</p>	<p><u>110A.</u></p> <p>700 FTEs will require access to the EDRMS.</p>
<p><u>111Q.</u></p> <p>The department has asked that the system should support workflows. Is the City looking for capabilities of graphically modeling the workflows, graphical form designer for quickly designing user interfaces and visual dashboards to monitor progress of workflows? Please confirm</p>	<p><u>111A.</u></p> <p>Yes. However, the scope of the current RFP does not address the capabilities of graphically modeling the workflows, graphical form designer for quickly designing user interfaces and visual dashboards to monitor progress of workflows.</p>
<p><u>112Q.</u></p> <p>How many workflows need to be automated as a part of the current project scope? Please provide the names of the workflows.</p>	<p><u>112A.</u></p> <p>One (closed client records).</p>
<p><u>113Q.</u></p> <p>Please provide clarification about the Support & Maintenance period as a part of current project scope.</p>	<p><u>113A.</u></p> <p>The support and maintenance must cover both base year and option year.</p>
<p><u>114Q</u></p> <p>Is there any timeline the department has for implementation of this project?</p>	<p><u>114A.</u></p> <p>Approximately April 2014</p>
<p><u>115Q.</u></p> <p>With reference to Clause C.3.15, the department requires the Electronic Discovery as a process in which electronic data is sight, located, secured, and searched with the intent of using it as evidence. Please provide the list of repositories from where data needs to be searched and also advise whether the legal hold on the electronic data will also be required as a functionality in this module?</p>	<p><u>115A.</u></p> <p>All electronic data must be queried in FACES.NET repository, Windows File Server and the records management repository.</p> <p>Legal hold on electronic data is a required functionality.</p> <p>See Section C.5.37</p>
<p><u>116Q</u></p> <p>With reference to Clause C.3.18, does the department have the requirement of automating the process for Freedom of</p>	<p><u>116A.</u></p> <p>No. Not part of this scope.</p>

Solicitation # DCRL-2014-R-0013.

<p>Information Act (eFOIA) as a part of the current project scope?</p>	
<p><u>117Q.</u> With reference to Clause I.5.10 & C.3.3 department is looking for a COTS based solution hence we understand that source code of the project specific customization will be required by department. If in case department requires the source code of the complete COTS product then it may be provided through ESCROW account. Please confirm our understanding.</p>	<p><u>117A.</u> Yes, all source codes must be provided directly to CFSA, as stated in I.5.10 and C.3.3. No Escrow account.</p>
<p><u>118Q.</u> Is hardware and system software (operating system and database) need to be supplied by the vendor or will it be provided by department, and is not to be costed in the vendor's proposal? Please confirm.</p>	<p><u>118A.</u> All hardware and system software must be provided and priced by the vendor.</p>
<p><u>119Q.</u> Is Disaster Recovery site also part of the current project scope? Please clarify.</p>	<p><u>119A.</u> Yes. The Disaster Recovery Plan shall be proposed by the vendor as a part of the system design. See Section C.5.22</p>
<p><u>120Q.</u> Is there any third party/existing application with which the proposed system needs to be integrated? If Yes please provide the details and the number of applications to be integrated as a part of current project scope.</p>	<p><u>120A.</u> No</p>
<p><u>121Q.</u> Please clarify the number of images expected during years 1 and 2 of the contract period.</p>	<p><u>121A.</u> There will be 2,000,000 images total; a back file conversion of 1 million images for the base year and 1 million images for the option year, if the option year is exercised by the District.</p>
<p><u>122Q.</u> How many individual case files will be included in the volume to be imaged during the two year contract period?</p>	<p><u>122A.</u> There is not a set number of case files that construct 1,000,000 pages.; individual case files were not counted, only pages</p>
<p><u>123Q.</u> Will each section of the case file be digitized as a single document (one multi-page PDF) or will the sections be separated into smaller</p>	<p><u>123A.</u> Each document is a separate text searchable PDF file within the folder structure.</p>

Solicitation # DCRL-2014-R-0013.

individual documents?	
<u>124Q.</u> If the latter, how will the contractor know where documents are to be separated?	<u>124A.</u> Documents are attached by clips, binders, etc.
<u>125Q.</u> What is the percentage of the pages that are two-sided (duplex)?	<u>125A.</u> 25%
<u>126Q.</u> Did the volume estimate of 1,000,000 images per year include the duplex calculation? In other words, are there 1,000,000 pages or 1,000,000 images?	<u>126A.</u> Yes; there are 1,000,000 images.
<u>127Q.</u> Will any pages need to be digitized in color?	<u>127A.</u> No
<u>128Q.</u> If so, what is the percentage of color pages?	<u>128A.</u> N/A
<u>129Q.</u> Will any pages be greater than 11" X 17" in size?	<u>129A.</u> No
<u>130Q.</u> If so, please estimate the volume of these large format documents.	<u>130A.</u> N/A
<u>131Q.</u> An important quality control step is to compare original pages to the resulting images. This can be done with a statistical sampling or a 100% page-to-image comparison. The price differential can be significant between these two options. Which quality control regimen will be required?	<u>131A.</u> 100% page-to-image comparison.
<u>132Q.</u> What information will need to be captured (indexed) to describe each document?	<u>132A.</u> Case number, Client Last Name, Client Number, closed date, Date of closure, SSN (when available), Date opened or active date and Document Type
<u>133Q.</u> Is there a database available that lists the index information for each case file?	<u>133A.</u> No

Solicitation # DCRL-2014-R-0013.

<p><u>134Q.</u></p> <p>Can this data be exported for use by the contractor in indexing the digitized files?</p>	<p><u>134A.</u></p> <p>No</p>
<p><u>135Q.</u></p> <p>Will the images be produced as a text-searchable PDF?</p>	<p><u>135A.</u></p> <p>Yes</p>
<p><u>136Q.</u></p> <p>There are three levels of reassembly of documents:</p> <p>a. Simple reassembly is the placement of pages back in the file folder in the order scanned with no fasteners reapplied.</p> <p>b. Partial reassembly is placement of pages back in the section of the folder from which they came. One fastener, such as a clip, may be applied.</p> <p>c. Full reassembly requires the replacement of every fastener before the pages are returned to the file. Of course, each of these options carries a different cost, with full reassembly being the most expensive. Which option will be required for this project?</p>	<p><u>136A.</u></p> <p>Full reassembly See Section C.5.35</p>
<p><u>137Q.</u></p> <p>How are the files currently stored?</p>	<p><u>137A.</u></p> <p>Movable shelving.</p>
<p><u>138Q.</u></p> <p>If they are on shelves or in file cabinets, will agency staff remove them and prepare them for transport or will the contractor need to perform this service?</p>	<p><u>138A.</u></p> <p>Agency staff will remove client records from shelves and box them for transport.</p>
<p><u>139Q.</u></p> <p>Will the Agency consider allowing the contractor to store the records after they are digitized</p>	<p><u>139A.</u></p> <p>No</p>

Solicitation # DCRL-2014-R-0013.

<p><u>140Q.</u></p> <p>The EDMS will need to be built before documents can be digitized. How much time does the agency expect construction of the EDMS to require?</p>	<p><u>140A.</u></p> <p>30 days maximum</p> <p>See Section C.5.31</p>
<p><u>141Q.</u></p> <p>Please confirm the Cost and Pricing Data Section of the DC Terms and Conditions, Standard Contract Terms and Conditions that the threshold for Cost and Pricing Data is required in any Procurement over \$500,000.00.</p>	<p><u>141A.</u></p> <p>Confirmed.</p>
<p><u>142Q.</u></p> <p>Can the Bid due date be extended to allow for more time to respond to the requirements after receipt of answers to vendor questions? We would request an extension of 1 week until January 13, 2013.</p>	<p><u>142A.</u></p> <p>The response due date has been extended to February 24, 2014.</p>
<p><u>143Q.</u></p> <p>What will the search requirements be for the files via ERDM? (First name, Last name, DOB, SS#? Please confirm</p>	<p><u>143A.</u></p> <p>Case number, Client Last Name, Client Number, closed date,</p> <p>Date of closure, SSN (when available), Date opened or active date and Document Type</p>
<p><u>144Q.</u></p> <p>What are the security requirements for users who will be scanning? Will that have access to PII data?</p>	<p><u>144A.</u></p> <p>All personnel must submit to a MPD background check.</p> <p>See Q58 and Section H.13</p>
<p><u>145Q.</u></p> <p>Is there a Line of Business Database (e.g. Social Worker Database) that the system can utilize to validate data?</p>	<p><u>145A.</u></p> <p>FACES.NET</p>
<p><u>146Q.</u></p> <p>Is there a need to export to more than one system of record (i.e. EDRM, plus external database for Child Welfare, etc.)</p>	<p><u>146A.</u></p> <p>No</p>

Solicitation # DCRL-2014-R-0013.

<p><u>147Q.</u></p> <p>What is the general condition of the documents to be scanned, both backfile and going forward? – Kofax</p>	<p><u>147A.</u></p> <p>The average age of closed case files is approximately 8 years old. 80% percent of the records are in good condition. The remaining 20% percent are in various conditions.</p>
<p><u>148Q.</u></p> <p>What is the ongoing image volume after the project - day forward?</p>	<p><u>148A.</u></p> <p>Day forward solutions are not within the scope of this RFP.</p>
<p><u>149Q.</u></p> <p>Do you anticipate backfile conversion of 1,000,000 to increase?</p>	<p><u>149A.</u></p> <p>No. There will be 2,000,000 iimages total; a back file conversion of 1 million images for the base year and 1 million images for the option year, if exercised by the District.</p>
<p><u>150Q.</u></p> <p>How many scan stations?</p>	<p><u>150A.</u></p> <p>See No. 109</p>
<p><u>151Q.</u></p> <p>How many users do you anticipate will be doing scanning for both backfile and day forward?</p>	<p><u>151A.</u></p> <p>The scope of this RFP does not include day forward solutions. For backfile, we anticipate 6 users at CFSA who will be performing the onsite scanning.</p>
<p><u>152Q.</u></p> <p>For Phase 2 involved digitizing day forward content will that be captured both in the ERDM system and Faces.Net or Just one system, please confirm. Do the documents need to be tiff file, pdf file,. What type of file?</p>	<p><u>152A.</u></p> <p>The scope of this RFP does not include day forward solutions. For the current RFP, the documents shall be text searchable pdf file.</p>
<p><u>153Q.</u></p> <p>What type of integration is needed between FACES.Net with the ERDM system, Kofax and other comparable software?</p>	<p><u>153A.</u></p> <p>Hierarchical classification structure. See Section C.5.4</p>
<p><u>154Q.</u></p> <p>Does Faces.NET Have the capability to capture documents or scan documents into faces.net</p>	<p><u>154A.</u></p> <p>Yes. Currently workers can attach documents to</p>

Solicitation # DCRL-2014-R-0013.

	FACES' File Cabinet when licensing Foster Parent Applications, performing Investigations and during other case related tasks.
<u>155Q.</u> Can CFSa provide sample files for those not represented in the RFP?	<u>155A.</u> Yes; sample files can be provided to the vendor that is awarded the solicitation.
<u>156Q.</u> Section C5.13- Clarify discovery meta-tagging that identifies mandatory record metadata components?	<u>156A.</u> See question 31Q and Answer 31A. System must tag records metadata components. (1).Title (2).Subject (3).Description (4).Retention disposition (5).Date (6).Record type/association (7). Creator (8).Location etc. Please see mandatory requirements page 42 of the DOD 5015.2 standard. See Section C.5.13
<u>157Q. 1.</u> CLIN 0001 "Document Preparation Conversion Plan" – Are we to assume that the cost of preparation services for the document pages should be included within Section B.3. 1 CLIN 0002 and Section B.3.2 CLIN 1001? Or are we to include these costs within Section B.3.1 CLIN 0001?	<u>157A.</u> CLIN 0002 Base Year only
<u>158Q.</u> Requirements call for an EDMS Solution. Upon review of the "Aggregate Award Group Items" schedule there appears to be no CLIN to present those costs (Software and annual service support plans). Are we to modify the schedule to include those costs?	<u>158A.</u> All costs associated with the solution are to be included. You are not to modify the CLINs.
<u>159Q.</u> Requirements call for a Day Forward Scanning/Imaging Solution integrated to the EDMS solution. Upon review of the "Aggregate Award Group Items" schedule there appears to be no CLIN to present those costs (Equipment,	<u>159A.</u> The scope of this RFP does not include day forward solutions. This is a one year base and one option year. The schedule is not to be modified;

Solicitation # DCRL-2014-R-0013.

<p>Software and annual service support plans). Are we to modify the schedule to include those costs?</p>	<p>however all costs are to be included.</p>
<p><u>160Q.</u> Are we to assume that the unit measurement for CLINs 0002 and 1001 is per image (Page can have both sides containing content. One image is equal to one side of a page with content)?</p>	<p><u>160A.</u> That is correct.</p>
<p><u>161Q.</u> Indexing To seek further clarification from the Pre-bidder’s Meeting, is CFSA is seeking indexing to be similar to other DC Department of Health and Human Services Imaging Projects: Case File Number, Section Name, Document type, and Document date?</p>	<p><u>161A.</u> Yes. CFSA is similar to DC Health and Human Services.</p>
<p><u>162Q.</u> What are the quality accuracy rates for indexing requirements (i.e. at least 98% at the word level or 99% for higher accuracy)?</p>	<p><u>162A.</u> Indexing must be the 99% accuracy or higher.</p>
<p><u>163Q.</u> EDMS Solution What is the preferred database software – SYQL or Oracle?</p>	<p><u>163A.</u> CFSA can and will support SYQL or Oracle.</p>
<p><u>164Q.</u> What is the number of Total Potential Users for the initial 3 years? (i.e. 300 Users for the 1st three years and then up to 1,000 thereafter, etc.)?</p>	<p><u>164A.</u> 700 FTEs will require access to the EDRMS.</p>
<p><u>165Q.</u> What is the total number of Users that will be using the EDMS at any concurrent timeframe? (i.e. 50 concurrent users for the 1st three years and then 150 concurrent users thereafter, etc.)?</p>	<p><u>165A.</u> 700 FTEs will require access to the EDRMS.</p>
<p><u>166Q.</u> How many Administrators will be provided for</p>	<p><u>166A.</u> 5 designated CFSA administrators.</p>

Solicitation # DCRL-2014-R-0013.

<p>Training?</p>	
<p><u>167Q.</u> Will there be a requirement to include within the EDMS emails and other types of electronic documents?</p>	<p><u>167A.</u> No, for the current RFP.</p>
<p><u>168Q.</u> Is it required for the Vendor to provide a Disaster Recovery solution?</p>	<p><u>168A.</u> Yes; this must be included in the system design plan. See Section C.5.22</p>
<p><u>169A.</u> Is the Vendor to provide the necessary hardware systems for the EDMS or merely provide the minimum hardware specifications?</p>	<p><u>169A.</u> The vendor is to provide all hardware required to provide the services within the timeframes. As previously mentioned CFSA does have hardware it will make available if an on-site solutions is proposed.</p>
<p><u>170Q.</u> Section C: Specifications/Work Statement To confirm, CFSA requires that the EDMS Solution must be DOD 5015.2 Certified as stated at the Pre-Bidder’s Meeting and within the RFP itself. OnBase EDMS is a software solution that was at one time a DOD 5015.2 certified (up to early 2012), but is no longer certified. Therefore, is OnBase a viable EDMS solution now for CFSA?</p>	<p><u>170A.</u> Meeting DOD5015.2 requirements will suffice; having the certification is not required. See Section M.3.1</p>
<p><u>171Q.</u> Section F: Period of Performance and Deliverables It was stated during the Pre-Bidder’s Conference that there are up to 4.75 million document pages kept within CFSA premises, is there plans to extend the timeframe of this Solicitation from two potential years to convert only 2 million pages to three or four years to complete all onsite backfile document conversions (4.75 million)?</p>	<p><u>171A.</u> No.</p>
<p><u>172Q.</u> Does the Agency own licenses for Microsoft SharePoint? If not does Octo own SharePoint</p>	<p><u>172A.</u> CFSA does not own Sharepoint license. Yes, OCTO provides Sharepoint services for District Agencies.</p>

Solicitation # DCRL-2014-R-0013.

licenses and if so, can they be used for this project?	However the vendor must not assume a sharepoint services and infrastructure is available for free to CFSA. All hardware and software cost necessary for the solution must be priced by the vendor.
<u>173Q.</u> What version of MSOffice is used?	<u>173A.</u> MSOffice 2010
<u>174Q.</u> Do you need support for mobile devices? If so, please provide devices?	<u>174A.</u> No
<u>175Q.</u> Are there any extra needs for multi-lingual or accessibility?	<u>175A.</u> No.
<u>176Q.</u> How many users (employees of CFSA or DC Gov't) would need access in the initial roll out?	<u>176A.</u> 700 users
<u>177Q.</u> Are there any external users (not CFSA employees or representatives of CFSA or DC Gov't) that need access to content within FileNet?	<u>177A.</u> Yes
<u>178Q.</u> If so, how often (per week, month, etc - on average) would they need access?	<u>178A.</u> Daily.
<u>179Q.</u> Can full position descriptions or similar detail be provided for roles listed in L.19.1 Key Personnel •Technical Lead/Chief Architect/Records Manager- Manage the DM/RM Environment. •Application Developer/Trainer(s) - Maintain DM/RM Environment. •System Administrator/Trainer(s)-Maintain DM/RM Technical Environment. •Imaging Specialist/Technicians(s)- Maintain DM/RM Technical Environment, and	<u>179A.</u> Yes.

Solicitation # DCRL-2014-R-0013.

<p>•Lead Trainer(s)- Provide Training methodology and <u>training of designated staff,</u></p>	
<p><u>180Q.</u> Will there be a proposal due date time extension? We believe that the agency should take into consideration the date we will receive the official answers to our submitted questions. There are several responses/answers we received from the panel at the pre-proposal conference that contradict each other as well as the original statement of work. It's best that contractor allow the selection committee to come to an unanimous decision and base key technical proposal aspects and pricing off the official answers.</p>	<p><u>180A.</u> Response due date is February 24, 2014.</p>
<p><u>181Q.</u> Please clarify the off-site parameters around scanning the agency files. Does it have to take place within 15 miles of the agency (home of the records) or 15 miles from the city limit? Previously, it's been DC government practice to set parameters at 15miles from the place of the physical records/agency location. We're looking for clarification.</p>	<p><u>181A.</u> CFSA has no preference.</p>
<p><u>182Q.</u> pp.2 and 7. Will the '1,000,000' (CLIN 0002) pages to be scanned come from "closed hard copy paper documents/records [that] are currently stored at the agency's location at 200 I Street, SE" or from "Archived closed case management records..."? </p>	<p><u>182A.</u> The pages to be scanned come from closed hard copy paper documents/records [that] are currently stored at the agency's location at 200 I Street, SE.</p>
<p><u>183Q.</u> p.9. (C.F.5.6), p.18 (CLIN 0003). The RFP defines a target date for finalizing the document taxonomy. Will the taxonomy be defined by CFSA prior to contract award (as mentioned during the 12/18/2013 vendor conference) or is the contractor expected to develop the taxonomy in its entirety after award? (Note that taxonomy development, particularly in a multi-location facility, can be a very time-consuming activity, as new document types come to light.)</p>	<p><u>183A.</u> CFSA will not define the taxonomy prior to contract award. The contractor is expected to develop the taxonomy in its entirety after award.</p>

Solicitation # DCRL-2014-R-0013.

<p><u>184Q.</u></p> <p>Please provide estimates on the expected extent of the taxonomy. For example, will each office/region have its own unique taxonomy? How many offices/regions are there? To what level is the taxonomy expected?</p>	<p><u>184A.</u></p> <p>The taxonomy must be agency wide and encompass all offices and regions within CFSA</p> <p>The taxonomy for the content to be scanned should be mapped to an enterprise level taxonomy.</p>
<p><u>185Q.</u></p> <p>p. 18 “Due 15 days at the startup of option year one.” Should it read ‘Due 15 days after the startup of option year one.’?</p>	<p><u>185A.</u></p> <p>No. “Due 15 days before contract expiration.</p>
<p><u>186Q.</u></p> <p>p. x-y Many CLINs are “Due n days after client feedback.” For planning purposes, can we assume that “client feedback” will be consistently provided within five work days? Likewise, can we assume that “client signoff” will take one work day?</p>	<p><u>186A.</u></p> <p>Yes, that is correct.</p>
<p><u>187Q.</u></p> <p>Please provide detail on the “1,000,000” pages to be scanned. For example, are all pages 8.5”x11” or is large format hardcopy included in the estimate? Black and white or color? Single-sided or fronts-and-backs? Bound or unbound?</p>	<p><u>187A.</u></p> <p>80% of the pages are standard 8 ½” X 11; however, there are variable sizes of pages such as hand written notes or Post it. Also, there are some pages that may be 8 ½” X 14, single and double sided, bound and/or clipped. Also, some pages are color, some pages are black and white.</p>
<p><u>188Q.</u></p> <p>We understand that the base-year solution to be provided will support a two-level indexing of scanned records --at the Case and Section level. Is this correct?</p>	<p><u>188A.</u></p> <p>No, that is incorrect. This project requires three level indexing: Record, record section and record subsection.</p>
<p><u>189Q.</u></p> <p>Does CFSA foresee that scanned images will be OCR’d (Optical Character Recognition) such that full-text search of images is supported?</p>	<p><u>189A.</u></p> <p>Yes, all records must be Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR).</p>
<p><u>190Q.</u></p> <p>As scanning is one of the key requirement of the project, so request you to please provide the clarity about the no of scanning stations from where the scanning of 1 Million pages will be performed.</p>	<p><u>190A.</u></p> <p>The contractor may choose to provide services on-site or off-site. If on-site CFSA can provide two (2) production scanners, two (2) flatbed scanners, two (2) PCs for software. However, it is the responsibility of the contractor to ensure that they have adequate equipment and personnel to perform the work.</p>

Solicitation # DCRL-2014-R-0013.

<p><u>191Q.</u></p> <p>As the proposed system will be used by multiple users in the department. So request you to please provide the clarity about the no of users/concurrent users who will be accessing the system</p>	<p><u>191A.</u></p> <p>700 FTEs will require access to the EDRMS.</p>
<p><u>192Q.</u></p> <p>The department has asked that system should support workflows. Is the City looking for capabilities of graphically modeling the workflows, graphical form designer for quickly designing user interfaces and visual dashboards to monitor progress of workflows. Please confirm.</p>	<p><u>192A.</u></p> <p>Yes. However, the scope of the current RFP does not address the capabilities of graphically modeling the workflows, graphical form designer for quickly designing user interfaces and visual dashboards to monitor progress of workflows.</p>
<p><u>193Q.</u></p> <p>How many workflows need to be automated as a part of the current project scope. Please provide the name of the workflows.</p>	<p><u>193A.</u></p> <p>One (closed client records).</p>
<p><u>194Q.</u></p> <p>Please provide the clarity about the Support & Maintenance period as a part of current project scope.</p>	<p><u>194A.</u></p> <p>Vendor must provide maintenance package agreement for services to include software for the base year period of the contract.</p>
<p><u>195Q.</u></p> <p>Is there any timeline the department has for implementation of this project?</p>	<p><u>195A.</u></p> <p>Yes, Fiscal 2014.</p>
<p><u>196Q</u></p> <p>With reference to Clause C.3.15, the department requires the Electronic Discovery as a process in which electronic data is sight, located, secured, and searched with the intent of using it as evidence. So please provide the list of repositories from where data needs to be searched and also let us know whether the legal hold on the electronic data will also be required as a functionality in this module?</p>	<p><u>196A.</u></p> <p>All electronic data must be queried in FACES.NET repository, Windows File Server and the records management repository.</p> <p>Legal hold on electronic data is a required functionality.</p>
<p><u>197Q.</u></p> <p>With reference to Clause C.3.18, does the department has the requirement of automating the process for Freedom of Information Act (eFOIA) as a part of current project scope?</p>	<p><u>197A.</u></p> <p>No. Not part of this scope.</p>
<p><u>198Q.</u></p>	<p><u>198A.</u></p>

Solicitation # DCRL-2014-R-0013.

<p>With reference to Clause I.5.10 & C.3.3 department is looking for a COTS based solution hence we understand that source code of the project specific customization will be required by department. If in case department requires the source code of the complete COTS product then it may be provided through ESCROW account. Please confirm our understanding.</p>	<p>All source codes must be provided directly to CFSA, as stated in I.5.10 and C.3.3., by the vendor awarded the solicitation.</p>
<p><u>199Q.</u> Is hardware and system software(operating system and database) needs to be supplied by the vendor or it will be provided by department, and is not to be costed in the vendor’s proposal. Please confirm?</p>	<p><u>199A.</u> All hardware and system software must be provided and priced by the vendor.</p>
<p><u>200Q.</u> Is Disaster Recovery sdisite also part of the current project scope. Please clarify.</p>	<p><u>200A.</u> Yes; this must be included in the system design plan. See Section C.5.22</p>
<p><u>201Q.</u> Is there any third party/existing application with which the proposed system needs to be integrated. If Yes please provide the details & the no of applications to be integrated as a part of current project scope.</p>	<p><u>201A.</u> No</p>