

January 26, 2012

**ADDENDUM #1
LARIMER COUNTY PROPOSAL #11-21
ENTERPRISE CONTENT MANAGEMENT SYSTEM**

Under the proposal documents entitled, "Enterprise Content Management System", the following information may help you prepare proposal.

NOTE: THE PROPOSAL RECORDING DATE HAS BEEN EXTENDED TO: TUESDAY, FEBRUARY 7, 2012 AT 2:00 P.M. (OUR TIME).

Question 1: Did Larimer County send this RFP to everyone that responded to the original RFI, or was this a selected shortlist?

Response: Yes, we sent the RFP to all the vendors that responded to the RFI, there was no selected shortlist for the RFI. This RFP was also sent to vendors who contacted us and requested to be added to our vendor list for this project.

Question 2: Did Larimer County personnel meet with any vendors that responded to the original RFI to demo and/or evaluate software before releasing this RFP?

Response: Yes. We reviewed many different product demonstrations to help us to determine what we wanted to include in this Request for Proposal.

Question 3: Please explain the resources the County will be dedicating to this project. Example: will there be a dedicated project manager from the County?

Response: There are several resources; a dedicated project team (Business and Technical), a steering committee and sponsor that represents the key users of the current FileNet implementation within Larimer County.

Question 4: Is the County intending to lead the project or are they looking for the vendor to do the complete implementation, project management, etc.?

Response: At this point, we intend to lead the project and work with the selected vendor to achieve project goals and objectives.

Question 5: Are there current workflows that are automating tasks in FileNet that would need to be replicated as part of the initial implementation in a new product?

- If so, does the County intend on completing these utilizing internal (trained of course) resources, or will the vendor be relied upon?

Response: No. Currently there are no integrated workflows within FileNet, there are however, add-on applications that link to the FileNet documents via a URL.

Question 6: Regarding conversion of existing data. Please provide the requested information listed below.

- How many images are in the existing system?
- How many documents?
- How many different document classes / unique sets of metadata?
- What is the size of the existing database?
- What is the size of the existing image repository?

Response:

- **7.2 million images in two FileNet systems**

- FileNet stores documents in multipage TIF files.
- 49 DocClasses between TWO systems
- One SQL DB is 20GB and the other is 800MB
- One is 1.2TB the other is 1.4TB

Question 7: Can you please provide some statistics of the data in the File Net system?

- How many documents and pages need to be converted?
- What is the total storage size of the files?
- How many index fields need to be captured into the new system?
- What database does FileNet 5.4 use?
- What is the timeline for file conversion?

Response: See responses to questions 6 and 57.

Question 8: It is stated in the RFP that the system should interface with Oracle ERP 10.6. Does Larimer County use MS SQL? Our solution can use either Oracle or MS SQL as the backend database. However, MS SQL is the less expensive option.

Response: We utilize both Oracle and MS SQL as databases in Larimer County, however the Oracle ERP solution is a product that needs to access the stored documents.

Question 9: Does the County plan to utilize Kofax for ongoing capture needs, or should the ECM vendor propose other scanning alternatives?

Response: Currently, Larimer County utilizes Kofax as the image capture solution. We will consider all proposals.

Question 10: The County notes total users to number approximately 1,350. What should be assumed for an appropriate number of "concurrent" user licenses?

Response: This depends on the product and how integrations are handled from a licensing perspective, so we are unable to answer this question.

Question 11: Please provide answers to the following questions regarding the current FileNet environment:

- What is the total number of pages?
- What type of annotations are contained on the documents?
- Does this include COLD or mainframe data streams?
- What type of storage media is being utilized?

Response:

- A estimate for average pages per document would be 10.
- It would vary depending on the type of document; it may include redaction, revision, and electronic notes.
- No.
- TIF.

Question 12: What are the primary County applications that FileNet is currently integrated with?

Response: Oracle ERP, Tiburon, Web Services, BPD Workflow. There are many applications that access the FileNet index and display the document through the use of a URL.

Question 13: Is the FileNet product participating in any egov solutions such as public record access or permitting?

Response: Not at this time; the public records documents are accessed through a different system.

Question 14: Can the County provide examples of current workflows that are in place? Departments, business purpose, numbers of users?

Response: No. We do not have workflows implemented in FileNet.

Question 15: Does the County have a documented records management policy?

Response: Yes.

Question 16: Does the County have a technology plan aligned to future business initiatives that can be shared?

Response: No.

Question 17: What departments and workflows is the County expecting to implement in "phase 1" with the new solution?

Response: FileNet is utilized by almost all departments, therefore when it is replaced all departments would be affected. Workflow and other process improvements would be handled through a phased approach, but there is no set order at this time.

Question 18: Is the County sharing any services with other local government entities (municipalities for instance) currently? Is ECM a candidate for a shared service offering outside of the County?

Response: Yes. However this project is not being considered as an outside service or for integration at this time.

Question 19: How many system administrators are expected to be trained, support and develop solutions with the new ECM solution?

Response: Approximately 3 to 4 trained system administrators; ongoing support would be a smaller number.

Question 20: Has the staff been identified? Can backgrounds be provided?

Response: Yes. The staff varies from Technical (DBA, SYSADM, etc), Business Analysts, Project Managers, Records Managers, to Departmental representatives.

Question 21 The RFP mentions that both LDAP and AD support are required. Can the County elaborate on the need for both? Is there more than one directory in use?

Response: Yes. We utilize both directories for authentication with the enterprise.

Question 22 Please describe the network topology (multiple locations, networks, etc). How many buildings and where are the business areas in relation to the data center?

Response: Our VOIP Proposal P11-14 has a network topology diagram and can be viewed at : http://larimer.org/bids/documents/P11-20_0753162.pdf .

Question 23: Does the County support users/employees working from home? If so, what data access methods are in use? If not, is this in the plan?

Response: Yes. We use Citrix and VPN as the primary methods at this time.

Question 24: Please describe the "agenda" file format listed under question/requirement #8.

Response: Agenda management would provide routing, notification, change management and other functions to facilitate meetings?

Question 25: Please describe the business case (workflow and state agency) for the CD/DVD transfer process described.

Response: We are required to provide documents to a third party electronically and currently need to create CD/DVDs of this information.

Question 26: Does the County have an identified supported standards for digital/electronic signatures?

Response: Not at this time.

Question 27: Does the County have an identified supported standards redaction of Personally Identifiable Information (PII) for public records? Is there a current paper based process that we could be made aware of?

Response: Yes, however a current paper based process is not available at this time.

Question 28: Can the requirements for optical character recognition be elaborated on? Please provide copies of forms if possible.

Response: We would like the capability to search for text within a document that was imaged, in addition to the indexes that were created. We are unable to provide these documents because they are not standard forms.

Question 29: What form of integration is required for:

- Accela Permits Plus
- Accela Automation
- Energov
- CRW Trakit
- Tiburon

Response: At a minimum, a URL capable of directly retrieving the document with appropriate authentications. These applications would need to be able to retrieve the listing of documents through a related index as well.

Question 30: Under Proposal Submittal Requirements #8 on page #5, what is the file type "Agendas"?

Response: See response to question 24.

Question 31: What is your email client(s)?

Response: We are using Google as our email system, with Chrome as the client.

Question 32: Proposal Submittal Requirements #13 on page #6 refers to 'ability to display multiple documents'. Does this imply you want the solution to come with a Viewer capability versus, for example, creating PDF renditions for all files so that Adobe (no cost) PDF Reader supports viewing requirements?

Response: Yes. We want the ability to review and display multiple documents and not be restricted to viewing one document at a time.

Question 33: Proposal Submittal Requirements #14 on page #6 refers to “OCR of index fields”. Should we assume you are looking for OCR in combination with Kofax?

Response: Yes. depending on the proposed solution.

Question 34: Proposal Submittal Requirements #14 on page #6 refers to “Support for tiered indexing”. This was a performance strategy; There are now more efficient methods to increase indexing performance, is this acceptable?

Response: It would depend on the proposed solution.

Question 35: Proposal Submittal Requirements #17 on page #7 refers to “Add or remove pages in a document”. Do you want this within the document control system? In our case, document control is done through add-ins to an application (for example within MS Office). Is it acceptable to check-out (document control function) within the application, edit and then check-in while still in the application?

Response: See the response to question 34.

Question 36: Regarding Proposal Submittal Requirements #7 on page #4; will failure to integrate with any of the listed products in Section 7 disqualify a vendor from the process? If so, can you please identify from the list which integrations this relates to?

Response: Yes. Integration with our applications is a requirement of the new system. The jail management, ERP and other systems that already have integrations within FileNet will need to be created.

Question 37: Regarding Proposal Submittal Requirements #10 on page #5, can you clarify what you mean by “Allow refined security for a document element or section”?

Response: Yes. For example; page one is a summary document, but page two contains tax records. We are looking for the ability to allow a user to see the summary, but not allow the same user to access page two without appropriate authorization levels in place.

Question 38: Regarding Proposal Submittal Requirements #14 on page #6, can you clarify what you mean by “Support tiered Indexing, from high-level through Department-level Indexes”?

**Response: Department: Health Area (one of Environmental, Community Health, Administration)
Department: FITD Area (one of Facilities, Customer Support, Development, Records)**

Question 39: Regarding Proposal Submittal Requirement #14 on page #6: what are your exact needs in the area of “Voice to Text Capability (Text of Audio/Video files)”?

Response: We have audio files collected through various means, the ability to have this data indexed would be beneficial.

Question 40: Regarding Evaluation Criteria on page #9, please explain the meaning of “Vendor Experience and Partnership Offering”? Referring back to the “Qualifications” section of the RFP (Page 3 of 19), we see that both experience and partnerships with at least 3 government entities and a history of 5 year partnerships with clients, “especially with the local and state government accounts” is spelled out. Can you confirm that my assumption of what the RFP states as “Vendor Experience and Partnership Offering” is in line with this assumption?

Response: We cannot confirm any assumptions, however the minimum criteria for qualifications are stated in order to accept or reject proposals based on those qualifications. The evaluation criteria is used after the minimum qualifications have been achieved.

Question 41: Regarding Proposal Submittal Requirements #7, on page #4 “Integrations Supported”: for the following integrations, what sort of integration is envisioned? How will County users utilize the integration? What are the expectations? Please provide a brief use case for each product listed below

- Oracle ERP 10.6 (Oracle)
- Permitting Software ie: Accela Permits Plus, Accela Automation
- Permitting Software: Energov
- Permitting Software: CRW Trakit
- Tiburon (Tiburon, Inc)
- ADP (TimeCard / HR)
- Open API
- Ability to view payable document within Oracle ERP
- Integration with Adobe v. 9.0 (Red Lining, Notes, Versioning)
- Integration with Business Object Enterprise Server
- What is meant by “Allow ability to retrieve index data from another application”?

Response: At a minimum, a URL capable of directly retrieving the document with appropriate authentications. Additionally, these applications would need to be able to retrieve the listing of documents through a related index.

Question 42: Regarding Proposal Submittal Requirements #8, page 5, “File Types”:

- Agendas: Does the county want the solution to be able to produce and manage agendas? We require clarification of this item.
- Email into system with Printing/Scanning: Please provide additional detail and clarification of this requirement.

Response: It would be helpful if the system allowed users to utilize our scanners/copiers and have these systems directly send the image to the system for indexing. Additionally, the ability to have an email sent into the system would be beneficial.

Question 43: Regarding Proposal Submittal Requirements #8, page 5, “Export Capabilities”:

- What are the encryption requirements for images on DVD/CD?
- Images that are sent via email, fax or embedded in another document are not easily encrypted. Are there issues with this?

Response: Documents would need to be encrypted to achieve HIPAA and CJIS compliance.

Question 44: Regarding Proposal Submittal Requirements #10, page 5, “Security”:

- Allow refined security for a document element or section: please clarify what is required here and the use case.

Response: For example, page one is a summary document, but page two contains tax records. The ability to allow a user to see the summary, but unable to access page two without appropriate access could be a possible way to consider this option.

Question 45: Regarding Proposal Submittal Requirements #11, page 6, “Redaction”:

- Is Annotation required in addition to redaction?

Response: Yes.

Question 46: Regarding Proposal Submittal Requirements #14, page 6; “Searching and Indexes”:

- Voice to Text Capability (Text of Audio/Video files). Is this technology currently being used by the County? Please clarify how this will be used.

Response: No, this technology is not currently being utilized, however we are investigating this capability within the Sheriff's Office.

Question 47: Regarding Proposal Submittal Requirements #17, page 7, "Document Management":

- What are the records management requirements in regards to this section? Freeze/hold/destruction/other?

Response: Retention requirements vary from department to department, and according to the document in question. Many electronic documents will need to be archived (some on a permanent basis) and each department will supply the schedule that applies to their documents.

Question 48: Regarding Proposal Submittal Requirements #24, page 8, "Conversion":

- How many documents will be migrated?

Response: Response: 7.2 million documents in TWO FileNet systems

Question 49: What is the budget for this project?

Response: This would depend upon the selected product; we have identified and committed some funds.

Question 50: Has the budget been formally approved by the County?

Response: See answer to question 49.

Question 51: The RFP states that there are 1200-1350 users of the current imaging environment.

- What is the total number of users that will need access to the new system?
- Will the entire user count licensing be purchased at the outset of the project?

Response: It is estimated that 1350 would be the total that would need access, although not all of them concurrently. As for the acquisition of all the licenses, it would depend upon the selected proposal.

Question 52: Does the County desire the ability to track and manage physical records? If yes, can you detail the current physical record repository/repositories?

Response: Possibly, however, that is not currently managed within our existing environment.

Question 53: Is there a standard desktop OS and if so what is it?

Response: Microsoft Windows XP, however we will be moving to Windows 7 in 2012.

Question 54: What is the number of documents and pages within the existing FileNet repository?

Response: 7.2 million documents.

Question 55: What is the volume in megabytes for the total FileNet repository?

Response: 2.6 TB.

Question 56: Does the County have an existing project management and/or project team identified for this project?

Response: Yes.

Question 57: What does the County anticipate as a schedule of events following submission of the proposals?

Response: The project goal is to have the software implemented and conversion completed by 2013.

Question 58: What is the extent (if any) of the County's current use of Microsoft SharePoint?

Response: SharePoint is not installed or used within Larimer County.

Question 59: Does the County currently utilize departmental records coordinators, liaisons, or data managers?

Response: Yes, all of them.

Question 60: Regarding Proposal Submittal Requirements #26, page 8, "Proposed Cost of Software and Installation":

- This is the total cost of the project for the first year. Page 8, Proposal Submittal Requirements: #28, Cost Schedule: complete the cost schedule (pgs. 18 & 19) assuming the Current Imaging Application Environment as shown on page #2 of the RFP. Is this cost different than the total cost that would be listed for #26.
- **Response: This question is not clear to us; we are unable to answer.**

Question 61: Page 1 of Sample Contract, Section II, Term, Part I and Part II of the contract is addressed. Is Part I or II discussed in the RFP? I didn't see it. Maybe this is included in standard contracts and will be changed if Part I and II are not applicable.

Response: This is a sample contract only and may be changed to suit the needs of this project.

Question 62: Please provide details of your current system architecture, including servers, scanners, storage, switches, firewalls, etc.

Response: See response to question 22.

The County currently has two FileNet\Imaging systems.

The first system consists of one physical HP server which houses both the SQL server as well as the Storage Manager. The images are stored on a NAS and are accessed by the FileNet system via iSCSI. Current storage on this system is approx. 1 TB. This system services the Sheriff's Office.

The second system services the rest of the County offices. It is running in a virtual environment and consists of 3 servers. First server is the SQL server, second server is the Storage Manager and third server is the FileNet Web server.

The virtual infrastructure consists of Dell PowerEdge servers and EMC storage. Connection between the servers and EMC is Brocade 4GB Fibre channel.

The web server is used by the entire County.

Current storage for this system is approximately 1.2 TB.

The County has 2 Kofax systems. One services the Sheriff's Office and is located on the Sheriff's FileNet SQL server. The other Kofax server is a dedicated virtual server and services the rest of the County.

Network infrastructure is Cisco Catalyst.

FileNet systems are accessed remotely via our Citrix environment.

Question 63: What database does the County currently use?

Response: We are utilizing Oracle and SQL Server databases.

Question 64: Does the County expect the solution to be installed on current hardware or will new hardware be purchased?

Response: This depends on the proposals submitted.

Question 65: Does FileNet currently have interfaces to all of the applications in Section 7?

Response: No.

Question 66: What is the award time-frame or process for this RFP?

Response: This depends on the proposals submitted.

Question 67: Is the expectation that the solution will be fully functional from the initial install or is a phased approach acceptable?

Response: It would depend on the proposed solution. The expectation is that whatever functionality existed with FileNet would be completely migrated.

Question 68: Regarding Proposal Submittal Requirements #7 on page #5: there are 19 different required integrations. Please describe the actual integration requirement for each so we can properly respond i.e., does each system need to be image enabled or do you need the ability to save documents directly from these systems into the ECM system?

Response: See response to question 41.

Question 69: Under Proposal Submittal Requirements #14 on page #6: you require 100+ indexes. Are 100+ indexes needed for an individual document or in total for all document types?

Response: In total for all document types.

Question 70: How many images are currently stored on the ECM system?

Response: 7.2 Million.

Question 71: How many additional images are expected to be stored each year in the future?

Response: It is unknown at this time.

Question 72: What is the number of records in legacy FileNet 5.4 repository?

Response: 7.2 Million.

Question 73: If the number of records are not available, please provide the size of FileNet 5.4 repository in GB, TB or PB.

Response: The size of the repository is 2.6 TB.

Question 74: What is the an estimated number of new document pages to be redacted on an annual basis?

Response: Estimated at 4,800 per year.

Question 75: What is the estimated number of new pages that are captured on a monthly or annual basis?

Response: Estimated at about 40,000 Monthly.

Question 76: Is high-volume scanning done locally or at a central location?

Response: Both.

Question 77: Is it the preference of Larimer County to migrate the existing FileNet system fileplans or would it be acceptable to recreate the fileplans in the new environment?

Response: This depends on the response to this proposal; both options would be considered.

Question 78: Will the Larimer County Records Manager be validating the fileplans?

Response: It is unknown at this time.

Question 79: What version of SQL is currently being used?

Response: 2000 and 2005.

Question 80: What type of storage is currently being used? e.g. SAN?

Response: See answer to question 62.

Question 81: What is the estimated size in GB, PB or TB of new content being added to the repository each year?

Response: See response to question 80.

Question 82: Of this new content, what percentage is paper to be scanned and what percentage is electronic "born digital"? I.E. MS Office Files, online forms etc?

Response: It is unknown, as all content loaded into the system comes from a paper source; there could be a high number of "born digital".

Question 83: Is archive content to be migrated in addition to Work In Progress Content?

Response: Yes.

Question 84: What is the size of the archive content vs. work in progress content?

Response: It is unknown; almost all is archive content, however some departments are moving to work in progress content.

Question 85: In the archive what is the size of permanent records vs. temporary records?

Response: Destruction is based on a retention schedule.

Question 86: Is documentation available for the legacy applications listed in the RFP Section 7?

Response: Yes Upon award this documentation will be available to the awarded vendor.

Question 87: If not, please provide version number of products currently being used within Larimer County as describe in section 7.

Response: See response to question 86.

Question 88: Are there any custom interfaces that have been developed for the applications listed in RFP Section 7?

Response: Yes.

Question 89: How are the end users distributed amongst the county facilities?

Response: Staff is located at over 12 facilities distributed throughout the county.

Question 90: How many users are in the main campus and how many are remote?

Response: 50% of the county staff are at the main campus.

Question 91: Is it possible to review the current network diagram?

Response: Yes: http://www.larimer.org/bids/documents/P11-20_0753163.pdf

Question 92: What is the current utilization of the network?

Response: See response to question 22.

Question 93: Are there specific times within the day or applications where response times of users are noticeably different?

Response: At initial login to the AD at the start of business.

Question 94: What version of Kofax Capture is being used?

Response: 8.0

Question 95: Are legacy capture devices to be used? If so what are the makes and models?

Response: This will depend on product selected.

Question 96: What are the configurations (SW and Version installed) on the workstations/desktops?

Response: Windows XP / Windows 7.

Question 97: What version of browsers are being used now and should be anticipated in the future?

Response: IE 7, IE 8, Google Chrome.

Question 98: Is there any current maintenance/support being provided for the legacy FileNet 5.4?

Response: Yes.

Question 99: How many legacy workflows are in production?

Response: One.

Question 100: Is it the desire for Larimer County to have a Separate System for Development, Test, Quality Assurance and Production? If systems can be combined, what is the preference?

Response: Test and production would be preferred, depending on the proposed cost.

Question 101: What version of VMware is Larimer County using?

Response: VSphere 4.1

Question 102: What is the preferred call center support hours of operation?

Response: 7:30 A.M – 5:00 P. M. Monday through Friday.

Question 103: What are the Service Level Agreements for Maintenance for Larimer County? i.e. Are there maintenance windows where installations migrations can be performed?

Response: Yes.

Question 104: Are training facilities (e.g. classrooms) available for training, or should the vendor include hotel/conference room space in the proposal costs?

Response: Yes. On-site training facilities are available.

Question 105: How many attendees should be estimated for Technical level classes?

Response: At least 5.

Question 106: How many attendees should be estimated for Records Management level classes?

Response: At least 40.

Question 107: How many users should be estimated for Super User level classes?

Response: At least 150.

Question 108: Would Larimer County prefer the vendor to provide trainers, or will Larimer County provide personnel that will then train others?

Response: It would depend on the proposed cost.

Question 109: Will these Super Users become Trainers for the rest of the organization? If not, how many attendees for Trainer level classes should be estimated?

Response: It is unknown at this time.

Question 110: Is it the intent of Larimer County to have the vendor recreate all the current reports, or if given the capabilities out of the box, allow Larimer County personnel to create their reports? If the vendor is to create the reports, is there an estimated number of reports to be created? Are there sample reports that the vendors can review?

Response: See section #16 in the original Proposal document

Question 111: What is the version of Business Object Enterprise currently being used?

Response: 12.3.6

Question 112: Regarding the Scope of Work section, one of the objectives was to bring online those new departments or offices that want to implement a new content management system. What is the estimated number and approximate timeline of new departments to be brought online during this project? Will the number of users increase, and if so, what is the estimate number of users by phase? (This will assist us in responding to section 30)

Response: Two new departments are planning to come on board in the same implementation time frame identified in the response to question #57. No, the number of users should not increase, they have all been identified at this time.

Question 113: How many workflows are currently in production? Are they all to be migrated or can they be recreated within the new environment?

Response: See answer to question 5.

Question 114: How does Larimer County envision transitioning to the new system? A parallel mode with new content being added from day one forward and allowing existing workflows to complete, or complete cutover? Any preference, contractual issue or financial incentive of one implementation versus another?

Response: It depends on the proposed solution.

Question 115: May additional case studies and marketing material be attached as an addendum outside the 35-page limit, or shall the vendor wait for brochures and other supportive material to be requested? If an addendum, how would Larimer County prefer they be marked?

Response: No. Do not attach additional marketing material to your proposal.

Question 116: Is Larimer County looking for an on-premise system, or are they looking for a hosted/cloud based system?

Response: It depends on the proposals submitted; we are willing to consider both options.

Question 117: Is there a vendor registration process to go through to be able to bid?

Response: No.

Question 118: Is there an intent to bid notification required?

Response: No.

Question 119: Can the County provide its current IBM FileNet entitlements? This will provide an accurate count of current FileNet licensing and products.

Response No, not at this time.

Question 120: Can the County provide a usage profile for the user count outlined in the RFP? In particular, how many users access the existing FileNet system

- On a daily basis
- On a weekly basis
- Less than weekly
- How many users access content only?
- How many users access workflows?

Response: Requested information not available at this time.

Question 121: Does the County currently run any workflows on its existing FileNet system? If so:

- How many separate workflows?
- How many instances of each workflow are in flight at any one time?
- Are any FileNet eForms in use?
- Are any custom step processors in use?

Response: See answer to question 5.

Question 122: How many documents are in the current FileNet system?

Response: 7.2 Million.

Question 123: What is the current size (GB) of the libraries in the current FileNet system?

Response: 2.6 TB.

Question 124: What is the primary user interface for the existing FileNet system?

Response: Thick Client.

Question 125: Please provide a detailed description for each existing imaging application to be migrated including

- Index fields
- OCR
- ICR
- Barcode
- Single page vs multi-page batches
- Full text indexing
- Database lookups

Response: Unable to answer at this time.

Question 126: On page 9 within the RFP, the “Evaluation Criteria” against which the vendors will be ranked, a 20% value is given for “Vendor Experience and Partnership Offering”. Could you offer any more details on these terms?

Response: See response to Question 40. No.

Question 127: Referring back to the “Qualifications” section of the RFP (Page 3 of 19), we see that both experience and partnerships with at least 3 government entities and a history of 5 year partnerships with clients, “especially with the local and state government accounts” is spelled out. Can you confirm that our

assumption of what the RFP states as “Vendor Experience and Partnership Offering” is in line with this assumption?

Response: See response to Question 40.

Question 128: Requirement 6: Is support for iOS Devices and Android devices mandatory?

Response: No.

Question 129: Requirement 7: Does the requirement for working with Google e-mail, calendars and applications assume that you will save data out of the Google System for import into the proposed installation? If not, please share your vision.

Response: This depends on the proposed solution.

Question 130: How many Kofax scan licenses do you have today?

Response: At least 15 Full Station and 15 Scan.

Question 131: Do you wish to retain Kofax for scanning or use the new systems scan/index modules?

Response: It would depend on the proposed solution.

Question 132: Of the 1,200 – 1,350 users, how many are dedicated and how many are shared or casual users?

Response: Most are shared/casual users.

Question 133: How many documents are currently stored in the FileNet system?

Response 7.2 Million.

Question 134: Does that count included office documents as well as images?

Response: No.

Question 135: Do you currently store CAD files?

Response: Yes.

Question 136: How many GB of storage do you currently have for documents and images?

Response: 2.6 TB.

Question 137: What is your current storage medium; magnetic disk?

Response: NAS Storage.

Question 138: Is there a paper backfile to be converted as part of this project?

Response: No.

Question 139: Regarding the database: will you only accept a proposal for an Oracle-based solution?

Response: No.

Question 140: Is the current FileNet system integrated with Accela Permits Plus, Accela Automation, Energov, CRW Trakit, Tiburon (Tiburon, Inc)?

Response: Yes, some of them are integrated using a URL.

Question 141: File Types: is there a specific file format you require for Agendas?

Response: No.

Question 142: Can you provide details on the FileNet Content Services (CS) 5.4 version, including:

- Patch levels
- OS platform
- DB Version and Size

Response: FileNet Content Services 5.4, SQL Server 2000, 7.2 Million Records.

Question 143: How many CS servers for Property Manager, Storage Manager and Content Search Manager?

Response: None.

Question 144: Do you have any interfaces with FileNet using IDM Desktop, Web Services, Capture Desktop and/or custom interfaces in place today?

Response: We are using IDM Desktop and Web Services.

Question 145: In the CS system are you using any of the following:

- Replication?
- Renditioning?
- Compound Documents?
- Stored Searches?
- Annotations?
- Optical Media?

Response: Optical Media and Annotations.

Question 146: In the current system, what is the total number of:

- Documents
- Document Classes
- Archived Documents
- Total Volume of Storage (e.g. GBs)
- Single-value and Multi-value Properties defined

Response: 7.2 Million Documents, in 2.6 TB, each department has a variety of document classes.

Question 148: What document types are in use on the system (MS Word, CAD, TIF, etc.)?

Response: TIF.

Question 149: Do you use CS Shelf Reconfiguration? If so, please describe number of shelves and desired modifications.

Response: No. We do not use CS Shelf Reconfiguration.

Question 150: Do you use CS Archival Assistance? If so, please describe current archive strategy/number of categories and desired modifications.

Response: No, we do not use CS Archival Assistance.

Question 151: Are there any CS folders or folder contents? If yes, please describe.

Response: Unable to answer.

Question 152: How many environments (e.g. Development, Test, Production) do you want to implement?

Response: Test and Production would be preferred.

Question 153: Please provide additional details on what is expected for the integrations with these various products (from item 7, page 4):

- Active Directory
- Oracle ERP 10.6 (Oracle)
- Permitting Software ie: Accela Permits Plus, Accela Automation
- Permitting Software: Energov
- Permitting Software: CRW Trakit
- Tiburon (Tiburon, Inc)
- Microsoft Office
- Open Office
- Google E-Mail
- Google Calendar
- Google Applications
- ADP (TimeCard / HR)
- Open API
- Ability to view payable document within Oracle ERP
- Support a connector or web service to allow applications to send data to the content management system
- Allow ability to retrieve index data from another application
- Integration with Adobe v. 9.0 (Red Lining, Notes, Versioning)
- Integration with Business Object Enterprise Server

Response: Please see response to question 41.

Question 154 Do you want the ability to view payable document within Oracle ERP application? (is this a particular type of doc format?)

Response: Yes we do, it is using the FileNet viewer.

Question 155: Please clarify the required WMI format, (which format, there are a few types).

Response: This depends on solution offering; no specific version requirement at this time.

Question 156: Regarding Google Documents, what file formats? Also I need more details as to what kind of support for these documents is required in association with the ECM solution?

Response: Unable to answer at this time, some portion of staff may use Google Docs, Sheets, Presentation as a document type.

Question 157: Regarding Google Agendas, what file formats? Also I need more details as to what kind of support for these documents is required in association with the ECM solution?

Response: See response to question 156.

Question 158: Regarding Email into system with Printing/Scanning, I need more info. In regards to scanning, does the application need to perform scanning, or is the scanning software needs to be able to launch the viewer?

Response: Depends on solution provided, we would like the ability to send an email into the content management system.

Question 159: What scalability / High Availability requirements need to be considered in the response?

Response: System needs to be in operation throughout the day, every day except during schedule/planned maintenance.

Question 160: Are application interface requirements meant to be updated and worked with interactively, or will updates from the listed application interfaces be scheduled as part of an offline process?

Response: Both options would be considered in the solution offered.

Question 161: How many workstations require advanced viewing or annotation capabilities such as redaction or CAD redlining?

Response: It depends, this may need to be flexible based on the business need and use.

Question 162: Is the intent to leave the existing Kofax scanning environment in place or does Larimer County want to replace that functionality with any advanced capture solution (utilizing ICR technologies)? If the answer is yes, please provide the following information:

- What are the dialing scan volumes?
- Does the County support a centralized or decentralized scan environment?

Response: We will be considering both options.

Question 163: Are you using any other reporting tools other than Business Objects? (i.e., Excel or Crystal Reports)?

Response: Business Objects includes Crystal Reports as well as many other reporting tools.

Question 164: Please clarify the desired project timing.

- Target Date for Vendor Selection
- Target Project Start Date
- Desired Go-live Date

Response: Unable to answer at this time; it will depend on the proposals received.

Question 165: Regarding Proposal Submittal Requirements #7 on page #4; how is the County using the Business Object Enterprise Server and for what purpose?

Response: This is our current enterprise reporting system and will be expected to analyze and report on some of the content management system statistics and meta data.

Question 166: Regarding Proposal Submittal Requirements #7 on page #4: can you share who (Department and Personnel) uses the following applications and for what purpose? (Open Office, Google E-Mail, Google Calendar, Google Applications)

Response: The entire county can utilize each of the identified tools. Google is the county standard for email and calendar scheduling.

Question 167: Regarding Proposal Submittal Requirements #7 on page #4, can you explain the types of integrations required for the following applications? (Open Office, Google E-Mail, Google Calendar, Google Applications)

Response: See response to question # 166.

Question 168: Regarding Proposal Submittal Requirements #8 on page #5; in what file format are the Agendas?

Response: It will depend on proposed solutions.

Question 169: Regarding Proposal Submittal Requirements #8 on page #5; what is the County's indexing methodology for all captured contents?

Response: Image is validated in Kofax and indexes are applied before batches are sent to FileNet.

Question 170: Regarding Proposal Submittal Requirements #8 on page #5; how are versions controlled for all electronic documents?

Response: It depends on document retention policies.

Question 171: Regarding Proposal Submittal Requirements #8 on page #5; please specify all document / content capture methods used within all County departments?

Response: Kofax.

Question 172: Regarding Proposal Submittal Requirements #10 on page #5; please specify the security standards the County recognizes for records management?

Response: HIPPA and CIJS as well as any other State and Federal record management standards.

Question 173: Regarding Proposal Submittal Requirements #12 on page #6; please specify from beginning to end, the processes (workflows) involved in electronically submitted applications?

Response: We currently do not have this process.

Question 174: Regarding Proposal Submittal Requirements #12 on page #6; please specify the document / form types involved in electronically submitted applications?

Response: See response to question 173.

Question 175: Regarding Proposal Submittal Requirements #12 on page #6: Please explain how the FTP Site is used?

Response: Large documents and images are stored in a protected location for download by authorized users.

Question 176: Under Proposal Submittal Requirements #14 on page #6; can you please specify the types of elements stored in documents that need to be searchable?

Response: The indexes. For Word and other electronic documents, the ability to search the text within those documents is also desired.

Question 177: Regarding Proposal Submittal Requirements #14 on page #6; what is the County's current method to convert Voice to Text?

Response: We do not have a current method.

Question 178: Regarding Proposal Submittal Requirements #16 on page #7; how is Business Object Enterprise being used and what needs does it satisfy?

Response: This is our enterprise-reporting tool

Question 179: Regarding Proposal Submittal Requirements #17 on page #7; what file types does the county need to compare documents for differences?

Response: Any documents that require version control and any other document that needs to follow record management rules.

Question 180: Regarding Proposal Submittal Requirements #17 on page #7; what processes are involved in comparing contents for differences?

Response: Unable to answer; it would depend on the proposed solution.

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM #1 ON THE SIGNATURE PAGE OF YOUR PROPOSAL DOCUMENTS.

**THE PROPOSAL RECORDING DATE HAS BEEN EXTENDED TO:
TUESDAY, FEBRUARY 7, 2012 AT 2:00 P.M. (OUR TIME)**

No further questions will be accepted or answered.

Thank you,

**Heather L. Michaels, CPPB,
Purchasing Agent II**