

Request for Proposals ACQ-2013-0129-RFP

Vendor Questions and Answers

Number	RFP Section	Vendor Question	Answer
1	Exhibit J – Business Requirements Section 1.8 Scheduling Cases	... the section description indicates that this is “ not a calendaring system”. While our triggers are completely independent of any calendaring system, we would typically use a calendaring pop-up in the user interface to aid in selecting dates when appropriate. This is just to enhance the user experience and can be hidden but based on the requirements structure, would we need to remove the calendaring function to meet the requirement or can we leave it in to enhance the calendaring experience?	No, you do not need to remove it. The pop-up calendar feature is referenced in Requirement 1.3.2 specifically to aid in scheduling cases.
2	Exhibit H – Technical Requirements Requirement #8	Please clarify the requirement and provide a sample use case.	The product must have the ability to handle encrypted data. Explain how your solution supports dealing with or provides for encrypted information being stored.
3	Exhibit H – Technical Requirements Requirement #13	Please clarify the term “unlimited custom properties”.	The term is actually “unlimited number of customer-defined index value fields ”. There should be no limit to the number of index fields that can be assigned to a document. Assumption being index value fields are stored in the SQLServer database and your limit would be the limit for the number of fields the database supports.

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4	Exhibit H – Technical Requirements Requirement #20	Please clarify the term “high volume” (PPM/PPS, total volume, etc.).	The intent of the question is for Vendors to provide information on how their products scale. Since we cannot predict future volumes we need a product that can easily and affordably scale as volumes increase. Vendors need to provide their best answers based on their experience at other customer sites and what they can gather from the RFP background information.
5	RFP Main Document – Section 1.13 Single Award	The RFP states that the “ AOC shall enter into contract negotiations with one (1) Vendor as the result of this RFP”. Is it acceptable for vendors to team up provided one is designated as the prime?	Vendors can team, but AOC can only negotiate and enter a contract with one vendor.
6	RFP Main Document – Section 1.1 Purpose	Your solicitation references procuring an off-the-shelf EMCS product. Are you open to working with a Microsoft SharePoint solution, which pulls in best of breed business partners for specific ECM/ERM workloads, like content ingestion, workflow, records management, et al? This is a common ECMS paradigm, and while it will require some configuration, will not require custom coding.	We will evaluate all proposed Vendor solutions equally.
7	RFP Main Document – Section 4.2.1.1 Prior Court Implementation	The qualifications indicate that respondent will need to have implemented an ECMS solution in a court environment. Does the prime contractor or system integration have to have this direct experience or is it sufficient for the product(s) to have been used in such an implementation?	Requirement 4.2.1.1 must be addressed as written. The definition of “Vendor” appears in Exhibit A – Definitions.
8	N/A	Will preference be given to respondents local to Washington State?	No.

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9	RFP Main Document – Section 4.4.1 Overall Approach	Our typical delivery model is predominantly remote, with some onsite at project inception and through discovery and requirements. Are you open to such a delivery model, or is the preference to have predominantly onsite delivery?	Please refer to Exhibit L - Statement of Work Section 2 Overall Approach. Please note that Exhibit L – Statement of Work provides information for the requirements in RFP Main Document Section 4.4 Statement of Work that should be taken into consideration in Vendor responses.
10	Exhibit H – Technical Requirements #39, #61, #61a	Do you already own the licenses for SharePoint and if so, what version (Foundation, Standard or Enterprise)?	All we are requiring is that the Vendor solution has the ability to interact with our existing SharePoint environment so if we choose to we can leverage the asset outside of this project.
11	Exhibit H – Technical Requirements #39, #61, #61a	If so, how are you currently utilizing Microsoft SharePoint in your organization today? Do you see SharePoint as a potentially viable foundation for your ECMS system?	The courts currently do not use SharePoint. AOC has a SharePoint environment that could be leveraged in the future and we want to keep that option open.
12	Exhibit H – Technical Requirements #39, #61, #61a	If we were to propose a SharePoint-based solution, what SharePoint skills do you currently have in house in terms of SharePoint Administration, Maintenance, Content Owner/Authorship, and Development?	We have a single, dedicated SharePoint administrator who should not be considered available to the project.
13	RFP Main Document – Section 1.2 Background	Since all the three Appeals Divisions of AOC already has DMS implemented, namely: DocuShare and Laserfiche. Please specify whether the migration from those systems to the new system is in scope for this RFP.	Document conversion is required. Please refer to Exhibit L – Statement of Work Section 10 Document Conversion and RFP Main Document Section 4.4.5 Approach for Deployment. Please note that Exhibit L – Statement of Work provides information for the requirements in RFP Main Document Section 4.4 Statement of Work that should be taken into consideration in Vendor responses.

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14	Exhibit H – Technical Requirements Requirement #21	The solution required is initially for 245 users total. Kindly specify the number of concurrent users.	Since for us this is a new product implementation we do not know what our concurrent user number would be or how a Vendor would define a concurrent user. We would be relying on Vendor knowledge on what a concurrent user number would be based on their past experiences.
15	Exhibit H – Technical Requirements Requirement #16a	<p>One of the requirements is given as "Provide a high-level document describing API and Web Service feature set. Indicate architecture used (i.e., MS visual studio .Net C# etc.)."</p> <p>However, our proposed Solution is primarily built using technologies like Java, .Net etc. Kindly confirm if you would consider such a solution and if it does comply with your technology preferences/requirement?</p>	<p>We are interested in how robust a product solution is. We will consider every option presented equally.</p> <p>We are not asking the Vendor to provide any services. We are only interested in how the Vendor's solution would support future enhancements if we choose to implement certain functionalities.</p>
16	RFP Main Document – Section 4.4.8 Training Approach	Please specify the number of users to be trained?	<p>Please refer to Exhibit L – Statement of Work Section 11 Training.</p> <p>Please note that Exhibit L – Statement of Work provides information for the requirements in RFP Main Document Section 4.4 Statement of Work that should be taken into consideration in Vendor responses.</p>
17	RFP Main Document – Section 4.2.1.1 Prior Court Implementation	The RFP says "Vendor must have implemented an Enterprise Content Management System in a Court environment". Will you consider relaxing this requirement to be met by either the Vendor or by the Major Subcontractor.	Please see the definition of "Vendor" in Exhibit A – Definitions.

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18	Exhibit J – Business Requirements	Exhibit J, Business Requirements makes reference to various letter templates and states the letters be completed using MS Word. Is the AOC open to replacing MS Word templates with PDF Letter templates that are automatically populated with case information? The result is the creation of a letter, with no user interaction required. One of the business requirements to consider in making this decision is whether the content of the letter needs to be modified prior to distributing to the recipient.	No, MS Word is our standard.
19	Exhibit J – Business Requirements Requirement 1.4.22	Exhibit J, requirement 1.4.22 states the product must provide the ability to associate an electronic signature with a document. Can the AOC/Appellate Court clarify the approach for the AOC to apply electronic signatures to document (i.e., signature image, date/timestamp, user re-authenticate, signature pad, etc...)?	The Appellate Courts require an image of a handwritten signature on a document. Vendors should describe how to apply a signature image onto a document with their product.
20	Exhibit J – Business Requirements Requirement 1.4.22	Are digital signatures required? If digital signatures are required, will the AOC supply the certificates? (Exhibit J, requirement 1.4.22)	No, they are not required.