



ADA COUNTY DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

200 West Front Street
Boise, Idaho 83702-7300

DATE: April 1, 2013
TO: ALL PLAN HOLDERS
FROM: ADA COUNTY PURCHASING
NO. OF PAGES: Four (4)

RFI 13016
Ada County Electronic Document Management

RESPONSES DUE: April 5, 2013 by 4:00 p.m. MDT

ADDENDUM NO. 2

NOTICE TO RESPONDERS:

1. This addendum shall be considered part of the documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original documents, this addendum shall govern and take precedent.
2. Responders are hereby notified that they shall make any necessary adjustment in their estimates on account of this addendum. It will be construed that each response is submitted with full knowledge of all modifications and supplemental data specified herein.

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- Clarification: Responses should address all bullet points listed in *Response Content* on pages 13-14
 - Answers to questions received before March 28th cut-off date

- **Clarification: Responses should address all bullet points listed in *Response Content* on pages 13-14**

Response Content

In responding, please provide the following:

- Brief summary of your business and qualifications;
- What solutions you propose to assist Ada County;
- Information on other installations that your company has done that match the size and scope of our project;
- What type of hardware, software, infrastructure upgrades may be required;
- Provide a detailed costing model for budgetary purposes (i.e. per seat structure, per annum cost including support and maintenance and other associated cost, implementation costs and professional rates);
- Provide an implementation plan and timelines;
- Sample documents will be provided to selected vendors to test OCR capabilities of solutions.

- **Answers to questions received before March 28th cut-off date**

1. Is the total user count needed for access (not talking about the outside staff for public viewing, as that is free)
 - a. 7 in the Clerk's office
 - b. 1,600 in the Administrative Office
 - c. 22 (15+7) in the Prosecutor's office
 - d. 40 in the Sheriff's Office

Grand total of users needing day to day access is 1,669 according to my count.

Answer: The number of users is not determined in an exact way yet. It will depend on what features the chosen vendor offers. For purposes of this RFI, a safe number is 1,200 users. If providing pricing based on this number, please also provide line item pricing and volume discount levels.

2. For the case management side, my understanding is to have that in the system, or recommend a case management system to integrate with? I was not certain on this.

Answer: Either approach is acceptable. If case management will be handled with another product, the chosen vendor will need to be able to demonstrate integration with the core product.

3. Is the plan to phase out the Laserfiche current system as well as the SharePoint?

Answer: There is no decision made on that, but the safe assumption is that some Laserfiche will remain as those solutions are already in place. The ability to interface with Laserfiche or other providers would be useful. Regarding SharePoint, that is primarily used as our Intranet platform. If a non-SharePoint based solution is chosen, it will still likely remain in that role.

4. What is the budget proposed for this project?

Answer: We do not give that information out.

Board of County Commissioners (208) 287-7000	Human Resources (208) 287-7123 Fax (208) 287-6999	Employee Benefits (208) 287-7123 Fax (208) 287-5729	Risk Management (208) 287-7123 Fax (208) 287-7129	Business Process Services (208) 287-7123 Fax (208) 287-7159	Communications (208) 287-7123 Fax (208) 287-7159	Purchasing (208) 287-7123 Fax (208) 287-7149
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5. The RFI states that each of the four departments have few employees involved in records management capacities, but does not state expected number of licenses required for the proposed solution. Is it expected that eventually all computing users will be responsible for capturing records at point of creation (email, desktop applications, integrations)?
Answer: Not all, but more than are represented in this RFI. Some type of employee, such as Law Enforcement, EMS, and other field based personnel will not be involved in document capture. Some subset of employees will specialize in that function, and a larger subset will need to be able to access those records.

6. If licenses are not required for all users, how many users are expected in these departments: Administration and Prosecutor's Office (Civil). The other departments state expected number of users (those involved in records management capacities).
Answer: The approximate number of users involved on the Prosecutor's Office (Civil) is 25 to 30.

7. Which email platform is used internally at the desktop level?
Answer: Our standard desktop mail platform is Microsoft Outlook. We are currently using a mixture of Outlook 2000, 2003, 2007, and 2010. A project is underway to standardize on Outlook 2010 with an eye toward using Outlook 2013 in the coming years.

8. What are the specifics (product name, version, platform) of the "image (BLOB) storage server" which is expected to be integrated with the proposed solution?
Answer: That is an internally developed system and not supported by a third party. The storage system is based on the "IBM Content Manager for iSeries with WAF" version 5.3. Most of the images are stored as multipage tiff format, but there may be a few stored in the old MOD:CA format.

9. Our solution "DocFinity" is provided with a built in Full Text Search Engine" (see attached). It eliminates the need to run a document thru OCR. In effect, when a document is stored in the repository (electronically or scanned) it can be enabled to be full text searchable. The document would be in the original format and returned in the same fashion. I am not sure what I could provide? Can you provide some guidance?
Answer: The requirement around OCR is to make documents that reside in hard copy in County storage facilities text searchable to the extent that is possible, mainly depending on the nature of the source document. OCR is intended to represent a generic technology to accomplish this. If you have some other method of scanning hard copy documents to the repository in a way that makes them text searchable, then please explain that in the response. A particular reference to OCR is not needed if it is not applicable. We are more interested in the result than in the specific method.

10. Please clarify on the following Business Drivers:
 - Digitization of records/ OCR- Is this referring to full text extraction, zonal OCR to extract metadata, or both?
Answer: It is both. There may be zonal OCR for forms submitted, for example, at a counter station in one of the County facilities. We would be looking to gather specific fields from those types of documents. Other hard copy documents that are stored in County facilities we would scan and extract as much text as possible to make them searchable.

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- Legacy Application- Can we get more information about this application? What kind of integration is being requested (index extraction?)

Answer: The storage system is based on the “IBM Content Manager for iSeries with WAF” version 5.3. Most of the images are stored as multipage tiff format, but there may be a few stored in the old MOD:CA format. The initial thought is to be able to interface with this system to do a comprehensive search that would include existing documents from this repository. Over time, we would like to see this system combined with the chosen solution, but that will require planning and programming changes, and so is a longer term goal.

- Indexing unstructured repositories- I assume that the plan is to bring these repositories into the new solution, if not could you clarify what is being asked for?

Answer: The unstructured repositories primarily refer to shared and personal network drives where documents are stored. We would like to be able to index these documents to allow for more thorough search and discovery functions.

11. Please clarify on the following Agency Needs:

Storage- what is being asked regarding the BLOB storage server? Would this information be brought into the new solution?

Answer: The initial thought is to be able to interface with this system to do a comprehensive search that would include existing documents from this repository. Over time, we would like to see this system combined with the chosen solution, but that will require planning and programming changes, and so is a longer term goal.

12. Please clarify on the following Request for Pricing in Response Content:

Detailed cost model for budget- Is this specific to the Prosecutor's Office? This is the only department with a clearly set of defined number of users and requirements.

Answer: We are looking for a cost model that allows us to understand the licensed components and their associated costs. The number of users will vary based on the vendor chosen and their particular licensing model. With regard to user counts, please provide the cost per user by type of users (i.e. scanning or document creation vs. those who only search/access documents), along with price point breaks based on count.

13. We are in receipt of the RFI 13016 and are ready with our response. Could you please confirm that we send it to purchasing@adaweb.net?

Answer: Yes, all responses for this RFI should be sent via email to purchasing@adweb.net.

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