

**CITY OF MIDDLETOWN
PURCHASING DEPARTMENT**

**ADDENDUM #1 TO RFP #2013-005
Enterprise Content Management Systems
Technical Services**

Date Issued: February 15, 2013

ALL BIDDERS ARE HEREBY ADVISED OF THE FOLLOWING AMENDMENTS TO THE CONTRACT BID DOCUMENTS:

PROPOSAL SUBMITTAL DATE HAS BEEN EXTENDED***

Also included in this addendum are **answers to all questions** that were submitted on or before **the deadline date of February 13, 2013.**

INVITATION TO BID

Date set for the receipt of proposals has been extended

The new date is:

*****Thursday, February 28, 2013 at 3:00 PM*****

PLEASE VERIFY THAT YOU HAVE RECEIVED THIS NOTIFICATION IN THE SPACE BELOW AND FAX THIS PAGE BACK TO THE PURCHASING DEPARTMENT AT 860-344-3561 or email purchase@middletownct.gov

BIDDER ACKNOWLEDGES RECEIPT OF ADDENDUM #1: _____
COMPANY NAME

SIGNATURE

PRINT NAME CLEARLY

TITLE

All bidders are hereby advised of the following amendments to the contract bid documents which are hereby made an integral part of the specifications for the subject project, prepared by the City of Middletown to the same extent as all other documents. All work shall conform to the standards and provisions of same. Bids submitted shall be deemed to include contract document information as shown in Addendum No. 1. General bidders shall notify sub-bidders that may be affected by this addendum as applicable. **Bidders shall be required to acknowledge receipt of this addendum in the space provided on the Bid Proposal Form on Pg. 37.**

Failure to acknowledge receipt of this addendum by the bidder may result in the rejection of their bid. Bidders are directed to review changes to all portions of the work as changes to one portion may affect the work of another.

TOTAL ADDENDA 7 PAGES

*****BIDDER NOTE:** If you have already submitted a bid you shall be required to acknowledge receipt of this addendum under separate cover in a sealed envelope clearly marked with the bid number and description. This acknowledgment must be received by the time and date specified to be accepted by the City. Please contact the Purchasing Office at (860) 344-3465 to obtain new bid forms if the above modifications affect your bid submittal.

Donna L. Imme, CPPB
Supervisor of Purchases



REQUEST FOR PROPOSAL
#2013-005

**ENTERPRISE CONTENT MANAGEMENT SYSTEMS
Q & A
ADDENDUM #1**

The due date is stated as Thursday February 20, 2013. The 20th is on a Wednesday. What is the correct due date?

We are extending the due date to 28th of February 2013.

Regarding the Functional Requirements which start on page 8, are all requirements listed in this section required in the response? If not, which are true requirements and which are desired but not necessary?

Yes

On page 25 there is reference to storage devices and integrated storage of data from other systems. Is the City considering only a premise-based solution or is a hosted system an option. What is the City's preference?

Premise based solution

What is the volume of pages to be considered in the back file conversion, in Public Works? Other departments with back file conversion needs?

25K pages

What is the estimated document and image count once the system is live?

Approximately 1100 documents

What is the estimated number of clients needed, power-users, and occasional users? How many Workflow licenses are needed – occasional users, power workflow users?

Open to vendor suggestions. Power workflow users will be at least 5 and 15 occasional users

Is the City planning on purchasing the ECM software or using a software subscription model?

Which ever is best deal

Will the City share questions and subsequent answers submitted by other vendors with all responding vendors?

Yes

The answers to vendor questions will have an impact on how and if a vendor will respond to this RFP. When will answers be available to vendors?

15th February 2013

Approximately how many pages need to be backfiled? Several boxes? 100 boxes? 30 filing cabinets? Any rough estimate?

25K pages

What index fields need to be captured? What are the sizes of those index fields? For example, Contact Number (6 characters), Contract Start Date (8 characters), Term (2 characters), etc.

We are looking for at least 5 index fields. Open to vendor suggestions

Is the microfilm strictly for archive purposes or will people be accessing them frequently?

It's for archive purpose only

Are there any existing databases that contain some or most index fields that can be leveraged? This will help reduce conversion cost and ensure data integrity.

No

What is the general workflow process for the Public Works' contract process? How many people/teams are involved? Is it a simple approval/rejection process? How evolved can we make it? What database format does ADMINS operate?

We are looking for a workflow that would let us know when the contracts expires, what funds the contracts are being charged examples: General Fund, Grants, LOCIP. Etc. Payments against the contracts with invoices and ability to add more documents (agreements or technical spec documents) to the contracts.

ADMINS operate in their own custom database format

Approximately how many users will be using the system in Public Works to start?

15 users

How many users will the system have internally?

15 in phase I

For how many workflow users (Internally)?

At least 5

For how many mobile devices?

10

How many documents are you planning to process as part of your back-file conversion process?

Approximately 1100 documents

Are the workflow processes already defined?

No

How and where are the documents currently stored?

We currently have mix of electronic documents (MS Word & PDF) & Paper documents

How many documents need to be converted?

Around 1100 documents

Are the documents more than one page?

Yes

If yes, what is the total page count of the project?

Around 25K pages

If unknown, how many total boxes and what is the size of the box?

Are the documents foldered, stapled or filed loosely?

Stapled and foldered. Approximately 200 maps (24x36) are folded and kept with the contract documents.

Are the pages double or single sided?

99% are single sided

Are the pages standard 8 1/2 x 11?

Yes and there will be at least 100 24x36 maps

If not please supply the page size...

What is the condition of the pages?

Good/Fair

How many index fields are required?

At least 5

When you reference searchable index are you referring to an OCR .pdf or a .tiff with a searchable database to retrieve the image?

OCR pdf

Will this project be conducted in-house or off-site?

Mix of both

If in-house will City of Middletown be supplying the laborers to do the scanning?

Yes we will supply people

What is the expected timeline to complete the scanning?

May 2013

Will the scanning be done before, after or simultaneously as the ECM solution?

Simultaneously

Could you supply a picture of a sample of the documents? storage location? Boxes?

They are in binder files

How many document types are included? (what is meant by simple office documents)?

Paper and electronic documents

How many people are in your department that will need view only access to the converted documents?

15

How many people outside of your department will require view only access to the converted documents? (remote users)

10

How many people will require workflow access for the contract process?

At least 5

Is your current contract process documented?

Yes

How many steps are in your current contract process?

5

How many people are required to actually sign the contract?

5

What type of integration is requested with the ERP?

Extract vendor information that has contract info like expiration date, amendments, invoices and payments

Is the only workflow process required for contracts?

Yes

What version of MS Office are you currently using?

2010

Are the contracts currently being created and maintained electronically?

No.

What are the specifications of the Multifunctional Copiers?

Xerox Colorcube 9302

How frequently will the public web interface be accessed?

it's for the general public not sure about the volume or number of users. We are looking for a solution that provides Read only access to general public.

Do you plan on running your solution on both Microsoft Sequel Server and Oracle?

SQL Server

Can you provide more information on the back file? What is the approximate number of documents, and what document type(s) are they?

Approximately 1100 documents. We have a mix of paper and as well as electronic documents (Word/PDF)

How many images do you expect to store on the system?

NA

How many forms will be captured as part of the Public Works scanning and indexing solution? How many indexes will be captured per form?

5 indexes

How many workflows will be built as part of the solution?

1 or 2

What is the City's budget for this implementation?

NA

How many paper documents will be converted as part of the back-file conversion?

25K pages

Should all paper documents be converted to both PDF and microfilm?

All the paper documents should be converted into PDF 's. Microfilm only if you are certified in State of Connecticut

Is there an n-tier requirement for the public web interface?

No

What copier model(s) does the City currently have?

Xerox 9302DN

What is the City's timeline for deploying the solution to the Public Works department?

2 /3 months

How many scan operators, indexers, and validators will be accessing the scanning and indexing solution?

10 in this phase

How many users will be accessing the content repository?

15

How many users will be accessing the solution's workflow component?

5

How many users will be accessing the public interface externally?

The back-file conversion should include a complete and searchable index. What are the requirements for this index?

Its for the general public not sure about the volume or number of users. We are looking for a solution that provides Readonly access to general public.

What is the timeline for the back-file conversion? Is it required that all paper documents be converted before the Public Works solution goes live?

Open to vendor suggestions

For the scanning and indexing solution, how many documents do you anticipate processing per day?

2 months & Yes

What is the existing virtual infrastructure? Is it on-premise or cloud-based?

Not determined yet

Are you considering a platform structure not based on Sharepoint?

No

Are the project budget parameters above or below 300K?

NA