

Electronic Document & Records Management RFP questions

1. Question: What do you see as the biggest challenge in this project?
 - i. Answer: Our biggest challenge will be to find a way to combine paper & electronic together without any duplication or missing information. Also, to integrate the EDRMS with the other systems used within the County.
2. Question: Is there a budget that is already set for this and if so what is the amount?
 - i. Answer: Yes, we do have an approved budget for 2017 of \$150,000 including contingencies. Mountain View County is seeking an option that would meet our needs with the least investment.
3. Question: Do you currently have/use SharePoint within the County?
 - i. Answer: We recently integrated Office 365, we do have SharePoint now but haven't used it yet.
4. Question: Is there a file plan with retention policies defined?
 - i. Answer: Yes, we have both, a classification system with defined retention schedule.
5. Question: Can you provide more details on the data migration sources and volumes?
 - i. Answer: The shared drives contain a mix of word, excel, PowerPoint and PDF documents some or all of these will need to be migrated up to 1,200 GB. We want to manage all the paper records in the system as well. Due to our challenges stated in question 1 our best solution might be Day forward scanning and migrating with the integration of the county's other systems. Users would scan files/documents as requested and classify it in the EDRMS. It is in our expectation that proposals will include recommendations to solve these issues.
6. Question: In the spreadsheet, there is reference to "capture and image processing" but not much detail. Can you provide more detail on the types of scanning, related workflows and other functionality that might be required?
 - i. Answer: The County is looking to do front end scanning of mail and other correspondence. Also, when a user signs out a file, the user would scan the file to be able to have the information electronically. The County is looking to integrate workflows such as; invoice approval.
7. Question: How many users would be doing scan and capture?
 - i. Answer: We would have a group from 10 to 20 users that would be able to capture, scan and classify information.
8. Question: Is there a preference for an on premise or hosted solution?
 - i. Answer: On premise would be our preference.
9. Question: Weather companies from outside Canada can apply for this?
 - i. Answer: Everyone can send a proposal.

10. Question: Weather we need to come over for meetings?
 - i. Answer: Yes, the company awarded will be expected to attend meetings and be onsite for migration, implementation and training.

11. Question: Can we perform the tasks (related to RFP) outside Canada? (Like, from India or USA)
 - i. Answer: Some tasks, for example "support" after the implementation will be acceptable to be perform outside of Canada but for the completion of the project, the County will need onsite resources.

12. Question: Can we submit the proposals via email?
 - i. Answer: The proposal must be on a USB key in a sealed envelope marked Confidential as mentioned on the RFP

13. Question: "Support full capture and Management of electronic and physical (paper) records." Is Mountain View County expecting to utilize the five Canon ImageRunner copiers with full scanning and multi-function capabilities to cover their "Land Files" to electronic versions and store them in the proposed EDRMS?
 - i. Answer: Currently, part of the Land Files is electronic already (on the share drive and in CityView) and part is only paper. We will migrate the electronic files into the EDRMS system and utilize the Canon ImageRunner copier to scan the rest of the "Land Files" as the users request them. If we were to do a large scanning project, we would not rely on the Canon copiers. We are looking for some suggestions or solutions on how to avoid the confusion, duplication and loss of information.

14. Question: "Allow enterprise searching for physical and electronic records by metadata and/or records." Can Mountain View County clarify this requirement? Does Mountain View County expect the EDRMS to store the current physical reference location of "Land Files". Or is the expectation to be able to search "Land files" after conversion to electronic records? As storing the physical reference location within the EDRMS is not generally a function of EDRMS and is the function of another application or Database.
 - i. Answer: Mountain View County is expecting to be able to fully manage physical records including the ability to return results from both electronic and physical files in a single search. We would expect information in our current Master Inventory spreadsheet to be integrated into the EDRMS for search and classification purposes.

15. Question: "Allow flexible integration with major business systems." Can Mountain View County clarify which enterprise applications and versions the vendor is expected to integrate with, to what level of integration? Not all enterprise applications Mountain View County currently utilizes will have this capability that allows for this integration without significant upgrades to the existing Enterprise systems.
 - i. Answer: Mountain View County is expecting the vendors to indicate in their proposals which of our systems would be integrated with the EDRMS. If an indicated system cannot be integrated easily, we would factor that into our decision.

16. Question: What is the expected lifecycle of the proposed EDRMS in terms of years?
- i. Answer: Mountain View County is looking for a long-term solution 10+ years
17. Question: How does Mountain View County expect licensing costs to be presented as a yearly basis or for the entire lifecycle of the proposed EDRMS?
- i. Answer: Mountain View is expecting the licensing and maintenance cost on a yearly basis, it must be detailed in the proposal for budget.
18. Question: “The Consultant must be able to provide ongoing software support.” Can Mountain View County clarify the support requirements? i.e. Does Mountain View County expect the financial portion of the response to provide and hourly rate for consulting/ support services or a fixed number of required consultant/ support days?
- i. Answer: Mountain View County is expecting to pay a fixed price for the implementation and training. Options for ongoing maintenance and support and details of what is included should be provided in the proposal with associated costs. Also, it would be a value to provide examples of items not included in the maintenance agreement (i.e. are new workflows included in the maintenance or not? etc..).
19. Question: “Manage inbound correspondence scanning and distribution and workflow.” Can Mountain View County clarify this requirement? i.e. Define inbound correspondence scanning. Is this requirement simply asking for a defined workflow to be developed for management scanning activities to ensure consistency in the process?
- i. Answer: The intent is to substantially decrease or eliminate introduction of new paper into our environment by implementing front-end scanning workflow(s) with the ability to distribute items to the appropriate recipient.
20. Question: Requirement 1.6 – Please explain what is meant by “Coded outcome of event” and “object involved in the event and their roles”
- i. Answer: Coded outcome of event refers to applying a unique identifier to the outcome of the event and objects involved in the event and their roles refers to what objects were affected and how they were affected.
21. Question: Requirement 1.8 – Please explain what is meant by “natively” remote, are you referring to a web client?
- i. Answer: Built-in access weather app-based or web-based on cellphones or tablets.

22. Question: Requirement 1.14 – Please explain how envision a workflow to help, are you referring perhaps to user guides?
- i. Answer: A workflow would help to classify and tag records by forcing the record through a set processes allowing the data owner to determine what type of record it is. A workflow also allows for records to be standardized and reduces the amount of human processing errors. i.e. When a user creates a file, the workflow will walk them through all the steps needed to ensure the files is classified properly.
23. Question: Requirement 1.15 – Is this requirement the same as 8.9? If not, how do they differ? (Solution allow users to set up a collaborative workspace)
- i. Answer: Yes, it is the same requirement
24. Question: Requirement 1.15 – Please define collaborative workspace. Is this referring to SharePoint? If not, are you simply expecting documents to reside in the software and how many users can see them at the same time?
- i. Answer: We are not necessarily referring to SharePoint since we are not currently using it but it could include SharePoint. A collaborative workspace would give the users the ability to be more efficient. We are referring to a space where more than 1 person can work on the same document without making copies or e-mailing the document and always have the latest version.
25. Question: Requirement 1.18 – Please explain “pre-define document relationships”
- i. Answer: This refers to the ability to put meta data on documents to tie them together and to make them more searchable. For example, all the activities related to a gravel pit; invoices, contracts, land, activities etc. would be setup to be all related/tied to the same subject so users can find any kind of information related to the subject with only searching the gravel pit name or the legal location.
26. Question: Requirement 1.21 – Is this the same as 1.29? If not, please explain the differences.
- i. Answer: The system is capable, one to import images and media files directly connected to the system (1.29) and second the system is capable to import images in bulk and allow an easy classification for all of them. (1.21)
27. Question: Requirement 1.22 – Is this referring to movement of documents from the folder to another folder within the system? Or from a folder in the system to a folder residing outside the system?
- i. Answer: This refers to moving bulk documents within the system or folder.
28. Question: Requirement 1.27 – Is this the same as 10.2? If not, please explain the differences.
- i. Answer: We are looking for intelligent OCR functionality, 1.27 ask if the solution offers the OCR function and 10.2 ask if it’s supported natively of by a third party.

29. Question: Requirement 2.6 – Please explain this requirement
- i. Answer: This refers to the ability of the software to have pre-defined events that get triggered based on certain criteria set in the system. Some grants/funding for example, we have to keep the application for 7 years after the funding is complete. Grants are to be renewed every year so does the solution allow to set the date of the event (funding completed) for the 7 years retention to begin?
30. Question: Requirement 4.8 – Please explain what is meant by “Notes (Threaded)” and “Import Processors”
- i. Answer: Notes (Threaded) refers to notes that could be in threads which users have entered about a record that may not have the same permission that the record itself. Import Processors refers to automated processes for different types of records potentially department specific.
31. Question: Requirement 5.3 – Please explain this requirement, particularly what is meant by “trigger events”
- i. Answer: When a change occurs in one system it may cause a change in another system. We have not identified anything like this but are relying on the experience of vendors to best integrate systems where possible.
32. Question: Requirement 7.7 – Please explain further.
- i. Answer: with the email integration, can the solution apply record criteria to specific folders into the email application?
33. Question – Requirement 7.10 – Please explain further.
- i. Answer: Ability to put a legal hold on e-mails to ensure the information can't be deleted or moved without authorization in the event of litigation. Once again, we are looking for vendor's input on how best to address common problems.
34. Question: Requirement 8.3 – Is this referring to opening electronic document from the system?
- i. Answer: We are interested in how the integration with other applications looks. i.e. CityView, Serenic.
35. Question: Requirement 8.6 – Please explain further.
- i. Answer: Ability for multiple users to open a single document and collaboratively modify it.
36. Question: Requirement 8.7 – Please explain what is meant by “Project management features”
- i. Answer: Project management features refers to the ability to create and manage a project from beginning to end. Such as developing a plan, assessing resources to tasks, tracking progress, assessing workload etc. This is lower priority than the core records management, functionality.
37. Question: Requirement 10.3 – Are you asking about the workflow that comes with the systems? Or are you asking about an external workflow package? If external, which one?
- i. Answer: Either or, whichever the solution offers.

38. Question: Provide the number of files on each share drives and the size on each drive.
- i. Answer: Common Drive (L:): 425 GB – 398,470 files
 - i. Planning & Development Drive (G:): 347 GB
 - ii. Operational Services Drive (J:): 347 GB
 - iii. Assessment Drive (H:): 347 GB
 - iv. Number of files for G:/, J:/, H:/ - 1,272,031 files
39. Question: Is Mountain View County looking to digitize all paper files?
- i. Answer: No, digitization is not part of the project, however the County want to be able to do front-end scanning.
40. Question: Is the retention schedule available to the public?
- i. Answer: The retention schedule, Bylaw 17-16 is available on our website under Government Information.
41. Question: Mountain View County is using office 365, what type of license do we have?
- i. Answer: Office 365 Business Premium
42. Question: What is the size of Mountain View County's IT department and the size of records management?
- i. Answer: The IT department consist in 4 employees. The records management coordinator is the only full-time position. Summer students and/or contractors are hired as needed.
43. Question: Is Mountain View County open to a phase approach project?
- i. Answer: Mountain View County is open to a phase approach project if needed but we are expecting a final delivery and complete functional system as per our timeline in the RFP.
44. Question: What would be the preferred server environment for Mountain View County?
- i. Answer: Application services can be installed on either Linux or Windows servers, and it is preferred to use MSSQL for database server.
45. Question: How many workflows does Mountain View County expect to be generated?
- i. Answer: As a typical municipality, we expect vendors to have experience setting up basic workflows of value for our municipal business. Recommendations are expected for the number and complexity of workflows along with associated costs.
46. Question: Will the PowerPoint delivered on the site tour meeting be available?
- i. Answer: Yes, the presentation is available on the website.

47. Question: Is the vendor responsible to provide scanning devices? Will it be possible to use Mountain View County's scanners? If this the case please describe what is the available equipment.
- i. Answer: Mountain View County has 4 Cannon ImageRunner Copiers as mentioned in the RFP that we intend to use for front-end scanning.
48. Question: Will mountain View County be able to allocate resources for scanning and indexing tasks? Or is this task responsibility of the vendor?
- i. Answer: Mountain View County has resources to implement to EDRMS but scanning isn't part of this project.
49. Question: Please provide some details regarding the volumes, types and conditions of the documents to be scanned.
- i. Answer: Scanning project is part of the RFP
50. Question: If possible, we would like to know the location, volume and units for the following document types:

No.	Source	Location	Volume	Unit (box, binder, etc)
1	Land files	Vault	30,830	Files
2	Bylaws	Vault	25	Binders
3	Minute/Agendas	Vault	27	Binders
4	Financial	Vault	500	Shannon Files
5	Aerial Photos	Vault	150	Shelf & Box
6	Road/Subdivision plans	Vault	112	Rolled map
7	Subjects Files	Vault	1,815	files
8	Bridge files	Vault	485	files

51. Question: Requirement 1.3 Describe how the solution captures metadata (department, created dates, etc.) Can you please clarify? Where are you looking to capture this metadata from? Where the metadata currently reside?
- i. Answer: at the creation of a document, what is the required information to complete the capture? i.e. date, department, subject, classification
52. Question: Requirement 1.4 Solution maintains metadata fields already created by document creation program. Can you please clarify what type of metadata is being created and where this is being stored in association to the document today?
- i. Answer: Word for instance, some metadata is maintained within the Word document such as author, created date, last modified date. CityView records land location, permit type, applicant, land owner etc.

53. Question: Requirement 1.5 Solution keep packages of records together and maintain metadata about the package not just the items when permanently exported. i.e. A document is in a file in a box in a series. Can you please clarify? Is the intention here to export, not only item but also the folders and subfolders that this information is contained in? Can you provide an example “metadata” that you are looking to maintain as part of the export?
- i. Answer: This refers to sets of records that are being transferred to another entity for example if an annexation occurs all the associated land files would be permanently transferred to the town.
54. Question: Requirement 1.25 Describe how the solution accommodates a variety of businesses classification; subject based, functional, projects while not duplicating documents. Can you please clarify if by this you mean adding search capability for this document based on more than one search criteria or classification?
- i. Answer: Be able to classify one record different ways to allow documents to be grouped together without duplication. See example question 25
55. Question: Requirement 1.26 Describe the solution’s ability to link an electronic signature to a record. Are you looking to attached an electronic signature version of a person’s signature within a document, or have an ID associated with the posting/retrieving/action of a document?
- i. Answer: Moving forward the County want to be able to attach digital signature of a person within a document.
56. Question: Requirement 2.8 Ability to recognize superseded records based on the relationship between one another i.e. Bylaws, Policies, Reports. How is this currently managed today? Can you expand on the business process behind this?
- i. Answer: At the moment, we do all our processes manually and we are looking for a system that will supersede the records automatically when the new report, bylaw, policy, study, etc. is created to trigger the event that starts the fixed retention period for destruction.
57. Question: Requirement 3.1 Define the types of holds and length of time holds can be applied. Can you please confirm, do you mean the length of time a document can be stored in the system for, for litigation purposes?
- i. Answer: No, in case of litigation all the associated records must be put on hold so the retention on them stops to make sure that there is no destruction and/or to make sure the record is not modified.
58. Question: Describe the solutions ability to assign security at each of the following levels: **Scan Queues**. Can you please expand on the term Scan Queues? What is the current process you are looking to create security around?
- i. Answer: This refers to where everything goes when documents are scanned before they are fully classified and approved.

59. Question: Requirement 10.3 Can you please expand on this statement? What is mean by “Manage workflow engine”?
- i. Answer: Mountain View County wants to know how the solution manages the process from when a document is scanned through classification to the final approval. Especially in the case of using a third-party capture and imaging solution.
60. Question: You mentioned a staff of 135. Will all the staff require access to the EDRMS? i.e. How many users do you anticipate?
- i. Answer: somewhere between 80-100
61. Question: Will you have any users outside the enterprise, non-MVC staff? If so, would they need access to full functionality of EDRMS or would they need just limited access to selected content, i.e. negotiating with a third party on a contract in a collaboration space accessible to both specified MVC staff and the third party?
- i. Answer: Yes, we would like to give limited access to certain outside users. For example, external committees and boards to access previous meeting minutes or agendas.
62. Question: For the business system listed in MVC technical requirement 8.1, can you provide additional information on the aspects of the integration you envision and any details on APIs of integration methods supported by those systems?
- i. Answer: We are looking for the vendor to tell us how the integration will work and which programs the system will integrate with. We don't have an internal development group that maintains documentation on the APIs of our various vendors.
63. Question: Do you plan to migrate any data/content from the listed business systems into the EDRMS? If so, can you provide volume counts?
- i. Answer: Yes we do, please refer to question 38
64. Question: Of all the paper documents listed, do you anticipate any of these being scanned and stored in the EDRMS going forward?
- i. Answer: Yes, we plan to do front-end scanning as users retrieve records.
65. Question: Do you plan on scanning and storing previously generated paper documents?
- i. Answer: Please refer to question 64
66. Question: Do you have volume counts (per time period – year, month, week or day) for any of the document types you plan to scan?
- i. Answer: Moving forward we hope to be scanning the land files as retrieved by users so between 100-500 records per day.
67. Question: You mention management of inbound correspondence scanning. Do you plan to have centralized scanning, i.e. part of mail room activities, or will scanning of inbound documents be performed by anyone in the organization using the multifunction scanners?
- i. Answer: The scanning can be performed by any users but it would be in big part administered by the County receptionist for incoming mail.

68. Question: Can you give some examples of the business processes you plan to facilitate with the EDRMS workflows?
- i. Answer: Creation of records, Invoice approval, incoming mail etc.
69. Question: Would you be open to a live demonstration of the proposed EDRMS platform's features and capabilities?
- i. Answer: As mentioned in the RFP, the selection team will shortlist the proposals and the companies selected will be expected to present a demo of their product.
70. Question: Are you looking to be a hosted cloud-based solution or for it to be on premise?
- i. Answer: Mountain View County prefer an on-premise solution but we would consider cloud if based in Canada.
71. Question: Do you plan to have EDRMS automatically publish any content to your public facing website?
- i. Answer: Yes it would be beneficial, nice to have but not essential.
72. Question: Is the fixed price proposal required to include only software licensing and base provisioning or is it required to also include 3rd party integrations and business use case configurations including records management configuration (taxonomy/file plan/retention schedule)?
- i. Answer: The budget includes a fully functional Electronic Document and Records Management Software with 3rd party integration. However, Mountain View County will consider any proposals received that meet the functionality requirements stating in the Request for Proposal.
73. Question: Will there be an opportunity for follow up questions?
- i. Answer: Unfortunately, the deadline was noon September 15th. As posted on the Alberta Purchasing Connection, questions and answers have been updated on our website throughout the process to give companies the chance to ask further questions.
74. Question: What is the backfile volume of files (in GBs and number of files) on the existing file server that will need to be loaded into the system at go live date?
- i. Answer: Please refer to question 38
75. Question: What are the types of documents (file types) in the backfile?
- i. Answer: Includes a mixture of Office documents, pictures, and other file formats.
76. Question: What is an example used case for inbound correspondence distribution and workflow?
- i. Answer: For example, when mail arrives to reception the receptionist would scan the mail and send it to the appropriate person so the paper doesn't need to circulate. Please refer to question 19.

77. Question; As per mentioned in the RFP document, the County has the requirement for including a workflow system to allow user defined workflows to be built around document processes. So, taking this requirement into consideration, we recommend that the County should opt for the COTS based BPM/Workflow Management platform which had the components like graphical process designer where various processes can be designed in the drag and drop based environment, in built Form designer for designing the user forms in drag and drop based environment, process simulator, configurable Business Activity Monitoring tool (Dashboards) for designing the dashboards and reports. Please confirm our understanding.
- i. Answer: Mountain View County's expectation is to have a complete functional system supported by a single vendor.
78. Question: Request you to please provide clarity about the number of document approval workflows to be automated as part of current project scope.
- i. Answer: We are looking for vendor's expertise to make recommendation based on past experiences with organizations of comparable size.
79. Question: How many rules around Retention policies/storage policies/Cut-off policies are required as part of project implementation?
- i. Answer: Please refer to our Retention Schedule Bylaw 17-16 on Mountain View County website
80. Question: Is there any compliance requirement of retention and disposal of the documents based on regulatory mandates? i.e. Agreements to be archive for 7 years
- i. Answer: This is incorporated in our retention schedule bylaw 17-16 on our website
81. Question: Is data and document migration part of the current project scope?
- i. Answer: Yes
82. Question: If yes, what is the volume of the data and documents to be migrated along with the existing formats in which the documents and data is available.
- i. Answer: We estimate approximately 1500BG of information on our shared drives. This is a mixture of Office documents, pictures, and other file formats. Please refer to question 38.
83. Question: The proposed solution comes with an environment package which would allow to create up to five non-production environment instances (Test, Development, UAT, Staging and DR). Is there requirement of any additional environment beyond these environments?
- i. Answer: No, we only require the production environment, the rest would be considered nice to have
84. Question: Request you to please provide the clarity about uptime of the overall system.
- i. Answer: The uptime should be suitable for a mission critical application.
85. Question: Request you to please clarify about the environments i.e. Dev, Test, Production, DR etc. in which the system need to be deployed.
- i. Answer: Production environment is our priority.

86. Question: Will there be any other applications apart from the below mentioned with which the proposed solution need to be integrated? Serenic, CityView, Exchange Online, Office 2016, AIMS, Patrol Tickets, Camalot, Canon Multifunction units, shared drives, ArcGIS, website.
- i. Answer: No, the ideal solution would integrate all of these applications.
87. Question: With respect to the integration of proposed solution with existing applications, we assume that existing API's and web services will be available for integration with the existing applications which County has?
- i. Answer: We are looking for the vendor to tell us how the integration will work and which programs the system will integrate with. We don't have an internal development group that maintain documentation on the APIs of various vendors.
88. Question: As per mentioned in the RFP, the County has the requirements for the solution which manage inbound correspondence scanning. So, with this our understanding is that, the County requires integrated scanning and indexing solution with at least given below features which will enable scanning of backlog as well as ongoing paper documents: both bulk and web scan capabilities, automatic extraction of data using OCR, and automatic file and document separation using blank page separator, barcode separator and fix page. Please confirm if our understanding is correct.
- i. Answer: We are unsure what is meant by "web scan capabilities" but the balance seems representative of our requirements.
89. Question: If yes, how many scanning stations will be there?
- i. Answer: Our intention is to leverage the Canon multifunction copiers for scanning where possible and we are open to recommendations.
90. Question: How many number of documents per day (with average number of pages per document) would be scanned each day?
- i. Answer: The estimate number of records to be scanned per day varies between 100-500.
91. Question: Request you to please clarify about the number of resource/officials to be trained as part of the current project scope.
- i. Answer: 100 users
92. Question: Request you to please provide the clarity about the support and maintenance period as part of the project.
- i. Answer: The proposal should include ongoing support and maintenance options and costs.
93. Question: What is the time line which County is envisaging as part of the implementation period?
- i. Answer: Please refer to section 11c of the RFP. We would consider modification to this time line if proposed by vendor.