ADDENDUM NO. 3

DATE: August 16, 2016
FROM: City of Grand Junction Purchasing Division
TO: All Offerors
RE: Electronic Document Management System for Mesa County RFP-4274-16-NJ

Offerors responding to the above referenced solicitation are hereby instructed that the requirements have been clarified, modified, superseded and supplemented as to this date as hereinafter described.

Please make note of the following clarifications:

1. **Clarification 1:** This RFP and any subsequent contract and services will be for Mesa County only and the City of Grand Junction is only involved to facilitate the procurement process. The contract will not involve the City of Grand Junction and will be between the awarded contractor and Mesa County only.

2. **Question 13:** "Do all the 190 scanner systems need licensing for scanning & indexing, Or should we ONLY factor this for the 60 Fujitsu 5530C2 scanners?"
   Response: Only the 60 Fujitsu.

3. **Question 14:** "Do you have any common system(s) that provide scanning & indexing?"
   Response: Yes.

4. **Question 15:** "Do we need to factor Disaster Recovery Services/Costing with this RFP?"
   Response: No.

5. **Question 16:** "Does the proposed solution need any integration with ESRI ArcGIS ? If yes, what level of Integration are you anticipating?"
   Response: Yes. A non-propitiatory interface linkable to multi-index categories.

6. **Question 17:** "Does the current solution have any records retention in place? If so, what is the retention period?"
   Response: Yes. State of Colorado retention schedule.

7. **Question 18:** "What level of reporting services are you expecting?"
   Response: SQL or equivalent.

8. **Question 19:** "Of the 640 internal users, how many users within the City will require the ability to add/modify/delete documents (full access)?"

Response: All 640 internal users will require the ability to add/modify/delete documents.

9. **Question 20:** "Is the intent to have all 640 internal users access the system via a web portal/browser?"
Response: As an option, yes.

10. **Question 21:** "Of the 250 external web customers, will these customers also require full access (add / modify / delete documents), or will they only need to view documents in the system?"
Response: Yes, these customers will require full access.

11. **Question 22:** "Can the City provide details on what is meant by "No restrictions on concurrent user licensing"?"
Response: No restrictions on number of concurrent users.

12. **Question 23:** "Can the City provide details on what is meant by "No restrictions on device connection licensing"?"
Response: No restrictions on number of concurrent users or numbers of devices each user might access the application upon.

13. **Question 24:** "Can the City provide details on what is meant by "Provide user chat interface with ability to reference files and documents"? Are you looking for web collaboration through chatting/conversations?"
Response: Looking for a notes pane where any user can view, add and edit additional metadata related to archived electronic file + be able to notify others whom have access to the document that a note had need added. Also looking for a location where users can receive system notifications concerning upgrades, outages, etc.

14. **Question 25:** "Typically, E-mail is handled by the City's mail server. Please confirm you have an e-mail encryption with your mail SMTP server."
Response: Yes, for internal email, google email is our email system.

15. **Question 26:** "Is it a possibility that Mesa County will continue to use SIRE or are you fully committed to migrating to another solution?"
Response: SIRE is going away, so we are fully committed to migrating to another solution.

16. **Question 27:** "Section 4.4 lists ESRI ArcGIS as a system with which to integrate. Are you looking to have this integration available for a future project, or do you expect implementation services for it in the response to this RFP?"
Response: A non-propitiatory interface linkable to multi-index categories.

17. **Question 28:** "How many different processes/workflows do you expect to automate as part of the implementation services? N/A How complex are these workflows? Can you provide workflow diagrams? Please help determine the scope of the workflow effort."
Response: N/A.

18. **Question 29:** "Do you currently use DocuSign? If "yes", how many users? What are the specific requirements for the DocuSign integration? How many different integration points should be included in our implementation services?"

Response: Yes; 200 +, additional PowerForm users; Integration with DocuSign Connect and utilize DocuSign workflow for eSignature; At this point 3, however more may be added.

19. **Question 30:** "For the existing 20 million images, what format are these in? Are they single-page TIFFs?Do you expect them to be converted to OCR'ed PDF+ text documents?"
    Response: Various. Not all files are image files; Roughly 75-80% are TIFF; PDF conversion with OCR search capability is a desired function.

20. **Question 31:** "How many of the existing scanners will be used for scanning content into the system?"
    Response: All 60 desktop scanners.

21. **Question 32:** "How many of the existing Xerox MFD's will be used for scanning content into the system?"
    Response: All of them could be potential sources of document images.

22. **Question 33:** "Do you have any centralized 'production scanning' or is all scanning 'ad hoc' in the departments?   If you have an area focused only on scanning/indexing, how many users will need to be licensed for scanning, indexing, QC, etc?"
    Response: No centralized scanning; Not applicable - no centralized scanning.

23. **Question 34:** "Will you provide an export of metadata (and file paths) from SIRE, which we can use to import into the proposed system?"
    Response: Yes

24. **Question 35:** "Please provide examples of how documents are shared with external parties/users."
    Response: We use a web version of our existing EDMS system which has similar functionality as our client application to include secured connectivity to our SQL database and image repository.

25. **Question 36:** "What content do external web customers have access to? What type of access should they have and what are the interface requirements?"
    Response: Access depends upon content. External customers only have access to public documents. External access typically includes though is not strictly limited to view/print access. Interface requirements include that of any standard web browsers or desktop web application.

26. **Question 37:** "What type of integration is needed with Google Apps for Government, e.g., Email or Calendar?"
    Response: E-mail, calendar, and drive API integration.

27. **Question 38:** "Does the new system need to integrate with Eden?"
    Response: System needs to have an API so it can integrate with other systems.

28. **Question 39:** "Regarding the "HIPAA compliant" functional requirement, we assume your HIPPA compliance requirement is about encryption of data and security access. Please confirm."
    Response: In general, yes.

29. **Question 40:** "Please explain the adaptive licensing model."
    Response: We prefer a licensing model not based on user type or the number of connected users.

30. **Question 41:** "Regarding the "No restrictions on concurrent user licensing" functional requirement, please provide use cases to help clarify this requirement. How will you apply concurrent licensing and for what type of users?"
    Response: We prefer a licensing model not based on user type or the number of connected users.

31. **Question 42:** "Regarding the "No restrictions on device connection licensing" functional requirement, please provide use cases to help clarify this requirement."
    Response: We prefer a licensing model not based on user type or the number of connected users.

32. **Question 43:** "Regarding the "Describe methods and safeguards in place to prevent the loss of recorded data" functional requirement, is this requirement about ability to restore data from backup? If not, please clarify."
    Response: It is about not allowing the deletion of any records or files without administrative rights and multi-verification methods include ability to recover information for a specified time period and have an audit trail/log.

33. **Question 44:** "Regarding the "E-mail integration with encryption" functional requirement, please provide use cases to clarify this requirement. Are you referring to encryption in the repository? During document transfer? Outbound email encryption? Other?"
    Response: Any and all of the above when needed.

34. **Question 45:** "Regarding the "Connectivity to similar systems at other organizations" functional requirement, please list "similar systems"."
    Response: System needs to have an API so it can integrate with other systems.

35. **Question 46:** "Regarding the "Ability to track usage time for business metrics" functional requirement, please provide use cases to help clarify this requirement. Is this workflow specific? Document indexing? Other?"
    Response: Logging of user access (login & logout); events (view, print, add, delete, etc) logging; time spent completing tasks associated to the application's functionality; what computer was used; IP address logging associated with internal & external access.

36. **Question 47:** "Regarding the "Ability to provide reporting service to users" functional requirement, please provide use cases of how users would interact with a reporting service. What type of reporting is needed and by what type of users?"
    Response: Metric reporting: (examples: number of document scanned by employee; number of document per department; number of documents by file type; date ranges, etc.)

37. **Question 48:** "Regarding the "Allow users to audit coworkers (QA/QC)" functional requirement, please provide use cases of coworker auditing."
    Response: Ability to transfer file to other user for QA/QC prior to committing to repository.

38. **Question 49:** "Regarding the "Notes window pane that can reference one or more documents" functional requirement, please provide use cases to help clarify this requirement."
    Response: Looking for a communications or notes pane where any user can view, add and/or edit additional associated file metadata not already included within an indexed file or image; interface could also provide means to present image metadata to include file source or imaging device related metadata; notes pane and/or dashboard might also be used to relay system notifications to users.

39. **Question 50:** "Regarding the "Document and/or image file metatag information retention & retrieval" functional requirement, please provide use cases to help clarify this requirement."
    Response: Source file information, version control and document history logging.

40. **Question 51:** "Regarding the "Document transfer toolset (import & export) - with file encryption" functional requirement, please provide use cases to help clarify this requirement."
    Response: Ability to import existing electronic files and export files with index metadata for delivery to outside customers.

41. **Question 52:** "Regarding the "Dynamic file indexing system" functional requirement, we assume this is a document capture requirement to automatically classify and index scanned documents. Please confirm or clarify."
    Response: Correct, including automated indexing based on document type.

42. **Question 53:** "Regarding the "Automated document indexing" functional requirement, we assume this is a document capture requirement to automatically classify and index scanned documents. Please confirm."
    Response: Correct, including automated indexing based on document type.

43. **Question 54:** "Regarding the "Meet or exceed manufacturer's recommended requirements" functional requirement, please clarify what manufacturer's recommended requirements need to be met."
    Response: If cloud based equipment and database must meet MS requirements.

44. **Question 55:** "Regarding the "Mobile device compatibility (Droid, Laptop, Surface Pro, iPad, iPhone)" functional requirement, is this a requirement for adding documents, retrieval or both?"
    Response: Both.

45. **Question 56:** "Do you currently have an Agenda Management System that you would like to interface with or is this a future plan?"
    Response: Yes, we currently use SIRE Agenda, with the above mentioned state of SIRE we will be looking at other options in the future.

46. **Question 57:** "How many internal users will be using the solution at a given time? What type of licensing does the County prefer?"
    Response: 640 total users. We prefer a licensing model not based on user type or the number of connected users.

47. **Question 58:** "How many pages are scanned annually?"
    Response: 2015 = 1,374,081

48. **Question 59:** "What external Line of Business solution does the product need to interface with?"
    Response: System needs to have an API so it can integrate with other systems.

49. **Question 60:** "Number of departments who will be using this solution?"
    Response: 36, All County departments.

50. **Question 61:** "How many document types are there for each department?"
    Response: Varies 2-20, average 5.

51. **Question 62:** "Is there a budget allocated to this project, if so how much? <$100K Up to $200K Up to $300K Up to $400K >$400K"
    Response: Yes; County does not disclose budget during RFP process.

52. **Question 63:** "How many workflows will be required?"
    Response: N/A.

53. **Question 64:** "Can you please provide flowcharts of workflows that need to be replicated in the new system?"
    Response: N/A.

54. **Question 65:** "What type of reporting is required?"
    Response: Metric reporting: (examples: number of document scanned by employee; number of document per department; number of documents by file type; date ranges, etc.)

55. **Question 66:** "Can you please elaborate on the meeting and agenda management module requirements?"
    Response: Optional Module: Meeting management and Agenda is used for BoCC hearings. (Submit agenda items, create agenda and storage of related documents.)

56. **Question 67:** "What is the number of retention policies that will need to be created in the new solution?"
    Response: One or more for each department. Per State of Colorado Archivist retention schedule.

57. **Question 68:** "Does the county require conversion of paper to digital? If so please provide details: Size of paper? Quantity to be digitizes? Number of index fields that need to be captured? Will they need to be converted on-site or can they be converted off-site?"
    Response: No.

58. **Question 69:** "Number of people who will be scanning using the scanners mentioned in the RFP document? (60+ Fujitsu 5530C2, 125+ Xerox Printers, etc…)."
    Response: Up to 640.

59. **Question 70:** "Can you specify the number of scanstations that the County will require?"

Response: 60 primary.

60. **Question 71:** "Do you currently use a capturing software? If so please provide details, product name, number of licenses, etc…?"
Response: Kofax and Twain; 60.

61. **Question 72:** "Has the County looked into any solutions/providers? If so which products has the college looked into?"
Response: No; College??

62. **Question 73:** "Does the County envisage integration with Active Directory?"
Response: Yes.

63. **Question 74:** "Do you currently own/have an e-signature solution? If yes please provide the details, if not, do you require us to provide you with options as part of our bid?"
Response: Yes; DocuSign.

64. **Question 75:** "Can we please get a copy of all the questions and answers that have been processed from other vendors?"
Response: Yes, See this and previous addendums.

65. **Question 76:** "Will Mesa County be able to provide an electronic version of the RFP so the required format may be filled out appropriately."
Response: Documents can be accessed via the Rocky Mountain E-Purchasing Website (RMEPS): https://www.rockymountainbidsystem.com/City-of-Grand-Junction.asp?AgencyID=1123&PageType=open#openSolicitations as well as our website below. You must be registered with the RMEPS website to submit a response to the Solicitation. The site offers free and paying registration for vendors. A Vendor Registration Guide for the free registration option can be found on our website at: http://www.gjcity.org/bids/.

66. **Question 77:** "The Requirements Document mentions "No restrictions on concurrent licensing." Will Mesa County accept a Named User / Named Device license model for the full users?"
Response: We prefer a licensing model not based on user type or the number of connected users.

67. **Question 78:** "The requirements document mentions an optional meeting and agenda management module. Is Mesa County currently using Sire's Agenda Management module?"
Response: Yes.

68. **Question 79:** "The RFP mentions 640 internal users and 250 external web users. Are the web users part of the 640 or are these completely separate users, make the actual count closer to 890? Are these web users part of Mesa County? Or is this an estimated number of public users that might access records anonymously?"
Response: 640 internal users and 250 external web users are separate.

69. **Question 80:** "Would Mesa County provide an estimated breakdown of the total number of users? How may would require full access to the proposed system? How many users might only require review / read access?"

Response: We prefer a licensing model not based on user type or the number of connected users.

70. **Question 81:** "Based on our prior experience with Sire conversions, please let us know how many unique Sire "Cabinets" with different metadata are in use that will be converted. As part of the conversion, these Cabinets would be converted to our equivalent feature, so understanding the number of Cabinets will help us vet the scope of the data conversion."
Response: Currently 112.

71. **Question 82:** "The requirements mention Time defined user access; pre-date access availability. Is Mesa County asking for users to only be allowed to log in to the system between certain times?"
Response: Yes and the ability to pre-date access and termination.

72. **Question 83:** "Is Mesa County currently utilizing any Workflow Automation within Sire? If so, does the County want these converted /created in the new ECM system? If so, can the County provide more detail on those workflow processes including screen shots, diagrams, descriptions, etc?"
Response: Not currently using Workflow Automation.

73. **Question 84:** "How many different applications that are scanned?"
Response: Varies.

74. **Question 85:** "What is the average daily, monthly and yearly volume?"
Response: 2015 = 1,374,081 pages/yr.

75. **Question 86:** "How Many different applications are coming in electronically?"
Response: 20%

76. **Question 87:** "What are the various methods and or devices that data is being received electronically? (Fax, website forms Exc.)"
Response: Fax, webforms, email, applications, cameras, video, audio, etc.

77. **Question 88:** "What is the volume being received electronically, if possible please list volume per method and or device?"
Response: Unknown.

78. **Question 89:** "Are there any peak volume times thru out the year, if so what are they and what is the associated volume?"
Response: Unknown.

79. **Question 90:** "What is the window for scanning, is it 5 days a week or a full 7 day week?"
Response: Immediate, on demand.

80. **Question 91:** "What are the daily hours per scanning shift, 8, 12, or 24 hour shifts?"
Response: We do not have dedicated scanning staff.

81. **Question 92:** "How many people each scan, index and validate the images?"

Response: All users.

82. **Question 93:** "What is the number of users that will be using the imaging system?"
Response: 1000.

83. **Question 94:** "Do you expect to add any additional applications within the next 12 months that are not listed and if so what are they and what is the associated volume?"
Response: No

84. **Question 95:** "What is the volume of images that are scanned on-site and what is the number that is scanned remotely?"
Response: All on site.

85. **Question 96:** "How many remote locations are there?"
Response: 10.

86. **Question 97:** "Do you require Office and or Outlook integration?"
Response: Office is preferred.

87. **Question 98:** "Do you have a preference on subscription or a preputial based pricing?"
Response: No.

88. **Question 99:** "Do you have a back file of documents that need to be converted to the new system, if so what is the volume, and would you like pricing?"
Response: No.

89. **Question 100:** "With regard to the current holdings within the SIRE FileCenter system, is there a mechanism within that system to export out the records with their associated metadata and electronic object, or is that to be a manual process as part of the services offering?"
Response: Yes, an export.

90. **Question 101:** "How many system access licenses will be required for each of the following? a. Named User licenses: _____ Named User licenses are keyed to a single user. This license is for those that need to be in the system all day, every day. b. Concurrent User licenses: _____ Concurrent licenses are share licenses and are for those users that need to have occasional access to the system on a daily basis. These are shared at an agreed ratio (e.g., 5:1, 3:1, etc.)"
Response: We prefer a licensing model not based on user type or the number of connected users.

91. **Question 102:** "Is automated workflow functionality in your future plans for Mesa County? If so, would you want workflow included in the proposal as an option? Please project the number of licenses that may be needed.
a. Workflow Named User Licenses: _____ Workflow Named User licenses are keyed to a single user. This license is for those that need to be in the workflow system all day, every day.
b. Workflow Concurrent User licenses: _____ Workflow Concurrent licenses are share licenses and are for those users that need to have occasional access to the workflow system on a daily basis. These are shared at an agreed ratio (e.g., 5:1, 3:1, etc.)"

92. **Question 102:** "Have you had any EDMS systems demonstrated for the County team? If yes, what are the systems (trade names) you have either reviewed or had demonstrated?"
Response: No.

93. **Question 103:** "Do you have any paper documents that need to be scanned, indexed, and added to the EDMS? If yes, what is the document volume?"
Response: No.

94. **Question 104:** ".Is not including "a financial statement, as prepared by a certified public accountant,…consisting of a balance sheet, profit and loss statement…" as requested in Section 5.0 item G in our submission a cause for disqualification/elimination? We are a privately held company and we offer discussion of our financial standing in a meeting with our CEO."
Response: All responses will be evaluated according to Section 6.0 of the Original Solicitation. Missing documentation that is requested as part of the proposers response (Section 5.0) may not automatically eliminate a proposer from the procurement process, but will be evaluated and scored accordingly. The Owner will evaluate all proposals according the terms of the Original Solicitation and will make an award based on the best interest of the Owner.

95. **Question 105:** "Is there a detailed description of current SIRE System which indicates how much of the SIRE system will be retained/re-purposed?
Response: Software none, Hardware all. No detailed description.

96. **Question 106:** "Is Mesa County ready to purchase a solution that would likely be priced in the range of $300,000 for this?"
Response: Mesa County is ready to review all responses and purchase based on best value to the County.

97. **Question 108:** "Mesa County seeking a complete solution of Hardware, Software, Mobile Devices, Workstations from a single supplier? If unable to provide all devices, will a provider be eliminated from consideration?"
Response: This RFP is for software only.

98. **Question 109:** "Section 5.0 G, page 18 - Do you require a compilation report of the financial reports?"
Response: All responses will be evaluated according to Section 6.0 of the Original Solicitation. Missing documentation that is requested as part of the proposers response (Section 5.0) may not automatically eliminate a proposer from the procurement process, but will be evaluated and scored accordingly. The Owner will evaluate all proposals according the terms of the Original Solicitation and will make an award based on the best interest of the Owner.

99. **Question 110:** "Attachment A, System Administration - Please expand on what is needed for "Time defined user access; pre-date access availability"
Response: The ability to pre-date access and termination.

100. **Question 111:** "Attachment A, System Administration states "No restrictions on concurrent user licensing". Will you consider systems that do not use concurrent licensing?"
Response: We prefer a licensing model not based on user type or the number of connected users.

101. **Question 112:** "It is assumed all security definitions will be done in the LDAP/Active Directory server. Is this correct?"
Response: No, the system should handle internal file and folder level security.

102. **Question 113:** "Will this be based on the time defined in LDAP or does this need to be configurable in the underlying ECM product?"
Response: Both.

103. **Question 114:** "Are there details on what level of audit logging is required. The ECM product provides details on who, what, and when for every user access. Is this sufficient?"
Response: Yes; as well as file/folder system statistics.

104. **Question 115:** "For what features we need to provide SLA? Please provide the list of features / functions."
Response: The SLA should include level of support including available support times, response times, upgrades, patches, etc.

105. **Question 116:** "We need to have details on "Similar systems" to incorporate into the scope of work."
Response: System needs to have an API so it can integrate with other systems.

106. **Question 117:** "Is this is standard product or a custom in-built solution. Are there details on what level of connectivity is provided by this system?"
Response: Standard Product.

107. **Question 118:** "Ability for users to flag & report errors directly within system: Could you please provide further details on this requirement."
Response: Looking for a notes pane where any user can view, add and edit additional metadata related to archived electronic file + be able to notify others whom have access to the document that a note had need added. Also looking for a location where users can receive system notifications concerning upgrades, outages, etc.

108. **Question 119:** "Ability to track usage time for business metrics: Could you please provide further details on this requirement."
Response: Logging of user access (login & logout); events (view, print, add, delete, etc) logging; time spent completing tasks associated to the application's functionality; what computer was used; IP address logging associated with internal & external access.

109. **Question 120:** "What kind of reporting services are expected?"
Response: SQL or equivalent.

110. **Question 121:** "Need more clarity on the audit workers. Expecting any maker checker verification.?"

Response: Ability to transfer file to other user for QA/QC prior to committing to repository.

111. **Question 122:** "What is expected conversion? Do we need to convert to new system understandable format?"
Response: Yes; Yes.

112. **Question 123:** "Notes window pane that can reference one or more documents: Please provide the usecase for this requirement."
Response: Looking for a notes pane where any user can view, add and edit additional metadata related to archived electronic file + be able to notify others whom have access to the document that a note had need added. Also looking for a location where users can receive system notifications concerning upgrades, outages, etc. Use case Support and Administration.

113. **Question 124:** "Provide more details about e-Signatures & Post it notes."
Response: Ability to burn an eSiginature into a document; Ability to annotate image without altering original.

114. **Question 125:** "Expecting OCR at the capture level? Does the customer is expecting any scanning solution as part of RFP?"
Response: Yes; Yes

115. **Question 126:** "Document and/or image file metatag information retention & retrieval: Could you please provide further details on this requirement."
Response: Data about the file needs to be accessible within the system.

116. **Question 127:** "Document transfer toolset (inport & export) - with file encryption: Could you please provide further details on this requirement."
Response: Ability to transfer documents and index data to and from outside customers securely.

117. **Question 128:** "Dynamic file indexing system: Could you please provide further details on this requirement."
Response: This is a document capture requirement to automatically classify and index scanned documents through OCR technology, based on document type.

118. **Question 129:** "Automated document indexing: Could you please provide further details on this requirement."
Response: This is a document capture requirement to automatically classify and index scanned documents through OCR technology, based on document type.

119. **Question 130:** "Enhancement tools for scanned images: Could you please provide further details on this requirement."
Response: Tools to include, but not limited to; brightness adjustment, cropping, rotation, de-speckling, etc.

120. **Question 131:** "Ability to combine, reorganize, insert, delete, duplicate pages and/or files. Expecting this functionality at scanning or post-scanning level?"
Response: Both.

121. **Question 132:** "Cross index searching & retrieval: Could you please provide further details on this requirement."
Response: Ability to search multiple indexes and file names.

122. **Question 133:** "Expecting scanning solution through Mobile Devices?"
Response: Yes.

123. **Question 134:** "What is the average size (in MB) of one document"
Response: 120 KB.

124. **Question 135:** "What is the max size (in MB) of the document. Are there any size limitation?"
Response: 120 MB for sheet scan; 300 GB for video.

125. **Question 136:** "The systems that this software needs to interface with include. Microsoft Office, Microsoft SQL, Adobe Acrobat, Docusign, ESRI ArcGIS, Internet Information Services (IIS)"
Response: These are applications that are included in our suite of software. If not integrated need API integration.

The original solicitation for the project noted above is amended as noted.

All other conditions of subject remain the same.

Respectfully,

Nicholas C Jones, Buyer
City of Grand Junction, Colorado