



**ADDENDUM #1
Information Technology
Document Storage & Imaging
RFP # 6727-17**

November 21, 2017

The attached addendum supersedes the original Information and Specifications regarding RFP # 6727-17 where it adds to, deletes from, clarifies or otherwise modifies. All other conditions and any previous addendums shall remain unchanged.

1. Question: Will all of the 10,000 boxes be available at once?
ANSWER: This depends on the amount of funding we receive and the price of imaging.
2. Question: Who will transfer the boxes from the current facility to the new facility? Who is your current vendor? How will they release boxes to us?
ANSWER: We would like the new vendor to move and store the archive boxes. Our current vendor is Iron Mountain. We will authorize the release/pickup/delivery of the archive boxes from the current vendor to the new vendor.
3. Question: What information is maintained currently (box number, bar code, etc.) by the current vendor?
ANSWER: 2 box numbers – 1 is from the vendor, 1 is from our internal system (Versatile), bar code, record series, contents description
4. Question: How long will the storage and scanning contract be for?
ANSWER: County standard contract terms are for 1 year and 4 optional 1-year renewal terms.
5. Question: What is the desired physical records conversion time line?
ANSWER: This is dependent on cost and funding.
6. Question: Can we scan all of the documents in less than 1 year?
ANSWER: This is dependent on cost and funding.

7. Question: How many images will the county accept on a weekly basis?
ANSWER: Unknown.
8. Question: How many daily retrievals of case files will be required? Do you want physical file return or can you accept fax or scanned documents?
ANSWER: We currently only accept the hard copy when we request a file due to security issues. It is possible we may begin to accept scanned PDFS. We typically retrieve 10 files per week.
9. Question: In regards to the scanning and imaging software, how do you prefer images and indexes to be uploaded to IBM FileNet? Do you want images released directly into FileNet? Can they be delivered via SFTP or removable hard drive?
ANSWER: We'd prefer directly into FileNet - we use Kofax batch manager. We are open to other suggestions.
10. Question: How many different document types are in each folder? How are these documents identified within the folder? Can you provide a standardized document list?
ANSWER: 1 document type per folder. The documents are identified by the box contents description. No standardized document list at this time.
11. Question: Can you provide the document level indexing criteria for each document type?
ANSWER: Title, Name, Date of Birth, Date of Document, Case/File/Arrest #, records series/retention.
12. Question: What are the fields required to be indexed at the folder level?
ANSWER: Title, Department, Records Series/Retention, Date of Folder
13. Question: Do you have a preferred method of OCR extraction or a process that is being used today?
ANSWER: Kofax completes the OCR process.
14. Question: Do you currently have a batch upload process for IBM FileNet? Who will do this upload into the system?
ANSWER: We use Kofax Batch manager to upload into FileNet.
15. Question: If we are scanning the files at our facility what is the reasoning for having a solution compatible with Kofax?
ANSWER: We would like to continue using Kofax to import documents.
16. Question: Are any of the documents in permanent bindings?
ANSWER: Some of the historical documents are possibly in permanent bindings. However, the majority are loose paper.
17. Question: Are any of the documents in removable bindings?

ANSWER: Yes.

18. Question: Are any of the documents larger than 11 x 17”?

ANSWER: Yes. However, the majority are 8.5 x 11.

19. Question: What is the required accuracy of indexing and document identification?

ANSWER: These are public records, we are responsible for ensuring 100% of them can be retrieved and released to the public if necessary.

20. Question: Records Management Software Questions. The County states that it utilizes IBM FileNet but would like information on RMS Solutions. What is the reason for looking for a Records Management System versus an Enterprise Wide Content Management System? Is the IBM FileNet system required by the Courts at a State and Local level? Are you looking at adding a Records Management System that full integrates with IBM FileNet?

ANSWER: We are looking at multiple solutions in search of what will work best. We are open to Enterprise Content Management as well as Records Management. There is no requirement by the Court/State/Local to use a particular system that we’re aware of.

21. Question: What Records Management Systems have you explored?

ANSWER: None

22. Question: What are your current functional limitations to the IBM FileNet System?

ANSWER: None.

23. Question: What internal Boulder County Resources will be available for technical support for the IBM FileNet system?

ANSWER: 1 Application Support Technician provides support for FileNet.

24. Question: What internal Boulder County Resources will be available for Project Management tasks?

ANSWER: 1 Records Analyst.

25. Question: How will a vendor be selected for this opportunity? What is the evaluation process? Is the evaluation weighted? Can you provide the criteria?

ANSWER: The RFP committee for this bid will review all applications for bid. Vendors who self-rate a “0” for any of the General Requirements (page 7) will not be considered further. For the remaining bids, we will use the total points of the vendor self-rating section (pages 7 – 9) to produce a list of highest to lowest scoring bids. We will then review the bids with the highest 3 scores and evaluate their implementation strategy answers against our project goals (page 6) to produce a final list.

26. Question: Would Boulder County allow access to FileNet for image uploads or does the County have a utility that would convert the images provided? If the County will be uploading images, what file format would the County like the images saved?
ANSWER: The County can set up access to FileNet for uploading. The preferred format is PDF.
27. Question: Does Boulder County have a Retrieval Charge and Permanent Withdrawal Charge with the current vendor? If so, what is the Retrieval and Permanent Withdrawal cost?
ANSWER: Our current cost is \$1.73 to retrieve each carton (plus \$13.60 for delivery and an .88 per cubic ft handling charge) There is no additional permanent withdrawal cost.
28. Question: What is the proposed contract term? Do any option years exist?
ANSWER: The standard County contract is 1 year plus 4 additional option years.
29. Question: Our firm offers a true Enterprise Content Management system that compares favorably with FileNet and other applications. Will Boulder County accept a response just for the Digital RMS Section 3 of this RFP?
ANSWER: We will accept the response.
30. Question: How many internal named users are desired as part of the project that will need to have full access to the system, make changes, add documents, participate in workflow/forms processes etc.?
ANSWER: We have 511 licenses for our current system and expect to continue to have at least that many and possibly more.
31. Question: Are there any users outside of the named users above that may just need to participate in workflow/forms processes?
ANSWER: Possibly.
32. Question: How many named users will need read-only access internally as part of the initial pilot project (search, view, print rights)?
ANSWER: Unknown.
33. Question: Does Boulder County desire to put records out to the web for the public as part of the project?
ANSWER: Not at this time.
34. Question: Would Boulder County prefer the vendor to train all of the users on a new system, or propose a more "Train the Trainer" style of approach.
ANSWER: Train the Trainer.

35. Question: Does the City have IT staff who will take over the management of the system after implementation?
ANSWER: Possibly.
36. Question: What ERP system does the County currently use?
ANSWER: None.
37. Question: When is the last time the County upgraded their FileNet system?
ANSWER: May 2017
38. Question: What version of FileNet is the County on?
ANSWER: 5.2.1.7
39. Question: Are you able to disclose your current software investment in FileNet?
ANSWER: No.
40. Question: How much is your annual maintenance for FileNet?
ANSWER: Not disclosing.
41. Question: How many users are on the FileNet system?
ANSWER: We have 511 licenses and 282 consistent users.
42. Question: How many departments are currently on FileNet?
ANSWER: All departments have access to FileNet.
43. Question: Is it a requirement that imaging be performed in the State of Colorado?
ANSWER: Yes.
44. Question: What types and quantities of files that require imaging?
ANSWER: Approximately 6,000 of the 10,000 archive boxes require imaging.
45. Question: Per File Type, Please provide the following:
- Average pages per file
 - % double sided
 - What are the sizes of paper in each file?
 - Is color required?
 - What is the condition of the documents
 - Level of indexing per file
- ANSWER: Pages per file vary – there is no standard amount, some have less than 10 pages, others have several hundred pages.
Small percent are double sided.
Majority of pages are 8.5 x 11, 8.3 x 8.3,
Color is required
Majority of documents are in good conditions without rips, etc**
46. Question: File Level Indexing? What are the index values required?

- Document level indexing? If so, what are the index values required and how many documents per file?
- What is the anticipated prep level per File type

ANSWER: Index values: Title, Name, Date of Birth, Date of Document, Case/File/Arrest #, records series/retention.

The prep level is expected to be standard – less than 1 fastener every 5 pages.

47. Question: File Prep

- Light Prep- defined as having lightly fastened documents (less than 1 fastener every 20 pages)
- Standard Prep (Medium)- defined as having moderately fastened documents (less than 1 fastener every 5 pages)
- Heavy Prep- defined as having heavily fastened documents (more than 1 fastener every 5 pages)

ANSWER: Standard Prep.

48. Question: Can you provide a percentage of boxes that will need to be converted and the percentage of boxes that will need to be stored?

ANSWER: Approximately 60 % converted and 40% stored.

49. Question: Do we need to take possession of all the boxes immediately?

ANSWER: Yes.

50. Question: What is the time frame for converting all of the boxes to digital images?

ANSWER: This is dependent on cost vs. budget.

51. Question: Under the Scanning and Imaging Software, it asks if our software is compatible with Kofax. Can you clarify what Kofax product you are talking about and how we will be integrating with the said product?

ANSWER: We currently use Kofax Capture to upload files into IBM FileNet. We'd like to continue using Kofax Capture to upload files – unless a better solution is suggested.

52. Question: Please define your definition of documents vs files.

ANSWER: We have archive boxes that contain files containing several documents with different case numbers, retention, etc. We have archive boxes that contain individual documents not grouped in files.

53. Question: Where are the documents physically located at now?

ANSWER: Iron Mountain.

54. Question: Does Boulder County have a preference for doing business with either Minority-Owned Businesses (Small or Other) or Women-Owned Businesses (Small or Other)?

ANSWER: Boulder County does not have a buy-local or buy-disadvantaged business enterprise (DBE) policy. All responses will be evaluated without a weighted scoring preference.

55. Is it correct to assume Boulder County is presently utilizing IBM File Net as an electronic document repository only?
ANSWER: That is correct.
56. Is Boulder County currently utilizing Records Management Software (RMS) – either as stand-alone or as part of another integrated solution? If so, what is the Records Management Software (RMS) currently in use?
ANSWER: We currently do not have a County-Wide RMS system. Individual departments may have stand-alone RMS.
57. What tool(s), if any, does Boulder County employ today to track and manage physical items (boxes, files, etc.)?
ANSWER: For physical boxes we use Versatile Enterprise 7.2.
58. What tool(s), if any, does Boulder County employ today to track and manage electronic items (files, documents, images, etc.)?
ANSWER: IBM FileNet.
59. When referencing compatibility with IBM FileNet, does Boulder County prefer a seamless integration with a future digital Records Management Software (RMS) solution or is the expectation that of an API (Application Program Interface)?
ANSWER: Seamless integration.
60. When referencing compatibility with Microsoft SharePoint, does Boulder County prefer a seamless integration with a future digital Records Management Software (RMS) solution or is the expectation that of an API (Application Program Interface)?
ANSWER: Seamless integration.
61. Re: the content currently stored in IBM FileNet – is it the preference those digital assets be also managed by a future Records Management Software (RMS) solution (for retention, audit trail, chain of custody, etc.?) or only be managed by the future Records Management Software (RMS)?
ANSWER: This has not been decided.
62. Is Boulder County desirous of importing digital information assets currently located in IBM FileNet into a future Records Management Software (RMS)?
ANSWER: Yes – if the future RMS system is a better solution than FileNet.
63. Boulder County currently possesses over 10,000 archive boxes at its current storage company; is the current storage company in the traditional off-site storage arena? If not, does the current storage company offer digital conversion services and/or destruction services and/or Records Management Software (RMS)?
ANSWER: The current storage company offers digital conversion services and destruction, we are unsure if the company offers RMS.

64. Does Boulder County have a preference whether the proposed Records Management Software (RMS) is on premise; or off-premise; or cloud-based?
ANSWER: No preference at this time.
65. Does Boulder County currently have Microsoft Sequel (SQL) Server(s) and/or Microsoft Sequel (SQL) Software in use for other applications?
ANSWER: We currently us SQL servers.
66. How soon after awarding this project to the successful bidder will the physical collections (over 10,000 archive boxes) be eligible for transfer/transport?
ANSWER: The physical collection will be eligible for transport as soon as a contract is executed and funding is available.
67. Over what period of time does Boulder County envision the transfer process (of over 10,000 archive boxes) to occur?
ANSWER: This is dependent on cost vs. budget.
68. Is there a current and/or accurate inventory/index listing of the current physical collection (of over 10,000 archives boxes)? If so, in what format is this inventory/index in?
ANSWER: The current inventory is located within Versatile Enterprise 7.2.
69. Will the inventory/index be made available to the successful bidder or will the successful bidder be required to create or recreate an accurate inventory/index of the physical collections?
ANSWER: We will extract the data from Versatile Enterprise 7.2 and provide it to the new vendor. The format will most like be a SQL database export/import into a new system.

Submittal Instructions:

Submittals are due at the Administrative Services Information Desk or the email box (preferred) listed below, for time and date recording on or before **2:00 p.m. Mountain Time on December 4, 2017.**

Your response can be submitted in the following ways. Please note that email responses to this solicitation are preferred, but are limited to a maximum of 25MB capacity. NO ZIP FILES ALLOWED. Electronic Submittals must be received in the e-mail box listed below. Submittals sent to any other box will NOT be forwarded or accepted. This e-mail box is only accessed on the due date of your questions or proposals. Please use the Delivery Receipt option to verify receipt of your email. It is the sole responsibility of the proposer to ensure their documents are received before the deadline specified above. Boulder County does not accept responsibility under any circumstance for delayed or failed email or mailed submittals.

E-Mail purchasing@bouldercounty.org; identified as **RFP # 6727-17** in the subject line.

-OR-

US Mail **One (1)** unbound copy of your submittal, printed double-sided, 11 point, on at least 50% post-consumer, recycled paper must be submitted in a sealed envelope, clearly marked as **RFP # 6727-17**, to the **Administrative Services Information Desk located at 1325 Pearl Street, Boulder, CO 80302.**

All proposals must be received and time and date recorded at the Administrative Services Front Desk by the above due date and time. Sole responsibility rests with the Offeror to see that their proposal is received on time at the stated location(s). Any proposal received after due date and time will be returned to the bidder. No exceptions will be made.

The Board of County Commissioners reserve the right to reject any and all proposals, to waive any informalities or irregularities therein, and to accept the proposal that, in the opinion of the Board, is in the best interest of the Board and of the County of Boulder, State of Colorado.



**RECEIPT OF LETTER
ACKNOWLEDGMENT**

November 21, 2017

Dear Vendor:

This is an acknowledgment of receipt of Addendum #1 for RFP #6727-17, Document Storage & Imaging.

In an effort to keep you informed, we would appreciate your acknowledgment of receipt of the preceding addendum. Please sign this acknowledgment and e-mail it back to purchasing@bouldercounty.org as soon as possible. If you have any questions, or problems with transmittal, please call us at 303-441-3525.

Thank you for your cooperation in this matter. This information is time and date sensitive; an immediate response is requested.

Sincerely,

Boulder County Purchasing

Signed by: _____ **Date:** _____

Name of Company _____

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