



QUESTIONS AND ANSWERS NOTICE No. 1

**Request for Proposals for
Electronic Content Management System and Records Management Software**

1. QUESTIONS AND ANSWERS NOTICE

This questions and answers notice provides a summary of written responses to formally submitted questions from proposers received by the 8/30/2019 close of question period.

Question 1:	Can you tell me if you SAP is a current vendor to the [City of] San Mateo?
Response:	The City of San Mateo is <i>not</i> currently working with SAP in any capacity.
Question 2:	Can you please confirm the number of people who are using the system? How many will be considered heavy users (constant use throughout the day) and how many will be light users (occasional use throughout the day)?
Response:	The total number of users is unknown. As a reference point though, currently the City has 48 licenses (10 EDMS client, 30 read only client, 3 capture full client, 15 API client), though we anticipate this number would be higher in the future as more departments come on board. In terms of heavy users, which we would define as basically daily use (whether adding records or researching records), there are currently approximately 20 such users, though we anticipate this number would be higher in the future as more departments come on board.
Question 3:	How many users will participate in the workflow?
Response:	This is unknown since the City does not currently have a workflow feature with its existing records management software.
Question 4:	What major systems are you looking to integrate with? ie. CityView, ESRI, CityWorks, Microsoft Outlook, etc.

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Response:	Could include but not limited to: Microsoft suite including SharePoint, ESRI, Tyler Eden, Energov, PrimeGov, DocuSign
Question 5:	What is the City's budget?
Response:	Depends on the proposals received
Question 6:	How many users is the City looking to purchase?
Response:	Depends on the proposals received.
Question 7:	What are the current and existing file management that need to be converted to the ECM platform?
Response:	SIRE as well as other systems to be determined. To say that differently, the City has not yet determined the full scope of file migration, but SIRE is the software system that is currently used by a limited number of departments as our City's official records repository.
Question 8:	What is the volume (number of files, size...) that needs to be converted?
Response:	<ul style="list-style-type: none">• Current system size = 813.80 GB• Size of all records in our existing SIRE system = 440GB• Number of files in existing SIRE system = 6,839,184 files scattered between 2,564 folders.
Question 9:	Did you already have a demo of Laserfiche? If so by whom?
Response:	Yes, the City has had such a demo with ECS.
Question 10:	Does the PD already have an ECM in place? If so, what is it and by whom is it supported?
Response:	The Police department uses Sunridge RIMS as its current records management system.