



QUESTIONS AND ANSWERS NOTICE No. 2

**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:	Do you plan on using Document Generation capabilities? If so, how many templates would you like to automate?
Response:	We don't know, we don't have this now so not sure how we would use it.
Question 2:	How many workflows would you like to automate? Can you foresee how many different processes you want to set up?
Response:	To be determined. We would hope to be able to have automation be a part of any system, right now we are not using any.
Question 3:	Is there a preference between cloud-based (hosted) or on-premise deployment?
Response:	Cloud-based
Question 4:	If you are leaning toward the cloud-based option, do you know what your storage requirements are for the system? The on-premise solution doesn't have any inherent storage limitations; you are only limited by your server storage space.
Response:	We would need sufficient room to store our records and grow our capacity. SIRE replacement would require 800gb +
Question 5:	What is the business system used by The City of San Mateo?
Response:	Microsoft Office Suite
Question 6:	What server operating systems are you using?
Response:	Windows Server



Question 12:	Can you give any example of the workflows or templates that we will be creating? (to help us determine complexity and how long it may take)
Response:	Example: Automate moving Agenda Reports from our public facing website (PrimeGov) and into the records repository
Question 8:	Do you have a data migration work, if yes then how much data do you have currently?
Response:	Yes, data migration will be part of the need. The total amount of data will be at least equal to what we currently have in our existing system, SIRE, though the full scope of data migration has not yet been determined. As a reference point: <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:	Do we need to provide Hardware cost?
Response:	No – we don't believe so if we are talking primarily cloud based
Question 10:	Do we need to provide scanning cost?
Response:	No.
Question 11:	What type of help desk are you wanting? 24/7 phone number? Business hours?
Response:	At least business hours: phone, email, chat if available.
Question 12:	Any other type of supplemental support? Email? Self-help portal?
Response:	Yes.
Question 13:	Is there any expected timeframe within which you would like this system to go-live?
Response:	End of year or first quarter of next calendar year
Question 14:	Are you looking for specific analytical reports or any Dashboard view in ECM?

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Response:	Typical metrics, number of records added, what's near its retention end date, etc.
Question 15:	What are the total number of users you are looking for the new ECM system?
Response:	The total number of users is unknown. Also see Questions & Answers Notice No. 1 for answers to similar questions.
Question 16:	How many users will be Full Named and how many will be Read-Only?
	The total number of different types of users is unknown. Also see Questions & Answers Notice No. 1 for answers to similar questions.
Question 17:	For the Public Portal, how many maximum concurrent users do you anticipate at any given time from below: a. 10,000 or below? b. Above 10,000?
Response	10,000 or below
Question 18:	What is the name of the existing file system City is currently using? What is the reason for migration to a new ECM?
Response	SIRE. The reason for migration is that SIRE is no longer supported.
Question 19:	Have you seen a demonstration of any ECM systems before the RFP was released? If yes, what are the names of the ECM systems you have reviewed?
Response:	Yes, the City has demo'd ECS and SharedSquared.
Question 20:	Do you have a budget available for the new ECM solution? If yes, what is the budget?
Response:	Not at this time.
Question 21:	Are you looking local California vendor for this RFP?
Response:	This is not a criteria for this RFP.
Question 22:	As per RFP, you required 3 California public agencies



	references, we have experience with federal government, city and state level but not in California. Can we add our federal government, city and state level references in the response? is it comply?
Response:	Please note that this requirement has changed per Addendum No. 2 to this RFP. Vendors need not have experience in California specifically. And yes, may add your experience with federal, state, and local government agencies.
Question 15:	Please clarify whether this project scope includes scanning, imaging, and indexing of existing documents with metadata?
Response:	No. It does include conversion of existing SIRE content.
Question 16:	What is the anticipated number of named users?
Response:	See response to Question 2 on Questions and Answers Notice No. 1
Question 17:	What is the expected usage, i.e., the number of transactions expected per day? Are there peak utilization periods?
Response:	Number of transactions is unknown. In our current system only three departments use it.
Question 18:	How many administrators will support the system?
Response:	Our IT Department and an admin for each of the 11 departments that could use the system.
Question 19:	How many staff will support and maintain the solution after go-live?
Response:	We have an IT department of 15 people.
Question 20:	How many City of San Mateo resources will be involved with the implementation, and what are their skill sets?
Response:	I anticipate the implementation team would be six to dozen members.
Question 21:	How many records must be converted and what is the volume of data this represents?
Response:	See Question 8 on Questions and Answers Notice No. 1

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Question 22:	How many images must be converted?
Response:	Nearly all are TIFF and PDF
Question 23:	What are the high and low size of images?
Response:	
Question 24:	What are the image file formats?
Response:	TIFF, JPG, PDF
Question 25:	Please provide any security requirements and policies defined by the City of San Mateo.
Response:	Not defined yet for this project.
Question 26:	Does the solution need to support different multi-media files?
Response:	Yes
Question 27:	Number of full users that would need access to the system (full number of users, not number of concurrent users)
Response:	400 staff
Question 28:	Number of Read Only users, view only access.
Response:	400
Question 29:	Will scanning/imaging/backfile be part of the RFP? If yes, rough number of documents / boxes / departments?
Response:	No.
Question 30:	Are you looking for: On premise, hosted, cloud, subscriptions/SAAD
Response:	Cloud
Question 31:	Public Access to documents?
Response:	Yes
Question 32:	Number of departments and which ones
Response:	11

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Question 33:	System that you intend to integrate with
Response:	See Q&A Notice 1 – Question 4
Question 34:	Provide approximate anticipated budget range for this project
Response	Unknown.
Question 35:	Will California Certified Small Businesses receive any special consideration in this procurement and if so, what consideration?
Response	No.
Question 36:	What qualifications are you looking for in an implementation partner? For example, Microsoft Gold and Silver Competencies, Microsoft Certified Masters, etc.; will the proposal scoring take our technical credentials into account?
Response	No.
Question 37:	We are a Microsoft SharePoint Deployment and Planning Services (SDPS) Provider; in that regard do you have any Microsoft Software Assurance vouchers that might be applied to the project budget?
Response:	No.
Question 38:	Remote project delivery typically enables us to reduce project duration and costs. Most of the projects we do could be delivered 100% remotely however, we sometimes find it useful to be onsite during discovery meetings, training, etc. Considering the potential effect on project duration, resource availability, and cost on a scale from 1 to 5 where 1 represents "100% onsite project delivery" and 5 represents "100% remote project delivery", what are your requirements on this continuum?
Response:	3
Question 39:	Did any contractor or vendor assist with the development of this solicitation or provide you with an initial evaluation, proof



	of concept, demonstration, pricing, or any other analysis related to this procurement? If so: Please provide the name of all contractors and vendors Are these contractors and/or vendors eligible to bid on this project?
Response:	No
Question 40:	We are a SharePoint and Office 365 focused consultancy and have successfully combined these platforms with best of breed third party software products (as needed) to implement comprehensive intranet, extranet, and enterprise document, content and records management solutions; given what you know about SharePoint/O365, including any as-needed 3rd-party add-ons, on a scale from 1 to 5 where 1 represents "Will not meet our requirements" and 5 represents "We believe SharePoint or O365 is the best platform for our needs", what represents your view on the continuum?
Response:	5
Question 41:	On a scale from 1 to 5 where 1 represents an all-inclusive COTS solution with minimal configuration and 5 represents a platform-based solution requiring some professional services, customization and possibly third-party products, what is acceptable with respect to the solution you are looking for on this continuum?
Response:	I am concerned with finding the best solution, I am not married to any solution type
Question 42:	On a scale from 1 to 5 where 1 represents no Information Architecture and 5 represents a comprehensive Information Architecture including all necessary Document/Content Types and Term-Sets to fully support the solution in areas such as search, workflow, records management (i.e. retention policies), etc., how would you rank your current Information Architecture?
Response	Sire 5 Sharepoint 1



	Network Shares 1
Question 43:	How many users should we account for as it relates to product pricing, implementation services scoping, etc.?
Response:	See answers in Q&A 1 – Question 2
Question 44:	<p>1. Regarding your current experience with SharePoint and/or O365, if you are using either:</p> <ul style="list-style-type: none"> a. What version are you currently licensed for (e.g. SharePoint 2016, SharePoint Online G3, etc.)? b. Do you already have the requisite licensing for the number of anticipated users of the solution being contemplated in this solicitation? Yes c. What is the current breath of usage in terms of number of: <ul style="list-style-type: none"> i. Departments 11 ii. Users 400 iii. Site Collections non-One Drive: 5 d. For what workloads are you currently using SharePoint/O365 (e.g. collaboration portals, document management)? Intranet, Docusign, Project Management e. What, if any, problems or dissatisfaction have you experienced with SharePoint/O365? User adoption / change management f. Do you already own any SharePoint-related products (e.g. ShareGate, Nintex, etc.) and if so, which ones? Layer2, Cloud Connect, Forms Designer g. On a scale from 1 to 5 where 1 represents “None” and 5 represents “Expert”, can you please indicate what SharePoint/O365 skills you currently have in house in terms of: <ul style="list-style-type: none"> i. Infrastructure, Administration and Maintenance 5 ii. Information Architecture Design and Implementation 4 iii. Content Owner/Authorship 5



	iv. PowerShell and C# Development 1
Response:	See above in green or yellow highlight
Question 45:	<p>Regarding your Records Management requirements:</p> <p>Can you please provide details about or <i>preferably</i> a copy of your retention schedule/file plan including the number of record categories/series/types? Yes</p> <p>How/where are digital records currently stored (e.g. on file shares)? SIRE</p> <p>Can you please provide details about the storage of Physical Records (e.g. # of locations, cabinets, containers, folders, documents, etc.)? See Q1</p>
Response:	
Question 46:	Regarding the requirement stated in the RFP as “migration of documents from existing file management systems”; by file management systems do you mean Windows File Shares? If not, please provide additional details.
Response:	Yes
Question 47:	<p>If the migration of documents on file shares into the new solution is within the scope of this solicitation, please answer the following:</p> <ul style="list-style-type: none"> • How many documents need to be migrated? We don't know • How many folders are there in the file shares that need to be migrated? We don't know • What is the total size in GB/TB of the content to be migrated? Unknown <p>Note: this information can be determined by right-clicking on the parent folder and selecting "Properties".</p>



Response:	See in green above
Question 48:	<p>Regarding the requirement stated in the RFP as “To enable workflow capabilities”:</p> <ul style="list-style-type: none"> • Are the required workflows centered on document approval and records management (e.g. disposition policies) or do they include process workflows to automate line of business functions? Workflows are all theoretical at this point - both • Can we assume that the workflows are very simple in nature (e.g. document approval)? Yes • How many workflows are to be built as part of this solicitation? Unknown • If you have knowledge and experience with SharePoint, do you anticipate that the required workflows can be addressed with using SharePoint’s built-in workflow capability? Yes TBD • If available, can you please provide an outline of the steps or flow diagrams that represent a typical workflow? No
Response:	See above in green
Question 49:	<p>Regarding the requirement stated as "provide a public-facing portal to view public records”:</p> <ul style="list-style-type: none"> • What types (e.g. vendors) and how many users need external access? Unknown • Will all external users login/authenticate to access the system or does anonymous access need to be supported? Anonymous • Will users that authenticate have AD accounts? Yes, but only employees • What features of the system will external access users be permitted to use (e.g. access to certain documents only, all features, etc.)? View only designated categories
Response:	See above in green



<p>Question 50:</p>	<p>Regarding the requirement stated as “position the City for future integrations between the Electronic Content”; is actual integration in scope for this solicitation or is the intent to ensure that the system has integration capabilities?</p> <p>If integration is in scope for this solicitation:</p> <ul style="list-style-type: none"> • What specific systems require integration as part of this procurement? • Is the integration limited to making certain lists of data available to the system for the purposes of providing pick-lists when tagging content? • What level of integration is anticipated (e.g. hyperlinks only, document-level integration, unidirectional/read only, bidirectional data updates, functional integration)?
<p>Response:</p>	<p>Ensure that the system has integration capabilities.</p>
<p>Question 51:</p>	<p>Regarding requirements related to the requirement stated as “Scan and Import Files”, if Document Capture/Scanning is within the scope of this solicitation, please answer the following:</p> <ul style="list-style-type: none"> • If you desire to leverage an existing document capture software: <ol style="list-style-type: none"> i. What capture software (manufacturer and version) do you currently use? TBD ii. Is this software able to release scanned documents and metadata to SharePoint/O365? We are going to have to answer this after investigating more. • How many <i>concurrent</i> users will be performing scan and capture operations at the same time? See Q1



	<ul style="list-style-type: none"> • If applicable, how many documents coming from external sources need to be processed (e.g. an automated process drops a file in a watch folder for OCR and release to the document repository)? Not applicable • What is the current scanning volume per day/week/month? Unknown • Are you currently using server-based scanning products to achieve the required throughput? No • Do date stamps need to be added to the physical paper of the document or just the digital version? No
Response:	
Question 52:	Can you please provide an organizational chart the includes all departments/business units that will use the solution?
Response:	Attached
Question 53:	What is your vision for post implementation support in terms of anticipated number of hours per month
Response:	Unknown
Question 54:	The RFP indicates “Proposals should be as concise as possible—no more than twenty (20) pages —and specific to this project”; what, if any, sections of the response such as the Table of Contents, Statement of Qualifications, Resumes/Biographies, RFP Forms, etc. are excluded from the page count?
Response:	None.
Question 55:	Proposals are due one week from today, which is the deadline for bidder questions. Monday is a holiday so, answers to questions may not be published until September 4th or 5th, leaving 1-2 days to develop an RFP response that incorporates new information. In order for all bidders to incorporate the answers into our proposals such that we provide proposals of the highest degree of accuracy and quality, will you please extend the proposal due date one week, to September 13th?

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Response:	Done.
Question 56:	The RFP states "Vendors shall submit a hard copy and an electronic copy of their proposals"; as an environment-friendly / Green company, we strive to reduce our consumption of paper; to that end, can respondents submit proposals solely electronically via email in lieu of hard-copy proposals?
Response:	No.