

# Facility & Support Services

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## Addendum No. 5

### Request #19177

### Enterprise Content Management System and Implementation Services Project #IT2015-1002

Addition questions and answers

Question on Section 3.11 System Interface Plan

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Under Section 3.11, Paragraph 2, following is mentioned

"...It is the County's desire that the vendor does not develop interfaces to these applications, but rather provides the County with the APIs to develop and manage the interfaces internally".

Regarding above, we have following questions.

1. How we understood by above is that the vendor will write APIs that County's internal technical staff will use it, or may modify the source code of these APIs further and then run by themselves to interface data from County's internal applications and the new proposed ECM. Is that correct?

In other words, County is NOT expecting directly integrated, "hard-wired" interfaces to interface directly with County's internal systems in an automated way. Is that correct?

*Our hope is to identify a flexible solution that is able to obtain index data based on fields on a computer screen. The hope is that the ECM solution isn't dependent upon direct connection into 3rd party/cloud based/custom applications.*

Question on Section 3.11 System Interface Plan

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In the requirement spreadsheet- Attach A - 5. Interfaces, there is a list of 10 Interfaces.

Following is mentioned under "Potential Interfaces" heading.

"...The County also desires flexible APIs that can be used to integrate with in-house developed applications. The types of integration are:"

We are little perplexed by the usage of word "also" in above statement. Does this imply two different form of solutions delivery for these 10 interfaces? i.e. 1) Flexible APIs 2) Some other form? If so, please clarify.

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In the Requirement Spreadsheet - Under tab "Attachment D - Record Inventory", there are 265 different record sets. As per PDF document, Under section 3.12 - Data Conversion plan, it says,

20 record sets belong to County's current document management system called Cannon ImageWARE 4.0.5.

We have following questions regarding above.

1. Are these 20 record set already included in the list of 265 different record sets under Attachment D?

*Some were included, and others were missed. An updated copy of the attachments will be posted to Public Purchase as well as the Scott County website.*

2. Will there be any priority order or phases of data conversion? i.e. which departments should be converted first?

*The primary conversion goal is imageWARE, and possibly a handful of other smaller record sets that the county can "cut our teeth" on to learn the processes and workflows needed to convert existing digital data into the new solution. The county will seek assistance in creating a timeline/workflow for converting other files post-implementation.*

3. For paper scanning, is County expecting vendor to perform paper scanning or will it be handled by County's staff?

*No. At this time it is not expected that the vendor will need to perform paper scanning.*

Question on requirement spreadsheet- Attach A - 5. Interfaces

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As per the requirement spreadsheet- Attach A - 5. Interfaces, County is using several cloud based applications hosted offsite. In order to integrate these cloud based applications with a proposed ECM, ECM Vendor will require technical inputs and know-how from these cloud based suppliers that County is using.

What level of access the vendor will have to these cloud vendors in order to deliver interfaces from these cloud applications to ECM?

*Our hope is to identify a flexible solution that is able to obtain index data based on fields on a computer screen. The hope is that the ECM solution isn't dependent upon direct connection into 3rd party/cloud based/custom applications.*

Can the County provide a Word or text-editable pdf of the RFP?

*Scott County does not provide it in Word format as we do not want any changes, deletions, additions or other corrections made to the document without our knowledge.*

Please confirm that the County will be exporting images & metadata from Canon imageWare , and that the ECMS Vendor is responsible to import image and data to the new solution

*Our expectation is that the selected vendor will work with us on the development of a rock-solid export process from imageWARE and subsequent import process(s) into the new solution. The county is willing to take on the heavy lifting for the conversion work using internal resources.*

Section 3.12 Data Conversion Plan states that Attachment D includes record sets that may be converted or migrated into a future ECM system. Can the County provide a specific list of record sets that the vendor should consider as part of the RFP/phase 1 budget, and what record sets are considered for a future phase?

*The primary conversion goal is imageWARE, and possibly a handful of other smaller record sets that the county can “cut our teeth” on to learn the processes and workflows needed to convert existing digital data into the new solution. The county will seek assistance in creating a timeline/workflow for converting other files post-implementation.*

Is the County open to an on premise system, and if so, is it safe to assume that the County can provision the hardware (whether physical or virtual)?

*Yes the county is open to an on premise solution, and County staff can provision the hardware if necessary.*

Assuming a Named User license model, how many users are to be supported with the system, and what is the approximate breakdown in terms of roles (e.g., admin, content manager, departmental coordinator, basic end user, search-only user)?

Total	System Administrator	Content Manager	Department Coordinator	Daily End User	Inquiry / Search Only
482	2	15	15	300	150

Is the County using any scanning software (e.g., Kofax) other than that provided with the Canon scanners?

*Canon’s imageWARE.*

Will the successful bidder be able to perform certain activities (e.g., configuration, conversion) via secure remote access or must all work be performed onsite?

*It may make sense for some services more than other for on-site versus remote, but there is no requirement for the county to have the vendor on-site.*

What is the county currently using to scan and archive. Do you have software like Laserfische in place?

*Canon’s imageWARE.*

From Section 3.12 on Page 12

The RFP states that the County would be responsible for the “data extraction from current systems”. These questions are focused only on the Canon ImageWARE system:

Data Extraction to us would mean the following:

- A. Conversion of all underlying objects within the system to a desired format – single page TIFF, multi-page TIFF, PDF, etc. This may mean taking multipage TIFF’s and splitting them or concatenating single page TIFF’s into multipage TIFFs.

Question: What format does the County plan on converting the proprietary ImageWARE files to?

*Unknown at this point. The hope is to work with the vendor to choose an appropriate format.*

- B. B. Mapping all converted documents to their applicable indexes.
- C. C. Exporting the index data (to include all data migrating into the new application as well as unique object identifiers and a path / paths to the referenced documents /pages into a neutral format – like delimited ASCII.
- D. D. Reconciling all the extracted documents back to the original database – to include any changes made to documents during the extraction process, as well as, changes made to index fields. Note the new vendor will only be able to reconcile what they imported to what the County gave them – not necessarily what was in the legacy ImageWARE system.
- E. E. Each object would be verified as valid and page counts reconciled to the database.

If the County's expectation of extraction is different than above please specify what exactly will the proposer receive?

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As to planning and scheduling – if the County is providing the above level of extraction:

- A. A. How long will it take to fully extract, verify and reconcile 1TB of ImageWARE data?

*This is unknown at this point.*

- B. B. What will be the process for new documents, updated indexes and deletions that take place during the extraction?

*During the conversion process, we will suspend additions/deletions but expect to retain view/search access.*

Does the County expect to use the production ImageWARE system to do the extraction?

*Yes.*

Has the County ever restored the ImageWARE system from a backup?

*No.*

What is the contingency plan should the ImageWARE application suffer a catastrophic failure during the extraction?

*Internal staff will work towards developing a plan involving server and storage cloning and/or backup solutions to mitigate a catastrophic failure during extraction.*

Please describe the auditing and logging functions associated with the extraction process.

*To be defined.*

