

# Facility & Support Services

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Addendum No.7

Request #19177

Enterprise Content Management System and Implementation Services

Project #IT2015-1002

PreBid Vendor Conference questions/answers

Do any of your offices/departments have a current SharePoint investment? If so, what version(s)?

**No.**

Do you have a current Office 365 investment? If so, what components (email, Yammer, etc)?

**No.**

What specific workflows do you want built in this engagement?

**We have not yet determined specific workflows, but expect to with the successful vendor.**

Under Standard Technical Specifications, your RFP states Office 2007 and up. Do you have a breakdown of all versions and the number of users on each version?

**At this time we do not have an exact breakdown, but will work with the successful vendor should the information be necessary for successful implementation of the solution.**

Do you have any plans to move all users to Office 2013 or 2016?

**Yes, at a future date but there is no immediate timeline in place.**

Are you comfortable with an agile project management methodology, or do you prefer waterfall?

**We would be open to either option, and will discuss this information with the successful vendor.**

Scott County is comprised of roughly 25 offices and departments. Do you have a security model in mind for segmentation of content?

**Yes. While security based on department is important, we expect that the record sets will have a security model that is more sophisticated than just the single tier.**

County requires deliverables to be developed and maintained- what is included in Support? Does the contract include a maintenance/support contract for 10 years? Is there additional support funding?

**As for support, we expect the county to be primarily responsible for record set and day-to-day maintenance after the initial implementation. We would look to the vendor for software maintenance and support moving forward. The county would have additional funding for support needs in years 2 and beyond.**

Is there a need for Mobile/Tablet/BYOD support of any kind?

**Not at this time.**

Price adjustments and notification” What are adjustments periods, how are they determined and what is timely manner (in the context of informing the county of a price adjustment)

*The adjustment periods are negotiable items that will be determined through contract negotiations with the successful vendor. Our desire is to have software maintenance and support costs be a part of these negotiations.*

Are all "Critical" requirements required to be implemented within the budget provided? If not, please help us understand priorities and possible phases for implementation approach.

*Items listed as “critical” requirements are deemed as features that are needed for success moving forward in our long term ECM journey. We do not expect one single vendor solution to meet all criteria identified. We anticipate there to be gaps from all potential vendors. We also expect that some vendors may offer some critical requirements as part of an “a la carte” pricing option.*

What is the preferred & supported server platform technologies at Scott County? (operating system, database, virtualization, etc..)

*The county's preference is Microsoft Server 2012 along with SQL Server 2012.*

Is there a preference for virtualization vs. bare metal?

*We currently run VMWare virtual servers and would expect the chosen solution to be in the same environment.*

How will server hardware be procured at Scott County as it relates to this RFP?

*There will be no server hardware needed as it relates to this RFP.*

If Scott County has a standard configuration for server hardware, please provide?

*N/A*

With regards to business continuity & disaster recovery, please describe Scott County's SLA requirements as they pertain to support availability requirements, acceptable downtime length, and acceptable amount(s) of data loss.

*The expectation would be that Scott County would own server and database SLA's as well as data backup and retention. Maintenance and support would ideally be during standard business hours, and not need to be 24/7.*

Regarding environments, does Scott County have a standard or preferred configuration on the number and type of environments to support systems development lifecycle? If yes, please describe. For example: production, staging, test, and build environments.

*At a minimum, we would like to have two environments – production and test.*

Does Scott County's ECM budget for FY2016 cover software, services and hardware?

*The ECM budget does not include hardware.*

Can offshore and or near-shore developers be utilized to help offset costs?

*Preference is to work directly with the software company or the VAR. Whom these companies choose to work with is up to their own discretion.*