City of Foster City RFP – Document Management System Replacement Project
Addendum #1 – 3/21/2022

1) Is the City requesting the same number of document management users as indicated in the RFP? If different, please indicate how many users will be required for the initial implementation of the system (to add, edit, delete documents and/or perform administrative functions)?
Yes, the City is requesting the same amount of users (20) as in the current system. NOTE: We currently have 20 concurrent licenses. If your licensing is a different type (named user, device installs, etc.) please clearly state that.

2) Will the City require read-only viewers? If so, please indicate how many read-only users will be required for the initial implementation of the system.
Yes, the City will require read-only users. We currently do not need to license read-only users – as both editors and read-only users are covered by 20 concurrent user licensing. If your solution is licensed differently and you need a count of read-only users, please quote 50 read-only users.

3) Are there specific business processes "required' to be configured or will those automated processes be considered future phases?
   a. If automated systems will be required please give detailed list of processes to be included (e.g. Retention Management, Contract Management, Public Records Act Request, etc.).
We currently do not have any automated processes, so it is not required in the quote. However, as stated in the RFP, we are looking to improve our Contract Management cabinet with additional fields, but I would not consider that an automated process. We also mentioned that if you offer enhanced Contract Management processing (such as reminder emails for expiring insurance and/or uploading of updated insurance documents by vendors) we would like to see that as Optional line items in the quote.

4) **Pg 5 section 1.2 Current Systems Environment** describes the deployment of the current DMS system within what appears to be ONLY the City Admin / Clerk department(s). Does the City expect the selected vendor to configure more than the existing City Department(s)? or have other departments as future phases
Our City Clerk and Community Development Departments are the owner departments of all the content we currently have in our cabinets. We are not looking to expand to other departments within the scope of this RFP.

5) Have the City seen demonstrations of any Document Management System? If yes, what is the name of the solution and vendor which provided the demonstration?
We've seen demos of many DMS products over the years. But within the past year, we've seen demos of DocuShare (via Xerox) and DocuWare (via KBA Docusys)

6) Do you have a budget already available for this project? If yes, what is the maximum budget you are planning to spend on this project?
We have $100,000 accrued in our IT Replacement Fund for replacement of our DMS.

7) For accessing Document Management System, how many users will need full rights (upload, edit documents) and how many will need read-only rights (only view the documents or participate in the workflow process)?

The City is requesting the same amount of full-access users (20) as in the current system. NOTE: We currently have 20 concurrent licenses. If your licensing is a different type (named user, device installs, etc.) please clearly state that.

We currently do not need to license read-only users – as both editors and read-only users are covered by 20 concurrent user licensing. If your solution is licensed differently and you need a count of read-only users, please quote 50 read-only users.

8) Will any other external vendor or consultant of the city need Read-Only access to Document Management System through a Public Portal?
Any member of the public (not just vendors or consultants) will need access to a read-only Public Portal, as this is where we direct requests for certain public records. Also, some cabinets need to be excluded from the public portal.

9) Is there any expected timeframe within which you would like this system to go live?
We would like to go live by July 1, 2022. But that is not a hard deadline and can be decided during project scoping with selected vendor.

10) Is there any "offsite" scanning of physical records required?
Offsite scanning services is not included in the scope of this RFP. We do plan to continue using our current offsite scan vendor for building permits and large plans. As stated in the RFP, the ability to bulk-import pdf files with index fields stored in a separate file is a requirement of the new system. This process will be used to import the files delivered by our existing offsite scan vendor. This is how we get the files into our current system as well.

11) Can you please provide us a pricing format to enable us to give you pricing as per your requirement?   or shall we prepare it ourselves?
You can provide pricing in whatever format you like. The only things we request are line items (not just a single "total project cost" line, unless your solution is truly "all-you-can eat"). At the minimum, we would expect line items for the items in Section 3, Requirement B (page 8)
   1. **Upfront Software Licensing/Subscription Cost (with each component itemized)**
   2. **Ongoing Annual Maintenance/Subscription Cost (with each component itemized)**
   3. **All Project Service Costs (See Section 4)**
   4. **Additional Modules/Components Price(s) (Optional)**

   Also ,per unit pricing is requested where applicable (for instance, 20 users would be unit 1 license cost * 20 = subtotal user cost). This will help us determine scale of costs if additional licenses are required later.