City of Foster City RFP – Document Management System Replacement Project
Addendum #2 – 4/4/2022

1. Does the scanning software need to work with Copiers/MFPs?
   Currently we use our Copiers/MFPs to scan to a UNC path, then we browse to the UNC path on a PC and import the pdfs to Docuphase. And we would be ok continuing to do it this way. But if your solution has integration with Sharp copiers, such as being able to scan directly into your solution from the copiers (no UNC path stopoff required), please include a description of this in our response.

2. What do you want to see in the scripting demos?
   We do not have a the script prepared for the demos yet, but the demo will likely include most of the specific requirements listed in Section 2 of the RFP.

3. Are the current documents stored on a drive or are they stored in the database?
   The documents are currently stored in folders on a Windows server. The folder structure and filename format is defined by Docuphase, though, so there's not really any way to make sense of the folders and filenames without the metadata which is stored in a SQL database.

4. During the migration, do you require documents to be converted to PDF-A?
   No, we do not require conversion to PDF-A as part of the migration. The expectation for migration is like-for-like.

5. Do you want a restful API that other applications can use?
   We currently do not use APIs with Docuphase, and it is not part of the scope of this RFP. However, we have requested you to list this as an optional component if your solution does support APIs (REST, SOAP, webhooks, or other), as this may be something we may want to utilize in the future. If your solution does support APIs, please also indicate if it is part of the core product or if it is an add-on component to your solution (as well as any costs associated)

6. Does the selected vendor also have to develop the site for: *A public portal is required to allow the public to access designated cabinets without a need to login*?
   Yes, the public portal is a requirement. We have this currently with Docuphase, and the public is allowed to search Resolutions, Ordinances, Minute Orders, Minutes, Agreements, and Agenda Packets Prior to 2010 . You can see the public portal here: http://documents.fostercity.org/docsearch/ We had public portal functionality with our previous Doc Management products (Sire and Questys) as well.

   If it is a core or optional component of your solution, please note this in the proposal, along with costs associated (if any). If you would need to use third party software or custom code to build a public portal, please describe this in detail, along with costs associated (if any) and any delays that developing a custom portal might introduce into the rollout timeline.

7. Item 1.2.6. states: *The City runs a Nutanix/VMWare server cluster on-prem, so we are open to on-prem deployed solutions. But we also understand there can be benefits of cloud-based solutions. So, we will welcome proposals for either on-prem or cloud-based solutions.* **Will the City provide the servers for an on-premises installation?**
   Yes, the City will provide virtual servers on-prem if the chosen solution requires them. If your solution *requires* physical servers, please make that clear in your proposal.

8. Section 4.2 states: *How does your solution comply with the requirements of a Trusted System, as defined by the State of California, in order for the City to be able to destroy original paper copies.* **Will the city provide the hardware required for a Trusted System?**
   Yes, the City will provide hardware for Trusted System operation. What we have now consists of a physical server and a tape drive writing to WORM tapes. If your solution requires other hardware or software to be considered a Trusted System, please make that clear in your proposal.

9. Do you currently have maintenance and support for your Docuphase Document Management System? If so, when does the contract expire?
   We are currently on maintenance/support for Docuphase. It expires 10/31/22.

10. The implementation of software solutions can vary widely depending on project budget. Our firm has successfully delivered projects across various budget ranges. To help us best meet the goals of your RFI, can you please approximate the ***anticipated*** budget range for this project? For example, is the anticipated budget range:
    a. Less than $25,000
    b. $25,000 – $50,000
    c. $50,000 – 100,000
    d. $100,000+
       This was answered in Addendum #1, question 6. Available here:
       https://www.fostercity.org/citymanager/page/document-management-system-replacement-project

    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.

11. What qualifications are you looking for in an implementation partner? For example, we have multiple Microsoft Gold and Silver Competencies, Certified Masters, etc.; will the proposal scoring take our credentials into account?
    We do not have any minimum vendor qualifications for this RFP. When we do ask specific questions about vendors in an RFP, the questions are regarding years in business, have their been any lawsuits, etc. Vendor certifications would be relevant to how you would deliver the

project requirements and services, so I would suggest you list those there. But to answer your question, there is no specific scoring or weighting related to vendor qualifications/certifications.

12. 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?
We would be comfortable with 100% remote project delivery.

13. We understand that you "welcome proposals for either on-prem or cloud-based solutions" however, on a scale from 1 to 5 where 1 represents "An on-prem solution housed in your facility, maintained and managed by you" and 5 represents "A cloud-based solution, maintained by the hosting company (e.g. upgrades), and managed by you", what best represents the *preferred* solution on this continuum?
For this question, the City would respond with a 3. We weigh cloud vs. on-prem on a project-by-project basis. While we are NOT a "cloud-first" organization, we do have quite a few cloud-based solutions. For on-prem, we have fully trained internal staff to support our VMWare cluster, and Microsoft Datacenter licensing to be able to add as many Windows Servers to our cluster as needed. So we could go either way.

14. 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:
    a. Please provide the name of all contractors and vendors
    b. Are these contractors and/or vendors eligible to bid on this project?
    No contractor or vendor provided assistance in the development of this RFP, except for referring to RFPs from other cities for good ideas. For the other part of this question, 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). Both are eligible to bid on this project.

15. We are a SharePoint and Microsoft 365 focused consultancy and have successfully combined these platforms with best of breed third party software products (as needed) to implement comprehensive 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/M365 is the best platform for our needs", what represents your view on the continuum?
For this question, the City responds with a 4. We are heavily invested in O365/SharePoint Online, and I don't see that changing anytime soon. A solution that works well with O365/SharePoint Online will be preferred. But I wouldn't go so far as a 5 for a couple of reasons. 1. I know there are many "traditional" DMS solutions that are not built on SharePoint (but may integrate well with O365), and I do not want to rule them out. 2. We've used 3rd party SharePoint add-ons in the past, and our experience has been mixed.

16. Regarding your current experience with SharePoint and/or O365 if you are using either:

a. What version(s) are you currently licensed for (e.g. SharePoint 2019, SharePoint Online G3, etc.)?
   We have G3 licensing for all of our users.
b. Do you already have the requisite licensing for the number of anticipated users of the solution being contemplated in this RFI?
   We have G3 licensing for all of our users.
c. What is the current breath of usage in terms of number of:
   i. Departments
      All our departments use SharePoint in one way or another. We are moving our Intranet to SharePoint Online within a month, so that will increase the exposure of SharePoint.
   ii. Users
      All of our mailboxes are in O365. Many users use OneDrive. Most users still use desktop applications for Word, Excel, Powerpoint.
d. For what workloads are you currently using SharePoint/O365 (e.g. collaboration portals, Intranet, etc.)?
   We have about half of our departments (5 out of 10) using SharePoint Online as their file repository (migrated from UNC path file shares). Most departments have limited Team page or lists set up. We are moving our Intranet to SharePoint Online within a month, so that will increase the exposure of SharePoint.
e. What, if any, problems or dissatisfaction have you experienced with SharePoint/O365?
   None.
f. Do you already own any SharePoint-related products (e.g. ShareGate) and if so, which ones?
   None.
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:
   i. Infrastructure, Administration and Maintenance
      4
   ii. Information Architecture Design and Implementation
      4
   iii. Content Owner/Authorship
      3
   iv. PowerShell and C# Development
      2

17. Regarding Advanced Document Scanning requirements:
   a. What document scanning software is currently in use?
      Most of our scanning is done on our Sharp copiers, and saved to a file share. Users then pull the pdf files from the file share to import them into Docuphase. For those with desktop scanners (~5 low volume users), Docuphase has an integrated scanning function.
   b. Is it able to store scanned documents and metadata in SharePoint Online?
      We do not have our Sharp copiers set up to scan directly into SharePoint Online. They may be capable of it, but we do not have it set up currently.
   c. Do you desire to continue to use this software or in the intent to move to a more modern scanning solution?

> We are ok continuing to use the copiers the way we do now. But if there is a better way, we are open to looking at it. If there are costs associated with a better scanning solution, I would suggest adding it in the optional section of your response.

  d. How many **documents** do you anticipate scanning **per year**?
> Our current estimates are around 1000 documents scanned per year, and 1000 documents imported from external scan vendor per year.

  e. What is the anticipated **growth rate** in documents scanned per year over the next 3 years (e.g. 5% growth in each of years 2 and 3)?
> Our growth rate is very low. Less than 1%. If we brought on another department, that might rise to 5%.

18. How many record categories/series/types does the solution need to support?
    These were listed in the RFP.

1.2.2. We have 10 document types in Docuphase, containing approximately 110,000 total documents. The document types we have are:
- Agenda Packets - Prior to March 2010
- Agreements
- Capital Improvement Projects
- CDD Building Permits
- CDD Planning
- Deeds Easements
- Legislative History
- Minutes
- Oaths of Office
- Resolutions Ordinances and Minute Orders

19. Regarding the migration of content from Docuphase:
    a. Are the documents stored on the file system or in a database?
> Files are stored in the file system, with metadata stored in SQL.

       i. If documents are stored on the file system, do they have the appropriate file extension for the application used to open them (e.g. .docx for Word documents, .pdf for the PDF viewer)?
> Yes, the files have native file extensions.

       ii. If documents are stored in a database, can your staff export the documents and metadata to the file system for import into the new solution or will the vendor be responsible for this effort?
> Internal staff is familiar with the database for Docuphase, but we are not programmers. Staff would be glad to help map out the structure of the metadata in SQL, but the selected vendor will be expected to develop or configure the tool used for migration.

    b. Is there a need for any preprocessing of documents prior to migration (e.g. conversion from TIF to PDF, OCR)?
> No file conversions are expected as part of the migration. However, OCR may need to be re-run in the new solution since the full-text index is in SQL server currently.

    c. Given the unknowns related to this task, is it acceptable to include time for the analysis, design, and estimates for this task versus the actual migration?
> It is expected that the costs for ALL required labor to deliver this solution is included in

the RFP. If you expect you will need hours for analysis and design of the migration tool, please include those in your response.

20. Regarding Workflow and "automation features" requirements:
   a. Is the development of specific workflows in scope for the project or just a required feature/capability of the solution?
      This was answered in Addendum #1, question 3

> 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.

21. Regarding requirements for Electronic Forms:
   a. How many forms are to be developed and what are they?
      This was addressed in the RFP, Section 2, item 19.

> 19. Other features that we are not currently using but would like included in optional pricing line items include:
>   a. Workflow
>   b. Conversion to PDF-A
>   c. Redaction
>   d. Electronic Forms
>   e. API

   b. What is the average number of fields per form?
      N/A
   c. Can you please provide PDF copies or mockups of all forms to be developed as part of this solicitation?
      N/A

22. How many *total* users should we account for as it relates to product pricing, implementation services scoping, etc.?
   This was addressed in Addendum #1, questions 1,2 and 7:

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.

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.

23. Approximately how many business units (i.e. departments or more granular working groups) will use the solution? We need an approximate number for pricing purposes.
This was addressed in Addendum #1, question 4:

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.

However, to add to this, all departments will have users that use the system as read-only/search users.

24. Does the City of Foster City currently use ArcGIS or plan to use it? Is there any interest to have it integrated with the new document management system?
The City does use ArcGIS, but there is no immediate interest in integration with the DMS.

25. Does the City of Foster City currently use DocuSign for e-signatures or plan to use it? Is there any interest to have it integrated with the new document management system?
This is in the RFP. Section 2, Requirement 3:

> 3. How does your solution handle secured and/or signed pdfs? Can you pdf viewer open signed pdfs, or does it just display "Please open this pdf in Adobe Acrobat"? The City currently uses both Adobe Sign and Docusign.

26. In a named user licensing model, how many internal read/write user licenses would you expect needing?
This was addressed in Addendum #1, questions 1,2 and 7. Addendum is available here: https://www.fostercity.org/citymanager/page/document-management-system-replacement-project :

> 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.
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> 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.
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>
> 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.

27. How many internal and public read-only users would you expect concurrently needing to access the document management system?
See answer to question 26 above.

28. Is Docuphase hosted or on prem?
On-prem
    a. If hosted – how long will it take to get the data from the vendor?
    Immediate – internal staff has access to file system and SQL database.
    b. In what format will the Vendor provide the legacy data?
    Files are stored in native format on a Windows server in numbered file folders. File paths and metadata are stored in MS SQL database.
    c. Will the vendor be able to provide an incremental (Delta) of the data prior to go-live?
    Internal staff will likely be doing the SQL queries, so yes, we should be able to create a query that only contains records added or updated since a certain date.

29. Are you utilizing annotations with Docuphase – if so – do they need migrated to your new solution?
We are not using annotations in Docuphase currently.

30. Can retention schedules be implemented to reduce the size of the legacy conversion? If so – how much of the 650GB's can be eliminated?
All of the data stored in Docuphase is permanent retention, so the size of conversion will remain 650GB.

31. In "Section 2, #4" of the RFP the question states: "How does your solution comply with the requirements of a Trusted System, as defined by the State of California, in order for the City to be able to destroy original paper copies." *Where can we obtain a list of specific requirements?*
This link provides a good overview of Trusted Systems per the California Secretary of State:
https://www.sos.ca.gov/14816/records-management-and-appraisal/electronic-records/electronic-records-guidebook/trusted-systems

The original Government Code 12168.7 can be found here
https://codes.findlaw.com/ca/government-code/gov-sect-12168-7.html

What we currently use consists of a physical server and a tape drive writing to WORM tapes. If your solution requires other hardware or software to be considered a Trusted System, please make that clear in your proposal.

32. In "Section 2, #12" of the RFP the question states: "Advanced scanning features such as: image enhancement, OCR, viewing, annotation, printing, and storing images for both black-and-white and color pages, barcode and patch code recognition for automatic document separation when processing large numbers of documents." *Is the question asking if the vendor can provide imaging services along with a platform to replace Docuphase? If this is not what the question is asking, the most cost effective solution to these requests is to have them performed on the front end, during the scanning process, by the scanning software and vendor. Do you have an exclusive imaging contract with a vendor? If not, would you be open to an answer submitted with multiple options, including one to have the selected vendor not only provide the*

platform, but the imaging services that include barcode and patch recognition, annotations, OCR, image enhancement (de-speckle, de-skew, align orientation, etc)?
The question in this requirement is: Does your solution offer these features as part of the scanning process? In other words – if an end user is using a desktop scanner and your software to capture documents, would all of these features be available in your solution?

Scanning services are NOT in the scope for this RFP.

33. In "Section 2, #14 of the RFP, the question states: "Ability to use "Sticky indexes" during batch imports, allowing the user to enter index fields once per batch and those values "stick" when moving to the next document. Fields that need to be changed per documents can be changed." *Are the batch imports from an on-premise scanner or from a 3rd party vendor? Most cost effective and efficient way to achieve this is during the scanning process itself. Would you be open to multiple options in the response, one of which would be having the software vendor handle the scanning as well and perform this action during the scanning process?*
The question in this requirement is: Does your solution offer these features as part of the scanning process? In other words – if an end user is using a desktop scanner and your software to capture documents, would this feature be available in your solution?

Scanning services are NOT in the scope for this RFP.

34. How many Named Users do you need?

This was addressed in Addendum #1, questions 1,2 and 7:

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.

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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.

35. What kind of Docuphase file types, and index data that will be exported..
    Docuphase contains pdf, jpg, tiff, and a few MS Word files. Index data will be exported from MS SQL. Exporting to CSV would be preferred, but internal staff can transform the tabular metadata to another format, within reason (i.e. XML) if the chosen vendor requires it.

36. What are your Export methodologies from Docuphase.
    There are export methods built into Docuphase, but since Docuphase is on-prem and internal staff has access to the files and SQL, we plan to make the file system and the metadata (exported to CSV) to the chosen vendor.

37. Will the Customer be exporting the documents from Docuphase, and contain the expertise in accomplishing the task.
    Internal staff is familiar with the database for Docuphase, but we are not programmers. Staff would be glad to help map out the structure of the metadata in SQL, but the selected vendor will be expected to develop or configure the tool used for migration.

38. Can you provide a copy of the Cities Records Retention Schedule?
    All of the documents in Docuphase are permanent retention. But if you still need it, here is a link to the Foster City Retention Schedule: Foster City - CITYWIDE RETENTION SCHEDULE - FY_21-22.pdf