

ACS – City of Irvine  
Responses to E Mail Questions  
July 30, 20017:10 PM

QUESTIONS FROM THE VENDORS -

The following questions have been “cut” from emails and compiled herein. In some cases, we have altered the question slightly for clarity.

- Q. Is ACS amenable to the bidder proposing a solution that covers all the requirements except for the Kodak Archive Writer and the Digital Microfilm Scanner?
- A. No – If you do not have a source to propose a Kodak Document Archive Writer, contact Tony Graham at Law-Cypress, (800) 497-6220 x 6764. Cynrede has made arrangements for you to attain the product. Digital Microfilm Scanners are available from resellers for Minolta, Bell & Howell, and Canon.
- Q. Also can we assume that ACS would be willing to supply these 2 pieces of equipment and work with the bidder to integrate the Archive Writer into the EDMS Solution?
- A. These pieces of the equipment are part of the imaging system, and are to be installed by the vendor or its appointed representative.
- Q. On page 15, section VII, Evaluation Criteria, it states that ACS can act as the sole judge of the contents of all proposals, can you describe the evaluation team and who will be responsible for the final decision? Will the City of Irvine have any members on the evaluation team?
- A. The evaluation team will be the Clerk of the City of Irvine, the Information Systems Administrator, the Records Manager, a representative from ACS and a representative from Cynrede.
- Q. Will Cynrede or any division of ACS be bidding on either section of the RFP?
- A. Cynrede will not respond to this RFP. It is possible that other divisions of ACS will consider responding to one or the other RFP.
- Q. I do have a question, will you (or the City) consider responses for only a portion of the desired capability? For example, would we be able to propose just the Capture Software/Forms & Invoices Processing part of the overall solution? Thank you for your consideration,
- A. A vendor must respond to at least one complete section of the RFP, either or both the EDMS or the Backfile Conversion requirements, to be considered. In this situation, partnership is a plus and is encouraged. A partial response may be offered as an advisory response, and we will weigh your comments with respect to the overall RFP.
- Q. 0723-1. Is the city using Active Directory?
- A. YES
- Q. 0723-2. Can an Active Directory domain and site map be provided?
- A. An Active Directory Domain list and site map will not be available at the time of this posting.
- Q. 0723-3. What Application Deployment and maintenance software is being used? (i.e RIS, GPO, SMS, Tivoli, ...)
- A. SMS is installed but the Application Deployment feature is not be used.

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- Q. 0723-5. Are there any non-Windows based products that need to be interfaced with by the EDMS?  
A. NO
- Q. 0723-6. What version of Exchange is in use?  
A. Exchange 2000
- Q. 0723-7. What desktop FAX software is being used? (mfr. and version).  
A. At this time no desktop FAX software is being used. RightFAX is being considered for the future.
- Q. 0723-8. If EDMS software is licensed by "named" user instead of "concurrent" user, what number of licenses will be required?  
A. We do not want to license like this. We are not interested in assigning user names to unique licenses.
- Q. 0723-9. Can we assume that the users and workgroups mentioned are the same users and groups that exist within the Active Directory?  
A. YES
- Q. 0723-10. Do secured files need to be secured to the point that network administrators have no access to them?  
A. NO – the administrators must have access.
- Q. 0723-11. Is file encryption wanted or needed?  
A. Yes if proposing browser based or city documents with a level of confidentiality.
- Q. 0723-12. Can we assume that all documentation is to be delivered in English only?  
A. YES
- Q. 0723-13. What percentage of the users produce Word Perfect documents?  
A. Less than 1% - Most documents are created in Microsoft Word.
- Q. 0723-14. Does the Work Perfect suite need to be supported?  
A. NO
- Q. 0723-15. Who is the "Irvine Portal" designed by and may they be contacted?  
A. Pixel Pushers has designed the Irvine web site. All questions regarding this should be filtered through Cynrede.
- Q. 0723-16. What software is being used to design the "Irvine Portal"?  
A. In research
- Q. 0723-17. Are the Fiscal numbers on page 13 of Appendix E of the Strategic Plan to be considered "not to exceed"?  
A. NO, these are estimates. We are seeking the best solution for the City.

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- Q. 0723-18. What is the preferred brand name for server hardware?  
A. DELL
- Q. We did not attend the pre-bid conference and I am hoping that this was not mandatory.  
A. NO
- Q. Will all workstations and servers be provided by the city of Irvine?  
A. All servers and workstations will be provided by ACS.
- Q. Will the city of Irvine provide the database required for the EDMS system?  
A. ACS will provide SQL 2000. Any other databases must be interfaced by the vendor.
- Q. Is 300dpi required for all scanned images or is 200dpi acceptable?  
A. 300 dpi is required for type-written paper documents captured in the backfile conversion process. All microfilm and hand-written documents should be scanned at 200 dpi.
- Q. What is the number of large format drawings that need to be scanned? Do you have a breakdown of the different sizes that need to be scanned?  
A. The City manages averages 26,000 large format drawings per year. However, last year the City processed 103,000 drawings due to high growth. These are predominately D and E sized. There are approximately 364,000 large format microfilmed images to scan.
- Q. Can you please clarify item 5 under section III. Is it required that the EDMS be able to accept e-mails or should it have the capability to import e-mail attachments?  
A. There is a growing demand for preserving emails as government records. We realize that this is not a common request today, so we would prefer that the system do this, but it is not mandatory.
- Q. Is the indexing information located in the same place on every document or is the information located throughout the document?  
A. That depends on the document. Documents of the same type should have some consistency. This varies by department. Some index information may also be hand-written. Scanned film indexes will be from the title block.
- Q. What condition are the documents in for doc prepping (staples, paperclips, any sorting that needs to be done etc...)  
A. The documents are generally clean, but do contain some staples and clips. These documents were made available for view at the Vendor's meeting.
- Q. Do we need to convert the documents from Legacy? If so, what is the format in which the files are kept?  
A. We are not clear as to what Legacy is being referenced by this question. Generally, documents will be stored in a TIFF format and added to the system via CD.
- Q. Please clarify the roll ACS will play in regards to the instillation of software and hardware. I am referring to page 2, 2nd paragraph, 5th line down, sentence starting with "ASC will be etc..."

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- A. ACS will be responsible for the installation of all infrastructure-related products. The vendor will be responsible for installing the EDMS software and hardware, under the supervision of ACS.
- Q. What is the condition of the microfiche (poor, fair, good, excellent)  
A. Generally the fiche is good. Originals are available for scanning in most occasions.
- Q. What type of large format documents are there (maps, architecture plans etc...)  
A. Predominately, these are building and architectural drawings. There are some maps related to various planning studies and projects. Any unique large-format documents will be handled on an individual basis.
- Q. Are we picking up and returning the documents?  
A. YES
- Q. On page 12 and 13: Why do you require the images (8 1/2x11 and oversized drawings) be microfilmed? Are the microfilm rolls blipped? Are they simplex or duplex?  
A. All documents are to be microfilmed to create an analog preservation copy for offsite storage. The 16mm film is to be blipped, and will include the transfer file. The 35mm film will have a basic drawing index labeled on the box. All images will be simplex.
- Q. What is the volume breakdown for the hard copies? (Business Cards, 8 1/2x11, oversized drawings (B,C,D,E) and maps (what size?))  
A. Of the backfile conversion, virtually all 1.1 million hard copy pages are 8 1/2x11. The large format scanning and filming is predominately D and E sized drawings and the volumes will vary as reviewed above.
- Q. What are the Document Prep and Re-assembly requirements?  
A. Document preparation has been covered previously. Documents are to be maintained in order for QC purposes. Re-stapling is not necessary.
- Q. Will all the documents that are received be scanned?  
A. YES
- Q. What's the description of the hard copy documents (text, graphics, color photos, handwritten, etc.)  
A. The documents for backfile conversion will be predominately (95%) text (reports, projects, and documentation) and handwritten (permits). No color scanning will be required for scanning.
- Q. Where is the index information found for both hardcopy and microfilm/microfiche? Do you have an electronic database that can be used for capturing some of the indexing attributes?  
A. The location of the indexes has been addressed above. Regarding a database, the answer is MAYBE. Some of the information is in RecFind, and the database can be exported. You must determine the best approach to index these documents after reviewing both data entry vs. database, and our index requirements.

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Q. Please provide information listed below for the GIS System, IFAS, Eden Inforum Gold, and RecFind.

Name and version of the server operating system

2000 Server and Advanced 2000 Server

Name and version of the database manager

SQL 2000.

Is database manager ODBC compliant?

Yes

Is database manager capable of exporting indexes into a delimited text file?

Yes

Are third-party tools available to access, manipulate and export database records?

Being researched

What language was the software product written in?

Being researched

Does ACS have access to software source code?

In some cases

Q. The exacting specifications for the medium volume scanner and image-to-microfilm conversion system indicate that ACS/City of Irvine prefer Kodak solutions. Is this the requirement, or will solutions of other manufacturers be also considered?

A. All solutions are welcomed. We will consider other solutions as long as they meet our requirements of electronic capture and microfilm backup.

Q. The specifications for the microfilm scanner indicates that ACS/City of Irvine prefer Canon MS800 unit. Is this the requirement, or will solutions of other manufacturers be also considered?

A. Actually, the specifications were not based on a Canon system. Other manufacturers will be considered.

Q. In light if the projected low volume of microfilm scanning, will ACS/City consider outsourcing this effort?

A. Again, all solutions are welcomed. The intent of the digital microfilm scanner is to provide a bridge between current microfilm systems and electronic EDMS solution while the backfile conversion is taking place. This will allow us to add documents to the system on a limited basis.

Q. The project schedule does not include any events between the RFP due date and vendor selection. Is the City intending to conduct product demonstrations and/or reference visits to other City installations during this time, or instead make a selection solely on the content of the RFP responses?

A. We plan to review all RFP responses and contact chosen vendors for clarification, demonstration, reference checks and/or vendor/site visits, within the vendor selection time period. Not all vendors will be contacted during this period.

Q. Is it possible to get a summary of any information and questions discussed during the vendor briefing?

A. YES, this information will be posted along with these questions.

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Q. By 8.5" pages does this mean 8.5" x 11" or 8.5" by others sizes if so what sizes and what quantities?

A. Over 95% of the documents are 8.5" x 11". The balance are 8.5" x 14" and a few smaller pages.

Q. For 8.5" Paper what document preparation is required - De-stapling Re-stapling, Un-binding Re-binding from folders, Unfolding Re-folding?

A. Document preparation has been discussed above and documents were made available for inspection at the Vendor's meeting.

Q. What quantity would require this preparation?

A. There are 1.1 million pages that will require some degree of preparation.

Q. What do you want to achieve by a full page OCR and what determines your request for this?

A. We want to perform full text searches. If it is more productive to have the backfile conversion solution vendor make this conversion (based on cost, time, and accuracy), then we will use that vendor.

Q. Is any of the paper colored? What colors and how much of each?

A. YES – There are some forms that are multi-part (such as building permits) that have goldenrod, pink, blue, and other common colors. We are not sure how many of these documents exist as part of the 1.1 million pages.

Q. Is there an electronic database of the documents contained on 8.5" pages that we can use during the conversion and if so what would be your primary index?

A. MAYBE – Some of the information is in RecFind. You must determine the best approach to index these documents. Much of the 1.1 million documents will not have been entered into the RecFind system.

Q. Is there an electronic database of the documents contained on 16mm film on roll and jacketed fiche and for 35mm jacketed fiche that we can use during the conversion and if so what would be the primary indexes?

A. MAYBE – All of the information is in RecFind. Again, you must determine the best approach to index this film. The problem is correlating the fiche to the database.

Q. What sizes are your large format drawings and maps and how many are there of each?

A. The drawings are predominately D and E sized, with documentation. There has been no inventory to determine the exact breakdown.

Q. Are any of your "paper" documents of whatever size on media other than paper for example mylar or linen. If so how many and what size?

A. There is not a significant amount of alternate media. There are some Mylar-based drawings, but this count has not been made.

Q. Does an electronic database exist for these and if so what would be your primary index?

A. See the comments above.

Q. Will you require all documents to be converted or do you require the vendor to purge?

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- A. All documents will be converted and returned to the City.
- Q. Do you want the conversion undertaken at your location(s) or at our production facility?
- A. All backfile conversion is to take place offsite.
- Q. Are you publishing the questions and answers from the vendor's conference? It's possible that mine will be some of the same questions.
- A. Notes from the Vendor's meeting will be posted.
- Q. 0728-3. The RFP requires color scanning for the medium format scanner, (page 6 item 7 red green and blue dropouts), but the strategic plan on page 26 states that no color scanning is needed. Which is it?
- A. The scanner requires color dropout lamps in order to enable the dropout of specific form lines. This is not color scanning and color scanning is not required for the medium volume scanner.
- Q. 0728-2. What large format printers does the city currently use, and are they network capable?
- A. HP 500 and HP600 plotters.
- Q. 0726-1. For the medium volume scanner, is a maximum size scanning image size of 12" x 26" really necessary, or will a scanner capable of 11" x 17" be sufficient. The size restriction takes the scanner from a desktop system into a large format system.
- A. We have specific documents to be handled in a medium-volume production mode that requires this size (specifically 11 5/8" x 25 1/2).
- Q. 0725-1. What backup software is being used? –
- A. Currently using Veritas, however next week the City will be moving to Live Vault.
- Q. 0725-2. What backup devices are being used? –
- A. See Above
- Q. 0725-3. What is the tape format that is being used?
- A. Previously used DLT tape and Disk.
- Q. 0725-4. Should we include additional backup licenses in our quote, or does the city have a site license?
- A. Site licensing implemented.
- Q. 0725-5. How many people will be viewing the large format drawings? Large format viewers are an additional cost.
- A. Approximately 17% of the City staff deals occasionally with large-format drawings, where this would apply.
- Q. 0725-6. How many people need to modify AutoCAD drawings? The AutoCAD interface is an additional cost.
- A.
- Q. 0725-7. Will the WordPerfect suite need to be supported?
- A. NO

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- Q. Our company provides electronic document management software solutions but does not routinely resell hardware or provide backfile conversion services. To be compliant with the requirements of this RFP, must we bid Hardware? Backfile conversion services?
- A. Previously discussed. It is our intention to evaluate complete solution responses for EDMS (including hardware) and BCS. Other responses will be considered as “advisory” responses.
- Q. Page 2, Section II, Scope of Work, A.3. states "Install and configure client EDMS software on approximately 450 workstations." However, on Page 3, Section III, System Capabilities, EDMS Software Specifications, reference is made to 50 concurrent seats. Altris' licenses model is on a named user basis. How many actual named users will require access to the system?
- A. A previous response to this question has been made.
- Q. We just received the RFP for City of Irvine EDMS. As a company that has been providing document and content management solutions for the past ten years we are very interested to respond to this RFP. Regrettably we could not attend the vendor's briefing on Tuesday, July 24. Are there any additional information we need to submit or receive any direction from you as the result of the Tuesday meeting. Please notify us if there is any update or requirement changes.
- A. This is your notification
- Q. 0724-1. Do you want the vendor to quote the UPS's needed for the server equipment, or can we assume that ACS will provide sufficient UPS capacity?
- A. ACS will take care of this need.
- Q. 0724-2. Do you want the vendor to include power and rack requirements into the quote, or is that assumed to be handled by ACS?
- A. Power and rack requirements will be covered by ACS. Power and system requirements for the recommended imaging equipment will be defined during contract negotiations and fulfilled by ACS.
- Q. 0724-3. Can the vendor assume "sufficient" space, power and network connectivity will be made available by ACS for scanning and microfilming equipment?
- A. YES
- Q. Appendix E of ACS' Strategic Plan for the City of Irvine shows a Fiscal year 2001/2002 budget of approximately \$260,000 for Backfile Conversion and \$369,000 for the remaining EDMS scope items. The services portion of the EDMS budget would appear to be around \$92,000 (including integration, project management and training). Is this budget breakdown an accurate 'order of magnitude' estimate for the first year of the BCS and EDMS project(s)?
- A. These numbers are estimates. We are looking for the best value for the best solution, and the City will adjust its budget to accommodate the successful vendor.
- Q. When does the 2001/2002 fiscal year begin?
- A. July 1, 2001