

Questions from Vendor's Meeting
City of Irvine Imaging RFP Conference /July 24, 2001

Question (Q)

Answer (A)

Q1. Can backfile conversion go offsite?

A – Yes

Q2. What is the last day for questions?

A – Friday 27, will respond on Monday.

Q3. Does everything need to be working by January 2002?

A – No, just in-process, i.e. backfile conversion underway, basic Internet distribution available, and basic retrieval available.

Q4. What will be done with the documents after the backfile conversion is complete?

A – Return originals to the City for destruction.

Q5. The RFP states that the City wants to store in TIFF or JPEG and native file format. What does that mean?

A – TIFF & JPEG will be the standard image formats. Native file formats would be AutoCAD, Word, Excel, etc. The EDMS must provide version control of these files.

Q – Should the system Import Documents

A - Yes and open the file on desktops with proper software

Q6. Are the Jackets original film or duplicate film?

A – Originals are available in most instances.

Q7. Is the number of scanners three? Low, medium or high?

A – We anticipate three to five scanning licenses.

Q8. Where do you put the scanning license on the cost sheet?

A - Add a space if the cost is separate

Q9. Are Browser-base solutions acceptable? Thin Client?

A - Yes. The City requests that all options be presented

Q10. What Browser base is standard in city?

A – IE

Q11. What version of IE?

A – MS 2000 version 5.0

Q12. Is the City interested in thin Client base?

A - The City is interested in reviewing all options

Q13. What is the Version of AutoCad?

A – AutoCAD 2000

Q14. Does the City have a standard Fax package?

A – Not at this time , but are reviewing.

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- Q15. ~~City is not prepared to support Browser.~~ The City will look at all options including thin client and browser-based solutions.
- Q16. Are the budget figures in the strategic plan valid?
A – Yes, first year budget estimates of \$260K for backfile and \$350K for EDMS are accurate, but will be revised for the best solution, should that exceed the estimate.
- Q – If my solution is higher, should I respond?
A – Yes, we are looking for the best solution and want to hear from you.
- Q – If just web based do we respond?
A – Yes
- Q17. Are there legacy application and integration? To What level?
A – Basic API. For vendor interfaces if possible.
- Q18. How do you put integration costs in the proposal?
A – Give us a fair accurate estimate for the integration.
- Q19. What version of ArcView is the City using?
A - ArcView 3.12 Distributed completely and a limited distribution of ArcView 8.1.
- Q20. Are the vendors to integrate with the legacy systems and what systems are they?
A – Systems are listed in the RFP. At this time we do not know what the systems will be implemented.
- Q21. If the integration of the legacy systems is to start in the second year, how are we to cost now?
A – There is a schedule for integration. Put your best price forward.
- Q22. Do you have a preference as to the method of bidding on the services such as training and materials?
A – Prefer Fixed Price vs. Time & Material
- Q23. Is there a preferred scanner hardware? Preferred vendor?
A - All responses will be considered. Kodak and Minolta are being used today.
- Q24. How will ACS be used as an in-house facilitator?
A – ACS will be the help desk contact and the assist in the initial training. Further, ACS will be first-call originator to the EDMS vendor and will maintain the infrastructure.
- Q25. Is ACS to supply the hardware and install or is the vendor to install?
A – ACS will install Operating System, RAID and servers. Vendor will install their software and imaging hardware.
- Q26. Will the vendor be responsible for installation of software on the desktops?
A – Yes
- Q27. Will the City or ACS purchase licensing, software and hardware?
A – ACS will purchase the system from the vendor.

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Q28 Will ACS purchase the operating system software , Win 2000, and are we to quote?
A – ACS will purchase the OS and the vendor should not quote this item.

Q29 Will the vendor be responsible for the configuration for each department?
A – The primary vendor is responsible with initial departmental individualization. From then on, ACS and the City will fine-tune the configuration.

Q30 Who will be responsible for the award of the contract?
A – A team has been assembled including the City Clerk, the City Records Administrator, the City IT manager, ACS and Cynrede.

Q31 If there are 500 workstations are 10% concurrent?
A – Approximately 2,000 hours per week of record retrieval. At any given time, approximately 50 will be operating.

Q 32 Is there to be Workflow included in the solution?
A – Optional. The need is limited. This will not come into consideration for implementation until FY 2003.

Q33 Will ACS own the solution?
A – ACS will be responsible to procure and maintain the solution. In the event that ACS is no longer the solution provider to the City, then all licenses are transferred to the City.

Q34 Will ACS be looking to purchase or lease?
A – Purchase

Q35 How many departments will be connected?
A – Reference the strategic Plan. There are five major departments - all very large.

Comments at this point from ACS and the City - Be Flexible! We are using cafeteria-style pricing to find the best solution! Be creative!

Q36 Will ACS be responding to either RFP?
A – Possibly

Q37 Who is the vendor for the City's Portal?
A – Pixel Pushers

Jan's comment - What you see on the website currently will be changing in two weeks. It is being redesigned and is flash based.

Q38 Is the vendor responsible for integrating with the web?
A – The vendor is to provide the EDMS solution to be web-enabled for public access and provide a secure solution with in the City.

Q39 Where in the proposal do you put the software options for EDMS?
A – Include it with your EDMS offering. Recreate and expand the form if necessary.

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- Q40 What is the number of total pages allowed?
A - The EDMS and BCS proposals can be submitted separately. Page count and organization are described in the RFP.
- Q41 Is the Web standard Microsoft?
A – Yes
- Q42 Is the language English?
A – Yes – Language refers to the level of terminology for training.
- Q43 Will the new Website utilize the new management tool?
A – Jan will funnel the questions to the appropriate people at Pixel Pushers.
Stuart's comment: The Server is off site and will be moved to the city facility by the end of the year.
- Q44 How many documents are scanned a day?
A – Approximately 3,000 8 1/2 x 11 per day
100,000 large format annually
- Q45 How many off site locations are there?
A – thirteen off-sites - all have T 1.

Jan's comments: Most of the workstations are to standard. HR needs special database for security reasons. Police are not in this implementation but they may be down the road for implementation.

- Q46 How many electronic documents will be captured on an ongoing basis?
A - There are 750,000 documents per year that are suitable for management in the EDMS. Most of these (approximately 75%) are captured from scanned paper. The balance will be electronic documents.
- Q47 Why select the scanner with such a high capacity when scan rate is 3,000 pages per day?
A – Peak periods will drive volumes to 10,000 pages/images a day
- Q48 Is the maximum size 26 x 12
A – Yes
- Q49 Will the documents be all scanned in one location?
A – Yes in Records Management department.
Server is not in Records Management location.
- Q50 In the selection process is there going to be a short list and invitation for demos?
A – Yes
- Q51 Has anyone in the City or Cynrede visited other cities to compare applications?
A – Yes

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- Q52 What is going to be the method of training the users?
A – Vendor to train ACS and records management staff. Further, the vendor will coordinate initial group training meetings. ACS will provide ongoing training of the 450 users and train-the-trainer for additional groups of people.
- Q53 How do we and whom do we contact for further information?
A – visit www.cynrede.com
- Q54 Is there any possibility of using Oracle?
A – No
- Q55 Is SQL a requirement or preference?
A – Preference
- Q56 Can we get a list of the questions and attendees
A – Will be on web by Monday

Tour of Record Center:

Attendees 14

Jill: Summary

Have new monitors

Documents sent offsite to be microfilmed

Only permanent documents to be scanned now

Answer all supine for city

Have fireproof vault

Have a Record center for Hardcopy documents (not filmed) low retention.

Do not store anything with permanent retention

Have Records Management Software, RECFIND

Questions and Answers:

- Q1 Why are you requesting Silver Duplicates?
A – Prefer silver for 35 mm, currently storing Silver and using diazo
- Q2 Are you going to continue to use RECFIND for document management?
A – If it can connect to the new system in the future that is OKAY.
Do not want to jump on to a new system when this one works.
- Q3 Do you originate any of the documents that come through Records Management?
A – No
- Q4 Do you have requirements for document types such as color, form etc.
A – Yes, we do not except duplicates- must be a City form. We go through the file with a fine tooth comb.
- Q5 How long documents stored in Records center?
A – 10 years. If permanent offsite to microfilmed

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- Q6 Are you thinking about including documents with short-term retention in the imaging process.
A – Eventually, maybe
- Q7 If you were to decide to use Barcodes could you determine standards for the City to comply to barcode requirements?
A – Yes
- Q8 What are they going to do for version controls?
A - Probably not because the documents are complete when they come to Records Management.
- Q9 On the documents to be scanned will they be prepped for the vendor?
A – No. The documents are clean, but final preparation is up to the vendor.