STATE OF WASHINGTON
OFFICE OF FINANCIAL MANAGEMENT

COMPETITIVE PROCUREMENT

(CP) 18-1800

Addendum No. One (1)

OpenText Implementer Services

OFM RESPONSE TO BIDDER QUESTIONS

November 9, 2018

This Addendum No. 1 provides OFM answers to Bidder's questions which may only explain or clarify some aspect that has already been addressed in the solicitation. However, some of the answers may also supplement or change what was previously stated in the Solicitation or in an exhibit or attachment.

Therefore, it is important that Bidders review <u>all</u> questions and answers, and not just those which they may have submitted.

Question 1:   Whether companies from Outside USA can apply for this? (like, from India or Canada)

 Answer: There are no restrictions as to who may apply.

Question 2:   Whether we need to come over there for meetings?

 Answer: See Section 4.3 of the solicitation.

Question 3:   Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

 Answer: See Section 4.3 of the solicitation.

Question 4:   Can we submit the proposals via email?

 Answer: See Section 2.6 of the solicitation.

Question 5: With respect to the statement "Resources shall perform most of the work on-site in Olympia, Washington"; is the expectation for the team to be fully onsite in the State's premises, or is the State open to some of the resources being located at vendor facilities within the US or at offshore?

> Answer: Resources are expected to perform the majority of the work on-site in Olympia, Washington. However, some work may be performed at vendor facilities as long as it is approved in advance at the sole discretion of the OFM Project Manager and the facility and work to be performed is within the contiguous United States.

Question 6: How many workstations are to be configured for Enterprise Scan?

> Answer: The Enterprise Scan functionality will be implemented during the Pilot. We expect to configure up to two (2) workstations. Optical Character Recognition (OCR) is out of scope for the Pilot.

Question 7: Please provide more details on what is expected out of dashboard, such as - list of key URLs, navigations, number of active users, etc.

> Answer: During the Pilot Implementation, there will be up to 25 active users. The Content Intelligence tool should be able to visually display items such as status and tracking of workflow items, recently viewed documents, whose access is pending, disposition action pending, other pending actions, the number of approvals outstanding, etc.

Question 8: Is there any requirement for the below activities with respect to content migration?
1. Data Cleansing
2. Metadata Enrichment/Transformation

> Answer: In answer to #1 - OFM plans to import the documents, apply a retention schedule (or rule), and then allow the system to clean based on the rule. However, cleansing of "true" duplicate documents is desired based on the ability of OpenText software to perform this function to identify/remove or delete duplicates. Also, during content migration some documents may have a change in ownership.
>
> In answer to #2 – To enrich or transform metadata, OFM anticipates the addition of key data elements by document type stored in certain folders. This includes metadata which identifies a work group (i.e., Legal & Legislative Affairs or Fiscal & Operations) as the permission/ rules for access will be based highly on the end users within a particular work group (or division.)

Question 9: For the files to be migrated (currently stored in file system), where is the relevant metadata maintained as of today?

> Answer: We currently do not have an existing document management system. Basic metadata exists in the content of the files and folder structure. Other metadata may exist in various tracking spreadsheets. There are no existing standards applied.

Question 10:   Please provide more clarity on the following statement - "Scripts to enable integration, metadata automation, etc.

> Answer: To the extent the process can be automated, we'd like the implementer to use the OpenText tools. Any scripts that are created by the implementer to enhance the OpenText tools, OFM expects to retain the right in title and ability to use in the scripts in perpetuity in order to implement the rest of the agency during later phases.
>
> The desire is to have the software configured or scripts created so that a user can create a specific type of document (i.e., with predetermined metadata for that specific document type), modify, and save it in a predetermined location.   The predetermined metadata will be applied based on the rules. This automation would ensure the documents have the appropriate metadata applied, documents are saved in appropriate locations, save the end-user by taking the guesswork out of where, what, and being prompted every time.

Question 11:   Please specify as to approximately how many retention and disposition rules need to be implemented as a part of the Pilot Implementation.

> Answer: For the Legal & Legislative Affairs work group there are approximately 35 record series. For the Fiscal & Operations work group there are approximately 60 record series. A "Record Series" means a specific category of records that includes its specific retention and disposition rule.

Question 12:   Is the vendor expected to perform Training Need Analysis, or do you already have a Training plan and curriculum in place? If it is already in place, would it be possible to share the same?

> Answer: The vendor is not expected to perform a Training Need Analysis. The plan is to train-the-trainer which will be up to eight (8) end users; two (2) system administrators; and one (1) configurator. OFM is exploring whether or not to purchase formal training.

Question 13:   Please provide the list of user roles to be trained in each of the two groups (administrator and user).

> Answer: See the answer to Question 12 above.

Question 14:   While we understand that the preferred mode of training is "Train the Trainer" sessions, would the State be interested in any other mode of training (e.g. e-learning modules, webinars, etc.)?

> Answer: Yes, initial train-the-trainer sessions are the preferred mode of training. However, if a Bidder has other training options, Bidders may propose those as optional. These options would not be scored.

Question 15:   Is the vendor expected to provide performance support documents such as user guides, admin guides, online help, etc.? If yes, please specify.

   Answer: Yes, the Bidder should provide user guides, admin guides which support the configuration implemented in OFM's ECM environment. There is not a requirement for "online help" unless this is readily available in the OpenText software.

   Please see Appendix A – Environment Information which states under the "Functionality and Output" - <u>Technical documentation of configuration</u> implemented is expected to be produced and delivered.

Question 16:   Is the vendor expected to provide any communication collaterals (e.g. mailers, posters, etc.) to help the users become aware of the upcoming changes?

   Answer: No, OFM will provide agency communications for the Pilot.

Question 17:   Is there a need to provide training and documentation in any languages other than English? If yes, please specify

   Answer: English is the only language for training materials at this time.

Question 18:   Is security testing in scope for the engagement?

   Answer: Bidder security testing is not in scope for this engagement. However, bidder is required to test and ensure that all "permissions" configured work as planned, for example.

   As OpenText products are DOD certified <u>and</u> the scope of the Pilot excludes access to the system via mobile or the internet, there will not be additional security review or testing by Washington Technology Solution Group (WATech). The vendor is not expected to participate in security testing unless vendor introduces non-standard product or APIs as part of the solution.

Question 19:   We understand that Go-Live & Post-production Support are expected as part of the engagement. Please confirm. If yes, does the State expect the Post-production Support also to be completed within the 7-month timeframe envisioned for the Pilot?

   Answer: Yes, onsite go-live assistance is required. Additional post Go-Live support may be negotiated as part of the contract. The recommendation for both is:

   ▪ four (4) days onsite as part of the Pilot Go-Live; and,
   ▪ five (5) days minimum off-site post Go-Live support.

Question 20:   Is user acceptance testing part of the pilot engagement? If yes, is the vendor expected to provide only UAT support or take ownership of UAT?

> Answer: Yes, user acceptance testing is part of the Pilot.   The vendor will only provide support during the UAT and will not take ownership

Question 21:   Could you please elaborate on 'Development Environment Testing' & 'Production Environment Testing'?

> Answer: In the Development Environment, OFM will use a subset of documents for testing which represent most of the functionality to be configured. The testing in this stage shall be conducted by up to four (4) end-user staff from each of the two Pilot work groups. Based on the testing, some configurations may be changed or added.
>
> When moving to the Production Test environment, OFM assumes there is a process for promoting the configurations from one environment to the next. Please explain how that will happen in Bidder responses.
>
> During Production testing, please explain how the functionality will be validated, how defects would be addressed when a new document set introduces a new issue that was not discovered during the Development Test Environment.

Question 22:   Please confirm if performance testing is in scope for the engagement. If yes, could you please provide the detailed NFRs?

> Answer: Performance/scalability testing is not in scope for this project.
>
> However, verification from the standpoint of analyzing whether OFM's infrastructure build (CPU, memory, disk space, and number of servers) is adequate for the Pilot and a future full agency implementation is in scope. OFM's infrastructure sizing was recommended to us by OpenText.
>
> We understand that we can scale the system both horizontally and vertically based on the current infrastructure design. We need the integrator to verify that the infrastructure design is sized to meet the needs of the Pilot Implementation and be able to support the future roll out to the rest of the agency. OFM may make necessary modifications to the infrastructure design during the Pilot in order to avoid a possible redesign during the later phases.

Question 23:   Please confirm if testing needs to be performed only in Windows 2016, or in any other machines / operating systems.

> Answer: Testing will be Windows 2016 and the disc storage is Nutanix.

Question 24:   Please confirm the below list of document types for data migration. Kindly specify if there are any other file types.

> xls, xlsx, doc, docx, txt, ppt, pptx, pdf, zip, png, gif, jpg, jpeg, bmp, mp4, wmv

> Answer: See RFP Attachment B – Project Requirements under Functional Requirements, File Formats.

Question 25:   With respect to "Copy of data - Allow for data or data results from searches to be copied to external media", could you please provide the list of External Media to be validated?

Answer: This would be to allow for the copying of data or data results to DVD, flash drive, etc. for the purpose of distribution.

Question 26:   Please confirm if cross-browser testing is required. If yes, kindly provide the browser types and the versions.

Answer: The browser testing needed is Chrome, Internet Explorer 11, and Firefox

Question 27:   Please confirm if the dashboard creation can be customized by the users.

Answer: If the software allows a user to customize their individual view, yes.

Question 28:   We would like to make a recommendation: Would it be possible to have additional servers for SIT & UAT alongside Dev & Prod, so that there are stable environments for testing activities? Please note that it will impact the timeline and cost.

Answer: No. We have been advised by other agencies who have implemented that two instances are all that should be necessary. OpenText also concurred that development and production would work. The project doesn't have funding available for additional software licensing and hardware costs.

Question 29:   Could OFM please provide information about which two user groups will be used for the pilot migrations and implementations?

Answer: Legal & Legislative Affairs and Fiscal & Operations are the two user groups who will be in the Pilot Implementation. The Legal & Legislative Affairs team handles contracts and procurements, public records requests, records management, and general legal services for the agency; OFM's liaison to the state legislature is also in this group. The Fiscal & Operations team is responsible for the internal financial affairs of the agency, as well as agency facilities and related services. Both groups report directly to the Office of the Director under OFM.

Question 30:   What email system (not archive, but actual email solution) does OFM use?

Answer: OFM uses Microsoft Exchange 2016

Question 31:   What are the nature of the two dashboards that are desired as part of the pilot project?

Answer: See the answer to Question 7

Question 32:   For the requirement "Configure Object Importer to allow migration of electronic documents in native file format from shared network drives or SharePoint (using e-doc to sync SharePoint with ECM) " – please elaborate on what is meant by using e-doc to sync SharePoint with ECM?

Answer: It is our understanding that e-doc is OpenText's tool for keeping documents in sync between the Content server and external applications such as SharePoint. We plan to store documents in OpenText's Content server, not in SharePoint.

Question 33:   Will OFM have a dedicated project manager for this effort?

Answer: There is one person assigned as the Project Manager.

Question 34:   How many IT staff members will be trained on the OpenText suite during this pilot effort?

Answer: Two staff as system administrators and configurator.

Question 35:   Will knowledge transfer during the installation of the development and production environments be expected (this increases the duration of the task)?

Answer: Yes, knowledge transfer is required, please refer to Question 15 above for additional information.   Also, please reference the RFP Sections 1.3 and 4.1; and Appendix A – Environment Information.

Question 36:   Could you please provide additional information about the Brava redaction requirements to be implemented during the pilot?

Answer: Information to be redacted could exist as text or any notation in a document, an object (e.g., picture) in a document, a picture (.tiff, .jpg), etc. The requirement is to be able to search and redact based on keywords throughout a set of documents that may reside in multiple folder structures. There is also the need for manual ad hoc redaction as necessary. There is a requirement to label certain redactions with a code (these codes would identify the redaction type, e.g., the legal justification for the redaction.). Our understanding is the product comes with these capabilities.

Question 37:   Can remote access be provided to the servers at the WATech's State Data Center (private cloud) so that some of the installs can occur remotely, after hours and on weekends? This will save travel costs (although we know that onsite work is required, some can be done remotely if allowed) and therefore reduce the overall fixed price cost for the project.

Answer: Please refer to the answer in Question 5 of this Addendum No. 1. On a case by case basis, VPN access may be granted based on the sole discretion and prior approval of OFM's Project Manager.

Question 38:   For the pilot effort, does OFM plan to use central or distributed scanning – or both?

Answer: For the Pilot, we may use two (2) of our multifunction devices.