

Request for Proposal Name: 2021-05-P Electronic Document and Records Management System

To All Applicants:

General:

- This addendum shall be read in conjunction with the original Proposal documents.
- Where inconsistent with the above, this addendum shall govern.
- No consideration shall be allowed for increases (extras) to the Proposal Price, or otherwise to modify the Proposal Submission, due to any failure of the Applicants being familiar with this addendum.
- The Applicant should insert in the Bid Submission the numbers of addenda received by her/him during the Proposal period. This addendum forms an integral part of the Proposal Submissions and is included therein.
- It is the Applicant's responsibility to ensure all addenda have been received by the Applicant prior to Proposal closing.

Scope of this Addendum:

Section 1.5 – Scope of Work:

The following two items listed in the Table are now considered Additional Functionality **not** a Mandatory Requirements:

15. The Solution must have the capability to enable users to share records with external users.

Is now replaced with:

“Describe the capability to enable users to share records with external users”.

28. The Solution must have the capability to enable authorized users to design and manage forms. Describe this capability.

Is now replaced with:

“Describe the capability to enable authorized users to design and manage forms.”

Please note answers/clarification to Questions from prospective Applicants:

1. WorkplaceNL reference workflows and the examples listed appear to be very linear. Are you looking for complex workflows? For example, would you require decision points to channel the workflow in different directions? Would you require the ability to roll-back to a previous step? Will you need to have documents attached to a step before it can be completed?

Response: Workflows are not complex, however may involve multiple individuals to complete certain tasks.

2. What is the intent for the role of IT System Administrator (Section 1.5.1)? Are you referring to their ability to utilize the client application or is this referring to activities they will perform on the servers?

Response: WorkplaceNL has an IT Administrator team that manages the network and enterprise systems. The role of the IT System Administrator would be to install the system, manage upgrades, troubleshoot and support the system.

3. How many departments/functional areas are involved in the first part of the project (100 users – 2 classifications) and also in the second part (150 more users – 10 classifications)?

Response: Core Implementation (two departments/functional areas); Optional Implementation (nine departments and a projects area).

4. Can we have a copy of the classification scheme?

Response: The classification scheme will be provided to the successful Applicant.

5. Does the network directory structure follow the classification scheme?

Response: Yes.

6. As noted in the Response to Question 3 in Addendum 1, can WorkplaceNL provide additional detail on the records classification structure used to organize your records?

Response: For Example, Primary Level: Legal and Investigations; Secondary Level: General Admin; Tertiary Level: Planning; and Folder Level: Yearly Folder.

7. Does WorkplaceNL currently use a standardized naming scheme as part of its records classification structure? If so, can WorkplaceNL provide a listing of the rules used in creation of the file names?

Response: WorkplaceNL uses a standardized naming convention for naming records (Document Type – Subject – Date).

8. Are all 100 users internal users or are any external? Are the additional 150 users all internal users.

Response: Yes, all users are internal users.

9. Are all documents declared as records (i.e. are “document” and “record” synonymous)?

Response: All documents are records. All records are a combination of metadata and documents.

10. The software manufacturer (IBM) usually proposes a capacity-based licensing model (number of virtual processor cores) rather than a user-based licensing model. Would you accept a proposal for a solution sized to support the volume of users and records specified in your RFP, or must the solution propose user-based licensing?

Response: Yes.

11. How many historical records need to be migrated during the initial deployment? If we extrapolate 3500 records per month since 2021-01-01, can we assume between 20,000 to 30,000 records?

Response: The records are active records. The records migrated will depend upon implementation date. Historic records will not be migrated at this time.

12. Is WorkplaceNL looking for records management workflows (re: disposition) or are you looking for broader document workflow capabilities?

Response: Both.

13. Do you have any complex workflow or more sophisticated case management requirements?

Response: Workflows are not complex; however, may involve multiple individuals to complete certain tasks.

14. What do you mean by “create a rendition of a record”? Please clarify.

Response: A rendition of a record is a copy of a record in a different format. For example, a PDF rendition of a Word document.

15. To allow organizations to implement a records management system that adheres to suggested usage principles as outlined in the ISO 15489 standard, a robust framework to capture audit events is a fundamental requirement. This framework is provided by the proposed IBM Content Platform Engine architecture. The framework is further augmented when IBM Enterprise Records is installed and an object store is enabled to support a records management file plan. Is providing the capability to support ISO compliance and certification sufficient, or do you require the proposed solution itself to already be ISO certified?

Response: The Solution must comply with industry standards, however does not have to be ISO certified.

16. How many environments would you like the proposal to cover? From your RFP, it looks like you require a single production environment, but are asking for optional pricing for an additional test (non-production) environment. Please confirm.

Response: Two - a production environment and a testing environment (optional pricing).

17. What number and types of MS O365 licenses (e.g., E3, E5, F3, etc.) are currently owned?

Response: WorkplaceNL does not use Office 365.

18. What version of MS SharePoint is currently used by WorkplaceNL?

Response: WorkplaceNL does not use SharePoint.

19. What scanning software is currently used by WorkplaceNL?

Response: Scanning is conducted through multifunctional devices.

20. What are the forms you want users to design and manage? Are they for records management purposes or for broader business process management purposes?

Response: The forms are internal forms that can be created or designed within the Solution.

Senior Purchasing Officer: Carla Reid

Date: May 27, 2021