

August 16, 2017

**BOARD OF COUNTY COMMISSIONERS
ORANGE COUNTY, FLORIDA**

ADDENDUM #5

**RFP #Y17-180-KB
MODERNIZATION DOCUMENT MANAGEMENT**

The following are questions, with respective answers, for the above Request for Proposals:

1. QUESTION – What client operating system (sic) will need to support by the new Document Management System: Windows, MAC, Linux, etc?

ANSWER – Windows.

2. QUESTION – Will mobile devices, such as tablets or phones, need to be able to access files in the Document Management system? Apple, Windows, Android?

ANSWER – Yes in iOS, Android, and Windows mobile.

3. QUESTION – Is Active Directory used for user authentication in your environment?

ANSWER –Yes it is.

4. QUESTION – Will all users accessing the system be members of the same Active Directory?

ANSWER – Yes they will be.

5. QUESTION – How many MFPs are currently using or intend to use the Document Management system? How many, what models, Brands?

ANSWER – We have:

Quantity of 15 Konica Minolta MFP's,
Quantity 5 Bizhub 454e,
Quantity 3 Bizhub 368,
Quantity 1 Bizhub 368,
Quantity 2 Bizhub 227,
Quantity 1 Bizhub 4050,
Quantity 3 Bizhub 554e;

All of these MFP's are managed by PapercutMF 17.05. We also have dedicated scanners including many Fujitsu Scansnap ix500 desktop USB attached scanners and seven or so Canon ImageFormula DR-G1130 USB attached high speed scanners.

6. QUESTION – What is your current Case Management Application?

ANSWER – The current SAO case management application is one internally developed utilizing the Progress Programming Language.

7. QUESTION – What are your expectations regarding changing of your graphical user interface?

ANSWER – Our expectation is that the document management system will integrate with our case management system. We currently have plans to refresh the GUI of our case management as well.

8. QUESTION – What is the name and manufacturer of the current Orange County document management system (DMS)?

ANSWER – The SAO does not currently have a DMS, and only utilizes our internally developed case management for document automation.

9. QUESTION – What is the release number of the current Orange County DMS?

ANSWER – The SAO does not operate on any DMS utilized by Orange County Government.

10. QUESTION – Are the files and documents that reside in the current DMS proprietary? If yes, will the County facilitate coordination with the current DMS provider for (sic) the of current electronic documents to the new system? Please explain.

ANSWER – The current system contains both documents created by our office which are proprietary attorney work product (approximately 1.3 million documents annually) and reports and other documents submitted by law enforcement agencies for use in criminal prosecution (approximately 3.5 million pages annually). There is not a current DMS system that the SAO uses, and there will be coordination with SAO to facilitate transfer from the SAO Case Management System.

11. QUESTION – In addition to the Office of State Attorney, are all County departments using the current DMS? If not, please specify all County Departments that are using the current DMS; provide the number of users per department. If there are departments that do not use the current DMS, do you plan on them using the new DMS? Please provide detail and number of anticipated users by department?

ANSWER – There are no other users and no current DMS.

12. QUESTION – For user licensing, you have specified 300 concurrent and 400 named users. We define named users as those users that are in the system all day, every day and include System Administrators and super users. We define concurrent users as those that are in the DMS occasionally throughout the day or week. Given these definitions, does this change the numbers (sic) of you anticipated concurrent and named users?

ANSWER – No.

13. QUESTION – For workflow licensing, what are the anticipated numbers of concurrent and named users (same definitions as above for access licensing)?

ANSWER – Concurrent – 300, Named – 400.

14. QUESTION – Does the County prefer a vendor hosted (Cloud) or premise hosted (County IT) system? Please explain your preference?

ANSWER – Both hosting options are being reviewed and scoring does not prefer one versus the other.

15. QUESTION – Is the Office of the State Attorney the primary client for the proposed Document Management solution? If so, are the plans to eventually roll out the solution to other County departments?

ANSWER – Yes and the system will not be rolled out to any other County department.

16. QUESTION – Can you please provide more information about the State Attorney Case Management solution – is it a purchased product or ‘home built’; who is the vendor or what is the development platform/database platform it is built on, etc.

ANSWER – SAO Case Management is an internally developed and built system developed on a Progress database platform.

17. QUESTION – Does Orange County use Microsoft Exchange/Outlook for its email solution? Office 365? Something else?

ANSWER – Office 365.

18. QUESTION – It appears that the County prefers an on-premise vs. cloud (hosted, Software as a Service) solution – is this the case?

ANSWER – See answer 14.

19. QUESTION – What other systems besides the State Attorney Case Management solution require integrations?

ANSWER – We hope to be able to eventually integrate the evidence.com platform. We are not sure if this integration will be possible due to constraints with evidence.com.

20. QUESTION – Should we plan end user training for 400 people?

ANSWER – Yes.

21. QUESTION – Does the County require the ability to create eForms?

ANSWER – We already have document creation through our case management system.

22. QUESTION – Does the County require the ability to redact documents that contain confidential information?

ANSWER – We already have document redaction capabilities within our system.

23. QUESTION – Does the County have an estimate of the approximate number of pages they will want to scan on an annual basis?

ANSWER – Currently, we scan approximately 4-4.5 million pages annually. In the future we are looking to develop a system to electronically receive approximately 3 million pages of that so that the physics scanning portion can be eliminated.

24. QUESTION – Is there a need to create packets of various related documents within the DMS automatically based on common metadata, index values, or user selection?

ANSWER – Yes.

25. QUESTION – Is the intent to (sic) TRANSFER the document to the 3rd party application or allow users to simply VIEW documents stored in the DMS solution FROM the 3rd party application?

ANSWER – No end decision has been made on the topic of whether the DMS is merely an indexing program or whether the documents will be only viewed within the DMS. We see this decision being based in part on the imaging capabilities of the DMS product. We do deal with a large number of native and unique audio/visual file formats that are from surveillance systems and would like the DMS to be able to process and view these items if possible.

26. QUESTION – If licensing is available for either concurrent or name user users, will there be a total of 400 users of the modernization document management solution? If so, of the 400 Users, will there be a need to have up to 300 of those users in the solution at the same time?

ANSWER –Yes.

27. QUESTION – Does the State Attorney’s Office utilize a locally installed copy of Office 365?

ANSWER –Yes.

28. QUESTION – What language and framework is the case management system built on? What (if any) is the database backend?

ANSWER – Progress.

29. QUESTION – How many estimated document types are there?

ANSWER – We are in the process of determining if there is an actual need for all of these categories. Please see Attachment A within this addendum. This document includes what is currently in our Case Management system. What we are discussing is just having the 21 high level categories, minus the subcategories, and whether this will be sufficient enough for us. We would keep the Email and VOP categories as they are.

Documents 21 high level categories

Email 7 categories defined

VOP 6 high level categories

30. QUESTION – What kind of metadata and how many index fields per document types are there?

ANSWER – There is no specific metadata and no specific fields. All documents should be scanned and indexed; in detail, we’re are not a utility company or business with Standard Invoices, POs, etc. where we can designate an Invoice has 6 fields to index. We have 2000 or so forms and various incoming documents that the office wants scanned and indexed.

31. QUESTION – How many file formats are there and what are some samples?

ANSWER – Five main (Word, Excel, PowerPoint, OneNote, PDF) along with the standard graphical formats for photo and video. We also receive many proprietary surveillance system file formats in both audio and video.

32. QUESTION – If there are annotations or overlays, do they need to be migrated?

ANSWER – Yes.

33. QUESTION – Are these documents full-text searchable, if so, is there a full-text library in the database that will need to be migrated?

ANSWER – The PDF files (which make up a majority of documents) are not currently full text searchable.

34. QUESTION – For the requirements below in section 1.4.2 Methodology of the RFP are these requirements pertaining only to the offering being a Cloud Solution?

ANSWER – Yes.

35. QUESTION – For the following requirement 1.4.2. (page 20 of the RFP) are you asking the vendor's transition approach if this is a cloud solution and the State Attorney Office wants the data transitioned off of the cloud services? Or, are you asking for some other type of transition approach? Please explain?

ANSWER – Yes, transition approach if the State Attorney wants the data transitioned off of the system.

36. QUESTION – For the following requirements 1.4.2 (page 20 of the RFP) is this explanation for the solution being delivered as a Cloud Offering?

ANSWER – Section 1.4.2 is applicable to all systems hosted or on premise.

37. QUESTION – Is there a specific business process that the State Attorney's Office is looking to automate with workflow? If so, can a use case be provided?

ANSWER – The business process is the prosecution of criminal cases. Because how that is done varies somewhat with the type of case is being prosecuted, there is a different workflow.

38. QUESTION – How many different departments would be involved in the initial implementation? How many document types would be required for each department? How many metadata/index fields are required for each document type? (Averages are ok) Are there use cases for the departments that are involved in the initial implementation?

ANSWER – Initial testing and implementation would be within one department. The office had five total departments. We have developed approximately 100 document categories for the prosecution of cases (comprises 3 of the departments), and probably 50-100 other document types for the other two which are administration bureaus. Also see question #30.

39. QUESTION – Is there a funded budget for this modernization document management project? If so, please disclose the amount of the funded budget?

ANSWER – Yes, a capital improvement project approval by Orange and Osceola County Governments of approximately \$1.6 million (the projected cost of this RFP is included in that), along with approximately \$300k in excess end of year funds which has been used already.

40. QUESTION – Is it required to have M/WBE participation for the vendor for this project? Will a vendor be eliminated if they cannot find M/WBE participation to be able to perform professional services required for the project?

ANSWER – M/WBE participation is a goal, not a disqualification factor.

41. QUESTION – Why is handwriting a required OCR captured requirement? Is this structured handwriting or ad-hoc?

ANSWER – We must have the ability to keyword search handwriting based upon the extensive nature of handwritten notes we take in trial that need to be searched on the spot.

42. QUESTION – Does the organization have a defined disaster recovery plan that this solution should operate under? Do you have multiple or one data centers that this solution would need to function with? If so, how many and where are they located?

ANSWER – Yes, there is a disaster recovery in place; this solution does not need to operate under this plan. There is one location in Tallahassee. This solution would not need to function with the plan in place.

43. QUESTION – What level of integration is required? Please provide details?

ANSWER – We want the DMS program to integrate fully with our case management system so that the DMS can pull metadata from our Case Management in order to populate fields, and the Case Management program can pull documents from the DMS.

44. QUESTION – Do you have a preference for an onsite or hosted solution?

ANSWER – See answer 14.

45. QUESTION – What do you mean by locally hosted? Onsite solution or nearby hosted (cloud solution)?

ANSWER – On premises.

46. QUESTION – (sic) You have an operating image that you would utilize for the building of the server system that would host the solution?

ANSWER – Yes.

47. QUESTION – Will you provide more detailed information on what information needs to be updated and transferred if we make it to the next phase of the RFP?

ANSWER – Yes, there is a fact-finding meeting as part of this process in Phase III.

48. QUESTION – Could you provide the images and data from this system to a folder that we could have access to or is it expected that we will need to export the images and metadata out of your legacy system? What database type is the legacy system using – SQL, Oracle, etc?

ANSWER – The database is in Progress Language, for access to images and data from the system. Yes, the images and documents are stored in folders on disk. No images or BLOBs are stored in the DB.

49. QUESTION – Do you have documentation for the database schema for the case management system?

ANSWER – Yes, we can create a schema file that defines the tables and fields (columns) in the DBs. We do not have a schematic-like diagram of all table relationships.

50. QUESTION – Other than GUI customizations and the integration of the case management solution, what other customizations would be required for this solution?

ANSWER – We would like integration with Office 365 also.

51. QUESTION – Other than the integration that is mentioned in the RFP document, is there any requirement for the API's for this solution such as building a mobile app or custom application? Please provide details.

ANSWER – We currently do not have any defined customization applications or mobile as part of the RFP but we would like to explore those options in the future.

52. QUESTION – Is your IT internal or outsourced for the county?

ANSWER – We have IT programmers and support internally, but our network and security is through Orange County ISS.

53. QUESTION – Does the County's policy require that our .Net based server-side applications must be capable of running on both Windows server as well as Linux, or is compatibility with Windows server sufficient to meet this requirement?

ANSWER – There is no specific policy with the county that states .NET applications need to be compatible with Windows and Linux.

54. QUESTION – Has the project been approved and budgeted?

ANSWER – Yes.

55. QUESTION – What is the budget cap for this project?

ANSWER – There is no current budget cap.

56. QUESTION – What is your preferred licensing model (enterprise, subscription)?

ANSWER – There is no preference.

57. QUESTION – Is there an authorized vendor list to which respondents must belong?

ANSWER – No.

58. QUESTION – How many vendors have been issued this RFP?

ANSWER – All vendors registered with Orange County Vendor Registration who have listed Software as their commodities have been notified of this RFP.

59. QUESTION – Is a GSA (Government Services Agreement) required for this project?

ANSWER – No.

60. QUESTION – Have you used a consultant or another company to develop the RFP requirements? If so, will that consultant or other company be responding to this RFP?

ANSWER – The requirements were written by the SAO's Director of Modernization after consultation with Orange County ISS staff and SAO MIS staff.

61. QUESTION – Have you held meetings, discussions, and/or demonstrations with any other vendors prior to the release of this RFP?

ANSWER – We held internal meetings about document management over the past 3 years, have attended the American Bar Association Tech Show for 3 years which included informal meetings with Document Management Vendors, and met with Orange County ISS.

62. QUESTION – What is your planned start date for beginning the deployment?

ANSWER – We want to begin deployment in a testing phase 90-120 days.

63. QUESTION – What is your planned date to actually rollout and begin using the new system?

ANSWER – We want to rollout the system office wide 120-180 days from contract award.

64. QUESTION – It is not entirely clear whether a hosted (cloud) or on-premise solution is preferred. Please state the preferred deployment platform.

ANSWER – See answer 14.

65. QUESTION – In the Phase 2 demonstrations, will you be providing the documents or shall the vendors utilize their own sample sets?

ANSWER – We will provide documents electronically prior to the Phase II meeting.

66. QUESTION – What is the email system presently used?

ANSWER – Outlook 2013 within Office 365.

67. QUESTION – Please describe the system(s) currently in use for the State Attorney Case Management System with which the envisioned solution will interface (UI, database, etc.)

ANSWER – We have a Case Management Web app designed for Internet Explorer. Included is a Progress Database running under Windows Server 2012R2 Datacenter on a HyperV virtual machine. Attached documents are stored on Windows Server 2008r2 File Servers. Progress Application Servers run backend processing of merge documents and printing/emailing of documents and reports.

68. QUESTION – Our cloud-based offering is deployed on Microsoft Azure platform. Please confirm that this is acceptable if you wish to use a cloud solution.

ANSWER – Yes, we currently utilize Office 365 with Azure.

69. QUESTION – How many documents, and of what type, are presently involved (i.e. reports, meeting minutes, invoices, contracts, and so on)?

ANSWER – See answer 38.

70. QUESTION – What is your average monthly/annual volume of documents entering and expiring from the system?

ANSWER – Our current annual volume of documents coming in is between 4-4.5 million documents, in addition to approximately 6 million emails (its estimated that approximately 75-80% are work related and would need to be indexed and retained in the Document management system). We have just reworked our document retention policies and do not have projections on documents deleted thus far.

71. QUESTION – Please describe business processing using workflows that require accommodation (provision of flowcharts would be very helpful).

ANSWER – See answer 37.

72. QUESTION – Are electronic signatures required? If so, what is your current e-signature platform?

ANSWER – Yes our case management system automated our e-signature on all pleadings filed. We do not e-sign other documents including letters. We would be interested in that for the future.

73. QUESTION – Please clarify your user counts; is it 400 total users inclusive of the 300 concurrent or 400 named users and 300 concurrent users beyond that?

ANSWER – Yes, the 300 concurrent is contained with the 400 named users.

All other specifications, terms and conditions remain the same.

ACKNOWLEDGEMENT OF ADDENDA

- a. The proposer shall acknowledge receipt of this addendum by completing the applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned no later than the date and time for receipt of the proposal.

- b. Receipt acknowledged by:

Authorized Signer

Date Signed

Title

Name of Proposer

ATTACHMENT A

- **Case Law**
- Defense
- State
- **Case Progress Notes**
- Hearing Notes
- Testimony Notes
- **Communication**
- Letters
- Mail - Incoming
- Mail - Outgoing
- Witness Correspondence
- **Deposition**
- Recording
- Transcript
- **Diversions**
- Completion
- Contract
- Miscellaneous
- Referral
- Rejection
- **Financial**
- Due Process Costs
- Expert Witness
- Travel
- **Media**
- 911 Call
- Audio-Interviews
- Body Worn Camera
- Booking Photo
- Crime Scene Photos
- Video-DUI Breath Center
- Video-In-Car
- Video-Interviews
- Video-Surveillance
- Video-Third Party
- **Pleadings**
- Charging Document
- Defense
- Notices-Court
- Notices-Defense
- Notices-State
- Orders
- State
- **Post Conviction**
- Notices-Court
- Notices-Defense
- Notices-State
- Orders
- Pleading-Defense
- Pleading-State
- Transcripts
- **Public Records**
- Estimates
- Productions
- Requests
- **RAP**
- DAVID
- FCIC/NCIC
- RAP Sheet
- **Rpts/Investigation**
- Driver's License Record
- ICJIS Affidavit
- Jurats
- Receipts-Property
- Records-Medical
- Records-Phone
- Reports-Crime Scene
- Reports-Incident
- Reports-Lab
- Reports-Supplemental
- Sworn Statements
- Vehicle Registration
- Warrants
- Witness Statement
- **Rpts/Inv Expert Witnesses-Defense**
- CV
- Data
- Miscellaneous
- Report
- **Rpts/Inv Expert Witnesses-State**
- CV
- Data
- Miscellaneous
- Report
- **Seal/Expunge**
- Affidavit
- Application
- COE
- Correspondence
- Order Proposed
- Order Signed
- Petition
- Pleading Defense
- Pleading State
- **Sentencing**
- Cost of Investigation/Extradition
- Crimes Compensation
- Judgement & Sentences
- Plea Offer
- Restitution
- Scoresheet
- Victim Impact Statement
- **Subpoenas**
- Issued through CM
- **Taskings-External**
- Law Enforcement Follow Up
- **Taskings-Internal**
- Investigator
- Legal Assistant
- Witness Coordinator (CIS)
- **VA**
- Notes Depo
- Notes Hearing
- Notes Intake
- Notes Trial
- VOCA Log
- VT Letters
- **Work Product**
- ASA Notes
- In-Court Presentations
- Intake Notes
- Investigator Notes
- Research
- Witness Interview
- **Uncategorized**
- **Email**
- **Email**
- Correspondence Defense
- Correspondence Law Enforcement
- Correspondence Other
- Email to/from Supervisors
- Email to/from Witness Coordinators
- Service of Documents
- Standby Notifications
- **Uncategorized**
- **VOP**
- **VOP**
- Affidavit
- Warrant
- **New Law Rpts/Investigation**
- Driver's License Record
- ICJIS Affidavit
- Jurats
- Receipts-Property
- Records-Medical
- Records-Phone
- Reports-Crime Scene
- Reports-Incident
- Reports-Lab
- Reports-Supplemental
- Sworn Statements
- Vehicle Registration
- Warrants
- Witness Statement
- **New Law Rpts/Inv Expert Witnesses-Defense**
- CV
- Data
- Miscellaneous
- Report
- **New Law Rpts/Inv Expert Witnesses-State**
- CV
- Data
- Miscellaneous
- Report
- **Pleadings**
- Charging Document
- Defense
- Notices-Court
- Notices-Defense
- Notices-State
- Orders
- State
- **Technical Violation**
- Affidavit
- Lab Report
- Records
- **Uncategorized**