

City of Memphis
Document Imaging & Storage Retention Solution GS Real Estate
RFP # SAIC CoM 2015 RG R123954
Answers to Questions

	<u>RFQ Section</u>	QUESTION	Response
1.	Section 2.1	On page 4, how many users would access the system through each system: Oracle eBusiness Suite, the City's WebSite, Microsoft Office, and Microsoft Exchange?	No more than 10 users
2.	Section 2.1	How many mailbox are in the City's Microsoft Exchange environment?	N/A
3.	Section 2.1	Can you provide a list of priority and version numbers for the business systems you are endeavoring to integrate into this solution?	Not at this time
4.	Section 2.1	Regarding page 4, Interfacing/Integration with existing applications, can you describe the interface requirements in more detail? Would synchronization be required, or one-way pull/collection? What are the contents of those systems and in what volumes initially and periodically over time?	Please rephrase question
5.	Section 2.2	Please describe each user group and provide the number of users by user group.	1 user group (Real Estate) of 10 users
6.	Section 2.2	On page 5, what device makes and models does the GS Real Estate Division use today for scanning?	No scanner used today. Real Estate does have a Minolta Buz Hub C454
7.	Section 2.2	What is the volume of ESI (other than scanned documents) expected to be managed by the solution? This includes emails, PSTs, Office docs, network file shares, desktop/laptop computers, etc.	Currently, there are 150+ active physical lease documents that Real Estate manages. All associated documents such as amendments, letters, communications between parties, etc. Contract agreements, encroachments, right of ways, easements along with their associated documents will need to be digitized and they contain up to 100 pages on average. Most of these documents are physical versus electronic.
8.	Section 2.2	What version of Exchange and SharePoint do you currently use? Do you have future plans to migrate to Office 365 or other cloud-based services?	Exchange 2010, Sharepoint 2010
9.	Section 2.3	On page 7, Project Resources mentions migrating data from a Legacy System. Can you provide a description, vendor, product and version of this system?	Legacy System is Application Xtender 6.5 & vendor is ISSI\EMC

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10.	Section 2.3	On page 7, Project Resources it states that there are approximately 50,000 existing documents to scan. Are these physical or electronic documents? If these are physical documents, can you describe the condition, average document size, average page count, fasteners, etc? If these documents are electronic, please describe the document formats (.PDF, MS Word, etc.), average page count and number of document/pages that require OCR.	Both physical and electronic. Approximately 95% of the physical documents are on legal 8.5x14 size paper and is in good physical condition, stapled or paper clipped together. Average page counts range from 5 – 20 pages per lease. Associated documents page range up to 75 pages. There are some “onion” skin paper as well on 8.5x14. Approximately 5% of documents are in electronic MS Word format with average page count of not more than 20 per lease. Associated documents page range up to 75 pages.
11.	Section 2.4	Is there any expectation for long-term on-site personnel—PM or otherwise?	No long term personnel expected on-site. There is a requirement for a central management Point of Contact and technical point of contact with vendor during transition and on-going support Vendor will be required to work with City and its Outsourcing vendor SAIC to fully transition from existing Legacy system to selected vendor’s solution. After transition, selected vendor would supply support for issues reported by City users through SAIC that utilize the system.
12.	Section 3.0,3.5, 5.2	Please clarify the EQUAL BUSINESS OPPORTUNITY (EBO) PROGRAM requirements. Page 8 table says section 6 can be a disqualifier; page 11 says ‘not applicable’; page 13 & 14 again ‘not applicable’ ; page 21 it states that EBO counts for 5% and must be included in the City’s list of certified firms.	The City of Memphis encourages the participation of Small, Minority and Women-Owned Businesses. Its encouraged that bidding vendors partner with one of the local Small, Minority and Women-Owned Businesses that is register and certified with the City of Memphis but is not a requirement for submitting a proposal. Companies that do partner with one of the registered and certified local Small, Minority and Women Owned Businesses will receive a 5% weighting.
13.	Section 3.6	If the financial information is included under a separate cover from the bound copies, will the City guarantee that this information will not be subject to FOIA?	No, City Legal would determine if the documents should be provided if a FOIA request is received.
14.	Section 6.18	Page 24 “SAIC Schedule A Subcontract Specific Terms and Conditions (Firm-Fixed Price)” is selected. Please confirm that these are the same as in Exhibit 2. If not the same where can we get a copy.	Yes they are the same.
15.	Section 2.1	Does the software have to run on both Windows and Linux?	Windows

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16.	Section 2.1	What is the estimated number of concurrent user sessions?	20
17.	Section 2.3	Do the legacy files have to be scanned onsite or may they be taken elsewhere for the imaging process?	On-site
18.	2.3, Exhibit 5	What is the current Legacy ECM System in place at the City?	Application Xtender
19.	2.3, Exhibit 5	What version is the current Legacy ECM System?	AX 6.50124.0
20.	2.3, Exhibit 5	What type of data is managed in the Legacy ECM System, Scanned Image, Office Documents to include PDF, COLD?	Scanned images have a bin or TX extension
21.	2.3, Exhibit 5	How many documents are in the Legacy ECM System?	In excess of 50,000 documents that will need to be scanned\ GS Real Estate = 147,587
22.	2.3, Exhibit 5	How many Pages are in the Legacy ECM System?	147,587
23.	2.3, Exhibit 5	How much storage is used by the Legacy ECM System?	30GB
24.	2.3, Exhibit 5	What database does the Legacy ECM System use?	MS SQL 2005
25.	2.3, Exhibit 5	Does the Legacy ECM System have annotation data, if so is it to be migrated? If yes please provide platter size count and density?	Please rephrase question
26.	2.3, Exhibit 5	Does the Legacy ECM System store data on Optical platters?	No
27.	2.3, Exhibit 5	Does the Legacy ECM System store data on Content Addressed Storage such as EMC Centera? If yes is CAS storage used for both primary and backup?	AX uses EMC Centera, No it is not used for primary and backup