

4/13/2010

Electronic Base File Project SOW Questions and **Answers:**

1. The dates for questions says April 2ndcan you tell me the corrected date?

The corrected date for questions is April 12, 2010, 2:30 P.M. CDT

2. Do we submit the PM only in response to this SOW or all three staff members even though the last two don't start for 3-6 months out?

The proposal should outline an overall solution that includes a PM and other positions as determined by the solution.

3. Also wanted to know if the SOW is for one position or three positions i.e. PM, BA and SharePoint/On Base developer. Please advise.

The SOW is for multiple positions dependent upon the solution proposed. The vendor has the flexibility to design the solution and resources within the required budget and timeframe.

4. Can you confirm the start dates for the BA and developer as being 3 months and 6 months respectively?

This was a best guess at the time the SOW was written. The PM and the detailed project plan will determine more precisely who and when will be needed to complete the project within the time and budget allotted.

5. The required skills on page 5 don't match the implied required skills on page 6 under Step 2. Can you clarify? The desired skills on page 5 don't match the implied desired skills on page 6 under Step 2. Can you clarify?

The first two bullets on page 6 under step 2 should read:

- **Experience and knowledge of proposed project staff (project management) 30%**
- **Required and desired and skills 15%**
-

6. What is the budget for the project?

Up to \$660,000.

7. On page 2, the SOW states: "The DOC wishes to leverage the use of SharePoint and/or OnBase for the electronic base file project." And on page 4, it states: "DOC will make available a SharePoint and /or OnBase test environment for this project if needed." Is DOC willing to consider a SharePoint only solution (without the use of OnBase)?

Yes

8. On Page 7 of the RFP, under Response Requirements in the RFP, Project Work Plan minimum requirements:

"b) Show the overall design idea/plan for achieving the results defined in the Statement of Work.

- c) Explain how the Vendor will meet the requirements established in the Statement of Work and/or necessary to implement their design idea/plan.
- d) Explain if Vendor's solution already includes the business/project requirements identified or whether the scope/timing will need to be modified. If possible describe each modification or conversion necessary.
- e) Include a description of software/hardware configuration."

Does DOC expect the bidder to propose a technical design/solution in their response?

The proposal should address the project deliverables based on business need as stated in the SOW.

9. What training/experience on SharePoint and/or OnBase do the DOC agency staff, who will take over responsibility for ongoing support, have?

DOC IT staff have over five years experience in maintaining and supporting SharePoint collaboration sites but limited experience in workflow and at least four years experience with OnBase.

10. With the schedule you have laid out it appears as though you will be bringing a Project Manager on board in early May to create a project and resource plan. Your next person on board appears to be a Business Analyst for Quarter 3 and then whatever number of SharePoint and/or OnBase developers are required for Quarter 4 until the project is completed (before the end of June 2011). However, the required skills appear to be PM, BA, SharePoint and OnBase in one person.

The required skills would not have to relate to just one person. See question number 3.

11. Are you looking for a Project Manager to start in May, a Business Analyst to start in July and the developers to start in October?

The PM would start ASAP and the BA and developer(s) would start once there is work for them to begin dependent upon the solution proposed.

12. If the project is determined to be done in SharePoint does that mean that all of the developers will be SharePoint developers and someone is needed to do just the integration of OnBase with SharePoint?

Yes

13. In order to participate in the SOW in each of the quarterly segments do we need to provide all of the potential resources in this SOW even though they may not be available when needed months later (in which case we would find a suitable substitute)? If yes, how many SharePoint developer resumes are you seeking?

Suitable substitutes are acceptable except for the PM.

14. Are there guidelines for the reporting required by the American Recovery and Reinvestment Act?

Yes but the actual reporting will be done by the DOC.

15. Can some team members work remotely or do they all need to be onsite?

It is preferred that the team members be onsite.

16. In the RFP it states that "The DOC wishes to leverage the use of SharePoint and/or OnBase for the electronic base file project". Does this mean that the DOC will entertain a SharePoint only solution?

Yes. See 8.

17. What is the estimated percentage of work flows that will replace the manual processes for internal documents are required within SharePoint and within OnBase?

That is dependent upon the solution proposed, which should address the project deliverables based on business need as stated in the SOW.

18. Is the DOC going to provide estimated capacity requirements in order for the vendors to provide hardware configurations as outlined in the "Response Requirements"?

The DOC will work with the vendor in determining capacity requirements.

19. Workflow is defined as a part of this project. To correctly identify the number of hours needed to implement workflow solutions it is helpful to know what they are and what they entail. Does the DOC have any documentation that would help us know what is specifically desired so that we can update our Project Plan, Project Timeline and associate necessary cost for building these workflows? The extent of what has been described in the SOW thus far is as follows:

- a. "The Department of Corrections has identified the need for document management that includes replacing paper documents and developing workflows to improve department efficiency related to the offender base file."
- b. "The resulting solutions will address document storage and retrieval, electronic forms and workflow including electronic authorization and audit functions."
- c. "PM, BA and business users make final decisions regarding equipment, processes for scanning/indexing, prepping for scanning, retention of paper originals, required electronic routing workflow."

There is no documentation available describing the workflow and the vendor should anticipate doing the analysis as part of the project.

20. Should any software licensing costs be included in this response or is software cost outside the scope of this SOW? If yes to software licensing cost, should that be bundled into the section in the SOW called letter a) "Total project cost- all inclusive" or can that cost be, as an example, a.1.) Total Project Cost- All Inclusive Professional Services and a.2.) Total Project Cost- All Inclusive Software Licensing?

No software licensing should be included in the overall cost of the project for the purpose of your response.

21. The current SOW delivery schedule shows a completion date of September 30th, 2011 but the actual requirements are difficult to discern. We've broken out what is listed in the DOC SOW into a Quarter-by-Quarter description in an effort to ensure that we understand exactly what is Vendor responsibility and what is DOC responsibility. If the provided breakout is acceptable and shows we understand your intent we'll simply add the number of hours where currently "x" is listed to show the total Vendor effort needed to meet the requirements of this SOW:

- A Vendor Project Manager to finalize decisions regarding identification of Doc Types, Keywords, Security with DOC Business Users; a Vendor Project Manager to work with DOC Business Users to review current record scanning Process.
- Total Q2, 2010 = "x" Vendor Hours

- No Hours associated with Vendor BA work in Q2, 2010.
 - No Hours associated with Vendor SharePoint/OnBase Developer work in Q2, 2010.
- A Vendor PM, a Vendor BA and DOC Business Users make final decisions regarding equipment, processes for scanning/indexing, prepping for scanning, retention of paper originals, required electronic routing workflow.
- A Vendor PM, a Vendor BA and DOC Business Users document, review, and approve initial prioritized group of document processes (e.g. warrant of commit, court/agency correspondence, release plans, reviews, etc.)
- Total Q3, 2010 = "x" Vendor Hours
 - No Hours associated with Vendor SharePoint/OnBase Developer work in Q3, 2010.
- Vendor SharePoint/OnBase developer starts and implements approved document processes
- Vendor PM, Vendor BA and DOC Business Users document, review, and approve next prioritized group of document processes.
- Total Q4, 2010 = "x" Vendor Hours
- Vendor SharePoint/OnBase developer implements next group of approved document processes
- Vendor PM, Vendor BA and DOC Business Users document, review, and approve next prioritized group of document processes.
- Vendor PM, Vendor BA and DOC Business Users finalize decisions regarding user training, equipment maintenance and support plans.
- Total Q5, 2011 = "x" Vendor Hours
- Vendor SharePoint/OnBase developer implements next group of approved document processes
- Vendor PM, Vendor BA and DOC Business Users document, review, and approve next prioritized group of document processes.
- Vendor BA performs DOC Business User training material development
- Total Q6, 2011 = "x" Vendor Hours
 - Assumption with User Training Material is that the effort is on the Vendor's shoulders, not on DOC. Therefore, necessary hours are within the project plan for the Vendor to do the work
- Vendor SharePoint/OnBase developer implements next group of approved document processes
- Vendor BA/Implementer provides DOC Business Users training and rollout of new process
- Vendor BA/Implementer develops follow-up user survey
- Vendor PM, Vendor BA and DOC Business Users develop plan for future expansion of this effort to automate existing paper processes.
- Project Completes 9/30/11
- Total Q7, 2011 = "x" Vendor Hours

Total Vendor Professional Services Hours (meaning Project Management, Business Analysis, SharePoint/OnBase Developer) for entire Project = "x" Vendor Hours

Could you please identify where there are issues with this description so that we can fix ahead of the formal document presentment.

The project schedule proposed in the SOW is to be used as a guideline and is subject to change. The only absolute date is the end date.

22. Also, is DOC's current assumption that the BA and SharePoint/OnBase Developer roles will perform 40 hour work week and that the PM role will play a lesser role (perhaps 5 hours per week as an example) throughout the 7 Quarters listed in this project?

See question #8 and associated answer.

23. OnBase as product-set provides multiple integration options with other Line of Business applications like COMS including more rapid "screen-scrape" style as well as Web Services-related integrations. Does DOC know which option it would prefer? The number of hours to perform this integration is dependent on the choice DOC makes. If not known, can the Vendor propose both options for DOC decision within the same response (i.e. if the former, 10 hours of development, if the latter, 30 hours of development)?

The DOC prefers the web services approach based on our current architecture, however, the vendor can propose both options for the DOC to decide within the same response.

24. Both OnBase and SharePoint have Workflow. eDoc typically leverages the OnBase Workflow capabilities in complex workflow development. How does DOC anticipate decision-making on which Workflow tool to employ at various points in development? The theory is that development of OnBase Workflow is faster and therefore less costly. If only SharePoint Workflow is employed then the cost model could be affected and we hope to understand this before submitting our response.

The DOC will look at overall cost to support the process, not just development cost when deciding.

25. How does the DOC anticipate adding paper and fax-based content to the Base File once it is converted to an electronic document? The reason for the question to is better define in our response the time and effort associated with configuration of the scanning and indexing stations where necessary to bring in that paper content. The effort is different if scanning will occur at each of the 10 Correctional Facilities as opposed to central scanning at one location.

The DOC will add paper and fax-based content to the electronic base file once converted to electronic format. The DOC is currently scanning at 10 Correctional facilities but will be looking for an opportunity to centralize the process.

26. Is required documentation for offenders standardized?

Not 100% but we would work towards standardization as part of this project.

27. What criteria will you use to determine SharePoint versus OnBase?

The DOC will look at proposed solutions in terms of cost, technical capability and support requirements.

28. Page 3: Project Milestones and Schedule. Please let us know the following details:

- a. The number of Business Analyst resources required from the selected vendor; and their expected start dates
- b. The number of Onbase/Sharepoint developer resources required from the selected vendor; and their expected start dates.

See # 8

29. Will the vendors Project Manager report to the DOC Application Development Manager?

Consultants will report to the Facility Support Manager in their duties related to this project.

30. Page 5: Required Skills. Please confirm that the Project Management skills are not needed in the Developer Resources. Please confirm that the Project Manager does not need to have Onbase/Sharepoint skills. Please confirm otherwise.

Confirmed, the PM does not need to

31. Please clarify if the required skills are meant for the entire team and not one individual.

The required skills are for the entire team, not for one individual.

32. Sharepoint/Onbase start date in the project milestone table is Q4. Do you need the profiles of these resources at this time or can they be submitted one month before the start date.

We are looking for examples of potential available resources.

33. Do project references need to be from Onbase projects or any Document Management projects?

References can be from any document management project.

34. Do you have any current contractors providing Onbase implementation services?

Yes, we currently have a vendor providing OnBase support to DOC on a project basis.