Q #	Question	Answer
33	Would you consider a solution that doesn't do everything outlined, if it was more cost effective?	No.
32	Do you use any EMC Storage products?	No.
31	Can you estimate the budget for this solution?	That information not available.
30	Are you looking for an enterprise nature solution?	Yes. Please see the RFP for additional details.
29	If so, were they involved in the bid design?	N/A
28	Is there an incumbent product already running?	No.
27	Will DDOT only be selecting a document management solution that is currently has a current component rating of "standard" as deemed by the Delaware State-Wide Information Technology and Architecture Standards?	A response to this question will be forthcoming.
26	Will DDOT only consider a system than can meet all the requirements in the functional and technical worksheet or would you still consider a system that could meet the majority of the rest of the requirements in that worksheet? For instance, will you consider a document management solution for the document management portion and a content management solution to handle the content management portion?	A response to this question will be forthcoming.
25	Is a Performance Bond required with submission of the proposal or it is possible to obtain this after contract award?	The performance bond is due after selection and is required prior to or with the signing of the contract.
24	The DTI required standard technologies that will be considered for a document management system are: EMC Documentum; IBM Filenet; Hyland OnBase; and Oracle Content Management…". Does that exclude others from bidding?	A response to this question will be forthcoming.

Q #	Question	Answer
	Friday, April 27, 2012	
23	Is the State planning to organize a pre bid or a pre proposal conference? I did not find anything in the RFP, so wanted to make sure.	No, there is no bidder's conference anticipated. (See response to Question 1). **UPDATE: A preproposal conference has been scheduled for Thursday, May 10, 2012 at the DelDOT Admin Bldg.
22	On another note, can we set up a meeting to come down and speak with you and some of the users to understand what their vision is for the system and ask some other questions?	No individual meeting with firms may be scheduled during an active solicitation phase.
21A	Also if you could let me know how many users would be doing anything with drawings and those type of documents that would be good as well.	For drawings, the file types are mostly .cal, with some .tif and some .dgn files. The engineers typically create the drawings with modifications (comments as part of the review process) occurring in the support sections (survey, utilities, right of way review, etc,). Number of users that create plans (drawings) approx. 80 staff in addition to plans / drawings received from external sources.
21	I do not see the number of users for either the scanning and capture solution as well as the document management system. Do you have a count on the users for both of these and what level user would they be? Casual or view only, heavy or someone who puts content in and makes modifications or admins?	We currently estimate 100 concurrent users for the system. A specific count of type of user has not been determined. At this time would use 20% would be heavy users with the remaining being casual users. (Please see responses to questions 10 and 16).
20	The Systems Architecture Standard Link did not work on the site dti.delaware.gov/information/standards-policies.shtml. Could we please be sent this page?	Please send an email to: sysarch@lists.state.de.us and you will receive an email with the standard attached.
19	In the Purpose paragraph section 1.1, it says "The system shall be implemented across the Department in a phased approach by Division and a phased approach as it relates to functionality of the system."a. Assuming each division has different needs and documents, more information is needed about each of their needs to accurately create a project plan that would include the separate rollout of each division. Can we get more detail on the requirements of each division, and possibly the order in which they would be rolled out?	Divisional requirement details are not available at this time. The types of documents (formats) are the same throughout the Department (.pdf, .xls, .doc, etc). There are variances in workflows and in additional indices required for the documents across the divisions.The order of the divisions should not have an impact on the project schedule. We may decide to implement the scanning / indexing functionality with a division (or two) first, and then incorporate the workflow functionality in the pilot division(s). Then begin adding subsequent divisions. The actual order that we implement will be decided once we have made a selection and have a clear understanding of what is required to implement the solution.

Q #	Question	Answer
18A	Are you looking to just put documents accessible by the public on a public web site or are you looking to actually manage all the pages of a DOT website?	Please see the response to Question 18.
18	The RFP itself does not really mention Web Content Management, yet the Appendix B: Functional Requirements part 1 all revolves around web content creation and management.a. Is the DOT looking for a Web Content Management and an Enterprise Content Management solution?	While document management is a key part of the solution we are looking for, Content management (Web and Enterprise) functionality is ultimately what we want to utilize.
17	Design files are mentioned as a type of file required to manage. What format are the design files?	Formats are .cal, .dgn, .tif - see more details under question 15 - Falcon
16A	Mandatory in Appendix B: Functional Requirements: Are you really requesting no additional charge for workflow licenses?	Our preference is not have separate license costs for workflow. If that is how your system licensing is set up, that will not remove your proposal from consideration.
16	How many total user licenses are required?Do you want named licenses or concurrent licenses?	The expectation is for 100 concurrent licenses at this time. For more detailed answer see response to question #3.
15C	Is there a line-of-business application that can be accessed for the indexes?	No.
15B	This would include the number of documents just on departmental share drives as well and not in a document management system?What type of indexing is required for these documents?	Document indices can vary by division and by document type.
15A	Can the repositories be exported to a share drive (or can we get access to the drive where the documents are) and database be exported to a CSV file with pointers to docs?	The information can be exported however this is not an option as part of the proposal process. The expectation is that any conversion of information would occur on-site at Department's office.

Q #	Question	Answer
15	It is very difficult to estimate the conversion services without more information about each application that requires ingestion into the new system. (i.e., Storage Architecture, Database used for indexes, Format of documents, Number of Documents , Number of Document types, Number of indexes per document).	Falcon system- 80% CAL image files 15% other image files (TIF, JPG, etc.) 5% of other file formats (DGN, DOC, XLS, TXT, ect.) at this time. The files are on the hard drive of a server. There are no files actually stored in the database…the database stores links to the files. There are approx 180,000 document links DocStar system In DocStar we have over 280,000 documents and over 2,200,000 pages. We have a number of different document templates in use. Indices per document can vary from as few as 3 to 8 or more. In electronic format (pdf, doc, xls, etc.) stored out on shared drives We have several thousand documents across multiple folders. Percentages by document type are not available at this time. If document type has impact on conversion estimate then provide estimate by document type. Existing paper documents are not part of requested conversion proposal from vendors. These documents are not indexed other than folder / sub-folder breakdowns.
14	Section 5.1, General Requirements states "The DTI required standard technologies that will be considered for a document management system are: EMC Documentum, IBM Filenet, Hyland OnBase, and Oracle Content Management...". Does that exclude my firm, an HP Company from bidding?	A response to this question will be forthcoming.
13	Will there be a bidders' conference?	No, there is no bidder's conference anticipated. (See response to Question 1) **UPDATE: A preproposal conference has been scheduled for Thursday,
12B	Do we need to do anything to let you know that we are bidding on this RFP?	You do not need to let us know you intend to bid, although we are making notification available in the RFP. You do need to check the website frequently to view any changes that are made prior to the due date.
12A	FileNet is one of the standards for the State of Delaware, what other systems do you have in place and where are they being used within the state?	This solicitation is for the Department of Transportation, and we have no systems beyond what is identified in the RFP.
12	Do we need to be a state registered contractor to bid on this project and do work with the State of Delaware?	There is no required registration to bid on the contract. If selected, you will be required to obtain a Delaware business license.

Q #	Question	Answer
11	Has the DOT reviewed any solutions or have had any presentations from prospective bidders prior to the release of this RFP?	No.
10	How many named and concurrent user licenses are required for the proposed solution?	Please provide costs for named as well as concurrent licenses. If there are discounts based on number of licenses, indicate the break points as well as what the discounts are.
9	Does the DOT need scanning stations? If so, how many? Are these stations to be located at one location or multiple locations?	Scanner hardware will be purchased by DelDOT. The scanning will occur in locations throughout the State in the various DelDOT offices.
8	How many training sessions are to be conducted? Would the training be in one location or multiple locations?	Provide estimate for train the trainer approach. Number of training sessions has not been defined at this time. Provide an estimate for training based on days of training and number of attendees. Training will be in one location.
7	RFP states the vendor to perform data conversion. Can you provide information around "volume of the existing data in terms of number of documents, percentage of the documents in what format, how old are these documents etc"?	The RFP requests a proposal for the conversion of existing data. In DocStar we have over 280,000 documents and over 2,200,000 pages. In electronic format (pdf, doc, xls, etc.) stored out on shared drives, we have several thousand documents. Percentages by document type are not available. If document type has impact on conversion estimate then provide estimate by document type. Existing paper documents are not part of requested conversion proposal from vendors.
6	RFP states "The proposed solution must use state's IAM service". Can you provide additional details?	Details regarding the State's security policy can be found at: http://dti.delaware.gov/pdfs/pp/DelawareInformationSecurityPolicy.pdf
5	Can the DOT remove the performance bond requirement for this RFP?	No.
4	RFP states "the contract can be terminated any time". Can DOT consider adding 30 day notice period for contract termination?	No.
3	How many users (concurrent, etc.) will there be?	Number of concurrent users, at this time would estimate a minimum of 100 users (scanning / viewing) across all of DelDOT.

Q #	Question	Answer
2	Primavera, Trns*port, ESRI GIS, and PeopleSoft Financials were all listed as interfaces. Do we have to show, or is it required, that we have integrated with those systems in the past?	It is not required that you have interfaced with the systems in the past.
1	Is the State planning to organize a pre bid or a pre proposal conference? I did not find anything in the RFP, so wanted to make sure.	No, there is no bidder's conference anticipated. **UPDATE: A bidder's conference has been scheduled for Thursday, May 10, 2012 at the DelDOT Admin Bldg.