



DATE: April 30, 2020
HSS 20-011

**Document Imaging and Management System
For
Department of Health and Social Services**

Addendum 3: Questions and Answers

THE ATTACHMENT HEREBY BECOME A PART OF THE ABOVE-MENTIONED RFP.

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Statement, Questions and Answers for Contract # HSS-20-011 (DHSS Document Imaging and Management System)

Statement #1

The current DHSS document imaging system consists of three component categories:

- 1) IBM FileNet components as described in the RFP
- 2) Custom Front Ends to FileNet. Each of the three divisions currently using FileNet have custom front-end applications that are used for document categorization, indexing, tagging, alerts generation, and searching.
- 3) Subscribing Systems. DHSS divisions currently use enterprise systems for their business functions. These subscribing systems leverage FileNet APIs to present images of documents to users from within the subscribing systems. The subscribing systems also interface with the custom front-ends to receive alerts.

The workflows referenced in the technical requirements section of the RFP are provided by the subscribing systems. These workflows are triggered by alerts that are generated in the custom front ends. There are no requirements in this solicitation to create workflow functionality in the replacement solution for the custom front ends.

This solicitation DOES NOT include any changes to the subscribing systems. Any updates to the subscribing systems necessary to interface with a new solution, including workflows, will be done by DHSS.

| Q# | Question | Answer |
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| 1 | How many users will need access to the implemented system? | DCSS: 150 DSS: 400 ARMS 40 |
| 2 | Will the DHSS consider submissions proposing solutions using software as a service (SaaS) instead of a COTS-based solution? | DHSS prefers vendor-hosted solutions, so a SaaS solution is acceptable. |
| 3 | Please confirm the RFP requests eight (8) electronic copies of proposals on CD, not USB stick. | Confirmed, this is correct. |
| 4 | How much custom development has DHSS done with FileNet? | DHSS has three custom front ends for FileNet. The Division of Social Services (DSS) Document Imaging System (DIS) is written in Java and is used for tagging, indexing, storing, and retrieval of documents. The Division of Child Care Services (DCCS) has a custom piece which is built into their enterprise solution. The Audit |

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| | | and Recovery Systems (ARMS) unit has their own front end which is a .Net application. |
| 5 | Are the front ends referenced in the previous question the integration points to their “case systems” or are they doing captures, etc. in their case management systems? | These front-end systems are case tracking systems that do capture images and retrieve images from the repository. |
| 6 | Are the front-end systems front end for FileNet or the division case management systems? | They are front ends for FileNet. |
| 7 | Is DHSS interested in a solution that includes workflow processes? | See statement #1. |
| 8 | What database platform(s) are used in the current FileNet implementation? | SQL Server 2014 |
| 9 | Does each front-end application have its own database? | Yes. |
| 10 | Is FileNet only used to capture/index/store/retrieve or is there also workflow? | See statement #1. |
| 11 | Would you be open to replacing workflow functionality in the new solution? | See statement #1. |
| 12 | When is the new needed to be up and running? | The vendor proposal should include a proposed implementation date in its project timeline/project plan. |
| 13 | Three divisions use the current FileNet solution but it was mentioned that nine divisions may eventually use the new solution. When scoping the proposal should we accommodate all nine divisions? | The proposed solution must go live with the three legacy divisions but is expected to be scalable up to and including nine depending on future funding availability. Prospective bidders are expected to demonstrate what would be required to accomplish this. |
| 14 | Should seat licensing be calculated for 3 divisions or for 11 divisions? | Three which would be included as part of the implementation and outyear costs. As divisions are added, please include the licensing options available. |
| 15 | If there is a tremendous cost savings to calculate all of the divisions, would DHSS be interested in seeing that number? | This number can be included with your proposal but the go-live number of divisions is three. |
| 16 | How many users are in the 3 divisions using the current solution? | DCSS: 150 DSS: 400 ARMS 40 |
| 17 | How many people do scanning and indexing in each of the 3 divisions? | DCSS: 10-12 DSS: 40 ARMS: 1 |

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| 18 | What types of documents are in the current system? | See RFP Appendix B, Section 4.11.14 for detailed requirements. |
| 19 | What is the size/volume of the data in the current system being migrated for each of the 3 divisions? | DCCS: 225 gigabytes, 5 million files DSS: 2.6 terabytes, 11 million files ARMS: 80 gigabytes, 1.4 million files |
| 20 | How many users of the public portal? | No public portal, no outside users. All internal data used by state employees. |
| 21 | Does the general public upload documents? | Not currently. |
| 22 | Would DHSS be interested in a public portal (i.e. for scanning documents)? | No public portal is required for the implementation. |
| 23 | Would DHSS consider pricing for optional features such as a public portal or workflow enhancements? | Optional features can be included but they must be priced separately. See Statement #1. |
| 24 | Does the new solution deployment need to be on-premise or can it be SaaS? | The RFP states that DHSS prefers a cloud solution, will look at any proposed solutions. |
| 25 | Is there a requirement to convert any document markups, highlights, or annotations or only converting documents and index values? | DHSS does not currently use markups, highlights, or annotations. |
| 26 | The RFP mentions full text search capability. Are all documents in the current repository OCR'd for full text searching? | OCR not used in current solution. |
| 27 | When migrating existing documents to new repository will we be required to OCR them into the new repository or is the OCR functionality only required for future documents? | We do not require existing documents to be processed through an OCR. However, proposals can include this. |
| 28 | What should be the baseline for concurrent users of the new system? | 150 to 200 from the existing applications. |
| 29 | Does DHSS require advanced search capabilities (i.e. favorite/frequently used searches)? | Not required but can be proposed. |
| 30 | Is there any confidential data that would need to be excluded from search capability? | Yes. |
| 31 | Does DHSS require encryption of PII? | Yes. PII and PHI must be encrypted in transit and at rest. |
| 32 | Does DHSS require masking of any data? | See RFP section 4.4.10 |

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| 33 | In Section 4.3 the RFP states “must demonstrate compliance with Federal Risk and Authorization Management Program.” Does this mean the vendor must demonstrate compliance or a third-party certification of compliance? | Demonstrate compliance. |
| 34 | Please clarify “Vendors must provide details of proposed solution integration capabilities with external security systems for user ID and password validation”. | The vendor should provide full details on the security solution that the proposed solution will use. If the vendor’s proposes solution has integration points with any commercially available solutions, Oracle IAM, Okta, MS Active Directory, etc, please provide full implementation details. |
| 35 | What version of FileNet is DHSS running? | FileNet Content Manager 5.2.1 Fixpack 7 |
| 36 | If FileNet version is P8, how many object stores do you have? | Currently 3 objects. |
| 37 | What database and version are you running along with FileNet? | SQL Server 2014 |
| 38 | On what type of storage medium are your FileNet documents stored? | SAN drives. |
| 39 | Are your FileNet documents currently encrypted at rest – if so, how? | No. |
| 40 | How many documents are in FileNet? | See response to question #19. |
| 41 | How many document pages are in FileNet? | See response to Question #19 for current storage size. DHSS does not maintain FileNet page count metric. |
| 42 | How much total storage is being consumed by your FileNet documents? | See response to question #19. |
| 43 | Please confirm if annotations are being used in FileNet across each department. If they are there do they need to be migrated to your new solution? | DHSS does not currently use markups, highlights, or annotations. |
| 44 | Section 4.3 states that cloud-based solutions must demonstrate compliance with the Federal Risk and Authorization Management Program (FedRAMP). With that in mind, the agency should be aware that not all industry leading solutions are fully certified with the FedRAMP program. Will the State entertain cloud based solutions | The State will evaluate proposals for a solution that is not FedRAMP certified in connection with other requirements documented in the Delaware Cloud Services Terms and Conditions Agreement. See Exhibit C of Appendix B in RFP for link to document. All Security related requirements are documented in the RFP. |

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| | that include SOC 2 & 3 auditing, ISO Compliance, NIST Compliance and PCI Compliance, but have not yet been certified with FedRAMP? | |
| 45 | Can the agency provide additional details surrounding the business processes/workflow currently being managed by the FileNet solution? | See Statement #1. |
| 46 | Can the agency provide specific details surrounding the integration points between FileNet and the agency's legacy business applications? | The integration points use standards, such as FileNet APIs and web services. The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 47 | <p>Could you share any functional or Technical roadmap of the HSS Systems, DHSS Document Imaging And Management System (DHSS-DIAMS) embodying the storage, indexing, tagging, retrieval and archiving system that is shared by multiple departments around HSS at the State of Delaware? Please describe surrounding/adjacent upstream and downstream systems in this overview.</p> | Vendor should provide details of any API or integration points of their proposed solution that DHSS systems can leverage. |
| 48 | <p>Could you please share governance, architecture policies, standards and documentation from the current DHSS-DIAMS system and the surrounding applications, with reference to:</p> <ul style="list-style-type: none"> a. Data models b. Security c. Infrastructure | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |

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| 49 | <p>Given a 5 year implementation over phases ask in the RFP, what are the other planned moving parts around the DHSS-DIAMS? Or, potential major changes anticipated? would you foresee an opportunity to have some of the workflows reworked in such a way that they can be moved as common/shared processes together into the DHSS-DIAMS?</p> | <p>Future changes to the implemented solution will be dependent on funding availability and would be discussed as part of the funding request process governed by the priorities of the individual division. See Statement #1.</p> |
| 50 | <p>Is there a catalog of Citizen services and a list of known Case types/categories? if such a catalog is available fully or partially, is there a corresponding list of documents of images anticipated for each type/category of cases?</p> | <p>The document types vary according to business lines – Child Support, Economic Assistance, Audit & Recovery.</p> |
| 51 | <p>Would it be prudent to consider a BPM or a rule-based engine for checking, verification and validation of the documents expected vs. submitted and further extracting (via OCR or similar means) the individual components from the uploaded documents?</p> | <p>This functionality may be proposed as a separately priced option.</p> |
| 52 | <p>Could you explain if the DHSS is considering having a Citizen Master Relationship management (much like a CRM) and map it with the list of master and additional documents for each type of a service request or case management type?</p> | <p>This functionality may be proposed as a separately priced option.</p> |
| 53 | <p>In the near future the downstream applications utilizing DHSS-DIAMS as a repository, expected to have rise in the mobile device-based access or usage?</p> | <p>This functionality may be proposed as a separately priced option.</p> |

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| 54 | <p>What is the extent of speech or chat based AI/NLP interactions expected over the next 5 years?</p> | <p>This functionality may be proposed as a separately priced option.</p> |
| 55 | <p>What is the extent or provisions to be assumed for Robotic Automation to process documents and use AI and Machine Learning (AI ML) technology for faster throughput and improving accuracy and traceability?</p> | <p>This functionality may be proposed as a separately priced option.</p> |
| 56 | <p>Could please provide a FUNCTIONAL and TECHNICAL overview of the following systems:</p> <ul style="list-style-type: none"> a. DHSS Document Imaging and Management System? b. Native FileNet UI/Interface functional requirements c. Downstream systems - functional and interface d. Rule base (current and proposed) e. Automations - current and proposed | <p>The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. DHSS end users do not use the native FileNet UI.</p> |
| 57 | <p>Could you please share</p> <ul style="list-style-type: none"> a. Standards for tagging and Indexing b. Standards for field level extraction c. Shared Vs Separate storage requirements and reasoning | <p>The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area.</p> |

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| 58 | Could you share Transaction Volumes - Monthly number of tickets/cases by Case type and by Case complexity? Would you have a projection of how these tickets/cases are expected to grow over the next 5 year timeframe? | These are not tickets, images and files are associated with clients and cases. DCCS: 225 gigabytes, 5 million files DSS: 2.6 terabytes, 11 million files ARMS: 80 gigabytes, 1.4 million files Projected growth rate currently is 10% per month. |
| 59 | Are there any planned or anticipated technology upgrades or refresh across the adjacent systems to DHSS-DIAMS? | DHSS continually updates its infrastructure to ensure compliance with vendor support levels and security requirements. |
| 60 | What is the current benchmark of Transaction (ticket/case) turn around times (TAT)? | The current solution is not a ticketing system. |
| 61 | Please describe current known bottlenecks and pain points, from a throughput standpoint? | The current solution has no bottlenecks that are impacting current business processes. |
| 62 | What is the target expected turnaround times, volumes and throughputs? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 63 | Is there a current benchmark of average total cost per transaction (ticket or Case) and expected Target total cost per transaction? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 64 | Could you share the current SLAs and futures expected SLAs? | The system is supported internally with no SLAs. Vendor should include SLAs in their proposal. |
| 65 | What is the accuracy benchmark for a successful closure of a transaction (ticket or Case)? How many Transactions are re-opened? What are the top 3 contributing factors for re-open cases? | This is not a service ticketing system. |

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| 66 | Could you explain the current DHSS Dev-Ops model and the stages of environments such as DEV, SIT, UAT and PROD? | DHSS currently maintains DEV, SIT, UAT, and PROD environments. |
| 67 | We understand the RFP mentioned about the possibility of multiple hosting options, what is your preferred Implementation Infrastructure? Do you have any preference or reservation about any of the currently available cloud infrastructures such as Azure vs. AWS or Google? | DHSS prefers a vendor-hosted solution which could utilize cloud hosting as part of or all of the hosting infrastructure. Vendor is free to propose the large-scale cloud partner of their choice. The State currently employs solutions that include AWS and Azure. |
| 68 | Could you please share the current Infrastructure topology, along with fail-over mechanisms, backup strategy, Disaster Recovery (DR)/Business Continuity (BCP)? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. Vendors response may include fail-over mechanisms, backup strategy, and disaster recovery strategy for their proposed solution. |
| 69 | Does the environment have any dedicated connections to any vendor networks? If so, what are they and how many? | The current DHSS imaging system environment has no dedicated connections to other vendor networks. |
| 70 | The RFP and the vendor information call mentioned about API interfaces utilized by downstream systems. Do you have any API management tools/platforms currently? | No. |
| 71 | Describe security model. Is the application capable of integrating with third party security schemas/models? | The vendor should provide full details on the security solution that the proposed solution will use. If the vendor's proposed solution has integration points with any commercially available solutions, Oracle IAM, Okta, MS Active Directory, etc, please provide full implementation details. |
| 72 | How does your software integrate with Or support SSO (Single Sign On) across multiple | The vendor should provide full details on the security solution that the proposed solution will use. If the vendor's proposed solution has integration points with any commercially available solutions, Oracle IAM, Okta, |

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| | applications? Describe how your applications support authentication and authorization? | MS Active Directory, etc., please provide full implementation details. |
| 73 | Define the levels of security inherent with the product/application and level of granularity | The vendor should provide full details on the security solution that the proposed solution will use. If the vendor's proposed solution has integration points with any commercially available solutions, Oracle IAM, Okta, MS Active Directory, etc., please provide full implementation details. |
| 74 | Application vulnerability Analysis, how many websites would be included and is full exploitation of vulnerabilities required? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 75 | Will the DHSS-DIAMS be accessed by any portal like consumer or worker portal? | No public portal required; a worker portal would be considered as part of a vendor proposal. |
| 76 | Are there any plans to upgrade/modify existing systems which are feeding information to document Image systems? | The document imaging system feeds information to the current business systems. DHSS regularly upgrade systems to keep them current and compliant. |
| 77 | Can we get the list of different data domains of these source systems? | DHSS maintains separate domains for Child Support, Economic Assistance, and Audit & Recovery. |
| 78 | Is it possible to get the volume metrics information of source systems, legacy information and anticipation of future data requirements? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 79 | Is there any requirement on data movement between on-premise and public cloud? | This will depend on the vendor's proposed solution. The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 80 | Are there any requirements for third party data integration needs? | Standard integrations are required. See Question #46. The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |

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| 81 | Are there any reporting requirements on these datasets? | See 'Reporting Requirements' section 4.11.14 in Appendix B of RFP. |
| 82 | Is there a need to hyperlink the image documents to existing reports or applications? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 83 | Any downstream consumers are there for these datasets? Please list them? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 84 | HSS_20011Docimagemgt_appB: Section:4.11.14 Is DHSS looking for DMS SAAS solution on AZURE or AWS? | DHSS prefers a vendor-hosted solution which could utilize cloud hosting as part of or all of the hosting infrastructure. Vendor is free to propose the large-scale cloud partner of their choice. The State currently employs solutions that include AWS and Azure. |
| 85 | HSS_20011Docimagemgt_rfp: Section "Scope of Services" Has DHSS evaluated any DMS Solution or COTS product, if yes please provide the top 3 DMS Solution/Products evaluated? | DHSS has not evaluated any DMS Solution or COTS product. |
| 86 | HSS_20011Docimagemgt_appB: Section:4.11.14 What are the counts of Total no. of users for each department ? And number of Concurrent users? | DCSS: 150 DSS: 400 ARMS 40 150 to 200 from the existing applications. |
| 87 | HSS_20011Docimagemgt_appB: Section:4.11.14 Any requirement for record Management (Retention Policy, File Plan, Legal Hold etc.), if yes, please clarify below query >> Do you have records applied on document level or folder level or both? >> Do multiple Retention policies applied on folder >> How many records exists in current system? >> What type of records? Time based or event based or both? >> Do retention applied on given version or all versions of the document? >> Are there any Hold applied on content? >> Do you have any requirement for purge and archive for non-records? | Yes, there is a requirement for record management. See 'Data Migration, Conversion, Retention, and Archiving Requirements', Section 4.11.14 in Appendix B of RFP. Documents will have multiple retention schedules with document repositories. Retention applies to all versions of a document. |

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| 88 | HSS_20011Docimagemgt_appB: Section:4.11.14 What is the rate at which the size of repository/volume of documents is expected to grow every year? | Approximately 10%. |
| 89 | HSS_20011Docimagemgt_appB: Section:4.11.14 Total size of repository expected in first year? (GB/TB) | Total repository size across all three systems would be roughly 3.5 TB. |
| 90 | HSS_20011Docimagemgt_appB: Section:4.11.14 Please let us know with what internal systems will you need to integrate with new DMS Solution | The proposed solution must have the capability to integrate with the Department's case management systems. |
| 91 | HSS_20011Docimagemgt_appB: Section:4.11.14 Is DHSS fine for resource working from Offshore - India Location or all the team needs to be located within US? | This is discussed in the Offshore Prohibitions section of the RFP. Offshore vendor resources may be utilized as long as they do not access, copy or store <u>any</u> State data whether de-identified, masked or aggregated. Violation of this requirement would be considered a breach of contract. |
| 92 | HSS_20011Docimagemgt_appB: Section:4.11.14; Additional Vendor Requirements: Point 5 All licenses must be concurrent of enterprise in nature. DHSS prefers licenses to be enterprise. DHSS will not consider any proposal that requires individual seat licensing." - Please clarify, Will Named users license and user based subscription license model will be fine for DHSS? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 93 | HSS_20011Docimagemgt_appB: Section:4.11.14 How Many business Unit? And how many workflow for each Business Unit? Please provide below details: >>No of workflow template? >>What are complexity of those Workflows/Process? Simple steps approval or Complex approval? >>Are there any integration requirement for those workflow? (requiring to integrate with any of the existing system for displaying data/validation etc.) >>How many Dashboards or reports are to be created related to Workflow? >>How many internal User will be using the Workflow? >>How many External User will be using the workflow? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. See Statement #1. |

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| 94 | HSS_20011Docimagemgt_appB: Section:4.11.14 List of applications which you have in FileNet Capture software | DHSS currently has three custom-built applications that interface with FileNet. |
| 95 | HSS_20011Docimagemgt_appB: Section2.2 as per section 2.2 all documents are in TIFF, any other formats in future | See RFP Appendix B, Section 4.11.14 for detailed requirements. |
| 96 | HSS_20011Docimagemgt_appB: Section: 4. 11. 14 What is the current architecture and design.?? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 97 | HSS_20011Docimagemgt_appB: Section: 4. 11. 14 What kind of method for Document/Forms identification can be used? For eg: - Barcode Recognition, Text/Word Matching, Fingerprinting or Manual Recognition? | Barcode recognition, text/word matching, OCR, full text search. |
| 98 | HSS_20011Docimagemgt_appB: Section: 4.3 Any other form types other than CMS-1500 professional claims and UB-04 institutional claims.(HIPPA)??? | Many different form types that will need to comply with associated Federal and State policies. |
| 99 | HSS_20011Docimagemgt_appB: Section: 4. 11. 14 What percentage of pages will be processed by OCR/ICR? | Unknown at this time. |
| 100 | HSS_20011Docimagemgt_appB: Section: 4. 11. 14 What are the average value for below metrics: - -No of Documents Scan/Import per day -No of Total hours per day scanning\Importing takes place -No of Pages per Document -Size of each Document | The average number of files is 116,000 per month and files may contain multiple pages. |
| 101 | HSS_20011Docimagemgt_appB: Section: 4. 6 Let us know the Avg number of concurrent users for scanning and indexing? | 150 to 200 from the existing applications. |
| 102 | HSS_20011Docimagemgt_appB: Section: 4. 11. 14 what are the average number of fields or properties per document? | See RFP Appendix B, Section 4.11.14 for detailed requirements. |
| 103 | HSS_20011Docimagemgt_appB: Section: 1. 1 Please provide detail information on any Integration to third party or external system from Capture/Imaging side? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 104 | HSS_20011Docimagemgt_appB' Section 4.11.5 its mentioned that developers will create integration test scripts. Please clarify whether we can propose dedicated testing resources for system and integration testing or not? | Yes, vendors may propose dedicated testing resources. |
| 105 | Is there any requirement for Housekeeping /Email Notification? | The system should automatically perform "housekeeping" to ensure integrity and performance. |

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| 106 | What is the total size of Data that has to be migrated from current system to new Ecm system? | See response to Question #19. |
| 107 | Are there any Workflow/Annotation that has to migrated? If yes, please provide details. | See Statement #1. |
| 108 | Are there any custom component that has to migrated? If yes, please provide details. | No. |
| 109 | Any requirement for security migration? | Security requirements are broadly defined in DTI/DHSS policy documents. See Exhibit C of Appendix B in RFP for links to relevant documents. All Security related requirements are documented in the RFP. |
| 110 | How many numbers of Document types supported by current file net system? | See RFP Appendix B, Section 4.11.14 for detailed requirements. |
| 111 | How many numbers of storage repositories connected? | Each division maintains their own area, so three. |
| 112 | Is there any document conversion required while injection to new ECM system? | See 'Data Migration, Conversion, Retention, and Archiving Requirements', Section 4.11.14 in Appendix B of RFP. |
| 113 | What is the average document volume to be stored daily in ECM Repository? | Approximately 1.1GB. |
| 114 | Is there multiple workflow per process or 1 workflow per process? | See Statement #1. |
| 115 | what are the average number of fields or properties per document? | See RFP Appendix B, Section 4.11.14 for detailed requirements. |
| 116 | What is the total size of Data that has to be migrated from legacy system to new Ecm system? | See response to Question #19. |
| 117 | What is the frequency and mode of Archival? For eg: - Daily and Manual Archiving Of Documents | Daily backup of changed data. Weekly full backup |
| 118 | What kind of Security Model is present/Expected in existing systems? | Security requirements are broadly defined in DTI/DHSS policy documents. See Exhibit C of Appendix B in RFP for links to relevant documents. All Security related requirements are documented in the RFP. |
| 119 | What are the total number of active users repository side? | See response to Question #16. |
| 120 | What is the current architecture and Design of existing ECM system? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 121 | What is the ratio of virtual\physical machines in current deployment? | All servers are virtual. |
| 122 | Is there any middleware platform to be leveraged for integration with other systems? | No. The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 123 | Are there any existing functional / regression / system integration test scenarios which can be reused? If yes, how much functionality those test cases will cover and what is the break up of manual and automation test | It will be the vendor responsibility to provide a full detailed test plan. |

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| | scripts (if possible please provide volume of test scripts)? | |
| 124 | If any automation test scripts exists, what was the tool used? | It will be the vendor responsibility to provide a full detailed test plan. |
| 125 | Is this project is funded ? If yes please let us know the allocated budget ? | Prospective bidders are expected to propose reasonable costs within the guidelines and specifications of this RFP. |
| 126 | Appendix B, Exhibit E, Section E.1, Deliverable & Milestone Cost Schedule table, Page 59: "Total DDI Cost" Q: If a vendor proposes Software as a Service, should costs for SaaS be included within the Deliverable & Milestone Cost Schedule provided in Appendix B, Section E.1? | Yes. |
| 127 | Appendix B, Exhibit E, Section E.1, Paragraph 2, Page 60: "The Total Project Cost shown in Schedule E1 must include all costs that the selected Contractor will be paid by DHSS under this contract." Q:If a vendor proposes Software as a Service, should costs for SaaS be included within the Deliverable & Milestone Cost Schedule provided in Appendix B, Section E.1? | Yes. |
| 128 | Appendix B, Exhibit E, Section E.2, Paragraph 1, Page 61: "Contractor is to list the fully loaded hourly rate for each person bid." Q: Will the State consider accepting a rate card by role, rather than each person bid? | A fully loaded hourly rate must be provided. |
| 129 | Appendix B, Section E.2, Paragraph 2, Page 61: "Please specify the ACA Safe Harbor Additional Fee and the basis separately on this cost form." Q: Can the State provide additional details around this requirement and/or resources on how to determine an | Bidders should acknowledge their approach to - and understanding of - the ACA Safe Harbor position of the State of Delaware. The State of Delaware does not consider vendors, contractors and/or subcontractors' employees of the state and/or eligible for health benefits by the State of Delaware. As documented in the RFP Section V (Contract Terms and Conditions), subsection 8c: "...The State requires that all Vendors shall identify the Additional Fee to obtain health |

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| | appropriate ACA Safe Harbor Additional Fee? | coverage from the Vendor and delineate the Additional Fee from all other charges and fees. The Vendor shall identify both the Additional Fee to be charged and the basis of how the fee is applied (i.e. per employee, per invoice, etc.). The State will consider the Additional Fee and prior to award reserves the right to negotiate any fees offered by the Vendor. Further, the Additional Fee shall be separately scored in the proposal to ensure that neither prices charged nor the Additional Fee charged will have a detrimental effect when selecting vendor(s) for award.” |
| 130 | <p>Appendix B, Section 4.11.14 (see System and Data Security #6), Paragraph 1, Page 30: “Vendors must provide details of proposed solution integration capabilities with external security systems for user ID and password validation.”</p> <p>Q: Will integration be a requirement of an initial project, or will it be necessary for future initiatives? Can the State please describe the external security systems used to authenticate user IDs and passwords?</p> | The vendor should provide full details on the security solution that the proposed solution will use. If the vendor’s proposes solution has integration points with any commercially available solutions, Oracle IAM, Okta, MS Active Directory, etc., please provide full implementation details. |
| 131 | <p>Appendix B, Section 4.6, Paragraph 2, Page 15: “Contractor will ensure access for the required number of concurrent users, according to State specifications, necessary for the administration of the State’s business functions without limitation of user access and compliance with performance standards.”</p> <p>Q: At this time, how many concurrent users is the State expecting to use the document imaging and management system solution?</p> | DCSS: 150 DSS: 400 ARMS 40 150 to 200 from the existing applications. |
| 132 | Section 2.2, Paragraphs 1-3, Page 2 , “IBM FileNet is currently utilized by several DHSS divisions as the back-end solution ... allowing for | See response to Question #4. |

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| | <p>integration with existing and future devices.”</p> <p>Q: How much custom development has been done with Filenet?</p> | |
| 133 | <p>Section 2.2, Paragraphs 1-3, Page 2, “IBM FileNet is currently utilized by several DHSS divisions as the back-end solution ... allowing for integration with existing and future devices.”</p> <p>Q: You mentioned that there were three different custom front-end applications for the three departments using Filenet for back-end. Can you go into more detail about these? Can you provide screenshots of the UI of these?</p> | All functionality in the three custom front-end applications has been fully described in the RFP. |
| 134 | <p>Section 2.2, Paragraphs 1-3, Page 2, “IBM FileNet is currently utilized by several DHSS divisions as the back-end solution ... allowing for integration with existing and future devices.”</p> <p>Q: You mentioned that there were three different custom front-end applications for the three departments using Filenet for back-end. Can you provide a list of functionalities?</p> | All functionality in the three custom front-end applications has been fully described in the RFP. |
| 135 | <p>Section 2.2, Paragraphs 1-3, Page 2, “IBM FileNet is currently utilized by several DHSS divisions as the back-end solution ... allowing for integration with existing and future devices.”</p> <p>Q: Is the goal to replace these front-end applications with the new system, as long as the new system has the same or more workflow capabilities for process automation?</p> | Yes. See Statement #1. |
| 136 | <p>Section 2.3.1, Paragraph 1; Section 2.3.2, Paragraph 1; Section 2.3.3, Paragraph 1, Page3 All text contained within these sections</p> | Pricing should be only for the three. |

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| | Q: Should initial pricing only include the three departments mentioned that are using Filenet: DSS, Child Support, and Arms? | |
| 137 | Section 2.3.1, Paragraph 1; Section 2.3.2, Paragraph 1; Section 2.3.3, Paragraph 1, Page3 All text contained within these sections Q: Can you give an estimate of the number of total workers in each department and please describe their current role in Filenet – i.e are the scanning, full users, view only, etc. Further, what is their business role as well? | DCSS: 150 DSS: 400 ARMS 40 150 to 200 from the existing applications. FileNet roles are scanners, indexers and viewers. |
| 138 | Section 2.3.1, Paragraph 1; Section 2.3.2, Paragraph 1; Section 2.3.3, Paragraph 1, Page3 All text contained within these sections Q: Can you give an estimate of the number of users in each department who would need to scan, import electronic documents, index documents, or participate in workflow activities? | DCSS: 150 DSS: 400 ARMS 40 |
| 139 | Section 2.3.1, Paragraph 1; Section 2.3.2, Paragraph 1; Section 2.3.3, Paragraph 1, Page3 All text contained within these sections Q: Can you give an estimate of the number of users in each department that would need read-only capabilities into case files? | DHSS documents are viewed through subscribing systems that leverage document imaging system APIs. The number of users of the subscribing systems is: DCSS: 150 DSS: 400 ARMS 40 |
| 140 | Section 2.3.1, Paragraph 1; Section 2.3.2, Paragraph 1; Section 2.3.3, Paragraph 1, Page3 All text contained within these sections Q: Can you please describe the team that currently supports Filenet? Will they be part of the implementation team for the new solution? | The current system is on premise and supported by multiple teams. The requirements for the implementation team and future support will depend on the vendor’s proposed solution. |
| 141 | Section 2.3.1, Paragraph 1; Section 2.3.2, Paragraph 1; Section 2.3.3, Paragraph 1, Page3 All text contained within these sections | There is existing documentation on Child Support workflows. We are not expecting the vendor to revise those workflows – only to provide the alerts and inputs that initiate them. See Statement #1. |

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| | <p>Q: You had mentioned for Child Support that there was custom code for specific workflows. Do you have written documentation on this integration with Filenet? If there is no existing documentation, can you please provide a brief narrative describing each customization or workflow used in the system?</p> | |
| 142 | <p>Section 2.3.1, Paragraph 1; Section 2.3.2, Paragraph 1; Section 2.3.3, Paragraph 1, Page3 All text contained within these sections Q: If there is an existing team developing and maintaining FileNet, is the vision for this team to play an active role in the rollout of the new solution, or is the vision for the vendor to provide a turnkey solution?</p> | <p>The current system is on premise and supported by multiple teams. The requirements for the implementation team and future support will depend on the vendor’s proposed solution.</p> |
| 143 | <p>Section 2.3.1, Paragraph 1; Section 2.3.2, Paragraph 1; Section 2.3.3, Paragraph 1, Page3 All text contained within these sections Q: Can you provide a high-level summary of the main reasons to move away from FileNet? Are there specific capabilities or results you are looking to achieve in the new system that are not currently available in FileNet?</p> | <p>Proposals will be evaluated on their merits, and the best solution will be selected.</p> |
| 144 | <p>Section 2.3.1, Paragraph 1; Section 2.3.2, Paragraph 1; Section 2.3.3, Paragraph 1, Page3 All text contained within these sections Q: Can you provide a list of each 3rd party system the new solution should be able to integrate with? And if FileNet is currently integrated, what is the nature of the integration?</p> | <p>The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area.</p> |
| 145 | <p>Section 4.11.14, Paragraph 42, Page 31, “Data Migration, Conversion, Retention, and Archiving Requirements....” Q: In regards to the Filenet data migration, can you estimate the</p> | <p>See response to Question #19.</p> |

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| | total amount of data for the departments involved? | |
| 146 | <p>Section 4.11.14, Paragraph 42, Page 31, “Data Migration, Conversion, Retention, and Archiving Requirements....” Q: Can you confirm there are no annotations like redaction, sticky notes, highlights, etc. that would also need to be transferred?</p> | There are no annotations to be migrated. |
| 147 | <p>Section 4.11.14, Paragraph 42, Page 31, “Data Migration, Conversion, Retention, and Archiving Requirements....” Q: What is the Database of the system to be migrated from? (ex: SQL, Access, XLM etc.)</p> | SQL Server 2014 |
| 148 | <p>Section 4.11.14, Paragraph 42, Page 31, “Data Migration, Conversion, Retention, and Archiving Requirements....” Q: What is the total estimated size of the database to be migrated from?</p> | 214 GB. |
| 149 | <p>Section 4.11.14, Paragraph 42, Page 31, “Data Migration, Conversion, Retention, and Archiving Requirements....” Q: What is the current image format(s) to be migrated?</p> | Majority of images are TIFF. However, we also have PDF, Outlook, and MS Office file types. |
| 150 | <p>Section 4.11.14, Paragraph 42, Page 31, “Data Migration, Conversion, Retention, and Archiving Requirements....” Q: Can the you provide an estimated image and page count of images to be migrated?</p> | See response to Question #19 for current storage size. DHSS does not maintain FileNet page count metric. |
| 151 | <p>Section 4.11.14, Paragraph 42, Page 31, “Data Migration, Conversion, Retention, and Archiving Requirements....” Q: How many documents does the DSS anticipate migrating?</p> | See response to Question #19. All documents must be migrated. |
| 152 | <p>Section 4.11.14, Paragraph 42, Page 31, “Data Migration, Conversion, Retention, and Archiving Requirements....”</p> | See response to Question #19. |

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| | Q: What is the total size of all data to be migrated? | |
| 153 | Section 4.11.14, Paragraph 42, Page 31, “Data Migration, Conversion, Retention, and Archiving Requirements....” Q: For the migration, is there an additional indexing database available? | Yes. |
| 154 | Section 4.11.14, Paragraph 42, Page 31, “Data Migration, Conversion, Retention, and Archiving Requirements....” Q: Should converted and migrated images be able to be read by optical character recognition? | We do not require existing documents to be processed through an OCR. However, proposals can include this. |
| 155 | Section 4.11.14, Paragraph 42, Page 31, “Data Migration, Conversion, Retention, and Archiving Requirements....” Q: What is the # of different document types or classes to be migrated? (Ex. Minutes, Contracts, Resolutions, etc.) | Each department has 3 document classes and each class has approximately 15 properties. Document Types will vary based on business units. Business units need to be able to set/configure document retention policy. |
| 156 | Section 6.3.1, Paragraphs 1-5, Page 42, “Project Cost Information (Section A)...” Q: Can the pricing forms be furnished in excel file formats? | Yes. |
| 157 | Section I, Paragraphs 1-4, Page 1, “Overview” Q: Do you anticipate this solicitation being delayed due to the COVID-19 pandemic? | Any changes to the project schedule will be published as an addendum to the RFP. |
| 158 | If we wish to offer you an Enterprise priced solution as an option, how many staff are in the enterprise? That would be just the number of staff in all 11 Divisions. | DHSS has approximately 5,000 employees. |
| 159 | Can you provide any detailed information about any existing software applications, excluding the FileNet applications, that the agency is using in the Social Service, Child Support and ARMS? For example the Social Service agency Case | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |

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| | Management Application or any software the Child Support agency is using. We would like to propose integrating the client's documents as a part of our solution approach. | |
| 160 | <p>Can you provide the number of document management users/staff for the following agencies:</p> <ol style="list-style-type: none"> 1. Division of Substance Abuse and Mental Health 2. Division of Child Support Services 3. Division of Health Care Quality 4. Division of Management Services 5. Division of Developmental Disabilities Services 6. Division of Public Health 7. Division of Services for Aging and Adults with Physical Disabilities 8. Division of Social Services 9. Division of Medicaid and Medical Assistance 10. Division of State Service Centers 11. Division for the Visually Impaired | DHSS has approximately 5,000 employees, the divisions using the current system are: DCSS: 150, DSS: 400 and ARMS 40. |
| 161 | If a vendor has workflow solution capability that might augment what your existing CMS applications provide, should the vendor include that information as an optional solution? | See Statement #1. |
| 162 | In the pre-bid meeting there was some discussion of workflow requirements, what specific workflow capabilities are you looking for in the proposal? | See Statement #1. |

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| 163 | Should the solution include notices that a document has arrived, timers that track when work should be completed, and reminders that documents are waiting to be worked on? | The functionality described in this question sounds like the alerts functionality in the current DHSS solution. |
| 164 | You specifically indicated that your preference was for a cloud-based solution that “must demonstrate FedRAMP compliance.” Does the cloud-based solution need to be on a FedRAMP certified platform? | No. Vendor solutions must “must demonstrate FedRAMP compliance”. |
| 165 | In the pre-bid meeting, you have indicated that some agencies use centralized scanning and other agencies use decentralized scanning. Can you provide a breakdown of the number of agency staff that have scanning responsibility and the number of existing scanners and whether the scanners are part of a centralized or decentralized strategy at each of the 3 Divisions? | Decentralized implementation in the State. See responses to questions #16 and #17. |
| 166 | Do you have training facilities available that the vendor can use? | There are multiple training facilities available. |
| 167 | We would typically propose a ‘train-the-trainer’ approach to the training and roll out of a transaction of this size. Is that how you would prefer we approach staff training? | The State has used “train-the-trainer” in the past, however, the vendor should propose the best method for training. |
| 168 | You have indicated that you want Full Text Searching capability to be included in the proposed solution. Are you interested in having that capability included for the content that will be converted from FileNet? | Yes. |
| 169 | Do you currently use or need bar codes to simplify the indexing of scanned documents? | Yes. |
| 170 | Can you provide the document counts and the archive size for the FileNet repositories that will be included in the conversion? | Please see response to Question #19. |

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| 171 | How many document types are included in the existing FileNet system? | See RFP Appendix B, Section 4.11.14 for detailed requirements. |
| 172 | Can you provide a metadata structure for the document types which will be converted from FileNet? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 173 | Can you provide the exact product name and version of the existing FileNet system? | FileNet Content Manager 5.2.1 Fixpack 7 |
| 174 | Do you currently use annotations within your FileNet system? If so, is the desire for annotations to be included in the conversion? | DHSS does not currently use markups, highlights, or annotations. |
| 175 | You state that “the proposed solution should include an archiving program to allow cases that are not active and have aged beyond the retention period to be moved to a secondary server” and that “the archived data should still be accessible through a programmatic interface.” Can you please explain the business case for retaining content beyond its retention (archiving) versus deletion - is this to satisfy legal holds? | Secondary storage is a common industry practice. The secondary storage is not an offline archive and should be accessible (possibly at a slower response). |
| 176 | Can you provide the number of current retention classifications/schedules used to govern DHSS documents? | Retention policies for specific documents will vary based upon State and Federal guidelines. |
| 177 | Is the Records Management process centralized for all divisions OR will each division need to be trained to manage their divisions content? | Records management process is not centralized. |
| 178 | Can you provide the number of MFP devices currently in use? | 52 MFDs. Five are Sharp, 47 are Canon. |
| 179 | How are images scanned from the MFPs archived into your existing FileNet solution? | Users scan from the field to a resource mailbox and the person who works that mailbox does the capture and index of those images. An alert is generated. Then the workers in the field view the images through subscribing systems or through the FileNet application. |
| 180 | What is the monthly volume of paper documents received for all divisions? | The average number of files is 116,000 per month and files may contain multiple pages. |

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| 181 | What is the monthly volume of electronic documents received for all divisions? | Currently do not receive documents electronically but would look forward to having this feature. | | |
| 182 | Can you provide the name/overview for each workflow process by division that will require replacement/reengineering? | See Statement #1. | | |
| 183 | 4.11.8, Page 24 Legacy Data Conversion <i>Legacy data conversion is a requirement under this contract</i> | See response to Question #19. DHSS does not maintain FileNet page count metric. | | |
| | | # GB | # Individual files | # Pages |
| | Division of Management Services | | | |
| | Division of Child Support Services | | | |
| | Division of Management Services | | | |
| 184 | 4.11.14, page 33 Technical Requirements (General and Functional) Additional Vendor Requirements #3 <i>The vendor will take the lead role in configuring, supporting, and upgrading the integration of all interfacing devices (MFDs, scanners, storage components), custom system interfaces, and third-party software products.</i> Please provide list and number of capture hardware currently used (Brand and model). | Scanners are currently Fujitsu various models. Total of 52 MFDs. Five are Sharp remainder are Canon, various models. | | |

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| 185 | <p>4.11.14, page 33 Technical Requirements Additional Vendor Requirements #3</p> <p><i>This may require integration of hosted and on-premises applications, distribution/implementation of APIs, web services, stored procedures, micro-services, or other software integrations that ensure DHSS applications successfully exploit the vendor's imaging and document management solution features and capabilities.</i></p> <p>Please provide information on ERP and Line of Business applications that may require integration.</p> | Current Line of Business applications are custom developed. Future use may require integration with other COTS solutions. | | | |
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| | ERP | Email System | Other LOB Systems | Existing Integrations |
|------------------------------------|-----|--------------|-------------------|-----------------------|
| Division of Social Services | 0 | 0 | 2 | 2 |
| Division of Child Support Services | 0 | 0 | 1 | 1 |
| Division of Management Services | 0 | 0 | 1 | 1 |

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| 186 | <p>4.11.14, page 33 Technical Requirements Additional Vendor Requirements #5 <i>All licenses must be concurrent of enterprise in nature. DHSS prefers licenses to be enterprise. DHSS will not consider any proposal that requires individual seat licensing.</i></p> <p>Please provide information on ERP and Line of Business applications that may require integration.</p> | | | | |
| | Number of End Users | # Capture Stations | Centralized Indexing? | # MFPs (for scanning) | |
| Division of Social Services | 150 | | | | |
| Division of Child Support Services | 400 | 10 | | 10 | |
| Division of Management Services | 40 | 1 | | 1 | |

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| 187 | <p>4.3, Page 8, Requirement to Comply With HIPAA Regulations and Standards</p> <p>Compliance with Federal Risk and Authorization Management Program (FedRAMP) (4.3)</p> <p>Is certification required, or just ability to verify requirements are met?</p> | No. Vendor solutions must “must demonstrate FedRAMP compliance”. |
| 188 | <p>Pre-bid meeting it was stated that Workflow currently exists in ERP/LOB systems. Workflow in proposed system is out of scope for this RFP?</p> | Yes, See Statement #1. |
| 189 | <p>Database schema/table documentation available?</p> | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 190 | <p>RFP requirements pertain to 3 divisions only and remaining 8 divisions are out of scope?</p> | Yes. |
| 191 | <p>4.1.4 Project Help Desk Staff Requirement</p> <p>Q: What are the severity levels? How are the SLAs measured for these applications? Is it quarterly or half yearly or annually measured?</p> | DHSS is open to suggested SLAs. |
| 192 | <p>4.11.14 Proposed solution must include the ability to search across and within all defined indexes and permit full text searches</p> <p>Q: What is the expected scope for full text searches - document name/title and document attachments?</p> | Ideally the State would like full content search capability including indexes. |
| 193 | <p>4.11.14 Proposed solution must include the ability to search across and within all defined indexes and permit full text searches</p> <p>Q: Is an OCR conversion of existing documents required to satisfy the full text retrieval requirement specified in section 4? Or, does the full text retrieval requirement principally effect new</p> | Ideally the State would like full content search capability including indexes. The vendor should propose a solution for the current image files. |

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| | documents added to the systems when the proposed solution is in place? | |
| 194 | 4.11.14 Proposed solution must include the ability to search across and within all defined indexes and permit full text searches Q: What kind of capabilities in addition to wild-card searches is expected - proximity searches, stemmed searches etc., assuming Full-text searches should include role-based redaction view/access for pii? | The vendor should propose their product's best solution for searches. |
| 195 | 4.11.14 Custom reports created by users Q: Does State expect some Business Intelligence tools such as Cognos, Power BI kind of capabilities for custom reporting by end user? | System should have native reporting capability. |
| 196 | 4.11.14 Custom reports created by users Q: What is the landscape for this custom report capability, are these management/productivity reports? | Management reporting and diagnostic reporting. |
| 197 | 4.11.14 Custom reports created by users Q: Also, in addition to generating these reports, are the following expected too – saving, exporting, sharing reports? | Yes. |
| 198 | 4.11.14 Data Migration, Conversion, Retention, and Archiving Requirements Q: Is the expectation here to integrate with an existing records management solution of DHSS or design and implement a new program/interface? | DHSS has an overall backup policy implemented and in place for all systems. The new document management system should include its own separate archive and storage feature set. |
| 199 | 4.11.14 Administer and maintain set of users Q: What is expected user count for Imaging workstations for each department, including | Current users DCSS: 150, DSS: 400, and ARMS: 40. Future expansion has not been determined. |

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| | current and future onboarding perspective? | |
| 200 | 4.11.14 Administer and maintain set of users Q: What is expected user count for Document Management for each department, including current and future onboarding perspective? | DCSS: 150 DSS: 400 ARMS 40 |
| 201 | 4.4.3.6 Multifunction peripherals must be hardened when used or connected to the network. Q: Do the existing Multi-Function Devices meet the security criteria, or should the RFP include replacement MFD's? If so, are there specific specifications beyond the security criteria, and how many units would be required? | The State does not intend to have MFDs replaced. |
| 202 | 4.11.14 The proposed solution must permit automatic and single sheet feeding of multiple size documents up to 11" x 17" in simplex and duplex mode. Q: Do the existing scanners meet the size requirements stated here, or is there a requirement for the RFP response to include new scanners? If so, how many and what are the detailed requirements in terms of speed and duty cycle? | Existing scanners meet our requirements. |
| 203 | 4.11.14 The proposed solution must have functionality to read the bar code on documents.... Q: What barcode types are required? | Currently the State uses 2D barcodes. The State would like the capability to scan any standard barcodes. |
| 204 | 6.2.3 This should summarize project purpose, key project tasks, a high level timeline Q: What is expected timeline to implement this project? | The vendor proposal should include a proposed project plan with milestone dates and an implementation date. |
| 205 | 4.11.14 Allow users to append additional images to documents that were previously stored in the repository Q: Is this requirement in reference to documents | The State would like to have the capability to add additional pages to a document already cataloged and tagged in the permanent repository. |

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| | <p>existing in a scanning application and not yet saved to the permanent repository, or is there a requirement to add additional pages to a document already cataloged and tagged in the permanent repository?</p> | |
| 206 | <p>4.11.14 Must provide a configurable session timeout which forces a user to re-login after the timeout value is reached. The user's work shall be saved across sessions.</p> <p>Q: What kinds of work must be saved, for example does the hit list of a search need to be maintained across sessions?</p> | <p>This is focused on inputs in process versus searching and reporting.</p> |
| 207 | <p>4.11.14 All scanned data must be stored in a format that is accessible by any standard viewer</p> <p>Q: If a viewer for the required document types is integrated in the user-facing product, does this requirement preclude the use of the integrated viewer?</p> | <p>An integrated viewer solution would not be precluded.</p> |
| 208 | <p>Section 4.11.12, page 31 of Appendix B: Data Migration, Conversion, Retention, and Archiving Requirements</p> <p>DHSS currently uses an IBM FileNet implementation for imaging and storage. All existing files are stored in TIFF format and are associated with cases through tagging that is part of the FileNet Capture software. Vendor responses must include a plan to convert these stores, including all tags, indexes, files, and associated data, making them available in the new solution. In addition, existing access rights must be converted and applied to the new solution.</p> <p>Q: What is the size of the FileNet storage that will need to be converted?</p> | <p>Please see response to Question #19.</p> |

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| <p>209</p> | <p>Section 2, page 2 of Appendix B: DHSS Program & System Overview</p> <p>Each of the divisions maintains unique document types, document attributes, document workflows, document tags, and document indexes. As such, proposed solutions must allow each business to administer and maintain these document related characteristics as they do today.</p> <p>Q: What are the existing number of document types and workflows currently active within FileNet?</p> | <p>The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. See Statement #1 for additional information.</p> |
| <p>210</p> | <p>Section 2, page 2 of Appendix B: The divisions currently employ various devices and systems which interface with the current solution, requiring any new solution include comprehensive APIs and/or SDKs allowing for integration with existing and future devices.</p> <p>Q: Can you please provide more information as to what systems will need to integrate with the new solution?</p> | <p>The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area.</p> |
| <p>211</p> | <p>Section 1.1 Project Overview, page 1 of Appendix B: Delaware Health and Social Services (DHSS) wishes to replace an existing document imaging system with an enterprise document management system that meets the needs of current and future users.</p> <p>Q: What is the current/anticipated number of users for the future solution?</p> | <p>DCSS: 150 DSS: 400 ARMS 40</p> |
| <p>212</p> | <p>The implementation of software solutions can vary widely depending on project budget. Our firm has successfully delivered projects across various budget ranges. To help us best meet the</p> | <p>Prospective bidders are expected to propose reasonable costs within the guidelines and specifications of this RFP.</p> |

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| | <p>goals of your solicitation, can you please approximate the anticipated budget range for this project? For example, is the anticipated budget range:</p> <ul style="list-style-type: none"> a. Less than \$150,000 b. \$150,000 – \$250,000 c. \$250,000 – \$350,000 d. \$350,000 - \$500,000 e. \$500,000 - \$750,000 f. \$750,000 - \$1M g. \$1M+ | |
| 213 | <p>What qualifications are you looking for in an implementation partner? For example, we have multiple Microsoft Gold and Silver Competencies, Microsoft Certified Masters, etc.; will the proposal scoring take our technical credentials into account?</p> | <p>Relevant experience is primarily what we are looking for but please document all qualifications that you feel are relevant to this RFP.</p> |
| 214 | <p>We are a Microsoft SharePoint Deployment and Planning Services (SDPS) Provider; in that regard do you have any Microsoft Software Assurance vouchers that might be applied to pre-project discovery and planning activities?</p> | <p>Microsoft Software Assurance vouchers are not available for this project.</p> |
| 215 | <p>Remote project delivery typically enables us to reduce project duration and costs. Most of the projects we do <i>could</i> be delivered 100% remotely however, we sometimes find it useful to be onsite during discovery meetings, training, etc. Considering the potential effect on project duration, resource availability, and cost on a scale from 1 to 5 where 1 represents "100% onsite project</p> | <p>Please note RFP Appendix B, Section 4.1.1, titled On-Site Staffing Requirement. As long as vendor commits to being on-site as required by the State, this should not be an issue.</p> |

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| | <p>delivery" and 5 represents "100% remote project delivery", what are your requirements on this continuum?</p> | |
| 216 | <p>Did any contractor or vendor assist with the development of this solicitation or provide you with an initial evaluation, proof of concept, demonstration, pricing, or any other analysis related to this procurement? If so: Please provide the name of all contractors and vendors. Are these contractors and/or vendors eligible to bid on this project?</p> | <p>No contractor or vendor assisted the State with this procurement.</p> |
| 217 | <p>We are a SharePoint and Office 365 focused consultancy and have successfully combined these platforms with best of breed third party software products (as needed) to implement comprehensive collaboration portals and enterprise document and records management solutions; given what you know about SharePoint/O365, including any as-needed 3rd-party add-ons, on a scale from 1 to 5 where 1 represents "Will not meet our requirements" and 5 represents "We believe SharePoint or O365 is the best platform for our needs", what represents your view on the continuum?</p> | <p>The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area.</p> |
| 218 | <p>On a scale from 1 to 5 where 1 represents no Information Architecture and 5 represents a comprehensive Information Architecture including all necessary Document Classes/Content Types and Term-Sets to fully support the solution in areas such as search, workflow, records management</p> | <p>The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. See Statement #1 for additional information.</p> |

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| | (i.e. retention policies), etc., how would you rank your current Information Architecture? | |
| 219 | Can you please provide an export of or documentation for the Document Classes/Types that are configured in the current FileNet implementation? | The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |
| 220 | Can you please provide an organizational chart along with the QA response that includes all departments/business units that will use the solution? | All three divisions report to the Department of Health and Social Services which is a cabinet-level state agency reporting to the governor's office. Additional DHSS divisions may choose to utilize the solution at their discretion. |
| 221 | <p>Regarding your current experience with SharePoint and/or O365, if you are using either:</p> <ul style="list-style-type: none"> a. What version are you currently licensed for (e.g. SharePoint 2016, SharePoint Online G3, etc.)? b. Do you already have the requisite licensing for the number of anticipated users of the solution being contemplated in this solicitation? c. What is the current breath of usage in terms of number of: <ul style="list-style-type: none"> i. Departments ii. Users iii. Site Collections d. For what workloads are you currently using | <ul style="list-style-type: none"> a. DHSS currently uses non-licensed free version of SharePoint 2013 Foundation Service Pack 1. b. O365: Yes c. One department consisting of 11 divisions, ~5,050 users, 76 sites. d. O365: all Office/Mail applications e. None f, g. The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area. |

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| | <p>SharePoint/O365 (e.g. collaboration portals, document management)?</p> <ul style="list-style-type: none">e. What, if any, problems or dissatisfaction have you experienced with SharePoint/O365?f. Do you already own any SharePoint-related products (e.g. ShareGate, Nintex, etc.) and if so, which ones?g. On a scale from 1 to 5 where 1 represents "None" and 5 represents "Expert", can you please indicate what SharePoint/O365 skills you currently have in house in terms of:<ul style="list-style-type: none">i. Infrastructure, Administration and Maintenanceii. Information Architecture Design and Implementationiii. Content Owner/Authorshipiv. PowerShell and C# | |
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| 222 | <p>Section 4.11.14, Page 31, Paragraph 3 of the Technical Requirements Appendix B under the heading “Data Migration, Conversion, Retention, and Archiving Requirements” includes several references to document retention:</p> <ul style="list-style-type: none"> a. Can you please provide details about or a copy of your retention schedule/file plan including the number of record categories/series/types? b. How many records categories need to be supported by the solution? c. Does the solution need to support the management of physical records as well as digital records? d. What additional repositories beyond the FileNet replacement need to be managed (e.g. File Shares, O365, OneDrive, Box, Dropbox, etc.) | <ul style="list-style-type: none"> A. The solution generally must support variable document retention types for numerous document types. B. No set number of categories have been determined. C. Management of physical records is not part of the solution at this time. D. The primary solution being replaced needs to support various images and content currently stored in FileNet. Any additional repositories would be dependent on the vendor’s proposed solution. |
| 223 | <p>Section 4.11.14, Page 27, Numbered Paragraph 4 of the Technical Requirements Appendix B states that “The proposed solution must include comprehensive API and/or SDK to</p> | <p>DHSS currently has several subscribing systems that use the FileNet APIs to present document images to users. The actual integration of these systems is not part of this solicitation.</p> |

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| | <p>allow interfacing and integration with existing systems”:</p> <ul style="list-style-type: none">a. Is the actual integration to these systems part of this solicitation or just a required feature/capability of the solution?b. If actual integration is required:<ul style="list-style-type: none">i. What specific systems (manufacturer and version) require integration as part of this procurement?ii. Is the integration limited to making certain lists of data available to the system for the purposes of providing picklists when tagging content?iii. What level of integration is anticipated (e.g. hyperlinks only, document- | |
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| | <p>level integration, unidirectional/read only, bidirectional data updates, functional integration)?</p> | |
| <p>224</p> | <p>Section 2.2, Page 2, Paragraph 2 of the Technical Requirements Appendix B mentions “document workflows”, which are again referenced in five other places through Appendix B with substantive details:</p> <ul style="list-style-type: none"> a. Is the development of specific workflows part of this solicitation or just a required feature/capability of the solution? b. If workflow development is in scope: <ul style="list-style-type: none"> i. How many workflows are to be built as part of this solicitation? ii. If available, can you please provide an outline of the steps or flow diagrams that represent a | <p>Regarding workflows, please see Statement #1.</p> |

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| | <p style="text-align: center;">typical workflow?</p> <p>c. Are the required workflows centered on document approval and/or records management (e.g. disposition policies) or do they include process workflows to automate line of business functions?</p> <p>d. Can we assume that the workflows are very simple in nature (e.g. document approval)?</p> <p>e. If you have knowledge and experience with SharePoint and Power Automate (Flow), do you anticipate that the required workflows can be addressed with using SharePoint/O365's built-in workflow capability?</p> | |
| 225 | <p>Regarding requirements for document scanning/capture, indexing, and OCR; how many <i>documents per year</i> do you anticipate scanning over the next 1-3 years?</p> | <p>Current file sizes: DCCS: 225 gigabytes, 5 million files DSS: 2.6 terabytes, 11 million files ARMS: 80 gigabytes, 1.4 million files Estimated 116,000 files per month.</p> <p>This does not include any expanded use of the system.</p> |
| 226 | <p>Section 2.2, Page 2, Paragraph 1 of the Technical Requirements Appendix B indicates that "Each division employs a different custom front end to FileNet that provides the user interface and additional</p> | <p>A. Migrate the divisions to use the front-end provided by the new platform.</p> <p>B. The detailed requirements provided in the RFP are sufficient for interested bidders to provide a qualified response in this area.</p> |

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| | <p>functionality required by the division”:</p> <ul style="list-style-type: none"> a. Is the intent to: <ul style="list-style-type: none"> i. Integrate the existing custom front ends with the new platform - Or- ii. Migrate the divisions to use the front end provided by the new platform - Or- b. Given the complexity and myriad unknowns related to the various FileNet Interfaces, is it acceptable to quote time for Discovery, Analysis, Planning and Estimation for each interface in our proposal as opposed to the actual integration? | |
| 227 | <p>Which of the following use cases most closely matches your requirements/scenarios related support for document redaction:</p> <ul style="list-style-type: none"> a. Redaction is handled/burned in by the application that creates the document (e.g. the redaction is done in a PDF | <p>A Vendor’s proposal should include all redaction related capabilities available in their solution.</p> |

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| | <p>editor or in Microsoft Word) and then stored in FileNet</p> <p>b. Documents of various types (e.g. PDF, Word, Excel, etc.) are stored in the system and later redacted using a feature of in FileNet via overlay</p> | |
| 228 | <p>The RFP bid package includes forms that require notarization; due to the cost and effort involved (especially with the current Coronavirus crisis), will the signature by an Authorized Signatory of the Corporation accompanied by the Corporate seal suffice in lieu of notarized forms for the initial submission, with the understanding that notarized forms will be required/supplied upon vendor shortlist or award?</p> | <p>Vendors are required to meet all requirements of the solicitation.</p> |
| 229 | <p>Regarding requirements stated throughout the RFP for onsite resources; we typically conduct the majority of our project delivery via virtual meetings using Microsoft Teams because this:</p> <ul style="list-style-type: none"> • Reduces the cost of the project in terms of both travel time and expenses • Enables us to record the sessions for review by anyone who could not attend and/or for future reference | <p>Please note RFP Appendix B, Section 4.1.1, titled On-Site Staffing Requirement. As long as vendor commits to being on-site as required by the State, this should not be an issue.</p> |

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| | <ul style="list-style-type: none"> • Enables participants from multiple customer locations to participate independent of their location • Enables us to have the most qualified resource on our team conduct the session, independent of location <p>Considering the current Coronavirus crisis, will this way of conducting project delivery meet your requirements?</p> | |
| 230 | As an environment-friendly / Green company, we strive to reduce our consumption of paper; to that end, can respondents submit proposals electronically via email in lieu of hard-copy and DVD-based proposals? | Delaware Department of Health and Social Services is working to develop a mechanism to allow vendors to submit proposals electronically. Any changes to the submission requirements will be posted at bids.delaware.gov . |
| 231 | <p>Appendix B; Section 4.11.14 The proposed solution must have functionality to scan, tag, and index documents Q: Please provide an estimate on:</p> <ol style="list-style-type: none"> 1. Average number of documents that are scanned into the Doc Management system every month 2. Average number of times document retrieval is done every month | <p>For #1: DSS around 65000 to 75000 DCSE around 35000 to 45000 ARMS around 4000 to 6000</p> <p>We have no measure for #2.</p> |
| 232 | Appendix B; Section 6.3.2 All licenses must be in the name of the State or DHSS and at a minimum must provide for separate development, test and production environments. | <p>Dev, Test and Prod</p> <p>Current production sizes: DCCS: 225 gigabytes, 5 million files DSS: 2.6 terabytes, 11 million files ARMS: 80 gigabytes, 1.4 million files</p> |

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| | <p>Q: Please provide the count and size of all requested environments. E.g. Does the state require multiple UAT environments</p> | <p>Test environment is refreshed from full production.</p> <p>Dev is a subset of production.</p> |
| 233 | <p>Appendix B; Section 4.9 For systems hosted offsite, bidders will describe at a high level their disaster recovery arrangements as it would apply to this contract, the frequency of recovery testing and expectations as far as DHSS staff participation in this testing.</p> <p>Q: Please provide the Recovery Point Objective (RPO) and Recovery Time Objective for the requested DR Solution.</p> | <p>RPO – One day</p> <p>RTO – 48 hours</p> |
| 234 | <p>Appendix B; Section 4.4.4.2 The contractor must include a list of software (operating system, web servers, databases, etc.) that the State needs to utilize the solution.</p> <p>Q: Can the proposed solution share management layer tools (like Splunk/Trend Micro), or do you require that these type layer tools.s of tools be dedicated to your solution?</p> | <p>Vendor’s proposals should describe in detail what other systems would share management layer tools.</p> |
| 235 | <p>Appendix B; Section 4.11.3 For remotely hosted solutions, the contractor will normally assume full responsibility for each environment.</p> <p>Q: Does the environment for a proposed Cloud solution need to undergo Authority to Operate (ATO) or security assessment by the bidder?</p> | <p>No, not at this time.</p> |
| 236 | <p>Appendix B; Section 3.4 If a hosted solution is selected, the Contractor has primary administration responsibilities.</p> <p>Q: Does a Cloud hosted solution have to be hosted on GovCloud or is Commercial Cloud acceptable to the state?</p> | <p>Commercial Cloud is acceptable.</p> |
| 237 | <p>1.1 Delaware Health and Social Services (DHSS) wishes to replace</p> | <p>DCSS: 150</p> <p>DSS: 400</p> |

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| | <p>an existing document imaging system with an enterprise document management system that meets the needs of current and future users. The selected solution must provide robust document management functionality as well as security features to authenticate and authorize users.</p> <p>Q: What is the total number of current FileNet users and what is the total number of anticipated future users? Also, how many users would you like us to include for the first phase of the project?</p> | <p>ARMS 40</p> <p>The anticipated number of users is the same as the current counts.</p> <p>First phase would have to include all current users.</p> |
| 238 | <p>1.1 The vendor must take the lead role in the integration of all interfacing devices, custom components, and third-party software products.</p> <p>Q: Can you please detail all interfacing devices, custom components, and third-party software products that the system would need to be integrated with? Also, what data specifically will we be interfacing with i.e. all the data, a subset, etc.?</p> | <p>Scanners are currently Fujitsu various models. 47 MFDs are Canon various models, 5 are Sharp. DHSS uses standard device (scanners, MFDs, etc.) and software application interfaces (JAVA, .Net, webservices, API, etc).</p> <p>It will depend on the applications, most likely a subset of data.</p> |
| 239 | <p>2.2 IBM FileNet is currently utilized by several DHSS divisions as the back-end solution for their day to day file imaging, storage, and management needs. Each division employs a different custom front end to FileNet that provides the user interface and additional functionality required by the division.</p> <p>Q: Can you please expand on why the State is moving away from IBM FileNet? Is it cost, functionality, or other factors?</p> | <p>Proposals will be evaluated on their merits, and the best solution will be selected.</p> |
| 240 | <p>2.2 IBM FileNet is currently utilized by several DHSS divisions as the back-end solution for their day to day file imaging, storage, and management needs. Each division</p> | <p>Please reference responses to Questions 4, 5, 6, and 19.</p> |

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| | <p>employs a different custom front end to FileNet that provides the user interface and additional functionality required by the division.</p> <p>Q: How large are the FileNet repositories for each division? And, can you describe the custom front-end and additional functionality used by each division?</p> | |
| 241 | <p>4.5 Reporting requirements can be found in Section 4.12.13</p> <p>Q: There is no Section 4.12.13 in the RFP. Can you please provide the reporting requirements?</p> | <p>Reporting requirements can be found in Section 4.11.14 (Technical Requirements) under "Reporting Requirements".</p> |
| 242 | <p>4.11.14 Several business units will use the Document Imaging System. The business units have different workflows for documents, different security roles and security administrators, and different sets of documents and document attributes such as tags and indexes.</p> <p>Q: Can you please expand on the type and number of Workflows for each business unit?</p> | <p>Please see Statement #1.</p> |
| 243 | <p>4.11.14 If the vendor proposed solution is an on-premises solution, include details about all site and hardware requirements for the vendor solution. The site details must include power, cables, UPS, environmental conditions, illumination.</p> <p>Q: Is there any preference for a cloud-based (off-premise) solution over an on-premise solution?</p> | <p>DHSS prefers a remotely-hosted solution.</p> |
| 244 | <p>4.11.14 DHSS currently uses an IBM FileNet implementation for imaging and storage. All existing files are stored in TIFF format and are associated with cases through tagging that is part of the FileNet Capture software. Vendor responses must include a plan to convert these stores, including all tags, indexes, files, and associated data, making them available in the</p> | <p>Vendor will need to perform the migration.</p> <p>Details of what needs to be migrated are in the RFP. See response to Question #19 for repository sizes.</p> <p>Images include single and multi-page TIFFs, PDFs, email documents, MS Office file types.</p> <p>Regarding workflows, please see statement #1.</p> |

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| | <p>new solution. In addition, existing access rights must be converted and applied to the new solution.</p> <p>Q: Does the vendor need to actually perform the migration or simply provide a plan to convert? If the former, can you please provide specs of what needs to be migrated and how large is each FileNet repository? Also, are the images in single or multi-page Tiff's? And, are there Workflow processes that need to be migrated?</p> | |
| 245 | <p>4.11.14 Data retention is dictated by federal and state standards. Retention will be different across different DHSS business units so retention period must be configurable for each business unit. Retention policy for converting to a record, archiving, and deletion should be set based on document type and done automatically based on a determined date.</p> <p>Q: Do files in the current IBM FileNet implementation have retention periods already applied that needs to migrated?</p> | The documents currently have no retention periods. |
| 246 | <p>4.11.14 Data Migration, Conversion, Retention, and Archiving Requirements</p> <p>Q: Is it correct to assume that the State will be responsible for data quality?</p> | Yes, except where data corruption originates in the transmission or storage of the data in a hosted environment. |
| 247 | <p>(Requirement #4) What existing systems do you want to integrate with? What version? What database does it run on?</p> | The proposed solution must have the capability to integrate with the Department's case management systems. SQL Server 2014. |
| 248 | <p>(Requirement #5) Please define "tag" of a document?</p> | A tag is a document attribute. Examples are Case Number, Document Type, Scanned Location, and Household Member. |
| 249 | <p>(Requirement #6) Is this a request to quote printers? If so, how many?</p> | No. |
| 250 | <p>(Requirement #7) Please clarify your understanding of the difference of "old" and "new"</p> | "Old" refers to prior value of an document attribute. "New" is the current value of a document attribute. Vendor must supply details of all audit trail functionality in their proposed solution. |

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| | property values as it pertains to audit trails. | |
| 251 | (Requirement #11) Is this referring to the imaging function, document import or some other function? Does this requirement apply to proposed Cloud solutions? | Yes, and for capacity management. The requirement does not apply to Cloud solutions. |
| 252 | Will any document types be stored in addition to read only images? I.E. MS Office docs? COLD Data? | No. |
| 253 | (Requirement #27) Are you requesting document security for your copiers that is external to anything provider by the copier company? | If a vendor's proposed solution has any features that allow encryption of documents on the MFDs, please provide details in proposal. |
| 254 | What brand of copiers are you using? | Canon. |
| 255 | With a huge emphasis on image quality, efficiency and security, why are you considering copiers for scanning when commercial grade scanners are available from companies like Kodak, Canon, Epson and Fujitsu? | Some divisions use Fujitsu and some use Canon. |
| 256 | (Requirement #28) Are you interested in zonal OCR, full text OCR or both? | Vendor solution should propose the best solution. |
| 257 | How many users will have access rights to the system? | DCSS: 150 DSS: 400 ARMS 40 |
| 258 | How many end users will also use Workflow? | Workflow is not part of the replacement scope. See Statement #1. |
| 259 | Do you have needs for archiving email into the repository? If so, what is your email system? | The State uses O365. |
| 260 | Will you be wanting to utilize rules based workflow? | Workflow is not part of the replacement scope. See Statement #1. |
| 261 | Do you have any CONTENT reporting needs? Or needs for exception reporting? | System should have native reporting capability, management reporting and diagnostic reporting. |
| 262 | Do you have the need for Version control? | At the current time we do not use version control with image files. |
| 263 | The RFP mentions records requirements compatible with state and federal government. Do | No DoD compliance needed. |

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| | you need full records management functionality compliant with DoD 5015.2? | |
| 264 | Are there any COLD data needs? | To date no data has been removed from the system. |
| 265 | Does the state currently use any File Share services that will be expected to work with the proposed solution? | The state does not currently use file share services. |
| 266 | How many scan stations will be needed? | 15. |
| 267 | Will any content be published to the web? If so, does a Public Portal already exist? | No to both questions. |