



January 13, 2020

**ADDENDUM #1
RP002-20
Implementation of a FileNet System Upgrade**

This addendum is being issued to answer questions and provide clarification:

Q1: In putting a proposal together would the County like potential vendors to follow the format on pages 7-8 or the format on page 12?

A1: In essence both. The sections outlined on pages 7-8 delineate what and how we will be scoring and pages 12-16 outline very specifically what the proposal format and content should include. Numbers in the two sections don't match up exactly because for example item 1 on page 12, Introduction and executive summary would possibly reveal information to be evaluated in more than one of the sections outlined on pages 7-8.

Q2: Will staff training and mentoring for this project be on-going?

A2: Enough training and mentoring should be provided to allow for County IT staff (4) to be knowledgeable and able to fully use, administer and support the FileNet system. Past that, the County will provide its own train the trainer for end users.

Q3: Please provide a timeline in which the County would like the project completed.

A2: This should be provided by your Implementation Project plan.

Q4: The RFP mentions servers – will these be ready at the time the contract is awarded?

A4: All servers and hardware related to this project will be procured and ready at the time the proposal is awarded.

Q5: Are FileNet and third party applications procured by the County?

A5: Yes, all necessary software and application licenses are procured by the County.

Q6: Will the awarded service provider have access to all custom code within FileNet?

A6: Yes, all custom code is owned by Gwinnett County and will be provided to the awarded service provider.

Q7: Please name the firm that handled the County's last FileNet upgrade.

A7: Fairfax Data Systems, Inc.

Q8: The County is currently using Workplace XT as the primary portal. WPXT is no supported in the current version. Does the County have plans for an alternative portal or rather looking for suggestions?

A8: The County is aware WPXT is not supported in the current version and would like to move to IBM Content Navigator.

Q9: Is the County planning to upgrade the Windows OS part of this project?

A9: Yes, the plan is to upgrade to Server Windows 2016. Desktops will not change.

Q10: Is the County planning to move to Business Automation Workflow for its workflow Components? Or is the plan to choose to remain with Case Foundation?

A10: The County plans to remain with IBM Case Foundation.



Q11: Does the County expect to continue to use FEB (Forms Experience Builder) as part of its user interface?

A11: Yes, the County will continue to use Forms Experience Builder.

Q12: Are the County's custom step processors implemented using WAT (Web Application toolkit)? And if so, would the County like them to be re-implemented in ICN (IBM Content Navigator)?

A12: Yes, custom step processors were implemented using WAT (Web Application Tool Kit)? The County wishes to continue to use WAT provided it is supported in ICN.

Q13: Are My Workplace pages implemented as custom HTML (Hyper Text Markup Language) or OOTM (Out of the Box) portlets?

A13: My Workplace is OOTB.

Q14: Are current web services implemented using FileNet 3.5 APIs (Application Program Interface)? If so, would the County like code to be upgraded to use latest APIs?

A14: No, current web services are not implemented using 3.5 APIs. They have been upgraded using 5.2 APIs and the County would like the code to be updated using the latest APIs.

Q15: Please provide details on custom print functions. Are any modifications to these print functions in scope for the project?

A15: Custom Print functions uses .net and Adobe PDF dll (dynamic link library) to convert FileNet files into PDF based on input by business users. This is mainly used by the Agenda Process and Open Records requests for HR. Example: Business User enters SSN number to retrieve all HR records related to said employee then combines all the results into a single PDF. Only the modifications needed to make the custom print applications work on the newer version of FileNet.

Q16: We understand that the County is using Crystal Reports for reporting. If there are database changes with the upgrade is the successful service provider responsible for reconfiguring the reports? Or for providing details on the changes so that DOITS can make the changes themselves?

A16: The successful service provider will be responsible for reconfiguring the reports.

Q17: Where should the required forms be placed?

A17: These forms may be placed at the service provider's discretion. Recommendation for a section created for these.

Q18: For the electronic copy to be provided is the cost proposal to be submitted on a separate drive? Does the Adobe PDF file contain the cost proposal? Does the cost proposal go on the same drive in a different file/folder?

A18: Separately identified named file folder for the Cost Proposal PDF on a single drive.

Q19: For the implementation plan on new hardware. We understand that DOITS will be providing the servers. Does the service provider need to provide server specifications?

A19: Gwinnett County DOITS will coordinate server builds and specifications within the County's internal teams.

Q20: Does the County plan to remain on the same OS (Operating System) i.e. without windows? Is the County planning to upgrade the version of the OS and/or DB (Database) as part of this project?

A20: The County will upgrade to Windows 2016 and SQL2016 and Oracle 12c.

Q21: If a team member has experience with an integration requirement, but with a different service provider, is that considered acceptable?

A21: The County requires the experience to be with the service provider specified in the RFP.

Q22: Is SAP Netweaver Information Lifecycle Management being used?

A22: NO

Q23: Please explain what is meant by the use of FileNet scanning in the RFP.

A23: It is comprised of Kofax scanning using scanners and multi-function printers.

Q24: Are the 8 workflow customizations mentioned the custom step processors? If not, please explain the nature of the customizations?

A24: Yes, the 8 workflow customizations mentioned are the custom step processors.

Q25: Does the County have a FileNet partner that has worked with you in the previous upgrade?

A25: Fairfax Data Systems, Inc.

Q26: When is the planned timeframe for the selected service provider to start work? The RFP mentions "inception to completion in 2021".

A26: Once the contract is awarded and subsequent completion of executing any documents required.

Q27: Is ICN (IBM Content Navigator) installed? If so, has the technical admin team started working with ICN (IBM Content Navigator) at all?

A27: Yes, it is installed and the County is using it for SAP Connector. No, the technical admin team has not started working with it at all.

Q28: How often are changes (or newly created) search/entry templates done?

A28: On average, once a month.

Q29: Page 13, 5.2.4 states "All annotations must be migrated to new system." Based on the County's document count in the current system, what percentage of the County's documents have annotations?

A29: Approximately 5%.

Q30: Many times in upgrade projects, the user has allowed VPN access which speeds up the upgrade/migration and keeps costs down. If awarded, will the County permit VPN access?

A30: Yes, VPN would be allowed.

Q31: Is any of the content stored in FileNet full-text-indexed (CBR)?

A31: Yes

Q32: Based on the County's document count, how many in-process workflows are in the current system?

A32: Approximately 1,000.

Q33: How are the following integrated?

- a. JCATS – details of the integration, Web Services, Location of Services, etc..
- b. Fire Department Document Processing Module
- c. ICSS – What product is being used to ingest the document posted on the Web Server?
- d. LIS/FileNet Integration – What is being used to view the documents retrieved from FileNet?
 1. Local PDF viewer, Workplace XT Daeja Viewer, etc..
- e. HR & BOC Print customized function – Please provide more details on where it is, how to launch it, the function.

A33: a. See page 14, 6.4; the web services are located on application server.

- b. Documents are scanned through Kofax and stored in FileNet. This integration allows the certificate information, index values, to be passed from the SQL database designed for Fire module into the SAP system.**
- c. ICSS is an in-house developed webservice to ingest documents posted on web server.**
- d. WorkplaceXT Daeja Viewer**
- e. Workplace contains HR Print and BOC Print. These custom search applications find document IDs based on the defined business rule criteria. BOC Print searches for documents based on meeting date or GCID. HR Print searches for documents based on SSN. These search applications send an XML print request to the Printer Scheduler. Print Scheduler processes the XML request and determines which document to download from Workplace. If a document fails to download, its GUID is added to a download failure error list. Once all documents are downloaded, the documents are converted to PDF format and then merged into a single PDF file. If any of the documents are of an unsupported file type, the document GUID is added to an unsupported document file type error list. If a PDF conversion fails, then the document GUID is added to a conversion failure errors list. If the documents fail to merge, an email is sent to the user stating the documents failed to merge, causing the job to**

halt. Once merged, the PDF file is sent to Workplace based on the information in the XML request. If the upload fails, an email is sent to the user stating that the merged PDF file failed to upload. Finally, an email is sent to the user describing job completion and listing the following error types: document download errors, unsupported documents, and PDF conversion failure.

Q34: Are any of the FEB forms exposed to the Public? (In a DMZ Zone)

A34: No

Q35: Which Software does the County use for security management i.e. IBM Security Access Manager for Web or Tivoli Access Manager for e-business?

A35: The County uses Microsoft Active Director (LSAP).

Q36:

A36:

Q37:

A37:

This addendum should be signed in the space provided below and returned with your bid. Failure to do so may result in your bid being deemed non-responsive.

Thank You

Terri Shirley
Purchasing Associate II

Company Name _____

Authorized Representative_____