ADDENDUM   NO.   1

COUNTY OF KAUAʻI
DEPARTMENT OF WATER

PLANS, PROPOSAL, SPECIFICATIONS
CONTRACT AND BOND
FOR

**Request For Proposals
RFP #IT-2025-01
For
Document Management Software, Hosting,
and Support Services**

<u>NOTICE TO PROSPECTIVE PROPOSERS</u>

This addendum is hereby made a part of the PLANS, PROPOSAL, SPECIFICATIONS, CONTRACT AND BOND for the subject project and it shall amend the said contract documents in the following respects:

<u>Item 1</u>

The DOW's Response to Questions (answers are in the color red).

<u>End of Addendum No. 1</u>

Please direct questions relating to this solicitation via www.publicpurchase.com .

Joseph E. "Joe" Tait
Manager and Chief Engineer
August 2, 2024

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM NO. 1

Receipt Acknowledged:

_____
Organization

_____
Date

_____
Received by

_____
Title

(Please sign and email this acknowledgement to cerorita@kauaiwater.org .)

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Question #1:
Please confirm the number of named users that will need access to the EDMS, divided into the following categories:

a. Administrators (full functionality): <5

b. Power users (contribute/modify/search/view/participate in workflow) <25

c. Search only <20

Question #2:

What is the anticipated number of documents to be added to the system over the first year? Approximately 6,000 records. Three years? Approximately 18,000 records.

Question #3:

Does DOW currently own/operate any scanning hardware, and if so, what vendor/make/version?

Scanning hardware consist of Xerox copier machines.

Question #4:

Does DOW currently own/operate any scanning hardware, and if so, what vendor/make/version?

Scanning hardware consist of Xerox copier machines.

Question #5:

Please describe the nature of DOW's physical records storage areas, and whether there is a desire for "space management" features for tracking physical documents, files, or boxes? Current environment is very paper driven and storage is maintained in filing cabinets and boxes. Physical records will be stored electronically and paper environment will transition to full electronic storage of documents. Internal/External forms will be routed electronically for storing

Question #6:

Please describe data repositories and/or systems that would be the focus of data migration into the DMS? Document repositories would be for electronic storage of various internal forms, documents (invoices, contracts, customer information, etc.) Initiating forms that will be routed for approvals, attachments of supporting documents would eventually become a record stored in the repository.

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Question #7:

Is it DOW's intent for the vendor to perform data migration, or to train DOW staff who would then perform data migration? Initially, vendor to assist with existing data migration and building customized workflows. Initial forms to be designed and implemented by the vendor. Repository to be designed initially by the vendor. DOW staff to be trained to maintain/create future forms and load documents in repository, after successful implementation.

Question #8:

Please describe any existing line of business applications that would be the focus of any integration with the DMS. Existing Forms and applications include, Water Service Applications, Auto Bill Payment, Backflow, Facility Reserve Charge, Upgrade Meter, etc. Initially, external customers will have access to fillable forms (with attachment functionality, electronically sign, and routed internally for approvals. Water Service start/stop service requests, Automatic Bill Payment requests, etc.

Question #9:

Is any evaluation preference given to small or woman-owned businesses? No preference given.

Question #10:

What is the nature of the records you are looking to store? Records include, but not limited to: customer applications for Water Service, Auto Bill Payment, Internal Policies and Procedures, Standard Operating Procedures, AP invoices, check payments, checks, pCard pre-approvals, pCard statements and reconciliations, Contract documents, Purchase Order documents, etc. Are they policies and procedures, or are they the actual records from the work that the DOW performs? ex. maintenance, repair, etc. Both

Question #11:

Is the organization open to a full SaaS solution? Yes.

Question #12:

Is it okay if I provide only the document management software portion of the RFP or is the organization looking for 1 vendor to handle everything? Please submit your proposal and provide the details.

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Question #13:

If I have another company that can do hosting, can I partner with them or do not allow multiple vendors for the RFP? Please submit your proposal and provide the details.

Question #14:

Our software employs a named user licensing model tied to two main types of users: Full Users and Participant Users. Full Users can be granted the ability to do anything within the repository including administering the system, importing documents, and editing metadata. Participant Users are read-only users who can also participate (submit/approve) in forms processes. Do you know the number of users between these two licenses? Or would you like us to submit general pricing tiers only? General pricing tiers would be appreciated. We will have a select amount of users with full access; however, participants with read-only will be the majority.

Question #15:

Is County's preference more towards Cloud-based Document Management System or On-Premises Document Management System? Cloud-based Document Management.

Question #16:

Do you have a budget already available for this project? If yes, what is the maximum budget you are planning to spend on this project? Yes we have a budget and we are not allowed to disclose the amount.

Question #17:

Have the County seen demonstrations of any Document Management System? Yes. If yes, what is the name of the solution and vendor which provided the demonstration? Laserfiche.

Question #18:

Are you using any document management software? No. If yes let us know the name of software. N/A

Question #19:

Is there any expected timeframe within which you would like this system to go-live? Within 6 months of contract award.

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Question #20:

Is there a price sheet the County would like the proposers to submit the pricing for the proposal or is the proposer to create one? Please refer to Section Three starting on page 9.

Question #21:

Do you have existing data? Yes. If yes, what is the size of existing data? 113 GB Is the data migration included within this scope? No.

Question #22:

Do you require an onsite visit for the projects? No For which services are you looking onsite? N/A

Question #23:

Is there any requirement to implement e-forms and reports? Yes. If yes, how many e-forms and reports? Initially we have about 10 forms that will be accessible to both external customers and internal users.

Question #24:

How many numbers of users who would need login access of the software? Internal users = / < 50

Question #25:

Is there a preferred engagement model (options below) in which we are expecting this implementation to be delivered? This will help us to provide the cost efficiently.

a.Fully onsite model (Most expensive) No

b.Fully remote onshore model What is onshore?

c.Blended/Mix of offshore + onshore. What is offshore?

d.Fully remote offshore model with overlapping US working hours (Least expensive) DOW is requiring off premise, cloud based solution with technical support available during the hours of 7:45am-4:30pm Hawaii Standard Time, Monday through Friday, except State of Hawaii observed holidays.

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Question #26:

There is a standard support provided by the manufacturer that comes complimentary with the license purchase. Is that enough for the State or do we need dedicated manpower support for faster resolution? Annual Support cost will be calculated accordingly. Technical support will be requested as needed and available during the hours of 7:45am-4:30pm Hawaii Standard Time, Monday through Friday, except State of Hawaii observed holidays. Response time will be within 24-hours.

Question #27:

We also don't have Hawaii General Excise Tax License I.D. Number though we have a Hawaii General Excise Tax License I.D. Hope this should not be a show stopper for bid response? If a bidder fails to comply with the State of Hawaii Procurement and Tax requirements, you will be excluded from the selection process. Bidders should refer to spo.hawaii.gov and comply will all requirements. Additionally, you will need to register and obtain Hawaii Compliance Express certificate at ehawaii.gov

Question #28:

As we don't have Hawaii State license, so are we eligible to respond to this RFP? If a bidder fails to comply with the State of Hawaii Procurement and Tax requirements, you will be excluded from the selection process. Bidders should refer to spo.hawaii.gov and comply will all requirements. Additionally, you will need to register and obtain Hawaii Compliance Express certificate at ehawaii.gov

Question #29:

What information can DOW provide regarding the Contract Processing and Accounts Payable Processes, and the workflow and storage requirements of the Fiscal Division?

Naming convention will vary, for example:

Contract processing – Will be stored by initiating Division.

Engineering (Folder) – Contract No., Vendor/Contractor (Subfolder)

Accounts Payable – Will be stored by Fiscal Year, Type of Payment

FY2025 (Folder) –
pCard Pre-Approval (Subfolder)
      Engineering (Subfolder)
         EE Name (Subfolder)
pCard Monthly Recon (Subfolder)
      Engineering (Subfolder)

EE Name (Subfolder)
Accounts Payable (Subfolder)
Vendor Name (Subfolder)
Check No (Subfolder)

Question #30:

How many users does DOW anticipate using the solution? =/< 50

Question #31:

Will documents and data need to be imported or migrated into the system as a part of this project? Existing PDF files will be uploaded and saved to the repository. If so, can details be shared about the approximate volume of data, and any systems that content will be migrated from? Existing storage is 113 GB. On-going storage undetermined.

Question #32:

Will any integrations be required? None.

Question #33:

Are you looking for your vender partner to Host the new solution? Off premise, cloud-based hosting Or would the county prefer to provide the hosting environment? No.

Question #34:

How many users will need access to the system? =/< 50

  a. # of users for Search and Retrieval? =/< 20 search, read-only,

  b. # of users for Workflow?=/< 30

Question #35:

Are there any 3rd party integrations that will be required for the implementation? No. If yes please list them. N/A.

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Question #36:

Do you have an idea of the number of workflows that will need to be automated within the new system? Approximately 5 to start.

Question #37:

Are there existing documents that will need to be migrated into the new system? Pdf files. If yes, how much volume, and where are those documents currently located? Pdf files are stored on local servers and some paper copies have yet to be scanned.

Question #38:

Section 3.4 Tax Liability states the following:

"Federal Tax I.D. Number and Hawai?i General Excise Tax License I.D. Offeror shall submit its current Federal Tax I.D. Number and Hawai?i General Excise Tax License I.D. number in the space provided on Offer Form, OF-1, page 27, thereby attesting that the Offeror is doing business in the State and that Offeror will pay such taxes on all sales made to the State."

Question: Are out of state bidders required to register to do business with the state of Hawaii as part of the bid submission, or will the County allow the selected vendor to register once a contract has been awarded? If a bidder fails to comply with the State of Hawaii Procurement and Tax requirements, you will be excluded from the selection process. Bidders should refer to spo.hawaii.gov and comply will all requirements. Additionally, you will need to register and obtain Hawaii Compliance Express certificate at ehawaii.gov

Question #39:

Has the County completed demonstrations of Document Management platforms prior to the release of this RFP? Yes. If yes, which platforms? Laserfiche.

Question #40:

Aside from the explicit need to transition from a paper-based system to a cloud-hosted solution, are there other challenges has the County identified that you hope will be resolved with the new platform? Yes. If yes, could you please provide information about those challenges? There is a need for electronic fillable forms for external customers and electronic storage of sensitive data.

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Question #41:

What is the anticipated budget/spend for this contract? Unable to provide.

Question #42:

The RFP focuses on the submission requirements. Could the County please provide a list of any identified specific user functionality needs from the new DMS? Electronic fillable, routable forms for both internal and external users. Attachment of documents and or supporting will included in the record and saved to the repository. External customers provide PII; security and storage of sensitive information.

Question #43:

In terms of SLAs, what are the anticipated support needs and preferred hours? Technical support will be requested as needed and available during the hours of 7:45am-4:30pm Hawaii Standard Time, Monday through Friday, except State of Hawaii observed holidays. Response time will be within 24-hours.

Question #44:

Does the County want to provide a Public Portal for citizens to access documents anonymously? Yes, to access forms that will be electronically routed.

Question #45:

Does the County want to automate existing workflows? i.e. approval processes within and between departments? Yes.

Question #46:

Does the County want to move to electronic forms for internal and public facing forms Yes.

Question #47:

Does the County require any DMS to have a Records Management component to adhere to mandated document retention schedules? Yes, this may be considered.

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Question #48:

Besides the physical records, are there additional digital records that would be added and managed by the DMS? Yes, internal approvals for contracts/AP related payments and external forms and applications for start/stop water service, automatic bill payment, etc.

Question #49:

Can the County provide a list of Line of Business applications in use and if any DMS would be expected to interface with them? No interface, forms will be created for future applications.

Question #50:

How many data fields is the County looking to capture? For example, an application to start water service has approximately 53 data fields where information will be entered/captured. Aside from capturing this data, supporting documentation will need to be attached for review.

Question #51:

How many characters will be in the naming convention of the file names? Naming convention will vary, for example:

Contract processing – Will be stored by initiating Division.

Engineering (Folder) – Contract No., Vendor/Contractor (Subfolder)

Accounts Payable – Will be stored by Fiscal Year, Type of Payment

FY2025 (Folder) –
pCard Pre-Approval (Subfolder)
   Engineering (Subfolder)
     EE Name (Subfolder)
pCard Monthly Recon (Subfolder)
   Engineering (Subfolder)
     EE Name (Subfolder)
Accounts Payable (Subfolder)
   Vendor Name (Subfolder)
     Check No (Subfolder)

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Question #52:

Is the County open to looking at solutions that are currently on Purchasing Contracts such as Omnia? No.

Question #53:

Is the County utilizing barcodes? No. If so, what type? N/A

Question #54:

What is the budget for this project? Unable to provide.

Question #55:

Are you expecting any features like document editing or converting documents to different file types? Fillable form for routing and obtaining approvals. Convert documents to pdf file. Please mention a few features that are expected in the DMS tool. Workflow tracking submittals and approvals, status search, upload functionality, retention.

Question #56:

Are you expecting any integration? No. If yes, please specify them. N/A

Question #57:

What are the different roles and permission levels required for your users?

Administrators
Users – write, read, upload (no delete function except for initial and unapproved/unrouted form status)
Search, read-only

Question #58:

What are the essential features you require in a DMS (e.g., document version control, search functionality, collaboration tools)? Workflow tracking submittals and approvals, status search, upload functionality, retention.

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Question #59:

What level of customization do you need in the DMS interface and functionalities? None. Can you provide examples of specific customizations you have in mind? N/A

Question #60:

Which existing systems (e.g., LMS, CRM, ERP) do you need the DMS to integrate with? None. Are there any specific integration requirements or APIs that the DMS should support? None.

Question #61:

Do you have any specific requirements for data migration (as they are paper based)to the new DMS? Paper copies will eventually be scanned and Pdf files will be saved to folders in the repository.

Question #62:

Do the county have a preference if the software is browser based or locally installed on the computer? Browser

Question #63:

Does scanning physical documents into electronic documents need to be a part of the implementation paln by the Proposer? No

Question #64:

Can the Dept of Water provide the total number of end users to access the Document Management System for viewing and searching? =/< 50

Question #65:

Can the Dept of Water provide the number of users in both the Contracts Processing and Accounts Payable units? Total number of internal users =/< 50

Question #66:

Does the Dept of Water have a need for electronic forms solution? Yes

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Question #67:

Are current workflows (even if manual) documented? Some processes are documented. How many current workflows do both the Contracts Processing and AP units utilize today?

Question #68:

Does the Dept of Water have a need for electronic signatures? Yes

Question #69:

Is there a requirement for the Document Management system to integrate with other 3rd party applications? If so, please list. Routing and approvals will need signatures and certification.

Question #70:

Are the electronic PDF's stored on shared drives? Network drives and servers If not, where?

Question #71:

Is there a total number of PDF documents or total storage size of current PDF's that the Dept of Water can provide? Existing storage is 113 GB.

Question #72:

How many paper (not PDF's) documents (or boxes of paper documents) need to be scanned into the Document Management system? None.

Question #73:

What is the DOW's budget for this project? Unable to provide.

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Question #74:

6.3 Intellectual Properties Rights

PLEASE CLARIFY THIS. GENERALLY SPEAKING INTELLECUTAL PROPERTIES RIGHTS ARE NON-TRANSFERABLE SPECIALLYH TO THIRD PARTIES There is nothing to transfer, documents will be stored in the cloud and owned by the DOW.

Question #75:

Section D

1)How many users are expected to access the software at the same time (concurrent users)? =/< 50

2)Do you need a Read-Only portal? (recommenced for a large volume of users with restricted access) Yes, read-only access will be approved to selected employees.

3)Do you need to scan your files? Yes How many workstations are you expecting to have operating? Scanning will be done by DOW employees via Xerox machines.

Question #76:

2.2 Scope of Work

IN REGARDS TO THE DATA TRANSFER, WHAT ARE THE DATA FIELDS BEING TRANSFERED? Pdf documents will be uploaded and saved in the repository.

WHAT IS YOUR CURRENT DATA BASE/ SYSTEM CALLED? No current database.

Question #77:

Section 2.1 of the RFP states that the DOW of Kaua'i has four main divisions within DOW and that DOW does not currently utilize a document management system. For each of the four main divisions within DOW, can you please explain each document management use case? What are the business problems and scenarios you wish to address with a document management system? For example, the Fiscal Division needs a solution to intake digital and paper invoices for processing and approval.

Engineering/Administration/Operations – need a solution to route contract documents for approvals and signature, eventually saving executed documents to the repository.

Fiscal – needs a solution to route invoices and payment requests electronically, eventually storing supporting documents and check payment image to the repository.

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External customers – need a solution that will route applications for start/stop water service applications and automatic bill payment requests electronically, attachments and supporting documentation will be saved to the repository.

Question #78:

Section 2.1 of the RFP states that the DOW of Kaua'i "desires to transition from a paper driven environment to an electronic document management system..." Does DOW have a need for a vendor to scan / digitize documents and upload the documents to the electronic document management system? No

Question #79:

Section 2.2 of the RFP, specifically Implementation Plan, is requesting an implementation plan for what appears to be, the entire project from Discovery to Go-live. Contained within the same section of the RFP, DOW mentions "In the cost section of this RFP, the vendor will be required to provide a budgetary cost for this plan at this time. A firm cost will be required after the Discovery Session is completed." Our interpretation of the RFP is that DOW is seeking pricing for the Discovery phase of the project and that additional costs and timelines will be established / provided at the conclusion of the Discovery phase. Assuming that is correct, how can we provide a timeline for the entire project, from Discovery to Go-live, when Discovery is incomplete? Please provide a proposed budget and projected timeline, based on your experience with other clients/customers relative to and/or comparable to DOW's operating volume.

Question #80:

Section 3.10 of the RFP, specifically, Implementation Proposal, is requesting a Discovery Statement of Work. Our implementation phases consist of discovery, requirements, configuration, testing, and going-live. Should the vendors Statement of Work only include Discovery or all phases of the implementation? Include all phases of implementation.

Question #81:

Section 3.10 of the RFP, specifically, Implementation Plan, mentions "data population and integration." Can you please define integration? No integration needed. Is there a requirement for the document management system to integrate with an existing DOW system? No integration needed.   If so, please provide the name of the system, purpose of the system, types of data within the system, desired integration approach (API, SFTP, etc.) and integration requirements. N/A.

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Question #82:

Section D of the RFP provides a line item in the cost proposal for "Implementation." Section 2.2 of the RFP, specifically Implementation Plan, DOW mentions "In the cost section of this RFP, the vendor will be required to provide a budgetary cost for this plan at this time. A firm cost will be required after the Discovery Session is completed." Assuming the Section D "Implementation" cost proposal line item is for the entire implementation, minus Discovery, how should vendors price the implementation when DOW states "a firm cost will be required after Discovery Session is completed?" ? Please provide a proposed budget and projected timeline, based on your experience with other clients/customers relative to and/or comparable to DOW's operating volume.

Question #83:

Does DOW have a desired project completion date for the discovery phase? If so, can you please provide the date? From Notice to Proceed, discovery to be performed within 2 months.

Question #84:

Does DOW have a desired go-live date for the entire project? From Notice to Proceed, go live within 6 months. If so, can you please provide the date? Contingent upon contract finalization and Notice to Proceed.

Question #85:

Detailed discovery workshops are best completed on site. Is DOW comfortable with on-site discovery workshops? Yes

Question #86:

Section 2.2 of the RFP, specifically Implementation Plan, mentions "data transfer." Does data transfer refer to legacy migration of data into the document management system? No. Can you please define data transfer? Existing files located on our local servers will be saved to the document repository. Paper that have yet to be scanned to pdf files will eventually be saved to the document repository.

Question #87:

How many users would access this system? =/<50 internal users

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Question #88

How many data transfer source systems exist across all 4 divisions and what is the technology platform of each? No systems, only pdf documents.

Question #89:

Related to data transfer and the existing solution (estimates are fine)

How many data transfer source systems exist across all 4 divisions and what is the technology platform of each? No systems, only pdf documents.

Do they include documents and/or images? Some files have images.

What is the existing storage volume of data that needs to be transferred? 113 GB

What is the existing volume of documents to be transferred, approximate avg page count? Avg 15 pages

Beyond paper, what systems are supporting the existing solution and what are their functions? There is no current solution or existing system.

Question #90:

Ongoing Storage Needs (estimates are fine)

How much ongoing document storage do you anticipate needing (number of docs / pages or GB)? Current and existing storage is 113 GB. On-going storage undetermined.

How many new documents are expected to be generated during the 1st year? Approximately 6,000 records.

What are your data and document retention requirements? 7 years and/or until contracts are closed, paid and retainage released.

Question #91:

Business Needs

How many users of the system do you anticipate for each division? Total internal users =/< 50

The RFP mentions Contract Processing and Accounts Payable processes. Can you provide additional details on these processes today? Email is used for processing contract documents and payment requests. Invoices and/or supporting documents are attached in emails and routed for signature via adobe sign. Are there any additional processes? If so, please describe.

Do you have any needs for language translation? No.

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Do you anticipate integration with any additional systems (e.g. financial system or other)? No. If so, please describe.

Is there a need to support payment processing? No

Would the solution need to be accessed by external citizens or business partners? Yes, external forms. If so, please describe the purpose at a high level? External customer will have access to complete forms for start/stop water service requests, automatic bill payment, etc. Application will route electronically for approvals and have the ability to upload supporting documents.

What is the budget for this project? Unable to provide.

Does the system contain any PII? Yes If yes, Please describe. Information such as customer names, addresses, may contain driver's license information and photo, customers banking information for automatic bill payment set-up.

Question #92:

3.10 B states the pricing should be valid for "sixty (90) days". Please clarify Prices should be valid for 90 days.

Question #93:

Is there a need for document retention? Yes.

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Additional Questions:

How many users will need read-only access to the solution? =/< 20 search, read-only, total internal users =/< 50

How many power users (e.g., edit, delete, workflow, etc... access) such as Records coordinators and Record Managers will need access to the solution? =/< 30

How many administrators will need access to the solution? =/< 5

How many departments are participating in the project? We have 4 Divisions; however, Fiscal Division is responsible for the implementation.

How many document types by department are planned for the system? On-line applications for external customers, internal forms for contract processing, Travel related requests, and Accounts Payable requests.

How many documents/data sources by department are planned for the system? Approximately 6,000 records in all.

What is the current storage size of the documents/data sources by system and department? 113 GB

How many documents per year do you estimate will added to the solution? Approximately 6,000 records.

Do you have a standard or preferred CAD format? Forms will be created and developed based on existing and/or proposed internal processes.

Do you utilize AutoCAD or Microstation applications? No.

Does the solution need to also provide scanning and document capture capabilities? No to scanning, yes to uploading scanned   If yes, what data sources are required?

Do document migration services need to be included? No.

What is the proposed and/or approved project budget range? Unable to provide.

Do you prefer an annual subscription or a permanent solution software license model? It would be great to see both price points.

Do you have a preference on the cloud hosting environment (i.e., AWS, Azure, or GCP)? AWS is preferred.