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U N I V E R S I T Y

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September 25, 2015

ADDENDUM 2 TO ALL OFFERORS:

Reference Request for Proposals (RFP):	LU214-16-004
Commodity:	Enterprise Content Management (ECM) Solution
Dated:	August 28, 2015
For Delivery To:	Longwood University
	Materiel Management
	Farmville, Virginia 23909
Proposal Due:	**October 8, 2015 at 2:00 p.m. Local Time**
Pre-Proposal Conference:	September 10, 2015 at 1:30 p.m. Local Time

This Addendum 2 to the RFP is being issued to answer questions submitted by prospective offerors. Responses that are specific to Longwood University are identified by LU; responses specific to the University of Mary Washington are identified by UMW; if the question is not specific to either school, a general response is provided.

1. Reference Section IV., Page 4, Paragraph 2.1: Is the University looking for a commercial off the shelf (COTS) solution, or looking to have a custom solution built from scratch?

   RESPONSE: LU is seeking a commercial off the shelf (COTS) solution.
   UMW requires a readily available off-the-shelf solution.

2. Can the University disclose the funding source for the Enterprise Content Management Solution? If a grant, which one?

   RESPONSE: LU's system will be funded by the University, not a grant.
   UMW's system services will be funded by operating budget funds (state or local).

3. Reference Section IV., Page 12, Paragraph 4.4.2, Item 1: Rather than supporting application screen scraping will Longwood University and Mary Washington University support direct access through an application programming interfaces to support field data?

   RESPONSE: LU: Yes.
   UMW: Will support the use of API's for data integration.

4. Reference Section IV., Page 10, Paragraph 4.3.1: Do Longwood University and Mary Washington University require data encryption? If so, please define specific requirements.

   RESPONSE: LU: Reference RFP Section X. **SPECIAL TERMS AND CONDIITONS**, paragraph 9 and additional clarification below:
   a. Selected Firm/Vendor will use industry-standard and up-to-date security tools and technologies such as anti-virus protections and intrusion detection methods in providing Services under this agreement. These tools and technologies should be in accordance with the latest version of ISO/IEC27002.

b. The use of proprietary encryption algorithms is not allowed, unless reviewed by qualified experts outside of the vendor in question and approved by the Information Security Office

c. all web server certificates and web servers will support TLSv1 or better strong encryption mode (128 bit or higher symmetric/bulk encryption, 2048 bit or higher public key encryption)

d. The use of AES-128, AES-192, AES-256 and three-key Triple DES is acceptable.

UMW: Based on our IT System Requirements list for remotely hosted solutions we state: the Vendor warrants that all electronic University Data will be encrypted in transmission (including via web interface) and stored at AES 256 or stronger.

5. Are you all happy with the current solution and provider in place? Meaning is this an RFP for a simple upgrade to Image Now and you have to go through the motions for an RFP or is there a realistic want by the University to go in a different direction?

   RESPONSE: The Universities are seeking the most appropriate solution to meet our business needs.

6. Numbers – How many total users will be using the solution?

   RESPONSE: LU: 20 concurrent users.
   UMW: Minimum of 100 active users required to administer and utilize system. Unlimited user license preferred.

7. Cloud or Longwood Managed – Our product allows for both on premise and cloud platforms. Does the university require pricing for one or the other or both options?

   RESPONSE: LU: Pricing for both.
   UMW: Prefer a cloud platform and pricing.

8. Scope – Our understanding was that this was for Longwood University. The RFP, however, states that other institutions like JMU or UMW, etc. might be involved. Are the requirements for this RFP solely for Longwood University? Should the focus be solely on Longwood University with the idea that other entities could then be involved after a successful implementation with Longwood? Or are they looking at this now for their individual institutions as well?

   RESPONSE: No, the requirements are not solely for LU. LU issued the RFP, however all Virginia Association of State College and University Purchasing Professionals (VASCUPP) institutions were given the opportunity to contribute to the Statement of Needs to ensure any resulting contract would be one they can access to meet their individual business needs. UMW requirements were referenced in the original solicitation, please reference Section IV.7. to review them.

9. Integration – What version of Banner (release number and version please) is Longwood integrating with? Would it be possible to get a quality screen shot of the student records page from your current version of Banner?

   RESPONSE: LU: Has plans to upgrade to the latest versions I the next 8 months. Student will be 8.9.0 and Finance will be 8.10.0. See screen print of current Banner versions included with this Addendum 2.
   UMW: See screen print of current Banner versions included with this Addendum 2.

10. Multiple requests were made to extend the due date for receipt of proposals and to publish the Pre-Proposal Conference Registry.

   RESPONSE: Reference Addendum 1 dated September 15, 2015.

11. If the proposal due date is extended will the questions deadline be extended?

   RESPONSE: The Universities are answering questions submitted beyond the original deadline.

12. Reference Section IV., Page 11, Paragraph 4.3.2, Item 3: Can you provide more information (in general) on the specific functionality you are looking for and the types of scripts or tools that would be used for this?

   RESPONSE: Just looking for what is available.

13. Reference Section IV., Page 7, Paragraph 4.3.1, Item 4 and Page 22, Paragraph 5.6.1, Item 1: There are two references to the term ERM in the proposal. Please define the acronym.

   RESPONSE: Enterprise Report Management.

14. Reference Section V., Page 30, Paragraph B.10.: Since our firm is a certified small business do we still need a SBSP Plan?

   RESPONSE: Yes, ATTACHMENT B must be submitted with your proposal with the appropriate section completed. If you are certified by DSBSD as a small business, then you only complete Section A of the SBSP.

15. Reference Section IV., Page 4, Paragraph 1: What are the user base, concurrent users, number of documents to be migrated and document types for each university (LU, MWU, JMU)?

RESPONSE:	LU:	120 users; 20 concurrent; 1.5 million documents; Document Types: ".txt", ".doc", ".docx", ".gif", ".htm", ".xls", ".tif", ".jpg", ".msg", ".pdf".
	UMW:	Minimum of 100 active users/concurrent users. Users to retrieve documents could be as many as 1200. Document Types: n/a.
	JMU:	Unknown.

16. Reference Section IV., Page 4, Paragraph 1: Does this paragraph indicate that the current prime contractor, Lexmark Enterprise Software, will not be eligible to compete in this procurement?

   RESPONSE: Anyone can submit a proposal; no one is ineligible.

17. During the pre-proposal meeting, Ms. Stimpson described one of the desired outcomes of this project for the admissions office would be the development of a detailed workflow around the current application process. We request additional feedback regarding the number of participants, roles, and steps in the current and/or desired admissions workflow.

   RESPONSE: The workflow will consist of 11 inbox roles.
   The Application is received, SAT/ACT Scores are received, Transcripts Received, Application is Reviewed, if complete, moves to one of 6 counselors for review based on student types.
   Decision is made: Accept (Honors review) Letters are printed and filed for Awaiting Deposit.
   Hold – moves to Committee Review, Letters are printed and filed.
   Reject – moves to Director review for decision keeps or changes, Moves to Dean review Keeps or changes Decision, Letters Are printed and filed.
   They would also like to have an Application Checklist and a Reader Sheet.

18.   Reference Section VI., EVALUATION AND AWARD CRITERIA, Page 31: The evaluation criteria states that 20 points can be earned if the vendor is certified by the Virginia Department of Small Business and Supplier Diversity (DSBSD). It was further clarified by Ms. Mobley during the pre-proposal meeting that there is a formula in place that will award points based on the level of involvement of the DSBSD vendor during the contract. Using this RFP and the subsequent initial project (admissions) as an example, we request further details on this formula and the amount of points that may be awarded for specific activities during the contract period.

RESPONSE: Businesses that are **not** DSBSD-certified small businesses will receive credit based on their SBSP, not to exceed 75% of the points assigned to this evaluation criterion (i.e., 20 points x 75% = 15 points). Points will be assigned based on each Offeror's proposed subcontracting expenditures with DSBSD-certified small businesses for the initial contract period, as indicated in the Offeror's submitted SBSP, in relation to each Offeror's total price.

The Offeror's proposed subcontractor use of DSBSD-certified small businesses is divided by the Offeror's total proposed price. The quotient is then multiplied by the points assigned for the criteria to determine the evaluation points to be assigned.

EXAMPLE:

$$\frac{\text{Offeror's proposed use of DSBSD certified small businesses as subcontractors}}{\text{Offeror's Price}} = \text{\% Factor} \quad x \quad \frac{\text{Points}}{(20)^*} = \frac{\text{Points}}{\text{Assigned}}$$

$$\frac{\text{Offeror's DSBSD Spend} \quad \$\ 95,904}{\text{Offeror's Total Price} \quad \$177,600} = 0.54 \quad x \quad 20 \quad = 10.8$$

19.   Reference ATTACHMENT B – SMALL BUSINESS SUBCONTRACTING PLAN, Page 56: Is the utilization of a DSBSD-certified business a mandatory requirement for acceptance of our offer, or are we able to take exception?

RESPONSE: Offerors must complete and return ATTACHMENT B with their proposal. If the offeror is not a DSBSD-certified small business, they are encouraged to utilize DSBSD-certified businesses in their SBSP. If an offeror does not propose DSBSD-certified small business utilization, then the offeror's proposal will not receive any points for the SBSP evaluation criteria, which will lower their overall score.

20.   Reference Section IV., Pages 4 and 5: For the desired Admissions solution, please provide additional detail regarding your current process, including the number of readers, as well as how you intend to integrate with your SIS (flat file, EIS, etc.). Please provide visios, diagrams, or descriptions of the process from start to finish if possible.

RESPONSE: The workflow will consist of 11 inbox roles. The Application is received, SAT/ACT Scores are received, Transcripts Received, Application is Reviewed, if complete, moves to one of 6 counselors for review based on student types. Decision is made: Accept (Honors review) - Letters are printed and filed for Awaiting Deposit. Hold - moves to Committee Review, Letters are printed and filed. Reject - moves to Director Review for decision - keeps or changes, moves to Dean Review - keeps or changes Decision, Letters are printed and filed. They would also like to have an Application Checklist and a Reader Sheet.

21. <u>Reference Section IV., Pages 4 and 5</u>: In order to provide an accurate quote for the Nolij conversion, we will need additional detail. If possible, please fill out the attached conversion services questionnaire.

    RESPONSE: See completed questionnaires included with this Addendum <u>2</u>.

22. <u>Reference Section IV., Pages 4 and 5</u>: Does the solution need to update the student information system?

    RESPONSE: Yes.

23. <u>Reference Section V., Page 29, Paragraph B.</u>: The specified format does not indicate where we should include our responses to the 4. ECM Functional Requirements, 5. Technical Requirements, 6. Implementation and Support and 7. Additional Functionality Available questions. Should we include our responses to these questions after the Small Business Subcontracting Plan?

    RESPONSE: Reference Paragraph V.A.2.c. on page 28 of the RFP for how to organize your proposal.

24. <u>Reference Section IV., Section 4., Page 17, Paragraph 4.7.1</u>: How are you currently performing reads? Committee or specialized review? In parallel and/or sequential?

    RESPONSE: It's all of the above. We have freshman reviewed by counsellors (committee), but then we have nursing and honors which would be specialized. Nursing and regular freshman review are parallel, but honors is sequential.

25. <u>Reference Section IV., Section 4., Page 17, Paragraph 4.7.1</u>: Is the solution for undergraduate admissions, graduate admissions, or both?

    RESPONSE: Both.

All other general terms, conditions, and specifications shall remain the same.

Note: A signed acknowledgment of this addendum must be submitted with your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Very truly yours,
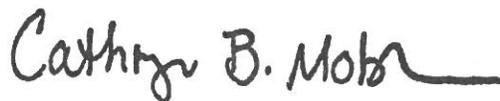
Cathryn B. Mobley, CPA, CUPO, VCCO, VCO
Director of Financial Operations & Materiel Management

_____
Name of Firm

_____
Signature/Title

_____
Date

Conversion Services Estimate Questionnaire

Contact Information	
Company Name	Longwood University
Contact Information (name, email & phone)	Aneicia Stimpson, stimpsonag@longwood.edu
Legacy System: General Questions	
1. Legacy system **product name & version**?	**NolijWeb 6.1.3.5150**
2. Legacy system **database (DB) platform & version**?	Oracle 11g
3. Legacy system runs on which **operating system** (OS)?	Wondows 2008
4. **Service level** desired—1) comprehensive end-to-end service level (turnkey), 2) limited service options like export-only or import-only or 3) conversion consulting only Conversion Services_Service Leve	**1) Comprehensive end-to-end service turn key** [Describe the level of conversion service you are interested in]
5. Is the content to be converted tied to any **internal deadlines**?	[If applicable, describe any internal deadlines that will affect the conversion—i.e. roll-out dates for other systems, maintenance expiration, etc]
6. Will content be **added** to legacy system during conversion or be in a **read-only** state once the conversion begins?	Read Only
7. Are there any **legacy system admins** or experts still in-house?	Yes
Legacy System: Document & Storage Questions	
8. Total **number of documents** to be converted?	**1.5 Million** [Specify the total **document count** to be converted in documents or pages]
9. Total **document storage volume** (GB or TB) to be converted?	**290 Gb** [Specify the storage size associated with all the documents to be converted]
10. Total **number of document types/business classifications**?	400
11. **Storage device(s)** physically managing the documents? *(If optical or tape storage, provide make, model & quantity of drives or tapes)*	Primary and Backup is hard drive file system (SAN)

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		FILE FORMAT	TOTAL DOCUMENTS
12. List primary document **file format(s)** to be converted with associated **document count**. Include **COLD/ERM** report file formats if applicable. *[COLD/ERM reports are captured from print stream data output like ASCII text, IBM's AFP, Xerox's DJDE, HP's PCL, and PDF]*		.tif	.bmp
		.doc	.pdf
		.jpeg	..msg
	[Common file formats could include TIFF, JPG, DOC, PDF, XLS, XML, MSG, RTF, BLOBs, computer-generated print output like ASCII text, AFP, PCL, etc]		
13. If **COLD/ERM** reports are being converted, do you use overlays?	[Yes or No. Describe any details on number & different variations of overlays]		
14. Type and volume of **annotations** that must be converted?	Sticky Notes, Redaction, highlights Approximately 1 million		
15. Can all of the document files managed by the legacy system be viewed outside of the product using a vendor-agnostic viewer?	Yes		
16. Will audit trail or document history information need to be migrated?	Yes		
17. Is any part of the legacy system **hosted off-site**?	No		

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Conversion Services Estimate Questionnaire

Contact Information	
Company Name	University of Mary Washington
Contact Information (name, email & phone)	
Legacy System: General Questions	
1. Legacy system **product name & version**?	**Perceptive Data Transfer version 6.3.6_b2848**
2. Legacy system **database (DB) platform & version**?	Oracle
3. Legacy system runs on which **operating system** (OS)?	CENTOS
4. **Service level** desired—1) comprehensive end-to-end service level (turnkey), 2) limited service options like export-only or import-only or 3) conversion consulting only [PDF] Conversion Services_Service Leve	**Level 1 – Comprehensive end-to-end service level (turnkey)**
5. Is the content to be converted tied to any **internal deadlines**?	Need solution in place by Dec 31, 2015
6. Will content be **added** to legacy system during conversion or be in a **read-only** state once the conversion begins?	Data will be added to legacy system during conversion.
7. Are there any **legacy system admins** or experts still in-house?	April Peterson, Katherine Lister
Legacy System: Document & Storage Questions	
8. Total **number of documents** to be converted?	**At this time UMW doesn't require XX services**
9. Total **document storage volume** (GB or TB) to be converted?	
10. Total **number of document types/business classifications**?	N/A
11. **Storage device(s)** physically managing the documents? *(If optical or tape storage, provide make, model & quantity of drives or tapes)*	N/A
12. List primary document **file format(s)** to be converted with	N/A

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associated **document count**. Include **COLD/ERM** report file formats if applicable. *[COLD/ERM reports are captured from print stream data output like ASCII text, IBM's AFP, Xerox's DJDE, HP's PCL, and PDF]*	
13. If **COLD/ERM** reports are being converted, do you use overlays?	N/A
14. Type and volume of **annotations** that must be converted?	N/A
15. Can all of the document files managed by the legacy system be viewed outside of the product using a vendor-agnostic viewer?	[Yes or No. If the files can't be located in the file system outside of the legacy system or can't be viewed using a vendor-agnostic viewer (i.e. Microsoft Picture) then assume the files or storage mechanisms are proprietary]
16. Will audit trail or document history information need to be migrated?	[Yes or No. If yes, how many history tables need to be migrated? Hyland recommends that historical audit table data be migrated as it exists in the legacy system into the OnBase schema for reporting purposes. Custom reports can then be built to allow users to access the data from these tables within many reporting applications, including OnBase Report Services.]
17. Is any part of the legacy system **hosted off-site**?	[If yes, describe how your hosted provider will provide us access for export]

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