

	Document	Section/Page#	Comment/Question	Response
1	Answers	#MigrationVolume on Page 2 of 49	Regarding the Reference Tag "#Migration Volume" on Page 2, could the State please clarify that the last line of the Text should read "All audit trail information related to the documents must also be migrated"? Could the State clarify whether any additional lines were cut off from the Text?	<p>The reference tag for #Migration Volume on page 2 of 49 should read as follows.</p> <p>For the number and size of the documents, see Appendix 5, Requirements 2, 3, 4, and 5. These documents are broken down based on the migration requirements identified in:</p> <ol style="list-style-type: none"> 1. Appendix 6, Section 2.7.6 Unstructured Content Volume. 2. Appendix 7, Section 2.7.6 Unstructured Content Volume. 3. Appendix 8, Section 2.7.2 Unstructured Content Volume. 4. Appendix 9, Section 2.6.1 Content Inventory and Section 2.6.2 Extrinsic Content Migration Concurrences. <p>Additionally, there is structured content identified in Appendices 6, 7, and 8 that must be migrated.</p> <p>All audit trail information related to the documents must also be migrated.</p>
2	Answers	Question 10 on Page 13 of 49	Regarding the Response to Question 10 on Page 13, could the State please clarify that no additional lines of text were cut off after "3. Appendix 10, Section 3, Response to DIWS 2 External System Integration."	<p>The text for the response to question 10 on page 13 of 49, that contains, "3. Appendix 10, Section 3. Response to DIWS 2 External Systems Integration", should read as follows:</p> <p>Assuming the reference is to Appendix 17, Appendix 17 is part of the response to Appendix 5, 9 and 10, and as such should be included with the responses for these appendices in TAB O.</p> <p>See:</p> <ol style="list-style-type: none"> 1. Appendix 5, Section 7. Response to Toolbox Requirements 2. Appendix 9, Section 3. Response to Legacy Migration Requirements 3. Appendix 10, Section 3. Response to DIWS 2 External Systems Integration

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3	Answers	Question 5 on Page 23 of 49	Regarding the Response to Question 5 on Page 23, could the State please clarify the text meant to follow "Much of this exchange"? The sentence is cut off in the posted table.	<p>There was insufficient information (e.g., what Appendix/Section/Requirement does the question refer to?) to answer Question 5 on page 23 of 49 and the response should read as follows, ignoring the extraneous information:</p> <p>To answer this question precisely would require knowing the context and the requirement it refers to.</p> <p>In the context of Appendix 10, information is exchanged between DIWS 2 and external systems. This includes storage, retrieval, operations on content, and other functionality.</p> <p>The exchange of unstructured content used by [Legacy] DIWS is primarily unidirectional with the data flowing from an external system into Legacy DIWS (and in the future DIWS 2). Much of this exchange</p>
4	Answers	Question 11 on Page 26 of 49	Regarding the Response to Question 11 on Page 26, could the State please clarify that the last line should read "and similar items included in a document"? Could the State clarify whether any additional lines were cut off from the Response?	<p>The text for the response to question 11 on page 26 of 49 should read as follows:</p> <p>Yes.</p> <p>However, encrypted e-mail is e-mail that has been encrypted for transmission. Once received, encrypted e-mail can be treated as regular e-mail for the purpose of storage in the DIWS 2 repository.</p> <p>When PII and PHI content is not in transit, it would not normally be encrypted in a way that distinguishes it from other content.</p> <p>As used in Appendix 5, Section 4.6 Redaction, Requirement 21, redaction is intended to apply to barcodes and similar items included in a document.</p>

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5	Answers	Question 20 on Page 47 of 49	Regarding the Response to Question 20 on Page 47, the State says that the times to restore content will be defined and refined as part of the Appendix 11 requirements. The State of Maryland Information Technology Disaster Recovery Guidelines (Version 4.0) states that Business/Information Owners are responsible for defining the maximum amount of tolerable downtime (the recovery time objective) and for defining the point in time to which data must be restored in order to resume processing (the recovery point objective). Could the State please provide clarification of what these objectives are for the Document Imaging Workflow System 2? If these objectives are to be proposed by the bidder, could the State please clarify the parameters it will use to determine whether a proposed objective is acceptable? A one day recovery point objective will require a significantly lower cost to implement than a one hour or a one minute objective.	See "Amendment 4", item 2, that provides an upper bound for RPO and RTO times.

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6	Answers	Question 21 on Page 47 of 49	Regarding the Response to Question 21 on Page 47, the State anticipates a "hot, warm, or cold" alternate site. The price to design, implement, and maintain a hot, warm, or cold alternate site will vary considerably. Furthermore, Requirement 19 of Appendix 11, Section 12.2 Disaster Recovery, states that "new and in-flight transactions shall automatically fail-over to the alternate location." This Requirement suggests a recovery time objective to be measured in seconds or minutes, which would not support a warm or cold alternate site. Could the State please clarify its required objectives for the alternate site so that all bidders can price a compliant system?	See "Amendment 4", item 1, that eliminates the sub-requirement (Section 12.2, Requirement 19.1) that is causing concern..
			Additionally, could the state please clarify that the provision of an alternate system by the state will include provisioning the facility itself, if a facility is used, whether such a facility would fall within the local travel distance as defined in the RFP, and whether the State will provide the connectivity with the primary system sufficient to meet the State's recovery time and recovery point objectives?	See "Amendment 4", item 2, that provides additional guidance on the location of the recovery site, accessing the recovery site, and connectivity. The State provides connectivity with the primary system at the levels specified by the Offeror to meet the DIWS 2 performance, capacity, and other goals. We remind the Offerors that they are expected to meet the needs of the State without specifying capacity at a level that drives costs without providing benefit to the State.
7	Answers	Question 107 on Page 11 of 49	Please verify the text after "See" has not been truncated.	The text for the response to question 107 on page 11 of 49 should read as follows: Not yet decided. Offeror to provide the best possible solution within parameters of RFP/TO. See RFP, Section 1.1 Summary Statement, Requirement 1.1.2, and RFP, Section 3.4.5.1 Hardware and Software Infrastructure, Requirement C. The Offeror should propose a solution, either hosted or on-site that best meets the DIWS 2 requirements.

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8	Answers	Question 6-9 on Page 23 of 49	Please verify the text answering the last questions has not been truncated.	<p>The text for the response to questions 6-9 on page 23 of 49 should read as follows:</p> <p>All documents, all metadata, all versions and renditions, all audit history, and all users are to be migrated. Workflows to be migrated as required for batch document scanning/capture and:</p> <ol style="list-style-type: none"> 1. Appendix 6, Section 2.1 Current Process and Section 3. Capability New to DIWS 2 2. Appendix 7, Section 2.1 Current Process and Section 3. Capability New to DIWS 2 3. Appendix 8, Section 3.5 Workflow <p>Be also aware of Appendix 5, Section 5.7 Correspondence Tracking, Requirements 20 and 21.</p> <p>See #MigrationVolume See #NumberOfAttributes See #NumberOfContentTypes</p> <p>Nearly all of the content that exists consists of scanned images which exist as a single version. No language or format renditions exist at this time.</p> <p>For future user volumes, see Appendix 5, Section 6.2 Capacity, Requirements 7 and 8.</p>
9	Answers	Question 7-9 on Page 44 of 49	Please verify the text answering the last questions has not been truncated.	<p>The text for the response to questions 7-9 on page 44 of 49 should read as follows:</p> <p>The two Offeror statements and the question that follows them are understood to represent one related question.</p> <p>RFP Section 5.2 Technical Proposal Evaluation Criteria, specifically 5.2.1.b, places significant importance on performance. (See Appendix 5, Section 6.2 Capacity and Section 6.3 Performance.) Further, 5.2.1.e places significant importance on SLAs [see RFP section 3.9 Service Level Agreement (SLA)].</p> <p>The Offeror may propose either a cloud-hosted or in-house solution for DIWS 2, keeping the aforementioned evaluation criteria in mind.</p> <p>Also, future task orders may be hosted on the cloud, even if DIWS 2 is hosted in-house.</p> <p>As there is no requirement or statement indicating that systems associated with future task orders will be hosted with the DIWS 2, Offerors should not impose this artificial constraint. Future task orders may be hosted on the cloud, even if DIWS 2 is hosted in-house.</p>