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September 9, 2016

Amendment #1

Enterprise Content Management System RFP

Solicitation Number 060B6400035

Document Imaging Workflow System 2 (DIWS 2) Task Order 1

TORFP Number V-HQ-16025-IT

Ladies/Gentleman:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced Request For Proposal (RFP) and Task Order Request For Proposal (TORFP) 1. All information contained herein is binding on all Offerors who respond to this solicitation. For the following changes/additions, any new language has been underlined and marked in bold (i.e., **new**) and any deleted language has been marked with a strikethrough (i.e., ~~deleted~~).

1. RFP and TORFP Key Information Summary Sheets

Send/Deliver Proposals to: **eMaryland Marketplace**

~~MVA~~

~~6601 Ritchie Hwy., NE~~

~~Room 223~~

~~Glen Burnie, MD 21062~~

~~Attention: Joy Abrams~~

2. RFP 1.11.4 Proposals delivered by **email or** facsimile shall not be considered.

3. RFP 1.23 a Key Personnel

For the first Task Order for DIWS 2 as listed in Attachment W Task Order 1 (DIWS 2), the following positions to be identified in the Technical Proposal will be considered Key Personnel, and shall be required to meet the qualifications stated in Section 3.6 and ~~Attachment V~~ **Attachment U**.

4. RFP 1.32.5 a Electronic Procurement Authorization

The following transactions related to this procurement and any Contract awarded pursuant to it are *not authorized* to be conducted by electronic means:

a. ~~Submission of initial Proposals~~

5. RFP 3.5.3.1 Security Requirements

The Contractor agrees that it and Contractor Personnel shall (i) abide by all applicable federal, State and local laws, rules and regulations concerning Security of Information ECMS's **Systems** and Information Technology security and (ii) comply with and adhere to the State IT Security Policy and Standards as each may be amended or revised from time to time. Updated and revised versions of the State IT Policy and Standards are available online at: www.doit.maryland.gov- keyword: Security Policy.

6. RFP 3.5.8.2 item 8 Security Requirements

For a SaaS or Contractor hosted solution, perform regular vulnerability testing of operating system, application, and network devices. Such testing is expected to identify outdated software versions; missing software patches; device or software misconfigurations; and to validate compliance with or deviations from the security policy applicable to this Contract, as identified in ~~1.1.8.2 item 2~~ **3.5.3.1**

7. RFP 3.10.3.3 Deliverables

For any written deliverable, the TO Manager may request a draft version of the deliverable, to comply with the minimum deliverable quality criteria listed in Section ~~3.9.3~~ **3.10.4**. Drafts of each final deliverable, except status reports, are required at least two weeks in advance of when the final deliverables are due (with the exception of deliverables due at the beginning of the project where this lead time is not possible, or where draft delivery date is explicitly specified). Draft versions of a deliverable shall comply with the minimum deliverable quality criteria listed in Section ~~3.9.3~~ **3.10.4**. Unless otherwise agreed upon, the State will have 10 days to review each deliverable if there are no other deliverables needing review by the same resources.

8. RFP 3.10.4 c Deliverables

The TO Manager will issue to the Contractor a notice of acceptance or rejection of the deliverable in the DPAF (Attachment R). Following the return of the DPAF indicating "Accepted" and signed by the TO Manager, the Contractor shall submit a proper invoice in accordance with the procedures in Section ~~3.13~~ **3.14**. The invoice must be accompanied by a copy of the executed DPAF or payment may be withheld.

9. RFP 3.15.1.9 SOC 2 Type II Audit Report

If the Contractor and/or relevant subcontractor fail during the Contract term to obtain an annual SOC 2 Report by the date specified in ~~3.14.2.1~~ **3.15.1.1**, the Department shall have the right to retain an independent audit firm to perform an audit engagement of a SOC 2 Report of the Information Functions and/or Processes being provided by the Contractor and relevant subcontractors. The independent audit firm must be permitted access to the Contractor's facilities, and those of any relevant subcontractor, for purposes of conducting this audit engagement(s), and must be provided the support and cooperation that is required to perform the SOC 2 Report. The Department will invoice the Contractor for the expense of the SOC 2 Report(s), or deduct the cost from future payments to the Contractor.

10. RFP 4.2.2 Technical Proposal- Table 2 TAB Descriptions

O	Sample Work Products	Provide work product samples as requested in TAB E. See 4.2.2.16 4.2.3
P	Additional Required Technical Submissions	Complete and provide the required Attachments. See 4.2.2.17 4.2.4
Q	Additional Required Submissions	Complete and provide the required Attachments. See 4.2.2.18 4.2.5

11. RFP 4.2.4 Proposal Format

~~For paper submissions, submit eight (8) copies of each with original signatures. All signatures must be clearly visible.~~

12. RFP 4.4 Proposal Packaging

4.4.1 Separate e-mails - Separate e-mails will be submitted for the Technical and Financial proposals. The subject lines of the e-mails shall be: Volume I - Technical Proposal for <<Solicitation Number>> - <<Solicitation Title>> and Volume II - Financial Proposal for <<Solicitation Number>> - <<Solicitation Title>> respectively. Each e-mail shall contain the submission documents detailed in section 4.

4.4.2 Technical Proposal e-mail - The Technical Proposal e-mail(s) shall be in Microsoft Word format (version 2007 or greater). Provide no pricing information in the Technical Proposal (Volume I). Include pricing information only in the Financial Proposal (Volume II). A second version of Volume I in searchable Adobe .pdf format shall be submitted to support Public Information Act (PIA) requests. This copy shall be redacted so that confidential and/or proprietary information has been removed (see Section 1.14 "Public Information Act Notice").

4.4.3 Financial Proposal e-mail - The Financial Proposal e-mail shall include one file attachment containing all submission documents detailed in section 4.3, with password protection. <<DEPARTMENT OR AGENCY ACRONYM>> will contact Offerors for the password to open each file. Each file shall be encrypted with the same password. A second electronic version of Volume II in searchable Adobe .pdf format shall be submitted to support Public Information Act (PIA) requests. This copy shall be redacted so that confidential and/or proprietary information has been removed (see Section 1.14 "Public Information Act Notice"). Each .pdf format shall be packaged with the appropriate Volume.

4.4.4 File Size Limit - <<DEPARTMENT OR AGENCY ACRONYM>> can only accept e-mails that are less than or equal to a certain size. If a submission exceeds this size, split the submission into two or more parts and include the appropriate part number in the subject (e.g., part 1 of 2) after the subject line information above.

4.4.5 Hard Copy Delivery - An Offeror wishing to deliver a hard copy (paper) Proposal shall contact the Procurement Officer for instructions.

~~**4.4.1 Packaging**— Volume I— Technical Proposal and Volume II— Financial Proposal shall be sealed separately from one another. The name, e-mail address, and telephone number of the Offeror be included on the outside of the packaging for each volume. Each Volume shall contain an unbound original, so identified, and eight (8) copies.~~

~~Unless the resulting package will be too unwieldy, the State's preference is for the two (2) sealed Volumes to be submitted together in a single package to the Procurement Officer prior to the date and time for receipt of Proposals and including a label bearing:~~

- ~~a. The RFP title and number,~~
- ~~b. Name and address of the Offeror, and~~
- ~~c. Closing date and time for receipt of Proposals~~

~~**4.4.2 File Format Type**— A separate electronic version of the Technical Proposal in Microsoft Word format (version 2010 or greater) must be enclosed with the original Technical Proposal. A separate electronic version of the Financial Proposal in Microsoft Word or Microsoft Excel format (version 2010 or greater) must be enclosed with the appropriate Volume as directed in 4.4.4. **Do not provide pricing information on the media submitted in the Technical Proposal (Volume I). Include pricing information only in the Financial Proposal media (Volume II).**~~

~~**4.4.6 Redacted Version**— A second electronic version of Volume I and Volume II in searchable Adobe .pdf format shall be submitted to support Public Information Act (PIA) requests. This copy shall be redacted so that confidential and/or proprietary information has been removed (see Section 1.14 "Public Information Act Notice"). Place each PDF copy within the appropriate Volume.~~

~~**4.4.4 Physical Submissions**— Electronic media (CD, DVD, or flash drive) must be labeled on the outside with the RFP title and number, name of the Offeror, and volume number. Electronic media must be packaged with the original copy of the appropriate Proposal (Technical or Financial).~~

4.4.6 Page Numbering- All pages of both proposal volumes shall be consecutively numbered from beginning (Page 1) to end (Page “x”).

13. RFP 4.5.1 Proposal Delivery

Offerors may submit proposals by hand, or by mail ~~to~~ **eMaryland Marketplace** as described below.

- A. ~~For U.S. Postal Service deliveries, any Proposal that has been received at the appropriate mailroom, or typical place of mail receipt, for the respective procuring unit by the time and date listed in the RFP will be deemed to be timely. If an Offeror chooses to use the U.S. Postal Service for delivery, the Department recommends that it use Express Mail, Priority Mail, or Certified Mail only as these are the only forms for which both the date and time of receipt can be verified by the Department. An Offeror using first class mail will not be able to prove a timely delivery at the mailroom, and it could take several days for an item sent by first class mail to make its way by normal internal mail to the procuring unit.~~
- B. ~~Hand-delivery includes delivery by commercial carrier acting as agent for the Offeror. For any type of direct (non-mail) delivery, Offerors are advised to secure a dated, signed, and time-stamped (or otherwise indicated) receipt of delivery.~~

14. TORFP Appendix 5- All functionality and requirements; Section 6.4 Integration

29. Provide the ability to seamlessly integrate with Microsoft **Office 2013** products **and Microsoft Office 365.**

15. TORFP Appendix 5- All functionality and requirements; Section 5.7 Correspondence Tracking

1. Provide the ability to update the status of a correspondence in ~~Internet Quorum4.~~ **Intranet Quorum 4 by Leidos Digital Solutions, Inc.**

2. Provide the ability to retrieve the status of all pending MVA correspondence from ~~Internet Quorum4.~~ **Intranet Quorum 4 by Leidos Digital Solutions, Inc.**

3. Provide the ability to retrieve the status of a specific correspondence item from ~~Internet Quorum4.~~ **Intranet Quorum 4 by Leidos Digital Solutions, Inc.**

38. Provide the ability to query the status of any correspondence that is (or was) in a DIWS workflow and has an assigned correspondence tracking identifier or other tracking number (e.g., an ~~Internet Quorum4~~ tracking number). **Intranet Quorum 4 by Leidos Digital Solutions, Inc.**

39. Provide the ability to automatically execute a report at a configurable interval on the status of all correspondence that is (or was) in a DIWS workflow and has an assigned correspondence tracking identifier or other tracking number (e.g., an ~~Internet Quorum4~~ tracking number). **Intranet Quorum 4 by Leidos Digital Solutions, Inc.**

40. Provide the ability to automatically execute a report at a configurable interval on the status of all correspondence that was sent to MVA and has an ~~Internet Quorum4~~ tracking number. **Intranet Quorum 4 by Leidos Digital Solutions, Inc.**

16. TORFP Appendix 5- All functionality and requirements; Section 6.4 Integration

49. Integrate with ~~Internet Quorum4~~ **Intranet Quorum 4 by Leidos Digital Solutions, Inc.** for to support correspondence management as defined in Section 5.5 Correspondence Management

17. TORFP Appendix 5- Product Roadmap; Section 6.6

6. Indicate on the Product Roadmap when compliance with the following standards shall be available, including the level of the standard if applicable:

- a. Content Management Interoperability Services (CMIS)
- b. Business Process Modeling Notation (BPMN) 2.0 ~~Business Process~~
- c. Modeling Notation (BPMN) 2.0 DoD 5015.2

18. TORFP Appendix 9- Section 3 Heading

3. Response to ~~Procurement Enhancement~~ Legacy Migration Requirements

The table below identifies the topics which the Offeror shall address in its Technical Proposal. Each topic in the response shall be identified with a heading corresponding to the table below. Responses should not be placed in the table

19. Updated Price Sheet- Deliverables Tab 18a and 18b- updated version attached

20. An updated Appendix 17 is attached.

"(REV 2-Sept-2016)" is appended to the filename to distinguish it from the prior version of Appendix 17.

The following changes have been made:

- (1) Capture Tab - Formatting for printing has been changed to allow the information to fit on 8-1/2" width paper. The Scale has been reduced from 69% to 67%.
- (2) Common Tab - Formatting for printing has been changed to allow the information to fit on 8-1/2" width paper. The Scale has been reduced from 69% to 67%.
- (3) Advanced Tab - The data validation for entering values in sections 3.2 through 3.6 has been corrected by copying cell C37 to C84..C165, C174..C205, C214..C248, C258..C292, and C301..C312.

Offerors may apply these changes to their existing spreadsheet or use the update spreadsheet.

Offerors are reminded that they should only enter values in Response column "C". See Instructions tab, Offeror Instructions, item (3). Other changes made to the spreadsheet will be ignored.