Maryland Department of Information Technology (DoIT)
REQUEST FOR PROPOSALS (RFP)
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The following general answers are referenced in multiple responses.

Reference Tag	Text
#NumberOfContentTypes	See: 1. Appendix 6, Section 2.3 Document Types, being mindful of the note at the end of the section, and 2.7.7 Content Types and Document Types. 2. Appendix 7, Section 2.3 Document Types, being mindful of the note at the end of the section, and 2.7.6 Content Types and Document Types. 3. Appendix 8, Section 2.3 Document Types, being mindful of the note at the end of the section, and 2.7.2 Content Types and Document Types. 4. Appendix 9, Section 2.6.1 Content Inventory and Section 2.6.2 Extrinsic Content Migration Concurrences.
#NumberOfAttributes	See: 1. Appendix 6, Section 2.7.7 Content Types and Document Types. 2. Appendix 7, Section 2.7.6 Content Types and Document Types. 3. Appendix 8, Section 3.8 Indexing. The Content types have not been defined at this time. Be mindful of Deliverable Number 18.b on the Deliverables tab of the Price Sheet.
#ProjectCoreSchedule	Project Core proposals are currently being evaluated. Until an award is made and the vendor has began work, the Project Core schedule is not available. However, there are some estimates as to when certain content will need to be available, subject to the caveats; see Appendix 9, Section 2.9 Scheduling.
#ScanningVolume	The concurrent user volumes for scanning are identified in Appendix 5, Section 6.2 Capacity, Requirements 11, 14 and 17. Today, nearly all scanning is performed by bulk/batch scanning. DIWS 2 will introduce operation/counter scanners and convenience/desktop scanners.

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Reference Tag	Text
#MigrationVolume	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: 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. Additionally, there is structured content identified in Appendices 6, 7, an 8 that must be migrated. All audit trail information related to the documents must also be migrated.
#AuditTrailVolume	Legacy DIWS audit history consists journal tables and tables that are normally part of the product. Journal tables are tables that are identical to existing tables, but with the addition of two columns: Journal Operation and Journal Inst Date. Every INSERT, UPDATE and DELETE on a non-journal table results in a trigger on the journal table. The journal table captures the operation and the date stamp that the operation was performed. Currently, there is 22GB of content in the journal tables.
#BusinessDrivers	See Task Order, Section 3.1 Background and Purpose for the motivation behind the DIWS modernization effort. Additionally, there is a desire to be able to be able to use current technology (e.g., smartphones) and provide a robust, high-speed interface for Project Core and future systems that will integrate with DIWS 2.
#CACISoftware	Legacy DIWS is currently using the following versions of the CACI software: 1. HighView Binaries: 4.0.1 2. HighView Forms: 3.1 3. ABS: 024.5

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Reference Tag	Text
#LegacyScanners	The batch/bulk scanners currently being used with Legacy DIWS include: 1. Kodak i4200 There are approximately 28 of these scanners with 12 scanners located in the batch scanning area. DIWS 2 Scanner requirements are specified in Appendix 5, Section 6.2 Capacity, Requirements 9, 13 and 17.
#EmailEncryption	Currently, MVA uses a host-based third-party (McAfee) add-on for encrypting Outlook e-mail. When the network-based DLP "Email Prevent" is integrated and activated, all email will be analyzed and encrypted automatically, based on preset rules developed by MDOT and MVA.
#CATS+	This is not a CATS+ RFP.
#NonUSCountries	See RFP, ATTACHMENT N.
#WorkingRemotely	See RFP, Section 4.2.4 Additional Required Technical Submissions (Submit under TAB P), Requirement F. See RFP, Section 1.42 Location of the Performance of Services Disclosure See RFP, Sections 1.34.4 and 1.34.5 See RFP, Section 3.13.4.4 See RFP, Section 4.2.2.8 and 4.2.2.15.E See RFP, Section 3.5.8.2, Requirement 10 See RFP, Section R22.1 Data Location See RFP, ATTACHMENT N See Appendix 1, Section 2.6 Architecture & System Environments, Requirment b. See Appendix 1, Section 5.9 Location and Governing Policies See Appendix 11, Section 5. Regulatory and Security, Requirement 32.j Subject to the aforementioned sections, some work can be performed off-site but the desktop, meetings and discussions need to be onsite. There are also some restrictions on data/content being accessed from offsite or being taken offsite.

Reference Tag	Text
#SubmittingViaEmail	See Amendment #2, Item 12 RFP 4.4 Proposal Packaging, issued to eMaryland Marketplace on 09/09/2016 02:08:55 PM, for directions on submitting proposals via e-mail. Note, that Amendment #2, Item 2, "RFP 1.11.4", issued to eMaryland Marketplace on 09/09/2016 02:08:55 PM, stipulates that e-mail must not be used to deliver proposals. The file associated with Amendment #2 is named, "Amendment #1.pdf"
#MultipleAwards	In the context of RFP, Section 1.15 Award Basis, the State is not considering multiple awards for this effort.
#ContinuousPerformance	In the context of the RFP, Section 1.23 Contractor Personnel and all subsections, "Continuous Performance of Key Personnel", applies to the contract. It is not the State's intention to limit "Continuous Performance of Key Personnel" this to Attachment W Task Order 1 (DIWS 2).

	Document	Section/Page#	Comment/Question	Response
1	Appendix 6		1. Is it anticipated that part of the indexing done by AP on unapproved invoices is to identify the approver Branch / Department Group manually (Is there a value on the invoice that indicates the approver)?	Approvers are established by a table in DIWS by location
2			a. How many AP users are responsible for indexing at the same time and in total?	3 or 4
3			b. How many AP users are responsible for verifying at the same time and in total?	3 or 4
4			c. How many approvers need access to approve an invoice at the same time and in total?	An invoice could have multiple approvers. Each approver could approve the total.
5			d. How many Branches / Departments are part of the approval process?	Approximately 40
6			1. Is there a hierarchy of approvals that need to occur?	No, Invoices are approved via table of approvers.
7			a. Is this based on a dollar amount?	No
8			b. Is this different for different departments or branches?	No
9			1. What specifically is the approver needing to code on the invoice?	The PO number or the BPO and other accounting information 3-4 fields the approver would know.
10			What percent of the invoices are P.O. related invoices?	Probably 80%
11			1. What is the volume of invoices that need to be scanned on a daily / weekly / monthly basis?	Varies depends on time of month, time of year
12			1. What is the average pages per invoices?	average 3-5
13	Ibvoice Capture		1. How many scan stations are required within the AP department to scan invoices?	There are currently 2 scan stations in Accounts Payable.
14			1. Will there a decentralized or centralized scanning process model?	Both. Types of scanning is needed in the future.
15			a. If decentralized, how many different location will require scanning capabilities?	All branch locations (25) and maybe five additional.
16			1. Are multi-functional devices being used for invoice scanning?	Not at this time
17			1. Is there a requirement to provide automated data extraction using Zonal OCR technologies?	Yes
18			1. Is there a requirement to provide automated data extraction using Intelligent OCR (non-zonal) technology?	Yes
19			1. How are the invoices currently separated before being scanned?	Manual Separation.
20			a. Will this continue to be the same process with the new DIWS solution?	Depends if received electronically and extracted from e-mails or received by mail.
21			1. Does the vendor need to propose scanner equipment?	Vendor should identify scanner equipment for all areas where scanning could take place. See 3.3.5.3 Attachment W Task Order 1 (DIWS 2), Requirement C. See **#LegacyScanners**.
22			1. Do line items need to be capture on P.O. related invoices?	No, only the entire invoice.
23			1. Are there different indexing requirements between P.O. and Non P.O. related invoices?	Yes, If the PO is known there is less information to be entered than if the BPO is known. For details on Legacy DIWS indexing for invoices, see Appendix 6, Section 2.7.7 Content Types and Document Types, and Appendix 6, Table 7 AP Detailed Requirements.
24			1. How do the invoices arrive with supporting documentation?	The invoice is the only supporting documentation
25			a. Is the supporting documentation separate from the invoice itself?	No see above.
26			b. Is there a need to scan the supporting documentation as a separate document type or will they be scanned as part of the invoice?	Scanned as part of the invoice
27			c. How many different document types are there outside of the invoice itself?	See Appendix 7, Section 2.7.6 Unstructured Content Volume, Table 34. See Appendix 7, Section 2.7.7 Content Types and Document Types.
28			1. What percent of the invoices are Non P.O. related invoices?	20%
29			2. What percent of invoices are Paper, Fax, and Email?	Majority of invoices are received via mail.

	Document	Section/Page#	Comment/Question	Response
30			1. What information is entered into the FMIS application prior to getting a voucher number?	See Appendix 7, Section 2.6 External Interfaces, including Figure 8. The invoice number is sent to FMIS.
31			a. Is this information entered into FMIS manually?	Yes, it is entered into FMIS manually.
32			2. Figure 2 AP Workflow imbedded into Appendix 6 is not readable. Can another copy of this diagram be sent?	See Appendix 6 Figure 2 AP Workflow.vsd
33			3. In regards to the "Vendor Management Interface" requirements, is there a requirement to have a Vendor Management Interface in DIWS 2 similar to what is available through WRS?	Yes
34			4. If required in DIWS 2, can you please explain what is meant by "through WRS"?	WRS stands for Web Retrieval System and is a custom front-end in Legacy DIWS that provides browser access to functionality and content, including the Accounts Payable application.
35			5. Similar question in regards to any interface that shall be available "through WRS" such as the "AP Retrieval shall be added to WRS"	It is anticipated that WRS will be superseded by the DIWS 2 browser interface and functionality deployed in DIWS 2.
36			6. Will WRS still be accessible with the implementation of the new DIWS solution?	No, WRS will sunset with the Legacy DIWS client.
37			7. Is it necessary to continue archiving invoices and delivering them to the comptroller via CD or can other methods of archiving and delivery be recommended other than FTP?	See Appendix 7, Section 3. Capability New to DIWS 2, Requirement 6. The reason that the archiving to the comptroller's office is by CD is because the Comptrollers office could not accept any other way when this AP application was developed. We will need to investigate if they can take the archiving record electronically.
38			8. In reference to APDR.1, what is meant by Case Notes?	Case notes is an electronic free form area that notes can be recorded. They cannot be changed or erased.
39			9. Can you define what is meant by the letter "M" in Table 8, Existing AP Document Types?	In the context of Appendix 6, Section 2.3 Document Types, Table 8, "M" indicates a value is mandatory (i.e., required).
40			10. In reference to Appendix 5, Toolbox Requirements, Section 6.5 it is stated that "All functionality that is available through a desktop or laptop shall also be available through a smart phone, tablet, and other user interface devices." If an APP is provided for a specific mobile device such as an iPad, must the APP provide users ALL of the functionality that is available through a desktop or Web client interface or just a subset of functionality?	Yes all functionality must be available bidirectional from desktop to mobile and from mobile to desktop.
41		Section2.5 Reports	1. Is it necessary to continue using Crystal Reports 8.5 for reports or can the vendor provide reporting capabilities available within the solution?	Vendor can propose a reporting tool.
42			2. How many users will require access to the generated reports?	Probably half of all users identified will need access to reports.
43		Section 3. Capability New to DIWS	1. What invoice files formats are expected to be delivered to an email inbox?	MVA is not dictating the file format that will be delivered by e-mail it will be determined during further requirement gathering.
44			2. Will invoices be delivered to a single invoice email address or will there be multiple invoice email address?	Invoices will be delivered to one central e-mail address when coming from vendors but they will need to be disbursed to multiple locations to authorize payment.
45			3. Is there a need for individual users to import invoices from their individual email boxes?	In the context of Appendix 6, Section 3. Capability New to DIWS 2, Requirement 2, I is possible that users may need to import invoices, from their individual e-mail boxes, but this should not happen. The ability to move the e-mailed invoices is expected.
46			4. Is there a standard on an email application and version?	We currently use Outlook 2010 but moving to Office 365. See Appendix 5, Section 6.4 Integration, Requirements 29. See Attachment 2 dated September 29, 2016, Addendum 1, Item 14. See Appendix 11, Section 7 Application Domain, Requirements 5 and 6.
47			5. How many fax lines are currently in place to accept incoming faxes?	Non currently; this third-party application is just being established. See Appendix 5, Section 6.2 Capacity, Requirement 23.

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48			6. Is there a specific fax application that is currently utilized that needs to be integrated with?	In the context of Appendix 6, Section 3. Capability New to DIWS 2, Requirement 3, this should be consider with Appendix 5, Section 6.4 Integration, Requirement 51.
49			7. In what file format are the Form 211 R's that will be delivered to the DIWS 2?	The 211R is now retrieved from FMIS and then scanned into DIWS
50			a. Will data need to be extracted from the Form 211 R?	Not presently but depends on what type of interface we can get between DIWS2 and FMIS
51			8. Page 2 of Appendix 6 references HR capabilities. Should this be referencing AP capabilities?	Yes. See the following clarifications: 1.. Appendix 6, Section 1. Overview, last two lettered items on page, replace three occurrences of "HR" with "AP". 2. Appendix 6, Section 2.7 2.7 Current Data Model and Content Volumes, third paragraph, replace one occurrence of "HR" with "AP". 3. Appendix 6, Section 2.7.4 2.7.4 Accounts Payable Unstructured Data, first paragraph, replace one occurrence of "HR" with "AP".
	Appendix9 Legacy migration			
52			1. Is the Legacy DIWS a COTS or a proprietary solution?	Legacy DIWS includes custom applications (e.g., WRS, HR, AP) built on a COTS product.
53			2. If it is a COTS solution or if any components like capture are a COTS product, please supply the Application/Product Name and version.	See **#CACISoftware**.
54			3. If it is a proprietary solution, please explain what is the database platform, like SQL, Oracle, etc.?	Legacy DIWS uses Oracle 12c.
55			4. Is there an in house System Administrator to assist with Discovery?	Yes
56			5. Is the total number of approximate images the same as documents? Is each document only one page/image?	In the context of Appendix 9, Section 2.6.1 Content Inventory, Table 1, the approximate image count represents the content related to Project Core that is stored in Legacy DIWS. There are also images that must be migrated that are not related to Project Core; these volumes are identified in: 1. Appendix 6, Section 2.7.6 Unstructured Content Volume 2. Appendix 7, Section 2.7.5 Unstructured Content Volume 3. Appendix 8, Section 2.7.2 Unstructured Content Volume See Appendix 9, Section 2.6.1 Content Inventory, Table 1, for document formats. Nearly all documents are single page image files. Examples of the exceptions include, OAH documents that are collections of images, image files that may have been sent electronically and saved without printing and scanning.
57			6. How large is the current file store (GB or TB) for all the documents stored in the current Legacy DIWS system?	Approximately 21 TB Also consider Appendix 9, Section 2.6.2 Extrinsic Content Migration Concurrence, for ~137 million images that are not in Legacy DIWS .
58			7. Can a full file path be viewed in the database or is it encrypted?	In the context on unstructured content migration, the database and repository are encrypted using Oracle ASO and Vormetric, respectively. However, authorized users would be able to see the information in the database in unencrypted form.
59			8. Can the image files be viewed directly from the file storage using a 3rd party viewer (e.g. Microsoft Picture and Fax Viewer)?	They are Viewable through IBM Daeja Viewer Pro
60			9. Is the legacy system supported internally or is your data center outsourced?	Internally and externally. Hardware internal, application and database external

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61			10. Does a test system/database exist?	Yes, mirrored after production and encrypted. When considering environments, also see Price Sheet, Instructions Tab, Instructions on Completing the HWSW worksheet, Instruction 5. See Appendix 1, Section 2.6 Architecture & System Environments, Requirements in final three paragraphs.
62			11. Do the images have any type of rendition (e.g. OCR Text)?	In the context of Appendix 9, images do not have renditions at this time. For examples of some, but not all renditions that DIWS 2 will support in the future, see: 1. Appendix 5, Section 4.1 Content Creation, Requiremnts 8, 9, 13-16 2. Appendix 5, Section 4.6 Redaction, Requiremnts 8 and 12. 3. Appendix 5, Section 5.2 Retrieval, Requiremnts 7 and 25.
63			12. Are COLD documents stored in the current system? If so, are COLD documents stored as data within the database or as physical files in the file system?	All images and documents are stored in the file system.
64			13. If the application permits the creation of notes, are these a required/ desired component of the migration?	Yes case notes need to be migrated
65			14. Are the notes stored in the database or as a file on the file system?	Case notes are stored in the database.
66			15. If the application permits documents to be annotated (e.g. highlights, markups, redactions), are these annotations a required/ desired component of the migration?	Yes any notes or annotations should be migrated.
67			16. If the documents currently belong in any type of workflow or business process, will this business process state be a required/ desired component of the migration?	Workflows, except for what is currently in HR, AP and procurement, will reside in the MVA modernization application, not within DIWS2.
68			17. Is the DIWS system developed internally or created by a third party vendor?	All customization has been performed by a third party vendor.
69			18. If DIWS is developed by a third party, what is the name of the manufacturer?	See **#CACISoftware**.
70			19. What database platform is used to support DIWS?	Oracle 12c
71			20. Does the DIWS database contain file paths or other pointers to the document files?	Yes
72			21. Are any of the document files compressed or encrypted?	All images are encrypted at rest using Vormetric software. See Appendix 5, Section 6.4 Integration, Requirement 48. See Appendix 5, Section 4.11 Security and Privacy, Requirements 1-5.
73			22. Can the document files be opened directly from the file system using industry standard third party applications?	If the application was established in the Vormetric guardpoints then the answer would be yes. But not without establishing the application in Vormetric.
74			23. Are there index values to be migrated with the ~130 million documents associated with the external system?	Yes there are index values for the other legacy systems
75			24. Is there a database associated with the ~130 million external system documents? If so, what is the database platform+?	In the context of Appendix 9, Section 2.6.2 Extrinsic Content Migration Concurrence, Table 4, the database associated with the ~137 million documents is SQL Server.
	Appendix1			
76			1. Can the MD provide a better copy of the Figure 4 DIWS 2 and Other Systems in the Current MVA Environments?	We do not have a better electronic copy of this diagram. The majority of the systems are old legacy system being replaced by the Project CORE application.
	RFP 1.33	MBE		
77			The Offeror will be required to complete MBE documentation as instructed in each Task Order. Is this documentation submitted before or after the submission of the response?	See RFP, Section 4.2.4 Additional Required Technical Submissions (Submit under TAB P) , Requirements H.1 and H.2 See Task Order, Appendix 14, MDOT MBE FORM A and MDOT MBE FORM B. Forms A and B will be submitted with the proposal (along with other required forms).
	Task Order	3.4.5		

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78			The Offeror can assume that all users will have a State-standard desktop and/or laptop with Windows 7, Office 2010 (but not Outlook), Chrome, IE11 and network connectivity. Users do not have Administrator rights.	This is a statement, not a question. Within the Task Order, there is no section 3.4.5, nor is there a requirement 5 in Section 3.4. See Appendix 5, Section 6.4 Integration, (for example, Requirements 29, 31, 37-43), etc. See Web browsers listed in Appendix 11, Section 6 User Interface, requirements 13-16. We have added Office 365 as a direction MVA is moving and that would include the latest version of Outlook. Currently it is Outlook 2010.
79			1. Is there a state standard for Outlook? What version(s) of Outlook are being used?	Appendix 5, Section 6.4 Integration, Requirements 28 and 29 provide the versions of Outlook. See recent clarification for Requirement 29. In the context of Outlook, Microsoft Office Professional Plus 2010 is *currently* in use.
80	Budget			
81			1. Has there been a budget amount created for the Document Imaging Workflow System 2 (DIWS 2) for the Maryland MVA?	Yes, there is an established budget
82			2. If so, can you state the budget amount?	The State chooses not to disclose the budget amount.
	Appendix 5 Toolbox			
83			1. 3.4.31 Please list or give examples of "any and all of the quality assurance functions and parameters".	In the context of Appendix 5, Section 3.4 Quality Assurance, Requirement 31, examples of quality assurance functions Section 3.4 Quality Assurance, Requirements 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, and so on. These are the quality assurance functions that are used on a regular basis. Many quality assurance applications also include keystone correction, blank page detection, auto-crop, etc.
	Appendix 7 Human Resources			
84			1. How many scanning licenses will Human resources need? 1 license is needed for each scanner or Multifunction device.	In the context of Appendix 7, two (2) scanners are used in HR.
85			2. What types of devices are used to scan documents?	Kodak i4200 See **#LegacyScanners**.
86			3. What is the current functionality of the DIWS HR system?	See Appendix 7, Section 1. Overview. At a high-level, the functionality of the HR application is to scan and store to develop personnel files and records.
87			4. How many users will be using workflow?	There are approximately 25 users using the HR workflow.
88			5. Please define what is meant by a "verify field" in the HR functional requirements?	In the context of Appendix 7, Section 2.2 Human Resources Detailed Requirements, Verify Field is the name of the field that has the value keyed in a second time (i.e., a duplication of the indexing field).
89			6. What is "WRS"?	See Task Order, Table 1, WRS definition.
	Appendix 8 Procurement			
90			1. How many scan licenses will you need for the procurement area? 1 license is needed for each scanner or Multifunction device.	Currently none; probably two (2) in the future.
91			2. What types of devices are used to scan documents?	N/A Open to proposals
92			3. How many users will need access to workflow?	Approximately 15
93			4. Please explain the verify screen and its purpose. (PV section)	Verify screen duplicated the indexing unless data was auto indexed and pulled directly from DIWS or another system

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94			5. Please define what "WRS retrieval" is?	See Task Order, Table 1, WRS definition. WRS is the same for all units. Most of new development done in WRS, not in HighVIEW client. In the case of Appendix 8, Section 2.2, Requirement Table 1, WRS Retrieval requirements, WRS Retrieval is a set of requirements written in terms of Legacy DIWS, for retrieving Procurement-related content.
95			6. 2.6.4 Please describe the "verification" process as you understand it.	Information is entered into the indexing screen and the verification process is to re-enter and match what was originally indexed.
96			7. 3.11.7 Please describe the purpose of the "Document Inventory Transfer e-mail"	In the context of Appendix 8, Section 3.1 Procurement-Related Incoming FTP/SFTP, Requirements 15 and 16, the Document Inventory Transfer is an e-mail that lists all documents that have been indexed and stored for a particular external user's secure area. The e-mail is sent after the transfer has taken place as specified in Appendix 8, Section 3.1 Procurement-Related Incoming FTP/SFTP, Requirement 8.
	Appendix 11 Technical requirements			
97			1. P4. #5 Which authentication mechanisms comply with State security requirements? Where are these requirements?	Reference Section 3.3.1 of the RFP and Section 3.3.1 of the Task Order.E136
98			2. In section 4.10 - Publish services and related data to be used by different types and classes of service consumers. Can you give an example of this?	Example would be to publish a file that is a combination of pages within the DIWS record. If a file had 50 pages but the OAH file only needs 20 of the pages it will allow those twenty pages to create a new document that is then stored within DIWS under that account.
99			3. Regarding Section 6.6 - Allow users to go back to prior screens during the processing of a transaction to adjust data and information and continue processing without cancelling the transaction. What transactions are you envisioning users processing? Can you give an example?	Transactions could be within Accounts Payable, HR or Procurement. But could also be transactions that have been processed in the modernization system.
100			4. In section 6.3, what are the top 5 desktop browsers in the USA as reported by StatCounter Global Stats?	Chrome, Firefox, IE, Safari and Opera
101			5. What are the top 5 mobile browsers in the USA as reported by StatCounter Global Stats?	Chrome, Android, IEMobile, Samsung, UC Browser
102			6. Can you give an example of "Provide for a basic level of intuitive processing by directing users to alternative actions when a requested action cannot be completed due to business rule constraints."?	In the context of Appendix 11, Section 6. User Interface, Requirement 19, there are two key parts to this requirement. The first is that the user interface should be intuitive. This means that those options that are presented to a user should be available to the user and those options available to the user should be presented to the user. Secondly, the provided example deals with those areas that have rules (e.g., workflows). If an AP user is not allowed to approve payment for an invoice without the invoice document first being approved by a department, this information should be presented to the user along with the action required to obtain the necessary approval.
103			7. Can you give an example of 6.23 "Allow changes to be made to any component of the user interface that is already available or can be made available as static content (i.e., not provided by the underlying business application), without requiring the need to rebuild the application."	In the context of Appendix 11, Section 6. User Interface, Requirement 23, changes to the static content on screens and other GUI components can be made without requiring the code to be recompiled, re-linked, or otherwise involve programming skills. Examples of static content would include, logos, screen titles, field names, help text, in some cases hover help. Non-static content are values that are calculated or retrieved by DIWS 2, such as search results and document attributes.

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104			8. Please define a "control point" as mentioned in section 12.1.8	A general discussion on types of controls can be found in The Information Security Handbook, available online at http://ishandbook.bsewall.com/risk/Assess/Risk/control_types.html. Control points is a term to refer to an instance of a preventive control, detective control, or corrective control. 1. Preventive Controls are proactive in nature and are designed to discourage errors, harm, or irregularities from occurring. For example, triggering an alert when available storage drops below 10%. 2. Detective Controls are reactive in nature and designed to find errors, irregularities, or policies that were not followed, after the event has occurred. For example, triggering an alert when a database has run out of storage. 3. Corrective Controls are designed to address a condition so that an error, irregularity, or harm is prevented. For example, running a batch job that will allocate additional space to a database.
105			9. Please define "control inventory" as mentioned in 12.1.9	Control inventory includes all of the preventative control points, the detective control points, and the corrective control points, along with their associated actions
106			10. Please restate or explain 12.1.10 "Quantify control measure in term of number of built-in controls."	In the context of Appendix 11, Section 12.1 System Administration, Requirement 10, the corrected grammar should read: Quantify the control measures in terms of the number of built-in controls. The control measures are the metrics used to quantify the effectiveness of the aforementioned controls For example, provide evidence on the effectiveness of the preventative control for triggering the corrective control measure for the out of space condition so that the detective control point for out-of-space is never triggered.
107			11. Is DIWS 2 envisioned to be a hosted system or on premise?	Not yet decided Offeror to provide the best possible solution within parameters of RFP/TO. See

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1	4.4.5	76	To facilitate the incremental printing of the proposal, can Offeror's paginate by Tab rather than by volume? For example, Tab A will be page numbered Page A-1, A-2 and Tab B, B-1, B-2, etc.	In the context of RFP, Section 4.4.5 Page Numbering, only consecutive numbering is permitted.
2	4.2.2.E	66	4.2.2.E.I: Documentation Requirements is Appendix 12 in the RFP and 4.2.2.E.L: Data Migration is Appendix 9 in the RFP. Can the Department please clarify the order of the Appendices regarding the Proposal Format?	See clarification correcting the ordering as follows (exchanging the "I" and "L"): I. Data Migration J. External System Integration K. Technical Requirements L. Documentation Requirements
3	4.2.2.E	66	Section 4.2.2.E states Offerors are to respond to 13 Appendices in Tab E. However, only 12 are listed on page 67. Can the Department confirm if Offerors are to respond to 12 or 13 Appendices? If the answer is 13, what is the 13th Appendix that should be included in the Tab E response?	See clarification correcting "13" to "12".
4			Requirement 4.2.2.E on page 66 States Offerors are to respond to each of the Response Requirements Tables in this section. Requirement 4.2.2.6.A, on page 69, lists an additional Tab E requirement that states "Offerors shall respond to each requirement in the RFP to discuss the Offeror's capabilities with respect to scaling and furnishing an enterprise platform". It appears that many of the Sections in the Main Body RFP, other than Section 3 / Scope of Work are either a) informational, b) covered in one of the Response Requirement Tables, or c) addressed in Sections 4.1.1.1 through 4.2.5, found on pages 68 through 76.	No question asked. Requirements are not informational. Requirements state important operational capability and behavior of DIWS 2. However, not all requirements in the RFP require a response (unless the Offeror is stating that they cannot satisfy the requirement).
5	4.2.2.6.A	69	Can the Department please confirm that they do not want Offerors to respond to any Main Body RFP Section, other than possibly Section 3 / Scope of Work, in Tab E?	Offerors should respond to all sections of the RFP that ask for a response. Examples of sections that specify a response include: 1. Section 1.25 Bid/Proposal Affidavit 2. Section 1.36 Conflict of Interest Affidavit and Disclosure, specifically 1.36.1 3. Section 1.40 Mercury and Products That Contain Mercury 4. Section 3.6.1 Labor Categories, paragraph 2 5. Section 4 PROPOSAL FORMAT, and subsections (e.g., 4.1 Two-Part Submission) 6. Section RFP ATTACHMENTS
6			Can the Department please confirm if they want Offerors to respond to any subsections in the Main Body RFP Section 3 (3.1 / Background and Purpose, 3.2 / Agency Background, 3.3 / General Requirements, etc.) in Tab E? If so, can the Department please confirm which Section 3 subsections Offerors should respond to and if the responses should be inserted before or after the Response Requirement Tables?	Offerors should respond to all sections of the RFP that ask for a response. We confirm that Offerors should respond to subsections in the Main Body RFP Section 3 (3.1 / Background and Purpose, 3.2 / Agency Background, 3.3 / General Requirements, etc.) in TAB E. Be mindful of RFP Section 4.2.2.6, Requirement B. See also RFP, Section 3.6.1 Labor Categories, paragraph 2, for information that is required (e.g., Price Sheet and resumes) for other areas (e.g., TAB F).

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7			Requirement 4.2.2.6.B, on page 69 states "Additionally, the Offeror shall respond to each Attachment W Task Order 1 (DIWS 2) requirement and its Appendices 1 through 12, as guided by the Response Requirements Table at the end of each appendix. It appears that many of the requirements in Attachment W Task Order 1 (DIWS 2) are either; a) informational, b) covered in one of the Response Requirement Tables, or c) addressed in one of the Section 4.1.1.1 through 4.2.5 requirements found on pages 68 through 76 of the main body RFP?	The purpose of this question is unclear. It is written as a statement with a question mark.

Requirements are not informational. They are considered mandatory. However, not all requirements in the Task Order or its appendices require a response.

As indicated in RFP, Section 5.2 Technical Proposal Evaluation Criteria, the evaluation will consider specific criteria. The response section of the appendices provide much of the information for the evaluation.

Further, RFP, Section 4.2 Volume I – Technical Proposal, and its subsections, identifies how the required information must be organized. |
| 8 | 4.2.2.6.B | 69 | Can the Department please confirm that they do not want Offerors to respond to any Attachment W Task Order 1 Sections, other than possibly Section 3 / TO Scope of Work, in Tab E? | Responses are required for multiple Attachment W Task Order 1 sections. Examples where responses are required include:
1. Section 1.8.3, first paragraph and final paragraph.
2. Section 1.10.4 Solicitation and TO Agreement Formation, first paragraph and final paragraph.
3. Section 3.8.4 (in conjunction with RFP Section 3.9 Service Level Agreement (SLA). |
| 9 | | | Can the Department please confirm if they want Offerors to respond to any subsections in Attachment W Task Order 1 (DIWS2) Section 3 (3.1 / Background and Purpose, 3.2 / Agency/Project Background, 3.3 / General Requirements, etc.) in Tab E? If so, can the Department please confirm which Section 3 subsections Offerors should respond to and if the responses should be inserted before or after the Response Requirement Tables? | A response is not required to Attachment W Task Order 1 (DIWS2) Section 3 TO SCOPE OF WORK.

However, this information is used in the Appendices for which a vendor response is required. For example, Appendix 3, Section 5. Narrative Response to System Support Requirements, Response 3 Warranty Period, would be expected to reference and/or cite Attachment W Task Order 1 (DIWS2) Section 3.3.8 Warranty Period. |
| 10 | Attachment 17 | N/A | Should Attachment 17 be included in Offeror's proposals? It is not mentioned in the Main Body RFP. If so, can the Department please confirm what Tab Offerors should include their response to Attachment 17? | 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.

See:
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 |
| 11 | N/A | N/A | Please provide the number of helpdesk tickets submitted by users on a monthly basis. Please further breakdown the number of tickets by indicating ticket counts related for each legacy system that the modernization effort will replace. | There were 2,052 help desk tickets for Fiscal Year 2016 (July 2015-June2016) related to Legacy DIWS. |
| 12 | N/A | N/A | Please provide helpdesk ticket categories (i.e. – desktop support, ECM support, Core Applications, Network, Hardware, etc.) that support tickets are classified as. | 1,435 help desk Legacy DIWS tickets dealt with some type of account setup or password issue. 250 Legacy DIWS help desk tickets were Java related issues for DIWS Web Retrieval. The remaining tickets addressed a variety of issues. |
| 13 | N/A | N/A | Please provide the number of enhancement requests, per year, for the legacy systems that the modernization effort will replace. | Enhancements for DIWS 2 will be handled through a change order and future work would normally not be a factor in responding to this Solicitation.

6-10 requests are received annually for enhancements to the Legacy DIWS. Some enhancements maybe as large as a new workflow for a new department. Some requests may be as small as changes to existing workflows or adding new documents types. The budget and size of the projects drive what is accomplished annually. |

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14	Appendix 3	13	4.3.i: Please provide the different types of data analysis and reporting currently performed by the SMEs. Please provide the frequency the analysis and reporting are performed.	In the context of Appendix 3, Section 4.3 O&M Support Services, Requirement I, the nature of the request is often based on legist alive inquiries. On an annual basis, there are approximately 15-20 of these requests that require a query to be created and executed. The number of inquiries has been kept low because of the reports currently in the system that provide management with current information. A significant number of the current inquiries are related to Ignition Interlock (II), a function that will move from Legacy DIWS into Project Core, not DIWS 2.
15	Appendix 10	16	2.1.C4.c "Content that arrives" shall indicate content that arrived via mail, courier, hand delivery, e-mail, fax, FTP/SFTP, messaging, or other means" Please elaborate on other means, are there specific other capture channels that must be support, or content repositories where content is created/stored that requires an interface to be developed?	For the purpose of Appendix 10, Section 2.1 Use Cases for DIWS 2 Integration with External Systems, C4. Case Capture of Unsolicited Correspondence, item c, at this time there are no requirements for supporting other capture channels or other content repositories. An example of other means is USPS.

Also see Appendix 5, 5.7 Correspondence Tracking. |
| 16 | Appendix 10 | 49 | Process 2.4.3 States: "Execute the process for the first project that utilizes the DIWS 2 External System Interface." What is the date the process is expected to be ready for Project Core? | See **#ProjectCoreSchedule**.

Although the Project Core vendor has not been identified, the process for working with the Project Core team to enable and facilitate their use of the DIWS 2 External Interface should be drafted reasonably early in the project in anticipation of the interaction with the Project Core vendor. |
| 17 | Appendix 10 | 49 | Process 2.4.4 States: "Support Project Core during their testing of the DIWS 2 External System Interface." What type of testing (Integration/System/UAT)? What are the testing timelines (start, end) for Project Core? | See **#ProjectCoreSchedule**.

Although the Project Core vendor has not been identified, and their SDLC methodology may include testing other Integration/System/UAT, it would be reasonable to assume that Core would require support during their Integration/System/UAT testing activities. |
| 18 | Appendix 8 | 23 | Since Procurement documents are maintained in paper format, please specify if conversion of paper documents into DIWS 2 is in scope. | At this time conversion of paper documents by the Offeror is NOT in scope.

However, be aware of:
1. Appendix 8, Section 1. Overview, the last paragraph
2. Appendix 8, Section 2.7 Current Data Model and Content Volumes, first paragraph |
| 19 | Appendix 8 | 23 | Are there any annotations that need to be migrated along with the documents? Please specify the volume or percentage of documents that contain annotations. | At this time there are no requirements for migrating annotations on documents. |

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20	Appendix 5	65	What is the difference between Requirements 7 and 11 on page 65 of Appendix 5?	A content type or document type contains one or more index fields. Requirement 7, "Provide the ability to support a set of index fields required for all documents of a particular content type", states which of these index fields must have a value (i.e., are required.) Appendix 8 states the index fields that are optional. Content types and document types can contain subtypes. For example a content type might be Proof of Identity and subtypes might be Birth, Immigration, School, Property, and Other. All fields defined for Proof of Identity would also be available for the subtypes as would the required fields. However, the subtypes might require that a field that is optional for the Proof of Identity type be mandatory for a particular subtype. Subtypes could also add additional fields to those that are inherited from the parent type. These added fields could be optional or required. Requirement 11, "Provide the ability to include one or more index fields where it is required that the value be provided in that index field(s) for any documents of a particular content subtype", applies to subtypes (and subtypes of subtypes), whereas Requirement 7 applies to the parent type. Otherwise the requirements are the same.
21	Appendix 5	67	Provide the ability to manage a collection of one or more templates for each content type - What is the purpose of the templates in this scenario?	If I have a content type such as Standard Operating Procedure (SOP), I may have different templates depending on the business area or some other attribute. For example, an SOP for Licensing may have a different structure than an SOP for a similar area in Driver Licensing. There may also be a language-specific template that contains culturally sensitive information unique to the language or culture.
22	Appendix 5	67	Scan all content for malware using MVA designated tools prior to the content being saved, updated or otherwise modified in the DIWS repository - What are the MVA designated malware tools?	See Appendix 5, Section 6.4 Integration, Requirements 46 and 47.
23	Appendix 5	74	Provide the ability to automatically fax correspondence when selected by user - Does the State have an existing Enterprise Fax solution?	See Appendix 5, Section 6.4 Integration, Requirement 51. This solution is currently being deployed.
24	Appendix 9	6	Is there information available regarding the number of attributes for each content type?	See **#NumberOfAttributes.** This information is available. In approximate numbers, there are over 500 document types in Legacy DIWS.

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25	Appendix 9	N/A	How long do Offerors need to support the source system after the migration is completed?	In the context of the RFP, Table 1, the correct word choice is Contractor, "The successful Offeror awarded the Contract." The Contractor does not support Legacy DIWS. Legacy DIWS is supported independently of DIWS 2. The Contractor performing the migration is expected to continue migrating content from Legacy DWS (and other areas) to DIWS 2 for an application area until the application is successfully deployed and in production for all geographic areas. The reference to geographic areas is important because some Project Core functionality may go live by region. In this case, some regions would continue to use Legacy DIWS and some would use Project Core. Within three months all regions are expected to be migrated for a particular business function. In instances where a rollback is required, the migration would continue until the new system is able to successfully enter production. This is a time period that is not expected to exceed 3-6 months, in addition to any time required for going live by region. The reference to geographic areas is important because some Project Core functionality may go live by region. In this case, some regions would continue to use Legacy DIWS and some would use Project Core. Within three months all regions are expected to be migrated for a particular business function.
26	Appendix 9	16	Bullet 20b states "Evidence of validation and verification shall be provided showing that 100% of the migrated unstructured content has not been changed in length, structure, bit/byte order, or format". Can the Department please clarify the sample size per industry standard?	As it relates to this question, the response has been written to interpret "sample size" to mean the choosing of the number of documents to be used in a statistical sampling. Due to the critical nature of the content, the business has determined that 100% of the content must be confirmed to have been migrated correctly. The intensive nature of 100% verification is the reason for "automated verification and validation" as stated Appendix 9, Section 2.6.3 Migration Scope, Requirement 20 and companion Requirement 26.
27	Appendix 5	25	Does the Department want translations done automatically or just the ability to upload multiple renditions?	In the context of Appendix 5, Section 4.1 Content Creation, Requirements 8 and 9, at this time there are no requirements for automated language translation.
28	Appendix 5	25	How many content types does the Department anticipate and is the vision to have one template for each content type?	For an approximation of the number of content types see **#NumberOfContentTypes** Not all content types will have a template. E27Recognize that many content types apply only to scanned images (e.g., driver's licenses and identity documents).
29	Appendix 5	32	Does the Department intend to use Federated Search?	At this time there are no requirements for federated search beyond the bounds of DIWS 2. However, all content within the bounds of DIWS 2 should be searchable. Further, Appendix 5, Section 4.4 Searching contains requirements such as Requirement 10 that permit a query to search both the metadata and content as part of one search.

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30	Appendix 5	40	How many workflows does the Department expect to be created? Is the Department willing to discuss the types of workflows that need to be created during the requirement phase?	In addition to the workflows required for bulk scanning, batch scanning and operation/counter scanning, convenience/desktop scanning, indexing, QA, etc., see: 1. Appendix 5, Section 5.7 Correspondence Tracking, Requirements 20 an 21. 2. Appendix 6, Section 2.1 Current Process, including Sections 2.1.2-2.1.7, pay attention to the note at the end of Section 2.1.7, an the enhancements identified in Section 3. Capability New to DIWS 2. 3. Appendix 7, Section 2.1 Current Process, including Sections 2.1.1-2.1.4, pay attention to the note at the end of Section 2.1.4, an the enhancements identified in Section 3. Capability New to DIWS 2. 4. Appendix 8, Section 2.1 Current Process, including Section 2.1.1, pay attention to the note at the end of Section 2.1.1, an the enhancements identified in Section 3. Capability New to DIWS 2. Regarding "...discuss the types of workflows that need to be created during the requirement phase", see the notes at the end of the referenced sections above.
31	Appendix 5	46	Can the Department please provide the enterprise wide security standards that should be utilized for this initiative?	See The State Information Technology Security Policy and Standards, Operations and Support, Maryland Department of Information Technology Web site, http://doit.maryland.gov/support/pages/securitypolicies.aspx
32	Appendix 5	46	Does the Department want to use SSO for the solution? If yes, what SSO engine is being used?	Yes. See Appendix 5, Section 6.4 Integration, Requirement 31.
33	Appendix 5	46	What encryption standard does the Department intend to use?	For content at reset, see Appendix 5, Section 4.11 Security and Privacy, Requirements 1, 3 and 6; and Section 6.4 Integration, Requirement 48. For content in transit, see Appendix 5, Section 4.11 Security and Privacy, Requirements 2, 4 and 6. Also see RFP, Section 3.5.8.2. Additionally, see Appendix 11, Section 4. Interoperability and Integration, Requirements 11, 25, and 28
34	Appendix 1	31	Vulnerability Testing. Can the Department please provide a list of the Vulnerability Testing Tools currently owned by the State?	MVA currently uses Tripwire. In the context of the DIWS 2 Task Order, the MVA performs the vulnerability testing. In the context of Appendix 1, Section 8.3.3 Vulnerability Testing, the Contractor is expected to work with the MVA to facilitate MVA's vulnerability testing activities. This also includes working to remediate any vulnerabilities uncovered through vulnerability testing.
35	Appendix 5	9	Requirement 3.2.7: What is the current incoming and outgoing fax setup and can these be integrated to MS Exchange?	Currently DIWS does not integrate with fax. DIWS 2 is expected to integrate with fax with the electronic fax product specified in Appendix 5, 6.4 Integration, Requirement 51. The State choses not to state whether or how integration between MS Exchange and the aforementioned product could take place.

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36	Appendix 5	13	Requirement 3.2.28: Can the Department provide an inventory of various devices (scanners, Photo ID machines, MFDs, etc.). that are currently used in the existing DIWS2 system?	The existing DIWS system does not integrate directly with fax machines, but this is a requirement for DIWS 2, per Appendix 5, 6.4 Integration, Requirement 51. See **#LegacyScanners**. Scanning at the MVA branches is a new concept; the MVA is open to suggestions for these scanners. The procurement scanners is not considered part of the this solicitation. (See RFP Section 3.3.5.3 Attachment W Task Order 1 (DIWS 2), Requirement C.)
37	Appendix 5	101	Requirement 6.4.28: Is it the Department's intent that the MS Exchange integration allow defined mailbox specific emails to be captured to the central ECM repository?	Yes, per Appendix 6, Section 6.2 Capacity, Requirement 22. Capture should conform to Appendix 5, Section 3.2 Capture, Requirements 11-15 and others.
38	Appendix 5	113	Requirement 4.7: Can the Department please provide to Offerors the current active work item volumes? Also, should Offerors consider the migration / re-launch of active work items in the new BPM platform when replacing the exiting document management system?	In the context of Appendix 5, Section 4.7 Workflow, current active work item volumes are unavailable, but are measured in the thousands. In the context of Appendix 5, Section 4.7 Workflow, Offerors should consider the migration / re-launch of active work items in the new platform when replacing Legacy DIWS.

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1			This question is related to DIWS 2 – Task Order 1. For some reason I am missing Appendix 13 through 16 and that may be where I can find the following information. That said, if that detail is listed there, please let me know. I would imagine I should be able to pull down the missing appendices eMaryland Marketplace sight, but if not and you could point me in the right direction, that would be great.	Appendices 13-16 appear at the end of the Task Order document, pp 76-114. Pages 74 and 75 identify the appendices that follow, including those that are located in a separate file.
	Bill of Materials		Specifically, in order to build a bill of materials and price out the solution we would need the following information. I was not able to see it in any of the documents.	
2			- Number and types of users	See: For training purposes: Appendix 4, Table 1 Estimated Student Counts by Role For user roles: Appendix 5, Section 6.2 Capacity, Requirements 7, 8, 11, 14, 17, and 27. The users identified in Appendix 4 are a subset of the users identified in Appendix 5. Another way of looking at the users identified in Appendix 5 is explained in the following requirements: Since various vendors refer to user types in a different manner, Appendix 5 indicates the number of users that are anticipated to perform certain operations over a period of time. Also, Appendix 10 is a program interface that allows external applications to store and retrieve content, as well as perform other tasks. The anticipated user load for using the program interfaces defined in Appendix 10 are defined in Appendix 5, Section 6.2, Requirement 27. The number of scanners and the scanning throughput is identified in Appendix 5, Section 6.2, Requirements 9, 12, and 15. Appendix 5, Section 6.2 also identifies the number of e-mail, fax, FTP/SFTP, and other capabilities.
3	4,		- Number and size of documents or processes	For the number and size of the documents, see Appendix 5, Requirements 2, 3, 4, and 5. See #MigrationVolume For the document types of the documents, see **#NumberOfContentTypes** Although not asked for in the question, be mindful of the _structured content_ , in addition to metadata, that must be migrated and stored. This is identified in Appendices 6, 7, and 8.

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4			- Number of processes, rules, applications, etc…	At a high-level, there are three applications, each identified in Appendices 6, 7, and 8. The ECMS could also be considered an application because it must be configured to provide access to all of the content in repository, both through a user interface and through an application interface. The processes and associated rules for the applications are identified in Appendices 6, 7, and 8. The interfaces for the applications are identified in Appendices 6, 7, and 8. Additionally, Appendix 10 identifies an interface that must be built and supported.

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1			Section 2.1.1: Will a vendor be disqualified for not having references that meet all 9 criteria for an ECM project? For example, if a reference meets 7-8 of the qualifications but doesn't have a full 20 TBs of data and 200 million documents, or perhaps they have over 500 users but not spread over 15 locations.	No.
2			1. May umbrella insurance be used to meet the insurance requirement of RFP Section 3.13.4.1?	Yes.
3			2. Are the only limitations of liability for infringement under Contract Section 7.1.A the limitations in Section 5?	Yes.

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1			What is existing content management system? Explain in detail – product, version, repository, storage and system interfaces.	**See #CACISoftware.** The existing ECM is based on CACI's HighVIEW, with applications written for HR, AP, and numerous other functions; Many of these other functions (e.g., DISD, II, MAB, Med. Cert.) will be migrated to Project Core. Some of the existing system functionality is not being migrated and some content not in the current system will be migrated into DIWS 2. Having said this, see the appendices for specific details on what is in scope. Batch scanning is performed using CACI's Advanced Batch Scanning product. See **#ScanningVolume**. Additionally, there is a custom Web Retrieval System that augments the client-server HighView. There are several system interfaces that will not be required in DIWS 2 (e.g., the interfaces for II) because this functionality is being taken over by Project Core. There is a new interface, described in Appendix 10, that will be used by Project Core and other systems to access content and operations in DIWS 2. There are several point-integrations that exist (e.g., integration with the mainframe for indexing) or will be needed (See Appendices 6, 7 and 8).
2			Is there any form of content/document that is imported from external systems?	In the Legacy DIWS, there is structured content that is imported from external systems. Some of this will be performed by Project Core in the future (e.g., II). Nearly all content that enters Legacy DIWS is scanned. This requires content arriving via fax and e-mail to be printed and then scanned. In DIWS 2, a number of channels exist for capturing content (see Appendix 5, Section 3.2 Capture, Requirement 20.
3			What level of integration exists with other systems?	Integrations falls into three categories: 1. APIs 2. Integration at the glass 3. Manual operations
4			How is this integration implemented (web services, custom product development, offline/batch script, API, other)	APIs provide integration using custom development over the past 14 years. Integration at the glass is a colloquialism for a user accessing content through a terminal emulator and performing a cut and paste from the emulator screen into the Legacy DIWS window. Manual operations include the burning of DVDs (see Appendix 5, Section 5.4 Publishing, Requirements 1 and 2) and other tasks that are being automated in DIWS 2.

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5			Data exchange is unidirectional or bidirectional?	To answer this question precisely would require know the context and requirement it refers to. 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. The exchange of unstructured content used by 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
6			What are the items considered for migration and its volume?	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: 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
7			a. Metadata and content (different types and formats)	Be also aware of Appendix 5, Section 5.7 Correspondence Tracking, Requirements 20 and 21.
7			b. Versions and renditions	
7			c. WorkFlows definitions and in-progress work items?	See **#MigrationVolume**
7			d. Annotation, relations and virtual documents?	See **#NumberOfAttributes** See **#NumberOfContentTypes**
8			e. Audit history	
9			f. Security & User base (active users, total users, geographies)	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.
10			[~~Is~~ Does the] existing user interface needs to be used for business user interactions or processes?	The Legacy DIWS user interfaces will continue to be used until the applications and their associated content in Legacy DIWS have been migrated to DIWS 2 and Project Core. All content is migrated to DIWS 2; operational functionality, including user and application interfaces, are migrated to Project Core. The existing user interfaces used for batch scanning/indexing/etc., HR, AP and possibly Procurement (Appendices 6, 7, and 8) are expected to by similar, but optimized for the new platform, including the enhancements identified in the Appendices.
11			Is the current application integrated with an Identify Service (AD/Novell) to support Single Sign On (AD/LDAP for synchronizing/authenticating users and groups)?	See Appendix 5, Section 6.4 Integration, Requirements 31 and 34.
12			Is there any requirements around compliance and records management? Is there any requirement for Archival solution?	See Appendix 5, Section 4.15 Records Management and Legal Hold.
13			Is there any strategic alignment or preferences toward specific product stack?	See Appendix 5, Section 6.4 Integration. See Appendix 11.
14			What is current volume?	See Task Order, Section 3.2.2, Tables 2, 4, and 5. Also consider Appendix 5, Section 6.2 Capacity.
15			What is % increase in data/content volume per year?	See Task Order, Section 3.2.2, Tables 4 and 5. Also consider Appendix 5, Section 6.2 Capacity, Requirements 2, 4, and 6.
16			What is % increase in user base per year?	See Appendix 5, Section 6.2 Capacity, Requirements 7 and 8.

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17			Is there any preference for a specific ECM solution?	NO
18			Can offeror suggest the best solution/product?	Vendors are encouraged to propose a solution/product.
19			Will DoIT accept as reference for the minimum qualifications 1 of 2 large scale ECM technology solution meeting all of the stated requirements a project that was successfully completed for a Foreign Government?	Yes, Minimum Qualifications have been removed from the RFP per Amendment 3.
20		".	Due to the complexity and details involved in designing this ECM solution, and the scheduled release of the final RFP documents. We would like to respectfully ask for an extension on the due date from 10/05/2016 to 10/28/2016.	See Amendment #3, dated 09/19/2016 10:16:29 AM, with file attachment "Amendment #2.pdf". The file for Amendmnet #3 in the list of Ammendments is named "Amendment #2.pdf"
21			Can a Foreign Government Client (outside of the United States) reference / past performance be used as part of the RFP Response (i.e. India Government) and counted as the Government Reference required by Section 2.1.1.1 of the main document of the RFP?	Yes If it meets all of the criteria referenced in 2.1.1.1

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1	Appendix 5 Toolbox	Appendix 5 - 4.1.8	How many languages DIWS 2 should support for document renditions?	No limit is placed on the number of language renditions per Appendix 5, Section 4.1 Content Creation, Requirements 8 and 9. Initially, the languages are anticipated to be US English, Spanish, Korean and Mandarin.
2		Appendix 5 - 4.1.19-2	Does Dynamic references (via hyperlink) is reference to document stored in DIWS 2 repository ? And is that reference should be available to refer in other document/e-mail?	As used in Appendix 5, Section 4.1 Content Creation, Requirement 19, the focus is on a link to a document stored in the DIWS 2 repository. The document containing the hyperlink may reside on a local drive, a shared drive, be attached to an e-mail, be stored in DIWS 2, etc. The focus is being able to hyperlink to the document stored in DIWS 2.
3		Appendix 5 - 4.1.26	How [will an] MVA e-mail user[s] exchange cryptographic key[s] with each other for consuming PII and PHI encrypted content via mail? Will it be part of mail content assuming other MVA user not in ECM system?	See **#EmailEncryption.**
4		Appendix 5 - 4.3.18	While maintaining audit trail on revisions to data on a form, what does the term 'refreshing' refer for? If it refer to refresh of page and does that also should get audit?	As used in Appendix 5, Section 4.3 Electronic Forms and Signatures, Requirement 18, refreshing would apply to those instances where the user is provided with a button or similar mechanism that results in field values changing. For example, a user begins filling in a form on September 1 and the "date" field is prefilled with September 1. The user does not complete the form until the next day. The form is built such that it automatically refreshes the date field with the September 2 date. The September 2 date should be captured in the audit trail because it is a field on the form and its value changed.
5		Appendix 5 - 4.3.25-2	Bringing data from old version of form to new version of form or vice versa is OK for the form field which has similarity. How this feature will behave for change, delete or new form filed between version?	As used in Appendix 5, Section 4.3 Electronic Forms and Signatures, Requirement 25, this capability is practical for fields that have similar identities. (e.g., name, SSN, date of birth). For fields that no longer exist on a new form, the user should be alerted that specific data was not brought to the new version of the form. In cases where the form is significantly altered, it may be more effective for the user to re-enter the information.
6		Appendix 5 - 4.3.29	Do you mean some sections (some part) from one form?	As used in Appendix 5, Section 4.3 Electronic Forms and Signatures, Requirement 29, there may be multiple ways to achieve this. What looks like one form to a user could be multiple forms in the ECMS. Hence a form section could technically be a form by itself. This will likely depend on the tool proposed by the vendor. Here is an example of how this might behave for a change management (CM) form. The CM form contains five parts: proposed change, reviewers comments, approvers comments, implementation comments, and post implementation verification. Each part contains 6-15 fields. Each part is assigned to a different person to complete according to a workflow. The fields in the reviewers comments section can only have values entered by the reviewer. The reviewer can see the other fields in the other sections, but is not allowed to change those fields.
7		Appendix 5 - 4.4.9	Does search is in scope of form data or it applicable to images/document content and its metadata?	As used in Appendix 5, Section 4.4 Searching, Requirement 9, full text search typically applies to documents (e.g., MS Word or OCR'd images). Form data is commonly stored in a database and would be searched like other information in a database. Be mindful of Appendix 5, Section 4.4 Searching, Requirement 10, that allows full text search results and index field (e.g., meta data and form data) to be searched together.

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8		Appendix 5 - 4.5.2	[Does Is] the hiding of document feature only intended to [apply to] admin users [and] to not display document to other users?	As used in Appendix 5, Section 4.5 Navigation, Requirement 2, applies to all users and user roles. For example, here is a scenario based on HR users and the documents they manage for concerning all of the employees: 1. Generally, non-HR users may not be permitted to see any HR documents except for HR documents associated with themselves. (John Smith can see John Smith's training record.) 2. Some non-HR users may be permitted to see specific HR documents that are not associated with themselves. (Tom Jones is the manager of John Smith. Tom Jones can see John Smith's training record.) 3. Within HR, there are several areas and these subareas may protect their content from persons outside of the subarea. (The HR sub-area responsible for training and promotion can see all training records, including the John Smith's training record. Other HR sub-areas are not permitted to see any training records.) Further, a user should not see documents either in search results or by navigation for which they have not been granted some level of access.
9		Appendix 5 - 4.6.6	Does Redaction rule during capture process will result in new redacted document copy?	Yes. As indicated in Appendix 5, Section 4.6 Redaction, Requirement 7, first bullet, " Redaction does not alter the original document. It always results in a redacted copy being created."
10		Appendix 5 - 4.6.8	Is it possible to have versioning of non-redacted version of the document? If yes, how it will behave in conjunction with versioning of redacted version?	At this time there are no requirements to allow version redactions. As stated in Appendix 5, Section 4.6 Redaction, Requirement 8, bullet, "In the context of redaction, a redacted version of a document is the same version number as the underacted version of the content". Be mindful of Appendix 5, Section 4.6 Redaction, Requirement 11, that allows multiple redacted documents to be created for each document. This is similar to multiple language renditions (Spanish, Korean, Mandarin) being created for one document.
11		Appendix 5 - 4.6.21	Does Redaction [can be] apply for other non-human content like encrypted mail, PII and PHI encrypted content?	Yes. 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. When PII and PHI content is not in transit, it would not normally be encrypted in a way that distinguishes it from other content. 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.

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12		Appendix 5 - 4.7.14-1	XPDL 2.1, Wf-XML and OASIS Asynchronous Service Access Protocol (ASAP) are outdated and BPMN 2.0 is the new industry standard. Would you prefer to use BPMN 2.0?	At this time there is no requirement for BPMN 2.0 other than it be explicitly identified on the vendor's product roadmap. See Appendix 5, Section 6.6 Product Roadmap, Requirement 6. If a vendor supports XPDL 2.2, this would be considered as satisfying the XPDL 2.1 requirement. At the time of the DIWS 2 RFI, not all vendors supported BPMN, but most vendors supported BPMN 2.0. XPDL 2.1, Wf-XML and OASIS Asynchronous Service Access Protocol (ASAP).
13		Appendix 5 - 4.8.2	What will be the format and medium (e.g. mail) for automatically executed reports?	See Appendix 5, Section 4.8 Reports and Queries, Requirement 8.
14		Appendix 5 - 4.8.19	Result for shared queries between users may get vary subject to the security, availability and other restrictions. Is it OK?	As used in Appendix 5, Section 4.8 Reports and Queries, Requirement 19, the sharing of queries refers to sharing the command the user would enter to perform the query; this is different from sharing the results of the query. When the query is executed, regardless of who executes the query, it is subject to the filters and restrictions associated with the user executing the query. For example, one user creates a query to show all documents scanned this week. This query would only return those documents the user is allowed to see. A second user in a different work area might see a different set of documents, depending on their role, permission and authorization.
15		Appendix 5 - 4.9.10	How will [the] already started (running) workflow behave in [the] case of alteration by administrator? Will they run will with [~~before alter~~ the unaltered] version?	As used in Appendix 5, Section 4.9 Administration, Requirement 10, the intent of the requirement is to allow workflows to be created and altered by an administrator and not require the programming skills of a developer. As for what happens to the work already in a workflow, it is likely to depend on the magnitude of the change. It is reasonable for changes involving the addition or removal of workflow steps to require existing work to continue without the changes. For minor changes such as altering a parameter on a workflow step (e.g., the timeout value for starting or completing the workflow step), these may take place immediately for existing work. Be aware of Appendix 5, Section 4.7 Workflow, Requirement 6, workflows are subject to versioning.
16		Appendix 5 - 4.11.3	Does metadata should get stored in database in encrypted format?	As used in Appendix 5, Section 4.11 Security and Privacy, Requirement 3, all metadata stored in a database should be encrypted. Consider that encrypting data in the database may be more efficient if the entire database is encrypted using encryption tools provided by the database author. Oracle's Advanced Security Option for 12c is being deployed for Legacy DIWS.

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17		Appendix 5 - 4.12.6-7	What is the time frame for archiving audit data?	As used in Appendix 5, Section 4.12 Audit Trail, Requirements 6 and 7, the timeframe for archiving audit data should be configurable as indicated by Appendix 5, Section 4.12 Audit Trail, Requirement 16.b and 16.c. Be aware that from a sizing perspective, the audit trail should be sized per Appendix 5, Section 4.12 Audit Trail, Requirement 16.a. Be aware of related requirements in Appendix 5, Section 4.12 Audit Trail, Requirements 17 and 18.
18		Appendix 5 - 4.12.24	What type of information should get log during audit trail of indexing operations?	As used in Appendix 5, Section 4.12 Audit Trail, Requirement 24, the following requirements identify the information that should be captured for indexing (and other) operations: 1. Appendix 5, Section 4.12 Audit Trail, Requirement 4 2. Appendix 5, Section 4.12 Audit Trail, Requirement 9 3. Appendix 5, Section 4.12 Audit Trail, Requirement 10 4. Appendix 5, Section 4.12 Audit Trail, Requirement 11 5. Appendix 5, Section 4.12 Audit Trail, Requirement 15 6. Other requirements may apply based on how indexing is implemented. An example of some of the information that would be captured during indexing includes: the date and time the indexing took place, the user performing the indexing, the unique identifier of the document being indexed, and the index values entered. Additional information may be required to satisfy the aforementioned requirements. These requirements were written in this manner to acknowledge that some vendors have acquired capture/scanning subsystems through merger and acquisition. It is important that an audit trail exists that captures the entire lifecycle of the document, beginning when it is captured (e.g., by scanning, e-mail, fax) and continuing with all access and operations performed on the document.
19		Appendix 5 - 4.14.4	Which documents should [~~provide~~ be available] for audit? All the documents from repository are eligible or any set of documents?	As used in Appendix 5, Section 4.14 General Auditing and QA Auditing, Requirements 4, 4.a, 4.b. and 4.c, any document(s) in the content management system may be assigned to an audit. The MVA Audit administrator role will likely use the capabilities provided by requirement 4.a and 4.b to assign one or more documents to an audit. Automated assignment of documents to a QA audit will often take place using the capabilities provided by requirement 4.c (per illustrated in the example provided by Requirement 35).
20		Appendix 5 - 4.14.25	[~~How to~~ What does the] integration with external audit system Thomson Reuters AutoAudit [look like]? Do[~~es~~] they provide any API for connectivity?	As used in Appendix 5, Section 4.14 General Auditing and QA Auditing, Requirement 25, the State does not make any claim as to the existence or suitability of any interface provided by any external vendor, including any interfaces by/for/with/to AutoAudit by Thomson Reuters. Consider contacting Thomson Reuters.

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21		Appendix 5 - 4.15.4-5	What are the criteria to mark [a] document as record automatically apart from document type? What are all document types which are consider for record?	As used in Appendix 5, Section 4.15 Records Management and Legal Hold, Requirement 4, the document type is used for automatically determining whether a document is a record. Be aware that other requirements, such as those related to manual review, that ay affect when the document becomes a record. For example, a menu that arrived via electronic fax and was automatically classified as a record subject to legal hold would not be desirable. The determination of the document types that are to be considered records will take place in the future. At this time, no document types have been identified as being records.
22		Appendix 5 - 4.15.20	What is time frame to retain deleted records before they physically get delete[d] from [the] repository? Who can perform physical[ly] deletion? Is it automatic? Does the same record physical deletion rule applies for other content type in repository?	As used in Appendix 5, Section 4.15 Records Management and Legal Hold, Requirement 20, timeframe for physical deletion is, "a configurable number of days". Appendix 5, Section 4.15 Records Management and Legal Hold, Requirement 23 indicates who can perform physical deletion of records. Physical deletion of records should take place automatically after the prescribed time in accordance with Appendix 5, Section 4.15 Records Management and Legal Hold, Requirement 20. The deletion of other, non-record, content in the repository is governed by other rules, such as Appendix 5, Section 4.1 Content Creation, Requirements 11 and 12.
23		Appendix 5 - 5.7	For the correspondence tracking requirements, Integration with the Governor's Office, [does is an] API [are] available ([for] Internet Quorum4) ?	Appendix 5, Section 5.7 does not exist. As used in Appendix 5, Section 5.6 Correspondence Tracking, the State does not make any claim as to the existence or suitability of any interface provided by any external vendor, including any interfaces by/for/with/to Intranet Quorum 4 by Leidos Digital Solutions, Inc. Consider contacting Leidos Digital Solutions, Inc.
24		Appendix 5 - 5.5	How many types of correspondence templates will be there?	As used in Appendix 5, Section 5.5 Printing, correspondence templates are not mentioned. As used in Appendix 5, Section 5.4.1 Correspondence Management, there is no intentional upper limit on the number of correspondence templates that can exist within DIWS 2. The business will modify and define correspondence templates over time. The business will modify and define document types over time. Each correspondence template may be a new document type or belong to an existing document type. Several hundred document types are defined in Appendix 6, 7, 8 and 9, although most of these document types would not be used for correspondence.

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25		Appendix 5 – 5.5	Would these correspondence templates be of one format?	As used in Appendix 5, Section 5.5 Printing, correspondence templates are not mentioned. As used in Appendix 5, Section 5.4.1 Correspondence Management, there is no intentional restriction on the formats for document templates. It is anticipated that most correspondence will be based on a word processor format (e.g., MS Word), there is no intentional restriction on excluding other formats (e.g., MS Excel, MS PowerPoint, MS Publisher, MS Project, Adobe). For example, there may be a template for a greeting card, Avery mailing label, or other type of correspondence.
26		Appendix 5 – 5.5.2	When we say, "merge data with a correspondence template", does it mean data fields would be provided in the template and user needs to fill in?	Appendix 5, Section 5.5 Printing, requirement 2 discusses mailing labels. As used in Appendix 5, Section 5.4.1 Correspondence Management, Requirement 2, the merging would be expected to take place by substituting tags inside a template with values. For example a sentence such as, "On <#contactDate> , the MVA contacted you regarding <#issueName>." The two tags inside the chevrons would be replaced with the appropriate values. This example is not intended to be prescriptive and numerous approaches to satisfy this requirement exist and may be acceptable.
27		Appendix 5 – 5.5.5	More understanding on associating correspondence needed.	Appendix 5, Section 5.5 Printing, requirement 5 discusses printing certified documents. As used in Appendix 5, Section 5.4.1 Correspondence Management, Requirement 5, "associating correspondence" is a way of relating correspondence to a particular driver or vehicle. As stated in the bullet, the mechanism for making this happen needs to be decided in the future. This activity would be part of the requirements refinement and design activities. Some possible approaches could be storing the driver identifier, vehicle identifier, case number or other identifying information in an index field. The identifying number could come from and/all of the following: a separate page enclosed with the correspondence, the subject line in the correspondence, be printed in the heading or footer, be included on a barcode, be manually entered, or some other mechanism.
28		Appendix 5 – 5.5.6	What does this mean 'print correspondence with an envelope for mailing?	Appendix 5, Section 5.5 Printing, requirement 6 discusses printing barcodes and QR codes™. As used in Appendix 5, Section 5.4.1 Correspondence Management, Requirement 6, "to print correspondence with an appropriate envelope" allows correspondence to be printed, along with the envelope, for mailing the correspondence to the customer. The name and address of the recipient and possibly the sender would be printed on the envelope. For those printers that have multiple trays, one tray may contain paper and the other tray contains envelopes. Once printed, the correspondence is inserted into the envelope and mailed to the intended recipient.

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29		Appendix 5 – 5.6.7	Does pre-printed forms relates to templates?	As used in Appendix 5, Section 5.5 Printing, Requirement 7, "pre-printed forms" refers to paper and other stock that contain text and images. An example might be a vehicle title paper that contain the information common to all titles. Another example is MVA letterhead that contains the State seal, the name and address of the key executives, and other information. There are many advantages to using pre-printed forms over blank paper, including minimizing the need to print information that appears on a large number of correspondence.
30		Appendix 5 – 5.1.43	Does content malware scanning functionality [~~will~~ have to] be part of DIWS 2?	For malware scanning, the ECM should leverage the State's malware scanning tools.

For example, see:
1. Appendix 5, Section 5.1. Incoming FTP/SFTP, Requirements 6 and 43
2. Appendix 5, Section 6.4 Integration, Requirements 46 and 47
3. Appendix 5, Section 7. Response to Toolbox Requirements , Response 6.4.b and 6.4.c
4. See Appendix 11, Section 5. Regulatory and Security, Requirement 32.l |
| 31 | | Appendix 5 – 5.2.11 | Where we can have encryption key for encrypted file apart from metadata? What does 'elsewhere' mean? | In the context of Appendix 5, Section 5.2 Retrieval, Requirement 11, A file that arrives encrypted should be stored in the condition it arrived (for evidentiary value) with the decryption key also saved. The file should also be saved in a format that removes the encryption that was present when the file was received. DIWS 2 stores all content at rest in an encrypted form so the additional encryption provided when the document was received is not required.

The MVA is not prescribing where or how non-MVA encryption keys are stored. The vendor may propose a storing keys as part of the metadata or somewhere else (e.g., in an external key management system, in a database table, or wherever they can be managed and protected at the same level as other content).

See:
1. Appendix 5, Section 3.2 Capture, Requirement 12, 13, 14, 15
2. Appendix 5, Section 4.11 Security and Privacy, Requirement 1, 2, 3, 4, and 5
3. Appendix 5, Section 5.2 Retrieval, Requirement 11
4. Appendix 5, Section 6.4 Integration, Requirement 48 |
| 32 | | Appendix 5 – 5.3.1 | What will happen to original document when we assemble it to assembly? Will it remain in repository [~~with~~] as it is [~~state~~] or will get delete[d] and only become part of [an] assembly? | One or more documents that are assembled with other documents and metadata into a new document should not automatically be deleted. These documents may bused used in other assemblies in the future. |

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33		Appendix 5 – 5.3.16-1	Does electronic signature will be part of document assembly metadata or part of assembly itself?	As used in Appendix 5, Section 5.3 Document Assembly, Requirement 16, electronic signatures should be taken in the context of Appendix 5, Section 4.3 Electronic Forms and Signatures. For example, Appendix 5, Section 4.3 Electronic Forms and Signatures, Requirement 6, bullet 1, discusses the electronic signature is a recognition (or state or condition) indicating a document has been signed. The electronic signature may or may not have an image associated with it. Examples of how Appendix 5, Section 5.3 Document Assembly, Requirement 16, might be implemented include: 1. Providing a line of text that states, "This document electronically signed by John Smith on January 16, 2016." 2. Providing an image of John Smith's wet ink signature.
34	Human Resources	Appendix 7	What is the difference between EIN and PIN of an employee?	The PIN is the Position Identification number. Each Position has a distinct number. When positions are created a PIN is assigned. IT is seven (7) numeric digits. The EIN is the Employee Identification Number. The EIN is six (6) digits in length. Both the PIN and EIN are unique to the individual.
35			The Employee data will be stored locally in the repository or it will be pulled dynamically from HRIS system?	The employee data is stored locally. See Appendix 7, Section 2.7.1 Human Resources ERD, Figure 11 and other subsections. This is the data required for the HR application described in Appendix 7. There is data in HRIS that is managed separately from the data in legacy DIWS.
36			If locally stored, what will be the frequency of syncing of employee data between the HRIS system and [~~Alfresco~~ CMS] user store?	In addition to the annual refresh, the HRIS is queried every time an HR document is captured. See Appendix 7, Section 1. Overview, item d. See Appendix 7, Section 2.6 External Interfaces, second paragraph.
37			The HRIS mainframe system is built on top of which technology?	This will be determined as part of the fact finding described in Appendix 7, Section 2.6 External Interfaces, Requirement 4, including sub-requirements and bullets.
38			Do we have the API's available for integration with the HRIS system?	No API's are available at this time for integrating with the HRIS system. See Appendix 7, Section 2.6 External Interfaces, Requirement 4, including sub-requirements and bullets.
39	Procurement	Appendix 8 - 2.7.1	[~~Does~~ Will] Procurement data migration will be part of [the] general migration or will it be done separately as it still in design phase?	See Price Sheet, Deliverables tab, Deliverable Numbers 18.a and 18.b. Also see Appendix 8, Section 1. Overview, paragraph 1.
40		Appendix 8 - 2.7.1.6	Does physical data (non-electronic) will be part of Procurement migration?	No. See Appendix 8, Section 2.7 Current Data Model and Content Volumes, first paragraph.
41	Migration	Appendix 9 - 2.8	Does current DIWS system having any content to be migrate as a part of Record Management?	No.

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42			During migration [~~does~~ will the] current DIWS system [~~will~~ still] be in running mode?	Yes. As the new system comes online, the corresponding elements of legacy DIWS are expected to be turned off. For example, when the HR functionality (see Appendix 7) is in production, the HR functionality in Legacy DIWS will cease being used. For the Project Core content (see Appendix 9), the scenario is slightly more involved. For example, Project Core vehicle functionality may be turned on regionally. The migration of the delta records will need to continue until all regions are in production.
43			Which Legacy DIWS system is being currently used? Does current DIWS system based on CMIS standard?	See **#CACISoftware**. The State does not make any claim as to the existence or suitability of any interface provided by any external vendor, including any interfaces by/for/with/to HighVIEW by CACI International Inc. Consider contacting CACI International Inc.
44		Appendix 9 - 2.4	After successful migration [~~for~~] how long [should the] migration report [~~should~~ be] retain[ed]?	As used in Appendix 9, Section 2.4 Reports, Requirement 4, the report is stored indefinitely, possibly in the CMS or on a share drive. The report is anticipated to be created for the migration of the content for each business area and a separate report created for any delta migrations. Depending on the format of the reports, there may be practical limitations on the size of the report, how and where they are stored, and how long they are accessed. These details would be worked out reviewed with the MVA.
45		Appendix 9 - 2.6.3.17	Does current DIWS system contain any audit data which should consider for migration?	Yes.
46			What are Non-resident contents?	See Appendix 5, Section 3.5 Indexing, Requirement 1, bullet 1, for an explanation of non-resident documents.
47			Which external system is used for manual verification?	Manual verification is described in Appendix 5, Section 3.4 Quality Assurance, Requirements 20 and 21. Manual verification typically applies to automatically captured documents (e.g., electronic fax and e-mail). Essentially it is a process by which a document is inspected after it is captured. This is very similar to the QA or verification process for scanned documents. Manual verification is expected to be part of the capture subsystem or CMS and may be implemented in a variety of ways. For example, each electronic fax number may have a workflow through which all incoming faxes are routed.
48	Integration	Appendix 10 - 2.3.2.e	Which is system ICD?	ICD is an acronym defined in the Task Order, Section 1.2.1, Table 1. The ICD is a document that describes in detail the interface between DIWS 2 and externa systems.
49		Appendix 10 - 2.6.5	How many DIWS system/external system[s] [~~is~~ are] already available?	In the context of Appendix 10, Section 2.6 User Interfaces, Requirement 5, no external systems integration currently exists. Appendix 10 contains the specification for external systems to integrate with DIWS 2 (with the exception of those minor systems and applications mentioned in Appendix 5. 6, 7, and 8, such as HRIS, MS Exchange, MS Office, etc.) The intent of Appendix 10, Section 2.6 User Interfaces, Requirement 5, is for the external system interface, provided by Appendix 10, to be enabled and disabled for a specific system based on dates and times. Each instance of the Appendix 10 software should be configurable, independent of all other instances of the Appendix 10 software. Project Core is expected to be the first external system to access DIWS 2 through the interface provided by Appendix 10.

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50		Appendix 10 - 2.6.18	Which type of content assembly is required?	In the context of Appendix 10, Section 2.6 User Interfaces, Requirement 18, content assembly is not explicitly mentioned. Requirement 18 addresses to, "scanning, indexing and image quality operations on behalf of an external system." In the context of Appendix 10, Section 2.6 User Interfaces, Requirement 20, content assembly refers to the capabilities identified in Appendix 5, Section 5.3 Document Assembly, and requirements referenced therein.
51		Appendix 10 - 2.7	Does it mean that communication between DIWS 2 and external system needs to be stored at some place and based on that some logs should be created?	In the context of Appendix 10, Section 2.7 Reports and Queries, Requirement 2, the reports and queries dealing with communication between DIWS 2 and external systems should query the log created to satisfy Appendix 10, Section 2.6 User Interfaces, Requirement 13.
52	Technical Requirements		Does customer [has have] their own firewall and other security system or do we need to provide with DIWS 2 solution?	The State provides network security for on premise solutions. If the vendor is proposing a cloud-based solution, the vendor needs to include firewalls and other security systems.
53	Imaging		Does DIWS 2 should integrate with other authentication system like AD, LDAP?	Yes. See: 1. Appendix 5, Section 4.9 Administration, Requirement 4, bullet 1. 2. Appendix 5, Section 6.4 Integration, Requirement 34. 3. Appendix 11, Section 3. Authentication, Access and Permissions, Requirement 1.
54	Imaging		Can the State tell us List of Preferred scanner models in the Proposed Setup ?	See #LegacyScanners. Scanning at the MVA branches is a new concept; the MVA is open to suggestions for these scanners. The procurement of scanners is not considered part of the this solicitation.
55	Imaging		Given 5& 6 are contradicting , how solution should identify or react ?	It is unclear which "5&6" are being referred to. In the context of Appendix 5, Section 3.2 Capture, Requirements 5 and 6, incoming documents may be single page or multipage. For an application where it is known that all of the documents received on a particular scanner are expected to be single page (because this is the way the business groups these documents), that scanner would be configurable to create a separate document for each page that is scanned. In other areas, the majority of the documents received may be multiple pages so these would be saved as multipage documents. Because this is configurable, it allows scanners, e-mail addresses, fax machines, etc. to be configured individually.
56	Imaging		do we have to associate captured email with other captured email attachment or with the same mail which include attachment?	In the context of Appendix 5, Section 3.2 Capture, Requirement 23, the intent may be best clarified through an example. If an e-mail is received that contains two attachments, the e-mail without an attachment is saved as a document and each of the two attachments are saved as documents. A user looking at the e-mail would be able to see that there are two attachments. Similarly, a user looking at either of the attachments would be able to see that there is an e-mail and another attachment.
57	Imaging		is this is applicable for retrieving images from shared folder /NAS also?	There is insufficient information and/or content to respond to this question. Is there a specific requirement that question relates to?
58	Imaging		how many no of retries ? 3 or more	There is insufficient information and/or content to respond to this question. Is there a specific requirement that question relates to?

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59	Imaging		What are the external applications to which the capture solution has to communicate? We understand that there are 3rd party integration involved here. Please share the technology stack for these external applications.	In the context of Appendix 5, Section 4.2 Field Validation, Requirement 2, most of the index verification information is stored locally. However, there are a few values that are pulled from the mainframe. This is in addition to the external integration identified in Appendices 6, 7 and 8.
60	Imaging		What kind of indexing (manual/auto) is expected while assigning a filed with multiple values?	There is insufficient information and/or content to respond to this question. Is there a specific requirement that question relates to?
61	Imaging		When combining associated images into single document, is it that the images are always under one doc type. Or is it possible that the images from different doc types need to be merged together?	In the context of Appendix 5, Section 3.1 Scanning, Requirement 23, here is an example of the intended usage. A scan operator has scanned in 300 pages as one batch. The batch contained documents tanging in size from 2-10 pages. The operator realizes that two of the documents that appear on her display were incorrectly split and should be one document. The operator uses the capability provided by requirement 23 to join the two documents into one document. In this context the resulting document is on document type. In the context of Appendix 5, Section 5.3 Document Assembly, Requirement 1, here is an example of the intended usage. A collection of forty documents of different document types and formats are being assembled into one large document as evidence for a trial. The user identifies each document and the order that the document should appear in the document assembly. When finished, the user has the assembled document saved in the repository with a document type that is provided by the user (likely from a drop-down list).
62	Imaging		Provide the ability to use geospatial metadata embedded in images to automate the indexing of images that were geotagged. Does this mean, that the image will be annotated already with the geospatial metadata?	In the context of Appendix 5, 3.5 Indexing, Requirements 29, images that contain geospatial metadata may have that metadata used for indexing. When available, geospatial metadata would be presented to a user (e.g., prefilled value taken from the image) for use in indexing. An example is an image that is sent in from a smart phone by staff visiting a remote location, such as a driver education facility. Images that are generated by scanning at an MVA facility are not expected to include this functionality. Images that do not include geospatial metadata would not be able to use geospatial metadata for indexing.
63	Imaging		Are the SMS messages that were GeoTagged, also converted to images and merged with the original images , from which Indexing is to be done?	In the context of Appendix 5, 3.5 Indexing, Requirements 31, one or more geo URLs is embedded in the body of the SMS. An example is an SMS that may look like, "The driving school is located at **geo:-39.162631,76.6247;u=16**"
64	Imaging		Is there any specific report format ,that is required here.	There is insufficient information and/or content to respond to this question. Is there a specific requirement that question relates to?
65	Imaging		is both Thick client (Windows) & thin client (Web) required in proposed solution?	There is insufficient information and/or content to respond to this question. Is there a specific requirement that question relates to?
66	Imaging		What is the Legacy Capture system and version which takes care of Scanning, Capture, Index and ECM repository release activities for MVA?	See **#CACISoftware**. The legacy scanning, indexing and related capabilities are provided by CACI's Advanced Batch Scanning.

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67	Imaging		How many users will be involved in the capture process – scanning, capture, indexing/reviewing OCR results and administration?	See **#ScanningVolume**.
68	Imaging		What are the different file types processed in capture Solution ? (Ex .tiff, .txt, .xls, .doc etc.…)	See: 1. Appendix 5, Section 3.2 Capture, Requirements 3, 4, 7, 8, 10, and 16. 2. Appendix 5, Section 4.1 Content Creation, Requirement 17. Be mindful that capture includes more than scanning (e.g., fax, e-mail). Also, be mindful of the Appendix 5, Section 5.1 Repository Management, Requirement 28.
69	Imaging		We understand system to automatically recognize 400 content types as End of Contract target capable of recognize future growth of 4000 content types. Does the 400 content types and future growth to be trained & automatically recognized are all structured document or unstructured documents?What is percentage of Structured and Unstructured content types ?	In the context of Appendix 5, Section 3.2 Capture, Requirement 2, assume all of the content types that are subject to automatic recognition are forms and printed documents. Examples might include a vehicle title, vehicle registration form, and job application. Recognize that these forms are subject to change over time so it would be important to be able to distinguish forms that are appear similar.
70	Imaging		Can the State tell us what percentage of the documents require OCR process?	In the context of Appendix 5, Section 6.3 Performance, Requirement 13, there is no stated number of documents that require OCR. However, there are requirements on how quickly the OCR process must complete when the system is running at loaded at full capacity as stated in Appendix 5, Section6.2 Capacity. Further there are requirements to extract field values as indicated in Appendix 5, Section 3.2 Capture, Requirement 18 and 19 and Section 4.3 Electronic Forms and Signatures, Requirement 33.
71	Imaging		Can the State tell us what percentage of the documents require ICR Process	In the context of Appendix 5, Section 6.3 Performance, Requirement 13, there is no stated number of documents that require ICR. However, there are requirements on how quickly the ICR process must complete when the system is running at loaded at full capacity as stated in Appendix 5, Section6.2 Capacity. Further there are requirements to extract field values as indicated in Appendix 5, Section 3.2 Capture, Requirement 18 and 19 and Section 4.3 Electronic Forms and Signatures, Requirement 33.
72	Correspondence		Please share the total # of legacy applications involved, and share any pain points with the existing landscape	There are several applications that have data that need to be migrated besides DIWS. These applications are being replaced by the MVA modernization project. The pain points are varied depending on the application. We are expecting these to go away with the new Modernization project and DIWS2
73			Please share the total# of legacy templates if it's already rationalized, if not please confirm if its expected to be carried out as a Due diligence by service vendor.	In the context of Appendix 5, Section 5.5 Correspondence Management, Requirement 1, templates are Correspondence templates are created by the business users. The Contractor is expected to provide instructions on how to create templates that work with their product(s). Similar to Appendix 5, Section, 5.1 Repository Management, Requirement 35, one or more templates for each content type is reasonable, although content types associated with scanned image formats are unlikely to require templates.

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74			Are we looking for Content revamp along with lift & shift of Legacy modernization?	See Appendix 9, Section 2.1 Process, Requirements 6, 7, 8. See Appendix 9, Section 2.2 Document/ Content Types. See Appendices 6, 7, or 8. Note that as part of the content migration activities, it is expected that some fields will be added (e.g., a case number of universal identifier) to the index information (used by Project Core). It is also possible that Project Core may require some fields to be enlarged (e.g., two character year field expanded to a four character year field). It is possible an index field may need to be split (e.g., 38 character name field is split into prefix, first, middle, last and suffix). In this case, Project Core would be expected to provide the rules for performing the split; a table that maps the single field values into multiple field values; or some other approach. Since the Project Core content is used by Project Core staff, they are expected to drive the discussions on how the indexes should look after the content migration. The DIWS 2 vendor is expected to support this activity because the DIWS 2 vendor performs the mapping and movement from Legacy DIWS to DIWS 2.
75			Please share the details on how documents are being generated in Legacy applications - Batch, Interactive and on-demand?	Currently, nearly all documents are images and nearly all images are scanned using the batch scanning operations. There are a few business areas that have on-demand scanning (e.g., DISD), but this behaves as a scaled down version of batch scanning (i.e., infrequent, small batches).
76			What are the delivery channels supported in the current environment - Email, Print, electronic copy (ECM archival)? What are the specific formats for each of the channels?	There is insufficient information and/or content to respond to this question. Is there a specific requirement that question relates to? DIWS 2 is a significant expansion of the features and capabilities provided by Legacy DIWS.
77			Is there any specific need of integration with any of enterprise admin applications in the proposed / future state application?	There are operational applications and administrative applications. The three administrative applications are defined in Appendices 6, 7, and 8. The requirements for these applications and the associated structured and unstructured content is stated in multiple locations, including: 1. Task Order, Table 1, definition of Legacy Migration 2. Task Order, Section 3.2.3 Project Background, Legacy Migration paragraph 3. Appendix 5, Section 6.4 Integration, Requirement a, b, and c 4. Appendix 9, Section 1. Overview, three bullets

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78			what are different types of reports generated out the existing systems? are we using any reports for reconciliation purpose?	The reports generated in the existing system are not representative of the reports required in DIWS 2. For example, there are reports related to Operational Content that are in legacy DIWS that will be addressed by Project Core. There is an expectation (e.g., see Appendix 6, Section 2.5 Reports, Requirement 2) that the Contractor, "Work with the business areas to identify and capture all reporting requirements". Several areas where reports that must be delivered in DIWS 2 are identified include: 1. Appendix 5, Section 3.4 Quality Assurance 2. Appendix 5, Section 4.8 Reports and Queries 4. Appendix 5, Section 4.9 Administration 5. Appendix 5, Section 5.7 Correspondence Tracking 6. Appendix 5, Section 6.3 Performance 7. Appendix 6, Sections 2.5 Reports and 3.9 Reports and Queries 8. Appendix 7, Sections 2.5 Reports and 3. Capability New to DIWS 2 9. Appendix 8, Sections 2.5 Reports and Queries and 3.9 Reports and Queries 10. Appendix 10, Section 2.7 Reports and Queries
79			Share details on the legacy applications that generate high volume output or in batches? If so, please share any volume metrics and associated challenges?	At the current time, no DIWS applications generate high volume output. The batch capture area scans a large volume of paper documents annually (see Task Order Section 3.2.2, Table 4). For anticipated volumes and the expected performance at these volumes, see Appendix 5, Section 6.2 Capacity and Appendix 5, Section 6.3 Performance.
80			What are the delivery channels supported in the current environment - Email, Print, electronic copy (ECM archival)? What are the specific formats for each of the channels?	The delivery channels supported in the current environment are not representative of the delivery channels required in DIWS 2. Today, nearly all channels (e.g. e-mail) result in a document being printed so that it can be scanned into legacy DIWS. The expected delivery channels into DIWS 2 are identified in 1. Appendix 5, Section 3.1 Scanning 2. Appendix 5, Section 3.2 Capture (for example, Requirement 20) The expected delivery channels out of DIWS 2 are identified in 1. Appendix 5, Section 5.4 Publishing 2. Appendix 5, Section 5.5 Correspondence Management (for example, Requirement 7)
81			Does any of legacy application supports any language other than English? If yes please list it down	At the current time, no legacy DIWS applications support a user interface in any language other than English. However, be aware of the requirements in Appendix 5, Section 4.1 Content Creation, Requirements 8 and 9.
82			Any approval Workflows and User Entitlement need to be done?	Approval workflows exist with Appendices 6, 7 and 8. "User Entitlement" is an ambiguous term and needs clarification.
83			Please share if we are expected to handle any specialized fonts in future state application	In general, any font that is supported in any MS Office application would be expected to be supported by DIWS 2. See related requirements in Appendix 5, Section 5.5 Correspondence Management, Requirement 3, and Section 5.6 Printing, Requirement 6.

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84			Any SLAs for the communication to be sent out to the print vendors?	There is insufficient information and/or content to respond to this question. Is there a specific requirement that question relates to? Perhaps an example of the details being sought?
85			Any specific print requirements from the print vendors?	There is insufficient information and/or content to respond to this question. Is there a specific requirement that question relates to? Perhaps an example of the details being sought?
86			What is the current system batch run schedule? (If applicable) a) Daily, b) Weekly or c) Weekly twice etc.	There is insufficient information and/or content to respond to this question. Is there a specific requirement that question relates to? Perhaps an example of the details being sought?
87			Do we have any Special requirements such as pulling documents from other repository in runtime for document generation?	At the current time, there are no special requirement to pull documents from other repositories in runtime.
88			Please confirm the below parameters - Average volume of documents (if in batch) - Number of Concurrent users currently accessing expression server - Average number of pages within a document	See Task Order, Tables 4 and 5. See Appendix 5, Section 6.2 Capacity Most outbound correspondence that would be created using a correspondence template is one page, although some could be two or more pages when data is included. There are larger packets of information that are prepared through Document Assembly and Publishing. More than half of the documents in legacy DIWS one page images.
89	Correspondence		If there is any ongoing issue pertaining to performance of current system if so please list down	Current system performance is adequate. For example, see Task Order, Table 3.
90	Product Vendor Overview		What type(s) of encryption are being used? Are digital certificates being used/included with the email? Where does the stored password for encrypted email attachments need to be stored? Are outgoing emails encrypted or only incoming emails	See #EmailEncryption. E-mail that is encrypted by a person or business external to the MVA and is not sent to the MVA using the encrypted e-mail interface, should be stored both as it arrived (for evidentiary purposes) and in a decrypted format (for routine use). See Appendix 5, Section 3.2 Capture, Requirements 12-15. See Appendix 5, Section 5.2 Retrieval, Requirement 11. The password is considered a piece of data and may be stored in a manner that would make it available to MVA staff that are authorized to access the encrypted attachment. Both incoming and outgoing e-mails. See the aforementioned references for incoming e-mail. An example of outgoing e-mail that is encrypted is Appendix 5, Section 4.1 Content Creation, Requirement 26.

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91			*Do the multi-media files within MMS need to be captured or just the text?* *Are the accounts that need to be monitored under one main service account with a cellular provider?* *If yes, is there any centralized management of these devices in place?* *If no, are the accounts all business accounts or personal/consumer accounts as well?*	In the context of Appendix 5, Section 3.5 Indexing, Requirements 7 and 31, both the text and the files need to be captured. At the current time, there are no requirements monitor more than one main service account with a cellular provider. At the current time, and in the context of monitoring incoming text messages, there is no centralized management of these devices in place. At the current time, and in the context of monitoring incoming text messages, there is no requirement to monitor personal accounts.
92	Product Vendor Overview		*What type(s) of encryption are being used with the flash drives?* *Will these flash drives be connected to local workstations or to servers?*	The MVA uses Imation Defender biometric flash drives. When inserted into the workstation, these devices appear as any other drive would appear. The flash drives are often used with workstations and occasionally used with servers.

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1			· What is total budget?	The MVA chooses not to disclose the budget for this project.
2			· Is it a single or multiple award?	Single award. See RFP, Section 1.1.4 and Task Order Section 1.1.1.
3			· Is there any current provider for similar services, if yes please share the name of the service provider along with the last year expenditure?	There is a third party vendor providing support for Legacy DIWS. The MVA choses not to disclose the name of the third-party vendor providing support for Legacy DIWS.
4			· How many site collections does Oakland County have?	MVA currently has one SharePoint Site collection, excluding MySites. MVA's SharePoint Site collection is located in Glen Burnie, MD.
5			· Within each [site collection] how many sites are there?	Within MVA's one SharePoint site collection there exist approximately 70-80 subsites. In the context of Task Order, Section 3.2.1 MVA Background, there are 25 individual branch locations/sites. The addresses for these locations is available on the MVA web site.
6			· What is current Farm Architecture (number of frontend, backend and Application Server)?	MVA currently has a SharePoint deployment that is independent and separate from Legacy DIWS. The current SharePoint environment consists of two (2)-application servers, two (2)-Web-frontends and one (1)-database (SQL). From a Legacy DIWS perspective, there is currently a virtual File server , two web servers and two database servers (Oracle).
7			Is your SharePoint environment deployed on virtual servers? If yes, please provide details about virtualization technologies, host servers, virtual server details. Please provide the virtual infrastructure diagram, if available?	Yes. The virtual infrastructure diagram is not currently available.
8			· How many of the current site collections are personal sites ("My Sites")?	MVA has one MySite site collection.
9			· Please confirm the current version of your SharePoint server i.e.,2007/2010/2013?	SharePoint Foundation Server 2013.
10			· How many Web Applications in use in the current SharePoint Environment?	Approximately five (5).
11			· What are the major benefits [the] State of MD anticipate[s] from migration?	In the context of DIWS 2, see **#BusinessDrivers**.
12			· What is the percentage of server side customization currently implemented?	In the context of SharePoint, minimal server-side customization exists in the MVA SharePoint environment. Most of the customization is in client-side solutions. In the context of Legacy DIWS significant customization has taken place (e.g., the WRS for accessing content from a browser).
13			· Are there any issues with the current implementation? (for e.g performance issues, scalability/availability etc.)	In the context of SharePoint, the MVA is in the process of upgrading. The current issues are expected to be addressed as a result of the upgrade. In the context of Legacy DIWS, no issues are noted. The old technology is being replaced.

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14			· 　　Do you currently utilize metadata or does the current SharePoint environment mainly use a folder structure? Or will you want to keep the folder structure or move into using metadata for content management?	In the context of SharePoint, we are effectively using both metadata and folder structure. In the context of Legacy DIWS, we are effectively using both metadata and a folder structure. Be aware of: 1. Appendix 5, Section 3.5 Indexing 2. Appendix 5, Section 4.2 Field Validation 3. Appendix 5, Section 4.4 Searching 4. Appendix 5, Section 4.5 Navigation 5. Appendix 5, Section 5.1 Repository Management
15			· 　　What is the current content storage size?	In the context of SharePoint, SharePoint's database size is approximately 6-8 TB. In the context of DIWS 2, see Task Order, Section 3.2.2, Tables, 2, 4, and 5. See also **#MigrationVolume**.
16			· 　　Are there any existing archiving processes or solutions in place? Has content ever been archived?	From a SharePoint context, the answer to both questions is no. From a Legacy DIWS context, Content has never been archived in the old DIWS
17			· 　　Please confirm if resources (assigned to the project) can work on this RFP from an offsite location within the Mainland United States (and be available onsite on a need basis)?	See **#WorkingRemotely**.
18			· 　　Are there any custom page layouts used in the existing SharePoint environment?	Yes.
19			· 　　Can you confirm the User base of Current SharePoint Server Environment?	Yes. There are approximately 2,400 named SharePoint users; approximately 1,200 concurrent users. In the context of DIWS 2, see Appendix 5, Section 6.2 Capacity, Requirements 7 and 8.
20			· 　　Is the current SharePoint platform being used as Extranet/Intranet Solution?	Intranet.
21			· 　　Is all SharePoint content hosted within a single farm?	Yes. The same is true for Legacy DIWS, and it is anticipated to be true for DIWS 2, subject to external systems may be located in a different farm, failover sites would likely be located in a different farm, systems integrating with DIWS 2 would likely be located in a different farm.
22			· 　　Do you have workflows running on the current SharePoint?	There are workflows running on the current SharePoint, but these are unrelated to Legacy DIWS. There are no workflows running in the current SharePoint that would be within the scope of DIWS 2.
23			· 　　Do you utilize Nintex workflows in your current environment?	No. We are using SharePoint Designer.
24			· 　　Is there Managed Metadata service or term store being used in SP2010 site?	We are using Managed Metadata service and Term Store with our SharePoint 2013.
25			· 　　Do you have test environment where you can perform the trail upgrade and migration?	Yes.
26			· 　　Do you plan on migrating shared drives or file shares into SP Online?	Yes.
27			· 　　Do you plan on migrating personal drives to OneDrive?	Yes, sometime in the future.
28			· 　　Do you store documents containing Personal Identifiable Information (PII) in SharePoint?	No.
29			· 　　Do you know where all the documents containing PII are located?	Not applicable.
30			· 　　Is your organization under any regulatory compliance mandate to secure sensitive content?	Yes, but not from a SharePoint perspective. However, there are 508 compliance requirements.

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31			· Do you know what types of data need to be secured as per your regulatory requirements?	Yes.
32			· Have you experienced any problems stemming from users gaining unauthorized access to content containing PII?	Not applicable in the context of SharePoint. The MVA does not publicly discuss attempts at accessing State systems without authorization
33			· Are you aware of all content types (e.g. .doc, .xls etc) containing PII in SharePoint?	Not applicable in the context of SharePoint. There is no Legacy DIWS content currently in SharePoint.
34			· Are you planning on maintaining a hybrid on premises and cloud environment?	In the context of SharePoint, it is anticipated that SharePoint will be cloud based in the future. In the context of RFP, Section 3.4.5.1 Hardware and Software Infrastructure, the Offeror is required to describe the environment (e.g., hardware, software, networking) required to meet the functional, capacity (see Appendix 5, Section 6.2 Capacity), performance (see Appendix 5, Section 6.3 Performance), and other requirements. See also Appendix 5, Section 6.1 Architecture, Requirements 1, 2, 3, 4, 5, 6, 7, 8, and 9.

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1	RFP 4.2.2.16	68	Tab O, Sample Work Products, refers to section 4.2.2.16 of the RFP. However the section does not exist. Is there additional information required for this tab?	See Amendment 3. See RFP Section 4.2.3, Sample Work Products (Submit Under TAB O).
2	RFP 4.2.2.17	68	Tab P, Additional Required Technical Submissions, refers to 4.2.2.17 of the RFP. However the section does not exist. Is there additional information required for this tab?	See Amendment. 3 See RFP Section 4.2.4 Additional Required Technical Submissions (Submit under TAB P).
3	RFP 4.2.2.18	68	Tab Q, Additional Required Submissions, refers to 4.2.2.18 of the RFP. However the section does not exist. Is there additional information required for this tab?	See Amendment 3. See RFP Section 4.2.5 Additional Required Submissions (Submit under TAB Q).
4	RFP 4.2.2.7	70	Because of the need to provide comprehensive information to address an extensive list of experience requirements, will the Government limit each resume to 5 pages?	See Amendment 3 In the context of the DIWS 2 Task Order, the three page limitation on resumes, as stated in the RFP, Section 42.2.7, Requirement F, is lifted for the key personnel identified in Task Order, Section 1.7 Contractor Personnel, Requirement A.
5	RFP 2.4 / Task O	36 / 32	Given the similarities between the key personnel requirements in RFP Section 2.4 Personnel Preferred Qualifications and the DIWS 2 Task Order 1, Section 3.5.1, Table 7, Labor Categories, would the Government approve using the requirements in Table 7 for both the Personnel Preferred Qualifications and the Table 7 Specialized Requirements?	RFP Section 2.4 Personnel Preferred Experience Levels states experience levels for the RFP. These are not required minimums. While the State would prefer to see personnel that meet these experience levels, the state will consider personnel that do not possess these experience levels. DIWS 2 Task Order 1, Section 3.5.1, Table 7, Labor Categories, identifies experience levels for DIWS 2 Task Order 1. Future task orders may or may not require the stated experience levels for these key personnel. Further, future task orders may have different key personnel. Meeting the experience levels for the key personnel in DIWS 2 Task Order 1, Section 3.5.1, Table 7, Labor Categories is strongly encouraged. The State would like to see the experience levels in RFP Section 2.4 Personnel Preferred Experience Levels, but does not require these. In the context of Section 5.2, Offerors will be evaluated on the experience levels. (See Amendment for modifications to Section 5.2).
6	RFP 2.4 / Task O	36 / 32	Or conversely, Given the similarities between the key personnel requirements in RFP Section 2.4 Personnel Preferred Qualifications and the DIWS 2 Task Order 1, Section 3.5.1, Table 7, Labor Categories, would the Government approve using the RFP Section 2.4 qualifications for both the Personnel Preferred Qualifications and Table 7 Specialized Requirements?	Meeting the experience levels for the key personnel in DIWS 2 Task Order 1, Section 3.5.1, Table 7, Labor Categories is strongly encouraged. The State would like to see the experience levels in RFP Section 2.4 Personnel Preferred Experience Levels, but does not require these.
7			The ECMS RFP, Section 3.4.5 Technical Requirements, states "It is important for Offerors to note that for Attachment W Task Order 1 (DIWS 2) the State currently anticipates hosting the solution in the MDOT data center. However, the State reserves the right to adopt third party hosting for Attachment W Task Order 1 (DIWS 2) after Contract award."	The two Offeror statements and the question that follows them are understood to represent one related question. 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)]. The Offeror may propose either a cloud-hosted or in-house solution for DIWS 2, keeping the aforementioned evaluation criteria in mind. Also, future task orders may be hosted on the cloud, even if DIWS 2 is hosted in-house.
8	RFP 3.4.5 / Task	54 / 21	DIWS 2 TO – Appendix 01 – Execution Requirements Section 5.9 Location and Governing Policies states "The data conversion shall be performed on-site in Glen Burnie and no data will be taken off-site or be accessed from off-site. Exceptions to this requirement shall have the written approval of the State. The State and the Contractor shall comply with the Driver Privacy Protection Act (DPPA) and applicable security policies."	
9			At the Pre-Proposal Conference the State indicated that it had not decided whether to house the solution in its datacenter or in a cloud environment. Does the State want the offeror to bid an in-house solution or a cloud solution/AWS solution?	

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10	Task Order 1	DIWS TO Table 10, Pg	It is our understanding that items 14-23 in the Pricing Sheet will have partial payments by milestone achieved. Table 10 in Task Order 1, Lines 19-23 are listed as payment points while items 14-18 are not. Should all entries 14-23 be treated the same way for payment? If not, please clarify the different treatment.	In the context of the Task Order, Table 10, Lines 14-18 and 23 are covered by Table 10, Lines 31, 64, 32, 74, 33, 34. For example: 1. Deliverable Number 14, Installation, Configuration, Development, and Deployment to the Test Environment, as reflected in the Price Sheet, SDLC Tab, is a payment point in Task Order, Table 10, No 31. 2. Deliverable Number 14, Migration, Synchronization, and Functionality, as reflected in the Price Sheet, SDLC Tab, is a payment point in Task Order, Table 10, No 64. See update in Addendum #2. 3. Deliverable Number 14, Test through UAT, as reflected in the Price Sheet, SDLC Tab, is a payment point in Task Order, Table 10, No 32. 4. Deliverable Number 14, Documentation and Training, as reflected in the Price Sheet, SDLC Tab, is a payment point in Task Order, Table 10, No 74. See update in Addendum #2. 5. Deliverable Number 14, Deployment to the Production Environment, as reflected in the Price Sheet, SDLC Tab, is a payment point in Task Order, Table 10, No 33. 6. Deliverable Number 14, Warranty Period, as reflected in the Price Sheet, SDLC Tab, is a payment point in Task Order, Table 10, No 34. See update in Addendum #2. Similar payment points apply to Deliverable Number 15, 16, 17, 18 and 23. Payment points for Deliverable Number 19, 20, 21, and 22 are different because invoicing does not take place until migration is complete, except for the migration related Deliverable No. 25. The payment points include all of the deliverables associated with the payment points, many which are included in Table 10. For example, deliverable No. 74 is a payment point and requires all work related to documentation and training to be completed, including deliverables such as No. 27, 69, 70, etc., for each SDLC phase.
	Attachment F--P			
10	Task Order 1 Att	DIWS TO Table 10, Pg	Many of the payment points with a response of "yes" have an initial delivery to be followed by an update, often on a regularly scheduled basis. Is it the MVA's desire that the contractor will submit one invoice for the deliverable based on the initial delivery and make updates as required throughout the base contract period?	In the context of Task Order, Section 3.12.2.1, and other sections, an invoice is submitted at the end of each development phase (i.e., update). For project management deliverables (e.g., Task Order, Table 10, item 1), the monthly invoice should be submitted in accordance with Task Order, Section 3.12.1 For non-SDLC and non-PM deliverables, and unless otherwise specified in the RFP or Task Order, one invoice after acceptance of the initial delivery is acceptable, subject to all other invoicing requirements. The Contractor shall perform the updates as indicated without submitting additional invoices for that deliverable.
11	Task Order 1 Att	DIWS TO Table 10, Pg	Items 35-39 seem to be very similar to Items 1-12, yet they are not marked as payment points. Will the Government mark these items as payment points? If not, please clarify the different treatment.	In the context of the Task Order, Table 10, items 35-39 are considered part of the overhead associated with project management. PM is billed as part of items 1-2.
12	Task Order 1 Tab	48-64	None of items 31-81 are included in the Pricing Sheet. Where should the Offeror include the prices for these deliverables?	These are required activities that are part of the SDLC pricing.

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13	Task Order 1 Att	DIWS TO Attachment	There are no entries for the SDLC Pricing tab, Column I (Milestone F), lines 19-22. This means the final 10% of each of the deliverable price is not included as a milestone payment event. Should the percentages of Milestones A-E be recalculated for these Deliverables?	In the context of the Price Sheet, Tab SDLC Pricing, Deliverable Numbers 19, 20, 21, and 22, the following changes should be made to the spreadsheet: 1. Line 19, Warranty Period column, insert this equation: =$C17*I$9 2. Line 20, Warranty Period column, insert this equation: =$C18*I$9 3. Line 21, Warranty Period column, insert this equation: =$C19*I$9 4. Line 22, Warranty Period column, insert this equation: =$C20*I$9 Further, the Price Sheet, Tab Instructions, Section "Instructions on Completing the SDLC Pricing worksheet", Warranty Period explanation, should be changed to: 'Column "Warranty Period" -- Those activities related to fixing and repairing problems that have been uncovered in the migrated content, its content types, attributes, security, records management, and other activities after Deployment to the Production Environment has been completed and accepted by the MVA Project Manager. For Deliverable Numbers 19, 20, 21, and 22, the final invoice for migration deliverable shall be made after 90 consecutive business days of usage in the in the production environment.' However, since Task Order, Table 10, Deliverable Numbers 19, 20, 21, and 22 are payment points, migration is paid when the migration is completed. Other SDLC deliverables have payment points associated with the updates identified in the Frequency of Update column. Also, unlike other deliverables, the Warranty Period for these deliverables is 90 business days. (See 3.3.8 and Amendment for details.)
14	Task Order 1 App	2	The Task Order Appendix says "The State has established a number of tools, guidelines, repositories and processes for managing DIWS 2." Can the State provide a list of the tools, guidelines, repositories and processes in place that the MVA currently uses?	The tools that are strategic for the MVA have been listed in the Appendices. A comprehensive list of all tools in use at the State would be prohibitive and potentially misleading. The Appendices identify when tools are required to be identified as part of the proposal. In some cases, the tools have been identified, but the Offeror may propose an alternative tool to the tools. If an alternative tool is being proposed the Offeror should explain why the Offeror prefers the tool they are proposing. In some cases, no tools are mentioned in the RFP and Task Order (e.g., a tool for performing content migration). Note that all tools are to be identified in the Price Sheet, Tab HWSW.
15	Task Order 1 Tab	48-49	The frequency of update column only identifies Toolbox Advanced and not the Toolbox Basic for updates. Does the state require that Toolbox Basic [for common and capture functionality] be included in the frequency of update?	For clarification, wherever "Toolbox Advanced (Appendix 5)" appears as a bullet, also add "Toolbox Basic (Appendix 5)" as a bullet. (i.e., rows 26, 31-33, 40-53, 56-63, 65-76, and 81). In many cases Toolbox Basic is the initial "Due Date" so adding it would be redundant. However, it would not be incorrect.
16			This paragraph states: "If qualifications are provided by a Subcontractor to meet the minimum requirements of this RFP then the Subcontractor is considered a major Subcontractor and the information for TAB G and TAB H must be provided for the Contractor and also the Subcontractor." Please confirm that if a vendor supplies experience for Offeror Minimum Qualifications (e.g., for 2.1.2 Offeror's ECM COTS Vendor Experience and References), there is no requirement to complete Tabs G and H for that vendor.	In the context of RFP, Section 4.2.2.8 Offeror Qualifications and Capabilities (Submit under TAB G), the Offeror would be required to complete TAB G and TAB H. All information requested in RFP Sections 4.2.2.8 and 4.2.2.9 must be provided.

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17	RFP 3.5.8.2	48-49	The majority of the requirements in this section are limited to SaaS or Contractor hosted solutions. Will the Government confirm that items (5) and (9) are limited to SaaS or Contractor hosted solutions?	In the context of RFP, Section 3.5.8.2, all requirements in this sections apply, unless specifically stated as applying only to SaaS such as in the last sentence of 3.5.8.2.9. These are general security requirements for all systems.
18	RFP 3.15 / Task C	63 / 73	The Task Order 1 RFP states that a SOC 2 Type II Audit Report will be required if the solution is externally hosted. The RFP section 3.15 states, in part, that the section applies to the Contractor who provides services for a Requesting Agency's "critical functions." Can the Government confirm that for Task Order 1 a SOC 2 Type II Audit Report will only be required if the Contractor proposes to externally host the solution?	In the context of Task Order, Section 3.13 SOC 2 Type II Audit Report, the SOC 2 Type II Audit Report will be required if the solution is externally hosted.
19	RFP Attachment	93 / 26-29	Does the State intend the contractor to implement and host a separate backup and restore site for failover purposes? Will the contractor have any requirement to select the location of the system?	In the context of Appendix 11, Section 12.2 Disaster Recovery, Requirements 8, 11, 12, 13 15, and 16, the Contractor will implement a backup and restore site. As with the main site, the State will provide the hardware required for the backup site as specified by the Offeror in the Price Sheet, Tab HWSW.
20	Task Order 1 App	28	When designing the backup system, what is the State's required time to restore?	In the context of time to restore content, these times will be defined and refined as part of the activities associated with the requirements in Appendix 11, Section 12.2 Disaster Recovery, such as Requirements 1, 2, 7 , and 9.
21	Task Order 1 App	29	Does the State have a recovery time objective in mind in the event of disaster or failure or a magnitude that requires either large-scale restoration to an alternate site or failover to an alternate site that mirrors DIWS2? Does Appendix 11 section 12.2.19 require a hot backup site at an alternate location? If a hot backup site is part of the system design, will the State host that system in the same manner as the primary system (i.e. in a state datacenter, a commercial cloud facility, hosted by a third party, or other hosting solution)?	In the context of recovery time objectives "*in the event of disaster or failure or a magnitude that requires either large-scale restoration to an alternate site or failover to an alternate site that mirrors DIWS2* ", these will be defined and refined as part of the activities associated with the requirements in Appendix 11, Section 12.2 Disaster Recovery, such as Requirements 1, 2, 7 , and 9. The MVA does not have an alternate site at this time. It is anticipated that the ECMS product and architecture could influence this decision. In the context of Appendix 11 section 12.2, Requirement 19, an alternate site, possibly hot, warm, or cold, at an alternate location is anticipated. The specific details would be finalized as part of Appendix 11, Section 12.2 Disaster Recovery, Requirements 1, 2, 7 , and 9. If a hot backup site is part of the system design, the State will provide that system in a similar manner as the primary system. For example, if the primary data center is located in Glen Burnie, the failover system may be in the cloud.

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1			If we plan to submit a bid response for MD Enterprise Content Management # 060B6400035, are we also required to respond to Task Order 1, Document Imaging Workflow System 2 (DIWS TORFP # V-HQ-16025-IT?	Yes. See RFP Section 4.2.2.6.B.
2			2. If we are not submitting a response to Task Order 1, Document Imaging Workflow System 2 (DIWS TORFP # V-HQ-16025-IT, can we still submit a response for MD Enterprise Content Management # 060B6400035 in order to get on the Master Contract?	No. Per RFP Section 4.2.2.6.B.
3			3. In reference to MBE and VSBE sub-contracting goals, will fines or penalties be imposed in the event requirements are not met for a specific task order?	Section R20.14.2 of the Contract (Attachment A) provides for liquidated damages in the event the Contractor does not make good faith efforts to comply with the MBE requirements
4			4. Is Task Order 1 Document Imaging Workflow System 2 (DIWS 2) TORFP # V-HQ-16025-IT meant to be incorporated into MD Enterprise Content Management # 060B6400035 or submitted as a separate response?	Task Order 1 responses should be incorporated as part of the proposal in response to the RFP with the information placed in the appropriate sections (e.g., TAB E) and clearly identified as a separate (sub)section within the designated area. Per RFP Section 4.2.2.6.B. "Additionally, the Offeror shall respond to each Attachment W Task Order 1 (DIWS 2) requirement and its Appendices 1 through 12, as guided by the Response Requirements Table at the end of each appendix. Within TAB E, each appendix should be addressed as a separate section. Each section shall address the topics as defined in the Response Requirements Table and each topic should be identified with a heading."
5			5. Appendix 4 - Training Requirements - Section 1.3 - If the vendor provides a comprehensive training program that ensures full knowledge transfer of the DIWS solution to all MVA stakeholders, but does not align to a year long warranty period, does the vendor have an opportunity to propose the best training solution for the client, or will the response be rejected?	NOTE: The warranty period is not, "year long". See Task Order Section 3.3.8 Warranty Period. Since it is possible that user interfaces, system operations, and other capabilities may change as a consequence of Warranty updates, it is important that the training materials be kept current. Staff changes through attrition, retirement, hiring, promotion, and other events should be anticipated. A training solution that did not anticipate these normal business events may not be considered, "the best training solution for the client". (See Appendix 4, Section 3, Requirements 8 and 14.)

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6			6. Is the legacy migration viewed as a separate but integrated project with separate plans and timelines?	No, the migration is viewed to be within the scope of the task order. Yes, the migration is expected to have separate plans and timelines that are integrated with the overall DIWS 2 timeline. See: 1. Appendix 1, Section 5. Data Conversion and Migration, and associated subsections. 2. Appendix 9, Section 2.1 Process, and Section 2.9 Scheduling. 3. See related sections for migration components of Appendices 6, 7, and 8.
7			7. Appendix 7 - Functional Requirements - HR - Section 4 - What are the imperative integration requirements between the HRIS and DIWS? Please explain at a data and document retrieval	All document retrieval is performed using: (1) Appendix 7, Section 2.4 User Interfaces with attention given to Section 2.4.3 HR Retrieving (2) Appendix 10 Item (1) above will be used almost exclusively for retrieving HR documents, although all documents are required to be available through item (2). Currently the exchange between Legacy DIWS HR and the HRIS is an exchange of nightly and annual files. There is also employee data retrieved from HRIS using terminal emulation to access HRIS. The details of automating the exchange in DIWS 2 is part of the detailed requirements gathering and design activities. See Appendix 7, Section 2.6 External Interfaces, Requirements 4.a, 4.b, 4.c, and 4.d.