



# State of Louisiana

JOHN BEL EDWARDS  
GOVERNOR

November 4, 2022

## ADDENDUM III

TO: ALL POTENTIAL PROPOSERS

RE: RFP #: 3000019948, Implementation and Support Services for Records Management and Document Imaging (RIM) System

**PROPOSAL DUE DATE: November 18, 2022 @ 3:00PM**

## I. QUESTIONS AND RESPONSES

1.	<b>Q.</b>	Can scanning be done offsite at our facility, or does it need to be performed onsite at your office?
	<b>A.</b>	CPRA intends for the scanning to be done onsite at the CPRA office.
2.	<b>Q.</b>	If scanning onsite is mandatory, what are your hours of operation when our scanner operators can work?
	<b>A.</b>	Operating hours are 8 AM to 4:30 PM.
3.	<b>Q.</b>	If offsite scanning is ok, is this a one-time pickup of documents? Or will documents need to be picked up repeatedly on an interval?
	<b>A.</b>	Refer to Answer for Question #1.
4.	<b>Q.</b>	How many documents are there? How many filing cabinets/boxes/etc? How large are the cabinets/boxes/binders? Regular sized boxes (10"x12"x15") or larger bankers boxes (10"x12"x24")? Vertical or horizontal filing cabinets? Filing cabinet dimensions? How many drawers?
	<b>A.</b>	CPRA has approximately 2500 linear feet of documents that need to be scanned.
5.	<b>Q.</b>	Are the boxes/drawers totally full to capacity or only partially full? Give a % estimate of fullness on average.
	<b>A.</b>	The boxes/drawers are not completely full, as appropriate Agency staff have been reviewing the content and removing documents that no longer need to be maintained. However, there are other smaller document repositories throughout the building that will require scanning of some content.

6.	<b>Q.</b>	How much document preparation needs to be performed? Removing paper clips, staples, etc. Is there any permanent binding besides staples/paper clips? What % of documents would you say need this type of prep?
	<b>A.</b>	It is estimated that the majority of document preparation will consist of removing staples and paper clips; however, permanent binding may be associated with a small amount of the documents.
7.	<b>Q.</b>	How many documents are double-sided? Remember, a double-sided document counts as two images. Give a % estimate.
	<b>A.</b>	At this time, it is believed that up to 25% of the documents are double-sided.
8.	<b>Q.</b>	What type of documents are there? Invoices, agreements, contracts, letters, engineering drawings, etc?
	<b>A.</b>	The type of documents includes invoices, agreements, contracts, letters, and engineering drawings, as well as numerous other documents. See Attachment V of the RFP for a complete inventory of records and document types.
9.	<b>Q.</b>	What size documents are there? 8.5x11, 8.5x14, 5x7? Any microfilm or other legacy formats? Any large format documents such as engineering drawings? What size are large format drawings?
	<b>A.</b>	Sizes vary from letter size, legal size to ledger size, with some exceptions for larger size construction Plans and Specifications. There is no known microfilm, however there are CDs and USBs.
10.	<b>Q.</b>	What is the deliverable image format? PDF, TIF, JPG? We recommend TIF or PDF.
	<b>A.</b>	TIF or PDF would be preferred, however, the specifics of the file format would be agreed upon during contract negotiations.
11.	<b>Q.</b>	Are black/white scanned documents ok? Do any need to be scanned in color or grayscale?
	<b>A.</b>	Scanning should reflect the original source document attributes. If original was black/white, scanned image should be the same. Colored images should be provided for colored originals.
12.	<b>Q.</b>	What's the general condition of the paper documents? Is any of the paper damaged, folded or heavily faded?
	<b>A.</b>	The overall condition of the documents as a group is good. Like with any organization that has maintained paper documents over a long period of time, there will be a small amount of documents that have some degree of damage, have been folded, and have various degrees of fading.

13.	<b>Q.</b>	What is the indexing format? How would you like your scanned documents to be named? Are there currently physical folders/boxes/drawers for each client/case/etc.? Will scanned documents be named according to these folders or labels?
	<b>A.</b>	CPRA has an established file naming and folder organization structure for documents. This filing structure has been followed with some exceptions for documents filed on the Agency's document repository server. This does not include some personnel and legal documents requiring restricted access. It is our expectation that the awarded proposer will lead all discussions regarding the indexing strategy and format, and naming conventions based on its experience with previous similar engagements.
14.	<b>Q.</b>	Does metadata for each document need to be extracted (to be applied later as metadata index fields in a document management system)? For example, from an invoice, extract vendor name, invoice #, date, total amount, etc.
	<b>A.</b>	Yes. CPRA will work with the awarded proposer to identify the metadata fields required for each document type as part of the implementation effort.
15.	<b>Q.</b>	What is the time frame for completion?
	<b>A.</b>	CPRA is expecting each proposer to describe its timeframe for completion in Section 1.9.5 Approach and Methodology in accordance with Section 2.2 Scope of Work. The awarded proposer must address both the initial system implementation across the Agency and to be followed by ongoing imaging operations. It is CPRA's expectation that the initial implementation (Task Order #1) and ongoing imaging operations (Task Order #2) be fully completed and in productional use no later than the contract expiration date.
16.	<b>Q.</b>	What city/state are the documents currently stored?
	<b>A.</b>	Documents are currently stored in Baton Rouge, Louisiana.
17.	<b>Q.</b>	Will this be billed once? Or on an on-going basis?
	<b>A.</b>	Refer to Section 1.36 Payment of the RFP.
18.	<b>Q.</b>	Do you need shredding services?
	<b>A.</b>	No. The CPRA will utilize a third party or in-house CPRA staff to properly dispose of or archive any documents, as appropriate.
19.	<b>Q.</b>	Can you please also share average monthly volume expected to be converted or how many records volume in total available?
	<b>A.</b>	The CPRA's goal is to have all existing documents properly accounted for in the RIMS, and an ongoing operational model established and functional by the end of the multi-year contract that results from this RFP. Each proposer is expected to describe their approach and methodology to accomplish the Scope of Work as stated in Section 1.9.5. For expected volume, refer to Answer for Question #4.

20.	<b>Q.</b>	Section 2.2.1 of the RFP specifies that the vendor is required to automate the conversion of selected documents and records maintained in the UCM system. Who will perform the data extraction from UCM and what format will the extracts be in?																																														
	<b>A.</b>	<p>The State will perform the extracts of documents and associated metadata in a format agreed upon by the selected proposer and State. The majority of files are in pdf format, however, other media formats are also in UCM as shown below:</p> <table border="1" data-bbox="365 489 876 1325"> <thead> <tr> <th><u>File Extension</u></th> <th><u>% of Documents</u></th> </tr> </thead> <tbody> <tr><td>pdf</td><td>84.23</td></tr> <tr><td>msg</td><td>6.75</td></tr> <tr><td>doc</td><td>6.04</td></tr> <tr><td>tif</td><td>0.97</td></tr> <tr><td>docx</td><td>0.64</td></tr> <tr><td>jpg</td><td>0.5</td></tr> <tr><td>zip</td><td>0.26</td></tr> <tr><td>txt</td><td>0.18</td></tr> <tr><td>png</td><td>0.16</td></tr> <tr><td>gsz</td><td>0.06</td></tr> <tr><td>jpeg</td><td>0.05</td></tr> <tr><td>xlsx</td><td>0.04</td></tr> <tr><td>htm</td><td>0.03</td></tr> <tr><td>kmz</td><td>0.03</td></tr> <tr><td>Application/unknown</td><td>0.02</td></tr> <tr><td>dwg</td><td>0.01</td></tr> <tr><td>pptx</td><td>0.01</td></tr> <tr><td>xls</td><td>0.01</td></tr> <tr><td>bmp</td><td>0.01</td></tr> <tr><td>rtf</td><td>0.01</td></tr> <tr><td>ppt</td><td>0.01</td></tr> <tr><td>mht</td><td>0.01</td></tr> </tbody> </table>	<u>File Extension</u>	<u>% of Documents</u>	pdf	84.23	msg	6.75	doc	6.04	tif	0.97	docx	0.64	jpg	0.5	zip	0.26	txt	0.18	png	0.16	gsz	0.06	jpeg	0.05	xlsx	0.04	htm	0.03	kmz	0.03	Application/unknown	0.02	dwg	0.01	pptx	0.01	xls	0.01	bmp	0.01	rtf	0.01	ppt	0.01	mht	0.01
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21.	<b>Q.</b>	Section 2.2.1 of the RFP specifies that the vendor is required to automate the conversion of selected documents and records maintained in the UCM system. Will the same taxonomy in UCM be carried over to FileNet? If not, what is the extent of the required transformation?																																														
	<b>A.</b>	It is anticipated that the same, or similar taxonomy be carried from UCM into Filenet. Where there is no direct translation, appropriate mapping would need to be developed by the selected proposer.																																														
22.	<b>Q.</b>	Section 2.2.1 of the RFP specifies that the vendor is required to automate the conversion of selected documents and records maintained in the UCM system. What is the count, size and type of documents stored in the UCM system that require conversion?																																														

	<b>A.</b>	We estimate approximately 24,000 CPRA documents in the UCM system. When the extraction of data takes place, CPRA staff will identify the documents needing to be uploaded into the RIMS. Refer to Answer for Question #20 for the approximate counts of each file type.
23.	<b>Q.</b>	What is the volume of the physical documents and pages requiring digitization? What are the average number of metadata fields per document?
	<b>A.</b>	Refer to Answer for Question #4 for volume information and the Answer for Question #14 regarding metadata fields.
24.	<b>Q.</b>	What is the volume of the incoming email, mail, paper, faxes, envelopes, etc.? Please provide estimate of documents, pages, and metadata fields per document.
	<b>A.</b>	Incoming email is not expected to be scanned into the RIMS. Refer to Answer for Question #4 for volume information and the Answer for Question #14 regarding metadata fields.
25.	<b>Q.</b>	What is the expected number of FileNet workflows to be implemented?
	<b>A.</b>	We do not currently have any workflows identified, but we anticipate the need to develop some workflows to facilitate best practices usage within the RIMS.
26.	<b>Q.</b>	Section 2.2.1 of the RFP specifies that the vendor is required to develop interfaces/APIs to support LaGov ERP and CIMS integrations. What functionalities of these applications are supported by RIM interfaces/APIs? How many data elements does each interface/API require? Are these the only two systems that require integration with the RIM system?
	<b>A.</b>	Certain documents reside in the LaGov ERP system and others reside in CIMS. The intention of these interfaces is to simply be able to seamlessly search for these documents in the RIMS by accessing them through LaGov or CIMS as appropriate. The source documents will continue to reside in LaGov or CIMS, and simply be searchable through the RIMS. These are the only two systems that will require such integrations.
27.	<b>Q.</b>	Section 2.2.1 of the RFP specifies that the vendor is required to support reports. Which specific reports are required as part of the CPRA RIM system? What is the reporting platform that will be used?
	<b>A.</b>	It is anticipated that some system reports may be necessary to track progress in imaging current hard-copy documents and for audit/quality control purposes. As an example, the CPRA may want a report that shows when an image was added to RIMS and the person that added and/or modified the image. The awarded proposer is expected to provide the reporting platform to be utilized.

28.	<b>Q.</b>	Section 2.2.1 of the RFP specifies that the vendor is required to support training. How many users are expected to be trained in the CPRA RIM system?
	<b>A.</b>	CPRA anticipates two types of training that will be required as follows:  (1) Training for no more than 5 CPRA/OTS staff on the system operations from a technical support standpoint; and (2) Training for end users of the RIMS on how the system will be utilized from an end-user perspective. Examples include how to submit documents to the RIMS imaging operations team and how to access copies of specific documents stored in the RIMS for various business purposes. This training may be provided through non-classroom format (e.g., online webinar). The number of anticipated end users is estimated to be approximately 150.
29.	<b>Q.</b>	Section 2.2.1 of the RFP specifies that the vendor is required to provide post go-live support. How many days of post go-live support should the vendor plan for?
	<b>A.</b>	Post Go-Live support refers to addressing any issues that end users of the RIMS are having, whether it be user error or system error. It is expected that the awarded proposer will provide such support for the duration of the contract since they are providing imaging operations to the CPRA for the duration of the contract. The awarded proposer may utilize assigned CPRA staff for Level 1 (initial triage) support to minimize work disruption to the extent possible.
30.	<b>Q.</b>	Section 2.2.1 of the RFP specifies that the vendor is required to support business process changes. Which business processes are changing, and what is the expected extent of each of these changes?
	<b>A.</b>	The CPRA is converting to a near paperless business environment. It is expected that the implementation of the RIMS will necessitate changing some business processes. Examples include the business process changes that will be required for getting new documents into the RIMS and how to request documents that are stored in the RIMS for federal reporting and other purposes.
31.	<b>Q.</b>	Section 2.2.1 of the RFP specifies that the vendor is required to train end-users. Are all the RIM users internal to CPRA? Does the content need to be made available to users outside of CPRA?
	<b>A.</b>	Yes, all the RIM users are internal to CPRA. No, the content does not need to be available to users outside of CPRA.
32.	<b>Q.</b>	Section 2.2.2 of the RFP specifies that the vendor is required to prepare documents for scanning. Can any portion of the scanning activity be done remotely within Louisiana? Can documents be routed to a PO Box for pick-up by a scanning vendor?
	<b>A.</b>	Refer to Answer for Question #1 and #3.

33.	<b>Q.</b>	Section 2.2.2 of the RFP specifies that the vendor is required to process non-paper media. How many of each type of non-paper media (e.g., microfiche) are to be processed?
	<b>A.</b>	Non-paper media identified are CDs and USBs, which may contain historical documents and proposals received. Non-paper media are housed in files, boxes, or with individuals throughout CPRA and will be given to the selected proposer as the need arises.
34.	<b>Q.</b>	Section 2.2.2 of the RFP specifies that the vendor is required to work with CPRA legal staff and SMEs to coordinate public records requests. What is the historical trend of public records requests per month to CPRA?
	<b>A.</b>	On average, CPRA receives approximately 2 public records requests per month.
35.	<b>Q.</b>	Do any of the documents or media being scanned have special handling or security requirements, such as personally identifiable information (PII) or other sensitive data? If so, what are the categories of special handling required and volume of documents within each of these special categories?
	<b>A.</b>	<p>Yes, a limited number of document types will require special handling and/or security requirements, such as personally identifiable information (PII) or other sensitive data. Document types that will need limited access can only be opened by specific User IDs only. Examples include:</p> <p>Human Resources Files – accessible only by HR Staff</p> <ul style="list-style-type: none"> <li>• Benefits</li> <li>• I-9</li> <li>• Payroll</li> <li>• Recruiting/applicant list</li> <li>• Worker’s Compensation</li> <li>• FMLA</li> <li>• Blood Borne Pathogen Exposure Records</li> </ul> <p>General Services – accessible by General Services employees and Regional Office safety personnel only (already in electronic format)</p> <ul style="list-style-type: none"> <li>• Authorization Driving Records</li> <li>• Boater Safety Records</li> <li>• Risk Management Reports and Claims</li> </ul>
36.	<b>Q.</b>	Section 1.9.6 of the RFP requires the RFP response to contain a resume for each of the assigned personnel. Can offshore resources be staffed for RIM system activities?
	<b>A.</b>	No offshore resources are to be utilized on this engagement.

**END OF ADDENDUM III**