

Request for Proposal #1814
Enterprise Document Management Services
Bid Date: October 9, 2009
Addendum Issue Date: October 6, 2009

All bidders are hereby informed of the following modification to the proposal package for this project.

A concern has been raised about the proposal end date and Q&A end date listed within 1.2 of the Enterprise Document Management RFP. The attached sheet contains the updated date for the end date of proposals. This sheet also contains the Q&A sheet.

The proposal due date will be postponed until Friday, October 16, 2009. The address for all proposals is:

ATTN: Stephanie Hill
5125 Elmore Rd., Ste 6
Memphis, Tn 38134

Q&A



Please describe what is required for scanning services. Do you wish to have this on site or off site? What are your expected volumes for this throughout the term of the contract?



For the backlog of documents the City prefers the scanning to be done off site but it will be necessary for some scanning to be on site due to the nature of the documents. The number of documents to be scanned is unknown at this time.



Are the Ricoh MP and MPC models used for scanning only or are they covered by your copier maintenance? If covered by your copier maintenance, what support are you looking for on those devices?



The Ricoh models are used for scanning, printing and copying and are covered by our copier maintenance.
The vendor is to provide support and maintenance for Canon scanners listed in Exhibit B. Any new scanners procured through the vendor will be supported by the vendor.



Please describe your plans for software upgrades throughout the term?



The City anticipates receiving all software releases. All updates will be mailed directly to the City and implementation must be scheduled via a Change Management Request and approved by the City.



It states you are looking for a fixed fee for software and hardware maintenance. Are you looking for fixed rates for blocks of time or hourly rates (by the hour and by skill set) for on-site professional services?



Provide the hourly rate by skill set. For any application development the City will request a fixed price based on hours and skill set. A work order will be issued and approved by the CIO before any work can start on application development or enhancements.
For scanning a per page cost should be included in your response.



How many applications and Batch Classes do you currently maintain and how many departments do they represent?



We have 14 divisions and Application Xtender is deployed in 7 of the 14 divisions. Several service centers within divisions utilized Application Xtender. There are approximately 335 applications. The City does not currently use Batch Classes.



What are the versions of the software you are running today in both AX and Kofax?



The version for AX is 5.3. We are using Kofax Ascent Capture version 7.5.



Do we need to respond with pricing regarding scanning devices?



Yes. Please provide prices regarding scanning devices.



Can you provide the serial numbers for these devices? Serial numbers will help to identify the age and specifics of the equipment to appropriately price support.



Included in Exhibit B.



Hardware support for this device is calculated based upon square footage usage. Could you estimate the number of large format maps scanned by this equipment each month? Could you estimate the number of maps printed by this device each month?



The estimated number of large format maps scanned per month is about 1,000. The estimated number of maps printed per month could range from 20 to 100 prints per month.