

Proposal 21693
Enterprise Content Management Solution
Questions and Responses Set 1

	Questions		Responses
1	What is the budget for this project and have funds been allocated?	1	We do not release budgetary information.
2	Has DOT received demonstrations of COTS ECM products and if so which vendors and systems?	2	No
3	Reference section 3.2. What version of e.Power (former Integic EDMS) is DOT currently using?	3	e.Power CME 8.3.3
4	Reference section 3.2. When was the last time that a records destruction was performed?	4	Record counts indicated in 3.2 are active.
5	The RFP scope of work appears to include conversion of 3 instances of ERMS (e.Power), 155 interfaces (exhibit 3-2), 15 additional interfaces (exhibit 3-4), FORTS, integration with eRMM, and considerable implementation, testing and training services. An ECM project of this scope, coupled with an apparent preference for a customized vs non-developmental approach, will likely require multiple years and multiple millions of dollars to complete. Is DOT expecting a project of this scope or is DOT willing to take on activities (e.g., data migration or exports) to potentially reduce time or cost?	5	Yes. Activities should be a part of the project scope.
6	Reference section 3.4.1. Regarding the 3 primary ERMS instances, are they completely discrete/separate instances with separate audit logs, databases, numbering schemes, etc.?	6	Yes
7	Reference section 3.4.1. Of the 300 production-scanning users, what scanning software is currently employed?	7	CME Scan module by Northrop Grumman.
8	Reference section 3.4.1. Does Iowa DOT currently own any additional scanning software applications or services, and if so, what is the vendor and/or version?	8	CME Scan module, CME Batch Scan by Northrop Grumman and PaperVision Capture by Digitech.
9	Reference section 3.4.1. What GIS software is currently used by DOT?	9	ESRI Enterprise
10	Reference section 3.6.1.8. Do deliverables (as requested in the RFP) exist for the current ERMS system and if so can they be provided to the successful bidder following award?	10	No, these are to be provided by the successful bidder.
11	Reference section 3.9.6. Is this section applicable if an On Premise solution is proposed?	11	Please see Section 3.1 Purpose, the desired solution from the successful Responder is one which is hosted and running in a Cloud environment taking advantage of new technologies to improve customer service and in compliance with the stated processing requirements.
12	Reference section 3.5. Please clarify that failure to meet <u>any</u> Minimum requirement will be grounds for rejection?	12	Refer to RFP section 2.14.
13	Reference Appendix 1 – LS-001. Should this be left blank if proposing an On Premise solution?	13	Please see Section 3.1 Purpose, the desired solution from the successful Responder is one which is hosted and running in a Cloud environment taking advantage of new technologies to improve customer service and in compliance with the stated processing requirements.
14	Reference Appendix 1 – LS-004. Should this be left blank if proposing an On Premise solution?	14	Please see Section 3.1 Purpose, the desired solution from the successful Responder is one which is hosted and running in a Cloud environment taking advantage of new technologies to improve customer service and in compliance with the stated processing requirements.
15	Reference Appendix 1 – LS-044. Please clarify the phrase "structured data". Are you referring to database records?	15	Yes, to transform database data into document.
16	Reference Appendix 1 – FS-009. Please provide examples.	16	FS-009 not found in Attachment 1
17	Reference Appendix 1 - CCC-019. How many users would require this capability?	17	300
18	Reference Appendix 1 - CCC-020. How many users would require this capability?	18	300
19	Reference Appendix 1 - CCC-021. How many users would require this capability?	19	300
20	Reference Appendix 1 - MM-019. Please clarify that the requirement is to allow users to apply terms that an administrator has determined should not be used.	20	Restating for clarification: For user-supplied keywords and terms, and when providing metadata, users must have the option (when allowable by administrator) to use terms other than those contained within a formal taxonomy. That is, the administrator must be able to configure the ECM solution to either allow or disallow user-provided terms.
21	Reference Appendix 1 - MM-022. Is conformance with ISO 2788 - Guidelines for the establishment and development of monolingual thesauri sufficient?	21	Yes, English minimally
22	Reference Appendix 1 - WBPM-036. Please elaborate and/or provide additional detail or examples.	22	A model-driven declarative framework is preferred as the more flexible approach that can additionally provide accelerated workflow development.
23	Will the system be used for Content Management and Records Management or are all content items considered to be records?	23	Content Management and Records Management

24	The document indicates an estimated 124 million records (documents) with a growth of 5 million a year. Since this is a Records system, what is the annual rate of destruction? In other words, there are 5 million records taken in each year and x million destroyed each year.	24	Purge criteria has not yet been met for these records.
25	Section 3.4.1.1 indicates that there are 2.5 Billion rows (1.3 TB) of storage. What do you mean by "row"?	25	Term refers to the number of row data in the database
26	In Section 3.4.1 there are several mentions of Interface counts. What is meant by this?	26	Interfaces and processes exist to exchange documents and data between ERMS and business applications or wherever records are created.
27	There is mention of several portals that interface with the system. Is portal replacement in scope? Or is this only with regard to the API and "reconnecting" the portals to the new system?	27	Portal replacement is in scope.
28	The Freedom of Information Open Records Tracking System (FORTS) application is stated to be replaced. Are the original design and testing documents available for this application?	28	No
29	During the capture process, there is mention of patch codes, barcodes, and automatic recognition. Is the automatic recognition based on the barcodes or is it OCR based?	29	Document recognition is primarily based on barcodes (patch code is a form of barcode), although both barcodes and OCR recognition are in use.
30	Does the DOT desire a vendor hosted solution, or is the preference to host the solution in the State's Azure Cloud?	30	Desire a vendor hosted solution.
31	Exhibit 3-4 states a requirement of a total of 15 "interfaces", while Exhibit 3-2 states a total of 155 "interfaces". Can the DOT clarify what constitutes an "interface", and the total desired number of those interfaces for phase 1 of the project?	31	Interfaces and processes exist to exchange documents and data between ERMS and business applications or wherever records are created. See 3.6.1.3
32	To clarify the volumes and storage utilization stated under Exhibits 3-1 and 3-3, can the DOT confirm the number of estimated pages, and the number of estimated documents to be migrated from the legacy application?	32	The current system contains over 124 million records.
33	Do the legacy images contain notes or annotations that need to be migrated to the new solution?	33	Yes
34	Can the DOT provide further insight into the business process flows or "workflows" that would be required in phase 1 of the project? Flow charts or models of these processes would be helpful to determine the complexity of current business processes.	34	Successful responder to gather requirements to migrate workflow processes to their proposed solution.
35	Section 3.6 Mandatory Requirements makes various requests such as "The responder must", but some sections make statements such as "the successful responder must"... In order to provide the DOT with a consistent response, please clarify what sections/topics should be included with the vendors written response.	35	When the RFP states the Responder must, that means the request/requirement should be submitted or described in detail in the Responder's written proposal submitted to Iowa DOT. When the RFP states the successful Responder, that means that requirement will be for the vendor who is awarded. The responder should describe in detail how they will meet/exceed or not meet each requirement of the RFP in their written response.
36	In section 3.4.1 for each of the access points: a. How many queries are currently sent into the EDMS system through the Web Portal per year? b. Is the volume of queries seasonal? c. What documents are they accessing? d. Section 3.4.1: Will large-scale scanning services/projects be a part of this contract, or are those conducted internally or under separate contract?	36	a. The number of queries and transactions is not limited. b. No c. Any records matching classification criteria for public access. d. No. Both internally and separate contract for scanning services.
37	How many scanners will be used to scan documents into the system? What models?	37	300 scanners Various Fujitsu models including fi-6230, fi-6800, fi6670, Kodak 9125
38	Section 3.4.2: How many FORTS users are there?	38	No per seat limits with the current system. Currently 50 provisioned users are active.
39	Section 3.6.1.3 Which line of business (LOB) applications will require users to access documents directly from the LOB application? i.e. access documents without having to open the EDMS system separately?	39	Currently most applications make a viewer call to the ECM so that (LOB) users can see the ECM content from within the (LOB) application.
40	What is your budget for the project?	40	See response to question 1.
41	How long do you envision implementation lasting?	41	Would vary based on bidder's proposal
42	Section 3.6.1.4: Is the content to be converted tied to any internal deadlines?	42	No. Documents must remain available during conversion.
43	Section 3.6.1.4: Will content be added to legacy system during conversion or be in a read-only state once the conversion begins?	43	Ongoing operations are expected to continue
44	Section 3.6.1.4: Are there any legacy system admins or experts still in-house?	44	3 technical staff
45	Section 3.6.1.4: What is the total number of document types/business classifications to be converted?	45	see AI-016
46	Section 3.6.1.4: What storage device(s) are currently being used to physically manage the documents? (If optical or tape storage, provide make, model & quantity of drives or tapes)	46	Online drive storage via Avamar and EMC Data Domain.
47	Section 3.6.1.4: Please list the primary document file format(s) to be converted with associated document count.	47	Primary image formats are: PDF, TIF and JPG. Detailed counts not available. Other formats include but is not limited to: TIF, JPG, JP2K, PDF,DOC, DOCX, PPT, PNG, GIF, XLS, XLSX, PSD, ZIP, DBF, VOB, MP3, MP4.
48	Section 3.6.1.4: Please list the type and volume of annotations that must be converted? (sticky notes, redactions, highlights, signatures, etc)	48	Transaction log is ~1.2 B rows which is roughly 9-10k associated data elements on the 124M records.
49	Section 3.6.1.4: Can all of the document files managed by the legacy system be viewed outside of the product using a vendor-agnostic viewer?	49	Yes, some with encryption.
50	Section 3.6.1.4: Will audit trail or document history information need to be migrated?	50	Yes

51	The implementation of software solutions can vary widely depending on project budget. Our firm has successfully delivered projects across various budget ranges. To help us best meet the goals of your solicitation, can you please approximate the anticipated budget range for this project? For example, is the anticipated budget range: a) Less than \$100,000 b) \$100,000 – \$150,000 c) \$150,000 – \$250,000 d) \$250,000 – \$350,000 e) \$350,000 - \$500,000 f) \$500,000 - \$750,000 g) \$750,000 - \$1M h) \$1M+	51	See response to question 1.
52	What qualifications are you looking for in an implementation partner? For example, we have multiple Microsoft Gold and Silver Competencies, Certified Masters and MVPs, etc.; will the proposal scoring take our credentials into account?	52	Proposal scoring is not disclosed before award
53	We are a Microsoft SharePoint Deployment and Planning Services (SDPS) Provider; in that regard do you have any Microsoft Software Assurance vouchers that might be applied to the budget?	53	No
54	Remote project delivery typically enables us to reduce project duration and costs. Most of the projects we do <i>could</i> be delivered 100% remotely however, we sometimes find it useful to be onsite during discovery meetings, training, etc. Considering the potential effect on project duration, resource availability, and cost on a scale from 1 to 5 where 1 represents "100%onsite project delivery" and 5 represents "100% remote project delivery", what are your requirements on this continuum?	54	Evaluation would be based on the merits of the proposal
55	Will Certified Small Businesses from any state receive any special consideration in this procurement?	55	No
56	Did any contractor or vendor assist with the development of this solicitation or provide you with an initial evaluation, proof of concept, demonstration, pricing, or any other analysis related to this procurement? If so: a) Please provide the name of all contractors and vendors b) Are these contractors and/or vendors eligible to bid on this project?	56	see 3.10.2
57	We are a SharePoint and Office 365 focused consultancy and have successfully combined these platforms with best of breed third party software products (as needed) to implement comprehensive intranet, extranet, and enterprise document, content and records management solutions; given what you know about SharePoint/O365, including any as-needed 3 rd -party additions, on a scale from 1 to 5 where 1 represents "Will not meet our requirements" and 5 represents "We believe SharePoint or O365 is the best platform for our needs", what represents your view on the continuum?	57	Position would be based on the merits of the overall proposal
58	Related to the statement in the RFP, "The selected solution would preferably require no customized development/programming"; on a scale from 1 to 5 where 1 represents an all-in COTS solution with minimal configuration and 5 represents a platform-based solution requiring professional services, customization and third-party products, what is acceptable with respect to the solution you are looking for on this continuum?	58	Position would be based on the merits of the overall proposal
59	The RFP indicates that there are "2,700 end users within the Iowa DOT"; to confirm, how many users should we account for as it relates to product pricing, training and implementation services scoping, etc.?	59	see 3.7.1.1
60	On a scale from 1 to 5 where 1 represents no Information Architecture and 5 represents a comprehensive Information Architecture including all necessary Document/Content Types and Term Sets to fully support the solution in areas such as search, workflow, records management (i.e. retention policies), etc., how would you rank your current Information Architecture?	60	3
61	Regarding your current experience with SharePoint and/or O365, if you are using either: a) What version are you currently licensed for (e.g. SharePoint 2016, SharePoint Online G3, etc.)? b) Do you already have the requisite licensing for the number of anticipated users of the solution being contemplated in this solicitation? c) What is the current breadth of usage in terms of number of the # of Departments, Users, and Site Collections d) For what workloads are you currently using SharePoint/O365 (e.g. collaboration portals, document management)? e) What, if any, problems or dissatisfaction have you experienced with SharePoint/O365? f) Do you already own any SharePoint-related products (e.g. ShareGate, Nintex, etc.) and if so, which ones? g) On a scale from 1 to 5 where 1 represents "None" and 5 represents "Expert", can you please indicate what SharePoint/O365 skills you currently have in house in terms of: i) Infrastructure, Administration and Maintenance ii) Information Architecture Design and Implementation iii) Content Owner/Authorship iv) PowerShell and C# Development	61	a. SharePoint Online, O365 G3 b. No c. ~2700 users, 45 Site Collections d. Limited document management, Some collaboration portals e. No response f. ShareGate limited licenses. g. i. 3 ii. 2 iii. 2+D76 iv. 2

62	<p>Regarding the migration of documents and associated metadata from Northrop Grumman's EDMS solution to the new system, can you please provide the following information:</p> <p>a) Existing Source Environment:</p> <p>i) Can you please provide the database schema(s) for all databases utilized in the existing system?</p> <p>ii) Where do the documents reside (e.g. on the Windows Server file system)?</p> <p>iii) What are the specifications of the current system server hardware (i.e. RAM, CPU, Disk utilization)?</p> <p>iv) Is the existing system backed up and on what frequency/rotation?</p> <p>v) Will the chosen vendor be given remote and direct access to the application for the purposes of discovery, analysis and to perform the migration?</p>	62	<p>a.</p> <p>i. 3 schemas see 3.4.1.2 Currently Oracle v11.2.0.4 or v12.2.0.1</p> <p>ii. Windows file server system on Vmware hosts. Isilon NAS is used for near line storage.</p> <p>iii. Example minimum specification: Server 2016, 2 Core, 3.0GHz CPU, 100GB drive, 16GB RAM. Viewer servers would require additional ram 64GB minimum spec.</p> <p>iv. File backup servers daily to online disk-no tape or optical storage, Isilon backup is hourly, weekly and monthly to designated endpoints.</p> <p>v. Yes, with approved security credentials.</p>
63	<p>Regarding the migration of documents and associated metadata from Northrop Grumman's EDMS solution to the new system, can you please provide the following information:</p> <p>b) Content Analysis: Can you please provide information for each of the following:</p> <p>i) Details regarding any Compound Documents that reside in the existing system (files that contain multiple, and often different, document types)</p> <p>ii) Any proprietary file formats utilized in the existing system</p> <p>iii) Size of the largest file(s) in the existing repository (e.g. do any exceed 2GB)?</p> <p>iv) Total combined size of the corpus including all versions</p> <p>v) Does the existing system use folders and if so, what meaning or organization of content do the folders represent?</p> <p>vi) Any known issues with or corruption of the documents, databases or metadata</p>	63	<p>b.</p> <p>i. Estimate 3% of the total (124M)</p> <p>ii. Image formats are TIF, JPG and PDF. File encryption may apply. Application file formats are also supported.</p> <p>iii. ~6GB</p> <p>iv. 17TB as indicated in section 3.4</p> <p>v. Yes, architectural system use</p> <p>vi. None known</p>
64	<p>Regarding the migration of documents and associated metadata from Northrop Grumman's EDMS solution to the new system, can you please provide the following information:</p> <p>c) Conversion and Processing: Do you require document conversion or any other processing of documents or metadata during the migration, for example:</p> <p>i) Conversion to PDF/A</p> <p>ii) Renaming of documents</p> <p>iii) Metadata cleanup, for example:</p> <p>(1) Change 2-digit year fields to 4 digit years or remediation of invalid date formats</p> <p>(2) Break apart multi-valued fields into discrete columns in the new solution</p> <p>iv) Combining of individual document pages into a single document/file</p> <p>(1) How can these related files be identified programmatically (e.g. identical name with page # appended)?</p> <p>(2) Is the metadata the same for all pages, associated only with the first page or does it need to be combined from all pages? Please indicate all that apply and provide details.</p>	64	<p>c.</p> <p>i. Yes, conversion to PDF format may be required to standardize imagery</p> <p>ii. No, unless the proposed solution requires files to be renamed</p> <p>iii. Yes, data cleansing and alignment with department data standards will be in scope</p> <p>1. No</p> <p>2. Yes, data cleansing and alignment with department data standards will be in scope</p> <p>iv. Yes, standardizing imagery as multipage PDF is in scope</p> <p>1. System attributes identify relationships of documents</p> <p>2. Metadata is associated at the document level not at the page level</p>
65	<p>Regarding the migration of documents and associated metadata from Northrop Grumman's EDMS solution to the new system, can you please provide the following information:</p> <p>d) Are Annotations and/or Redactions utilized and if so:</p> <p>i) Are annotations/or redactions applied via overlay (i.e. imposed by the existing application's document viewer) or burned-in, resulting in a permanent change to the document?</p> <p>ii) If so, is it your intention to burn these annotations/redactions into the file permanently in the new system?</p> <p>iii) Is there a requirement to be able to see the document without the Annotation/Redaction? If so, would having a second copy in the un-annotated format meet this requirement?</p> <p>e) Versions:</p> <p>i) Are versions utilized and if so, are they directly accessible in the repository (e.g. not archived)?</p> <p>ii) How many, if any, versions need to be migrated to the new solution (e.g. last 3)?</p>	65	<p>d.</p> <p>i. Annotation/Redactions are element overlays displayed via a document view. Burned annotations or redactions are stored a new version of the document.</p> <p>ii. Existing markup layers and annotations would require a cleanup pass or need to be migrated into a new system.</p> <p>iii. Yes for both</p> <p>e.</p> <p>i. Yes, they are directly accessible</p> <p>ii. All versions to preserve audit history</p>
66	<p>Regarding your Records Management requirements:</p> <p>a) Can you please provide details about your retention schedule/file plan including the number of record categories/series/types?</p> <p>b) How are Physical Records currently managed?</p> <p>c) Can you please provide details about the storage of Physical Records (e.g. # of locations, cabinets, containers, folders, documents, etc.)?</p>	66	<p>a. Current record series count is 773.</p> <p>b. Physical records should be able to be tracked in the ECM .</p> <p>c. Focus of the effort is on capturing digital record storage and management. Reducing or eliminating Physical record storage. Physical records are stored in banker boxes with tracking labels and cabinet or shelf location.</p>

67	<p>The RFP states " integrations to Iowa DOT legacy applications have been built "; is actual integration in scope for this solicitation or is the intent to ensure that the system has integration capabilities, if integration is in scope:</p> <p>a) What specific systems require integration as part of this procurement?</p> <p>b) Is the integration limited to making certain lists of data available to the system for the purposes of providing pick-lists when tagging content?</p> <p>c) What level of integration is anticipated (e.g. hyperlinks only, document-level integration, unidirectional/read only, bidirectional data updates, functional integration)?</p>	67	<p>Integration is in scope</p> <p>a. Examples include but are not limited to: Driver Record System, Discovery, Finance, GIS, Project Scheduling, Contracting</p> <p>b. No, the integration may include workflow, document classification, metadata transfer, document generation, document transfer and storage, audit log creation and transaction details</p> <p>c. Secure document links, document level integration, bidirectional communication and transfer and functional integration if necessary</p>
68	<p>Regarding the requirements stated as "Citizens and public users via a public facing web portal" and "Other agencies via a public facing web portal":</p> <p>a) How many users need external access?</p> <p>b) Will all external users login/authenticate to access the system or does anonymous access need to be supported?</p> <p>c) Will these users have AD accounts (i.e. they could simply be added as members to an O365 group vs. having actual AD accounts)?</p> <p>d) What features of the system will external access users be permitted to use (e.g. access to certain documents only, all features, etc.)?</p>	68	<p>a. External connections are not limited by seat currently</p> <p>b. Preference given to user authentication. Proxy access via secure architecture may be considered depending on security measures of the architecture provided. Anonymous access is not preferred.</p> <p>c. No, authentication method to be proposed in the solution.</p> <p>d. Access to any records matching classification criteria for public access, all features.</p>
69	<p>Regarding requirements related to Document Capture/Scanning and OCR:</p> <p>a) If you desire to leverage an existing document capture software:</p> <p>i) What capture software do you currently use?</p> <p>ii) Is this software able to release scanned documents and metadata to SharePoint Online?</p> <p>b) How many of each of the following types of devices should we account for with respect to our price proposal:</p> <p>i) Multi-function Scan/Copy/Fax/Print</p> <p>ii) Single Workstation Scanner</p> <p>iii) Work-group Scanner</p> <p>iv) High capacity Scanner</p> <p>v) Copiers</p>	69	<p>a. Existing capture tools may be replace provided functionality is maintained.</p> <p>i. CME Scan module, CME Batch Scan by Northrop Grumman and PaperVision Capture by Digitech</p> <p>ii. Not currently</p> <p>b.</p> <p>i. ~270 MFP devices statewide; Saving output from network multifunction printers to ECM is not currently limited by license restriction.</p> <p>ii. 300</p> <p>iii. 10</p> <p>iv. 15</p> <p>v. ~270 MFP devices statewide.</p>
70	<p>Regarding requirements related to Document Capture/Scanning and OCR:</p> <p>c) How many index-only users do you desire to procure software for?</p> <p>d) What percentage of each of the following types of "paper documents" will be scanned into the system: (Please select only one)</p> <p>i) Always the same, well-defined, standard forms with standard data ("structured") - OR -</p> <p>ii) Mostly similar documents with standard data that may be in different places on the document ("semi-structured")</p> <p>- OR -</p> <p>iii) A broad array of different documents with different data on them ("unstructured")</p> <p>e) What is the current scanning volume per day/week/month?</p> <p>f) Are you currently using server-based scanning products to achieve the required throughput?</p> <p>g) Do date stamps need to be added to the physical paper of the document or just the digital version?</p>	70	<p>c. 300</p> <p>d. iii unstructured form documents</p> <p>e.</p> <p>f. CME Scan, CME Batch Scan by Northrop Grumman and Paper vision Capture by Digitech</p> <p>g. Production scanners have imprinters activated to stamp the scanned image before it enters the ECM. Digital banners or watermarks are also used.</p>
71	<p>Regarding requirements related to "BPM and Workflow":</p> <p>a) What workflow/BPM product are you currently using?</p> <p>b) Are the required workflows centered on document approval and records management (e.g. disposition policies) or do they include process workflows to automate line of business functions?</p> <p>c) How many workflows are to be built as part of this solicitation?</p> <p>d) Can we assume that the workflows are very simple in nature (e.g. document approval)?</p> <p>e) If you have knowledge and experience with SharePoint, do you anticipate that the required workflows can be addressed with using SharePoint's built-in workflow capability?</p> <p>f) If available, can you please provide an outline of the steps or flow diagrams that represent a typical workflow? Please provide sufficient information to scope/estimate the effort for this requirement</p>	71	<p>a. e.Power workflow activator for CME by Northrop Grumman</p> <p>b. Both</p> <p>c. All workflows will require transition to the proposed solution.</p> <p>d. Workflow range from simple few step processes to complex multi step processes.</p> <p>e. Unknown</p> <p>f. Sample workflow provided</p>
72	<p>If electronic forms are required to support any workflows that are included in the scope of this solicitation, can you please provide detailed information and use cases including the information below:</p> <p>a) Are you referring to web-based forms or fillable PDF forms?</p> <p>b) How many forms are required and what are they?</p> <p>c) What is the average number of fields per form?</p> <p>d) If you have experience with SharePoint, do you anticipate that the built-in forms that come with SharePoint Lists will be sufficient?</p> <p>e) Can you please provide PDF versions of all forms to be developed as part of this solicitation? Please provide sufficient information to scope/estimate the effort for this requirement</p>	72	<p>a. Could be either</p> <p>b. An example workflow merges form documents for certification of record, e.g. a base image is merged with a certification file to generate a certified record on demand.</p> <p>c. ~10-30 fields</p> <p>d. Unknown</p> <p>e. No collection of forms from each workflow is available. PDF form versions range from Acrobat 8 to 11. Example of forms the Department uses that may be stored as record can be found at: https://forms.iowadot.gov/Default.aspx</p>

73	Regarding requirements related to "FOIA and Open Records Requests" a) Is the solution limited to providing a solution that enables external persons to place a request or is the intent to actually fulfill the request as well (i.e. collect and return all related documents to the requestor automatically)?	73	The intent is to track the request from initialization through fulfillment; collecting, classifying, storing and managing all fulfillment documents provided to the requestor as records.
74	Regarding the highlighted part of the requirement stated as "ECM solution should provide certified compliance with ISO 15489, DoD 5015.2-STD, MoReq2010 or VERS and Department of Defense (DoD) 5015.2-STD: Electronic Records Management Software Applications Design Criteria Standard" is this a mandatory pass/fail requirement (i.e. is certified compliance with DOD 5015.2 required for the solution to even be considered)?	74	Consideration will be given to compliance, if certification is pending.
75	Does this solicitation/project require a proposal guaranty as security and if so, what is the amount?	75	No. Please see Solicitation Response Page.
76	What is your vision for post implementation support in terms of anticipated number of hours per month?	76	see 3.9.1.1
77	As an environmentally-friendly / Green company, we strive to reduce our consumption of paper; to that end, can respondents submit proposals electronically via email in lieu of hard-copy proposals?	77	Responses must be submitted in writing. See Solicitation Response Page, Standard Terms and Conditions and RFP supplemental Terms and Conditions.