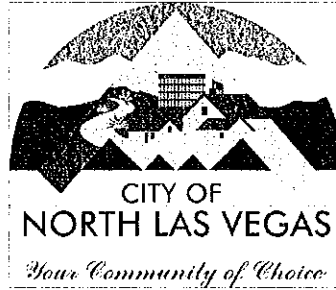


Mayor
Michael L. Montandon

Council Members
William E. Robinson
Stephanie S. Smith
Shari Buck
Robert L. Eliason

City Manager
Gregory E. Rose



Finance

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Telephone: (702) 633-2438 • Fax: (702) 649-5077 • TDD: (800) 326-6868
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June 28, 2007

**RFP 007-007R
ENTERPRISE CONTENT MANAGEMENT SYSTEM
ADDENDUM NO. 2**

General Clarifications

These pages represent answers to all questions that have been submitted for clarification either at the pre-bid meeting or via written form. These pages should be used when submitting your RFP and a copy of this signed page must be submitted with your RFP response.

In addition this Addendum No. 2 changes the RFP opening date. Your RFP must now be submitted **PRIOR to WEDNESDAY, JULY 25, 2007 at 2:00 p.m. to be considered.** Responses received after this date and time will NOT BE ACCEPTED AND WILL BE RETURNED TO VENDOR UNOPENED.

The following documents are contained within this Addendum:

- ✓ RFP Questions and Answers
- ✓ Anita Sheldon's Notes taken at the Pre-Proposal Conference dated Tuesday, June 19, 2007
- ✓ Pre-Proposal Attendee List

A handwritten signature in black ink, appearing to read "Dwight Rawlinson".

Dwight Rawlinson
Purchasing/Risk Management

By signing below I indicate I have received Addendum No. 2 to RFP 007-007R Enterprise Content Management System and made the changes necessary to comply with this revision.

Company Name (Printed)

Date

Your Name (Printed)

Signature

RFP 007-007R ENTERPRISE CONTENT MANAGEMENT SYSTEM
ADDENDUM NO. 2 QUESTIONS AND ANSWERS

Questions

Q. What databases and application systems are currently being used by the City (that impact the project today)?

A. Oracle is the core system with HR and Financials modules being used, Hansen, Class, Brass, AutoCAD and other applications, most systems are open and few are proprietary.

Q. Does the City have a preference of using the system as a backend repository while using the existing apps as a standard interface for most/all users?

A. Yes, the City would like to pull information from the repository without having to leave the screen to go to another application to search. This is part of the functionality but not the primary functionality. We also want to be able to manage records, retention, some will want to do direct retrievals, some will do direct scanning, etc.

Q. Describe the compliances that the City is currently under that the solution would need to meet?

A. Primarily we are to comply with the NRS and NAC.

Q. Is the City currently using any type of scanning solution? If so, does this need to be completely replaced (hardware or software)?

A. The City is currently using Kodak Capture Software version 6.9 and Kodak scanners. We are also using EasyScan 7.1. We are not looking to replace the hardware but we are certainly open to software solutions for capturing data, automatic data extraction, OCR, and full text search.

Q. Are the "Line of Business Systems" the same as those mentioned above? If not, what are they?

A. Yes they are the same as those mentioned above.

Q. Describe what is meant by, "Ability to integrate with document repository for online document access – adding."

A. Essentially we are looking for web-scanning. It is the ability to store documents over the internet/intranet, ability to scan documents anywhere and with a web-browser the ability to archive documents.

Q. What version of GroupWise is the City currently using and is it a POP3 or SMTP Email Format?

A. GroupWise 7.1 and it supports all of the industry standards POP3, SMTP, and IMAP.

Q. Does the city prefer a train-the-train environment or wish to have the vender complete the project from implementation, training, creation of workflows, etc. (should pricing reflect the City users as creating the process flows themselves with minor assistance – after training- from the vender)

A. The City would prefer to have the vendor complete the project from implementation, training, creation of workflows, etc. The pricing should reflect as such. As the project is rolled out enterprise wide there will be some process flows that will be created by City users and eventually become a train-the-train environment.

RFP 007-007R ADDENDUM NO. 2 QUESTIONS AND ANSWERS (Continued)

Q. How many users, at any one time, are expected to be scanning, searching or working within a workflow?

A. 40 users in the beginning, over time this will increase.

Q. Is this project budgeted and when does the City hope to begin roll-out?

A. No this project is currently not budgeted. We are hoping to include this in the next CIP which will be a decision made by the City Council.

Q. What is the City's expectation of a complete timeline from start to finish?

A. A decision will be made within 90 days and a purchase will be made soon thereafter. There is currently no timeframe for implementation however you may submit a project schedule.

Q. Is the City considering any service oriented architecture technology to facilitate application integration across the enterprise such as; BizTalk, Tipco, or web methods?

A. The City uses whatever interfacing technologies our vendor products provide. Right now we do our most interfacing with Oracle Applications via their defined interface PL/SQL stored procedures. We are in the process of upgrading Oracle Applications and the new version offers SOA/web methods. We don't use BizTalk or Tipco. Some other interfaces we have use text files, web methods, and custom code. We have an enterprise reporting solution (Vision Reports) that has basic text file interfacing capabilities using FTP.

Q. Due to the Fourth of July holiday can we please have a one-week extension making the due date Wednesday, July 25, 2007 at 2:00 p.m.?

A. Yes, the new due date will be Wednesday, July 25, 2007 at 2:00 p.m.

Q. Please confirm the website for additional postings about this RFP.

<http://www.cityofnorthlasvegas.com/Departments/Finance/PurchasingBidNotices.htm>

A. Yes, this is the City of North Las Vegas' website where the RFP and addendums will be posted.

Q. Please clarify formatting of responses:

a. Section 8, Submittal Requirements states that the Proposal should not exceed 25 pages in length. Are these 25 pages in addition to the current 20 pages?

A. Proposals should try to not exceed 25 pages total, however we are flexible.

b. Shall the responses be in-line with your current document?

A. Yes

c. Request is for tabbed dividers labeled by section to correspond to sections identified as "A. Section I. Related Experience" through E. Section V. Project Fee." Where would you like responses to the individual system requirements? Should these responses be within an additional tabbed divider entitled "Response to System Requirements?"

A. Yes, please include in the proposal a tabbed divider entitled "F. Section VI. System Requirements."

RFP 007-007R ADDENDUM NO. 2 QUESTIONS AND ANSWERS (Continued)

d. On page 6, paragraph starting "You may also add..." The City asks "For each criterion, please provide the following..." Does this mean to address the 7 bullet items ("A brief description of how the system supports that function," etc.) for each bullet item in the 7 sub-categories under System Requirements starting on page 7 (Document Management Requirements) and ending on page 12 (Integration and Support)?

A. Yes.

e. How shall the initial responses (Y, N, P, C, etc.) for each line item starting on page 7 be formatted? For example, at beginning or at the end of each bulleted line item in separate color? Or following on a separate line in different color?

A. The initial responses for each line item starting on page 7 should be answered at the end of each line item in a capital letter.

Q. Is it acceptable to take exception to the City's "Agreement (Sample)" and substitute our own agreement?

A. No, you must use the City's Agreement.

Q. Can you please provide the name and version number of any capture software currently being used?

A. The City of North Las Vegas is using Kodak Capture Software version 6.9 and EasyScan version 7.1.

Q. In the Imaging Requirements section you listed, "Ability to integrate with legacy systems for retrieval of index information." Please give examples of these legacy systems.

A. Oracle, Hansen, and KoVIS.

Q. Can you please give examples of any 'line of business' or ERP systems currently used?

A. Oracle is the core system with HR and Financials modules being used, Hansen, Class, Brass, AutoCAD and other applications, most systems are open and few are proprietary.

Q. How many concurrent licenses would you like quoted?

A. 40 concurrent to start.

Q. Are you open to other licensing options such as named users or PC licenses?

A. We would like to see which options are available and which gives us the most licensing for our money.

Q. Describe the nature of the workflow that you are seeking?

A. We need a rules based Workflow that will allow us to automate processes, make on the fly changes and provide alternative workflows for unforeseen business events such as a Workflow process participants being out sick, items could be routed to another Workflow queue rather than sit idle.

Q. Do you need to provide the public access to documents online?

A. Yes, at some point.

RFP 007-007R ADDENDUM NO. 2 QUESTIONS AND ANSWERS (Continued)

Q. Do you need the records functionality to manage both physical and electronic records?

A. Yes, we need the system to track both physical and electronic records.

Q. Does the solution need to be Oracle Certified or just have some experience working with Oracle?

A. The system must be an Oracle Certified solution.

Q. Should we provide a migration plan? If so, how much data will be moved from current system to new system?

A. Yes, please provide a migration plan to move 728GBs (7 million documents).

Q. Is your network .Net or Java?

A. The City's network is Microsoft .Net.

Q. Would you like a train the trainer format or detailed training for each user?

A. The City would prefer to have the vendor complete the project from implementation, training, creation of workflows, etc. The pricing should reflect as such. As the project is rolled out enterprise wide there will be some process flows that will be created by City users and eventually become a train-the-train environment.

Q. Is it mandatory for the vendor software to be an Oracle Verified (certified) solution?

A. Yes.

Q. Is the volume of documents of 1 million images per year in the City Clerk's office only or enterprise wide?

A. City Clerk's Office scans 1 million images per year. Other Departments do document imaging as well but this is not reflected in the volume.

Q. Workflow - in the bidder's conference I believe I understood that you are looking for a "rules based workflow", can you please clarify. You also said, you are looking for both simple and complex solutions, can you please clarify?

A. The City is looking for a workflow solution that can do simple workflow such as routing a document for approval to a complex workflow which will allow multiple users to electronically submit items from various locations for approval for example agenda items.

Q. For this RFP are you looking for pricing for 40 concurrent users only? Do you want pricing for any additional users?

A. At this time we will only need 40 concurrent user licenses. As the City grows and the ECMS is expanded we will need additional licenses. You should include pricing for the additional users.

Q. In the Scope of Work you indicate that you are seeking an ECM solution that can address broader requirements in the future. What future requirements are you looking for?

A. As this ECM solution will begin primarily with a few departments it will eventually be scaled out enterprise wide. The solution will need to meet the requirements and integrate with the systems in the other departments such Public Works, Utilities, and Police Department.

RFP 007-007R ADDENDUM NO. 2 QUESTIONS AND ANSWERS (Continued)

Q. Do you need to store large format drawings?

A. We have large format drawings that need to be stored electronically in the ECMS.

Q. Does the City use an authentication directory such as LDAP or Active Directory?

A. The City uses LDAP, Active Directory, and NDS.

Q. Does the City use any type of ERM tool to capture print streams?

A. Hansen

Q. It is an absolute requirement that the software proposed be Oracle certified or can the software show that it has successfully been implemented in other businesses installations?

A. It is a requirement that the software proposed be Oracle certified. If the product does not meet the requirement you can demonstrate how the software was successfully implemented in other businesses installations, however it is a requirement.

Q. When is the last day to submit questions?

A. Wednesday, June 27, 2007 is the final day to submit questions.

Q. Does the City use GroupWise as their email standard?

A. Yes and we will for the foreseeable future.

End of Questions

Anita Sheldon's Notes from Pre-Proposal Conference

RFP - Enterprise Content
June 19, 2007

Attendance

City of North Las Vegas
Karen Storms
Jennifer Snyder
Anita Sheldon
Dwight Rawlinson
Renee' Swanson

Pre-proposal Conference 007-007

July 19th Proposal Due

1. Pages 1-8

Page 1 - Will list addenda, if any, in writing

Jennifer Snyder official contact
633-1036

Or Renee' Swanson

Okay by e-mail

Submittals according to Paragraph 8
Insurance requirements Paragraph 12
Request for proposal, not based on lowest price after evaluation of proposal Paragraph 10

Scope of Work - Jennifer
Changes:

No. 6 should be titled functional requirements immediately, not future
Remove bullet item 2nd bullet from end - point ability to archive reports. . .
Clarification No. 2 - Imaging requirements - concurrent production users (another bullet point under imaging requirements)
Eliminate 6 - 2nd to last "ability to integrate leverage. . ."

Questions:

Groupwise? Yes
Authentication directory LDAP? Not aware at this time.
Scanning software? Kodak capture Version 6.9. Kodak software and hardware.

Anita Sheldon's Notes from Pre-Proposal Conference (Continued)

What ERP system? Using Oracle financials

How many users? License for 400 on Oracle. Start at 40 concurrent users. Need more as system grows.

Other licensing? Named user for power users? Work station license? Most economical way to have licenses

Population of ECM community? Have 2200 employees. About 400 maximum users. 40 is low end.

Contributors or guest license? Ability to have license to grant access however we want it to be. If we want to grant read/write or contributor. We want to administer the licensing.

Groupwise? How long is city going to be using? For foreseeable future. Microsoft exchange? No.

Date anticipate making decision? Make decision within 90 days after receipt.

Purchase within 90 days? A decision made on system and purchase soon thereafter.

Proposal should not exceed 25 pages in length? Is that a hard requirement? We are flexible. Don't want PHD dissertation.

System requirements? What type of documents using, permits, drawings, contracts? Yes. Accounts payable invoices, HR personnel files, maps, drawings, as built, agendas

Large format conversion? Yes.

Need to have converted? Not part of this RFP

Day forward solution? Yes.

Definition of workflow? Records. Capabilities to do something simple like routing for approval up to create an agenda to be posted. View City Council agenda for upcoming CC meeting.

Rules based workflow as opposed to routing? Yes.

Is there budget dollars approved for project? No.

After decision is made budget approval? Concurrent. Budget year ends in June.

Existing forms to turn into e-forms? Yes. Very few at this time.

Support that capability? Yes.

Publicly facing forms? Some.

Requirements for public access for info? Yes. At some point is our goal?

Not part of this response, but capability? Yes.

E-form, ability to save rules? What type of rules? Replicate information to not recreate docs done in past. Rather than having to recreate, rules based set in place doc.

Is that managed by e-mail today? No, manual

Workflow? Oracle in house? Oracle programmers? Yes. Will find out what is done in-house.

What version of Oracle? 11i

Part 7, Oracle certified solution? Are you looking for oracle certification or integrated? Certification.

Hosted solution? Repository offsite? Would consider.

Would repository need to be in Nevada? Will consider.

Leverage existing Kodak hardware? Or new hardware? We are not looking to replace hardware.

Just software

.net or Java shop? Don't know.

How many cameras? 6 scanners, and large format.

High speed? Yes, production. Only in City Clerk's office. Other scanners in the city.

Capture system? One central? How many scanners add? Don't know. Probably more than ten.

Volume of scanning? Study to project volume? Run about 1 Million images per year.

How many departments in city? Right now City Clerk's office, soon rolled out city wide

Need to be able to scale out? Yes.

Existing document management repository? Yes, Kovis.

Anita Sheldon's Notes from Pre-Proposal Conference (Continued)

How many documents there? 7 million

Move from that? Yes. What is your migration process.

What does 7 million translate to? 728 gigs

How many users on system? 46 concurrent license

Do you already have hardware? Sits on shared server.

Records management program? Yes Do not have records management software

How is vendor going to interact in setting up rules base to define length of stay? Retention requirement. Why are you moving off Kovis? Looking for something that has workflow. Agenda management.

Manage physical records? Yes and images.

Police department? Yes.

Use any type of ERM tool to capture print streams? Not that we know of.

Integrate document management using own development staff? Clarify? Is development internal or external? With in-house IT staff. Will discuss what level.

Bar codes? Building permits? Are they currently bar coded? No. Detention center, case files, master files, PD.

Project schedule? No

Should the response provide one? Helpful

Is Kovis being used enterprise wide? Yes.

Does Kovis have proprietary data format? No.

Leveraging existing Oracle with Kovis. Yes.

Migration, phased implementation, hard stop date? Will others continue to use Kovis until phased in? Yes.

Is City continuing service oriented architecture Biztalk? Webtalk? Not familiar. Submit question.

Outside consultant for information gathering? No. From ARM, other cities.

When will shortlist decision be made? Ranking system. Committee in place. Conduct interviews.

Final or shortlist decision in 90 days? Shortlist.

Jennifer: requirements listed are what we are looking for. Minimum requirements.

Dwight - will issue addendum within four days. Examine contract.

Addendums must be signed and submitted with proposal.

Agenda building, agenda management? What specific? Nothing specific. All paper. Want best solution. Workflow to be configured for that process.

END OF NOTES

**RFP 007-007R ENTERPRISE CONTENT MANAGEMENT SYSTEM
PRE-PROPOSAL ATTENDANCE SHEETS**



RFP 007-007 ENTERPRISE CONTENT MANAGEMENT SYSTEM

NON-MANDATORY PRE-BID CONFERENCE

June 19, 2007, 10:00 a.m.

CITY OF
NORTH LAS VEGAS

IN THE CITY COUNCIL'S CONFERENCE ROOM

Your Community of Choice

ATTENDANCE LOG

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RFP 007-007 ENTERPRISE CONTENT MANAGEMENT SYSTEM

NON-MANDATORY PRE-BID CONFERENCE

June 19, 2007, 10:00 a.m.

CITY OF
NORTH LAS VEGAS

IN THE CITY COUNCIL'S CONFERENCE ROOM

Your Community of Choice

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RFP 007-007 ENTERPRISE CONTENT MANAGEMENT SYSTEM

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Your Community of Choice

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RFP 007-007 ENTERPRISE CONTENT MANAGEMENT SYSTEM

NON-MANDATORY PRE-BID CONFERENCE

June 19, 2007, 10:00 a.m.

CITY OF
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IN THE CITY COUNCIL'S CONFERENCE ROOM

Your Community of Choice

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RFP 007-007 ENTERPRISE CONTENT MANAGEMENT SYSTEM

NON-MANDATORY PRE-BID CONFERENCE

June 19, 2007, 10:00 a.m.

CITY OF
NORTH LAS VEGAS

IN THE CITY COUNCIL'S CONFERENCE ROOM

Your Community of Choice

ATTENDANCE LOG

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COMPANY: SIRE

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FAX:

E-MAIL ADDRESS:



RFP 007-007 ENTERPRISE CONTENT MANAGEMENT SYSTEM

NON-MANDATORY PRE-BID CONFERENCE

June 19, 2007, 10:00 a.m.

CITY OF
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IN THE CITY COUNCIL'S CONFERENCE ROOM

Your Community of Choice

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