

**RFP – LC000053 – Enterprise Content Management Solutions & Related Services  
(Q & A)**

- 1) 1.1 Introduction, Page (2). Is a budget currently available and allocated for this project? If so, what is the budget? **A budget has been established but will not be disclosed at this time.**
- 2) 2.1 Summary of Key Dates, Page (3). Given an early June award date, does NCEL have a desired project start and completion date?  
**NCEL will be ready to start as soon as 30 days after the award. The completion date cannot be determined until a realistic project timeline is in place.**
- 3) 2.1 Summary of Key Dates, Page (3). In Part II – Proposal Process, it is stated that approval by the NCEL Commission may be required. Are there specific criteria that dictate when Commission approval is or isn't required? **Depending upon the total cost for the project, the NCEL may need to seek approval from the North Carolina State Lottery Commission.**
- 4) 2.4 Proposal Submission and Format, Page (4). Per the RFP, the Cost Proposal must be in a separately sealed envelope. Can the NCEL confirm that providing one hard copy of the Cost Proposal will suffice for meeting this requirement? **Yes**
- 5) 2.9 Scope of Services, Page (5). Has NCEL participated in demonstrations of ECM products within the past 6 months, and if so, which vendors and products?  
**Information will be provided to the awarded vendor.**
- 6) 2.9 Scope of Services, Pages (6-7). Is Retailer Management System based on a COTS (commercial off the shelf) product, and if so, what vendor and version?  
**Retailer Management System (RMS) is an in-house developed system that is used by all departments within the NCEL.**
- 7) 2.9 Scope of Services, Pages (6-13). Does NCEL have any existing document management and/or scanning software currently in use? If so, please provide product names and versions.  
**None.**
- 8) 2.9 Scope of Services, Pages (6-13). Does NCEL currently perform scanning of structured forms or use zonal OCR techniques or scanning software?  
**No.**
- 9) 2.9 Scope of Services, Pages (6-13). How much documentation is currently stored at NCEL HQ and in need of digitization?  
**Approximately 100-120 (4)-drawer filing cabinets.**

- 10) 2.9 Scope of Services, Page (7). How many total users need access at the NCEL site and over VPN connections? Of those users, please estimate how many are administrators, information managers, knowledge workers, casual end users, or search-only users.  
**Currently 254 total users. 10 administrators; 10 information managers; 5 knowledge workers; 229 end users.**
- 11) 2.9 Scope of Services, Page (8). What type of MAC devices are currently in use at NCEL?  
**MacBooks and iPads.**
- 12) 2.9 Scope of Services, Page (13). For requirement 10.9, please elaborate on the requirement to "... control document access via document queue."  
**Users should only see workflow document queues that are assigned to them.**
- 13) 2.9 Scope of Services, Page (13). Requirement 10.10 states that the "Application must be able to control ability to manage all imaging processes." Will NCEL accept a solution that consists of scanning software paired with ECM software, in which case the ECM software would not have full control over all aspects of the imaging process?  
**Yes.**
- 14) 2.9 Scope of Services, Page (14). Is it NCEL's intent to identify a current NCEL employee to act as the ECM application administrator?  
**Yes.**
- 15) 2.9 Scope of Services, Page (14). Does NCEL currently have a project manager identified for this project?  
**Yes.**
- 16) 4.3 Background Information, Pages (15-16). Our company currently provides IT solutions and related services to the NCEL. Can the NCEL confirm that submitting updated information and an affidavit re-confirming the prior information will suffice for meeting the NCEL's background checks? **If the Contractor has submitted similar documents within the last six (6) months, the NCEL will only require updated information.**
- 17) 4.3 Background Information, Pages (15-16). Our company currently provides IT solutions and related services to the NCEL.  
Can the NCEL confirm that Contractors that currently provide IT solutions and related services to the NCEL do not need to provide a financial instrument to cover the background checks that would be required for the Successful Contractors? **The For purposes of this RFQ, the NCEL still requires the submission of the cost to cover the background investigations for all Responding Contractors. However, if such investigation has been completed by the NCEL within the last six (6) months, the NCEL may forgo the investigations and return the funds to the Responding**

**Contractor.**

- 18) 4.4 Bid Bond, Page (16). The Bid Bond requirement is not common for projects that involve commercial-off-the-shelf software. Can the NCEL waive the requirements pertaining to a Bid Bond? **This requirement is specified by the North Carolina State Lottery Act due to its potential size.**
- 19) 4.5 Litigation Bond, (Page16). The Litigation Bond requirement is not common for projects that involve commercial-off-the-shelf software. Can the NCEL waive the requirements pertaining to a Litigation Bond? **This requirement is specified by the North Carolina State Lottery Act due to its potential size.**
- 20) Please confirm NCEL would like Proposer to include licenses for 300 Concurrent Users and 10 administrative (Named) users.  
**There are 254 current users. Proposer should provide license model for growth up to 300 concurrent users.**
- 21) Should Proposer assume that all Concurrent and Named users will also be participating in a Workflow process? If not, please provide the number of users (and dedicated vs. Concurrent) that NCEL would like Proposer to include in the cost proposal.  
**We should assume that there will be 254 concurrent users accessing the system at any given time.**
- 22) How many Batch Scanning stations would NCEL like the Proposer to include?  
**2 batch scanning stations will be ideal.**
- 23) Will NCEL be utilizing existing scanners or is the Proposer expected to provide scanner pricing?  
**Proposer is expected to provide scanner recommendations and pricing.**
- a. If the Proposer is to provide scanner pricing, please provide additional detail on volumes, page sizes, etc.... for each scanning area.  
**After the initial 100-120 (4) drawer filing cabinets are digitized, the daily load will be approximately 300-400 pages of various sizes from all departments. This includes possible fragments of pages that will need to be indexed.**
- 24) Regarding sections 11.1 and 11.2, will NCEL be performing the imaging (scanning) of the documents? Or is the Proposer expected to include these services?  
**Proposer should provide pricing for:**  
**(a) if NCEL performs imaging and**  
**(b) if proposer performs on-site imaging due to the potential sensitivity of documents. Person(s) performing scanning may be subjected to background**

checks before gaining access to the documents.

- a. If the Proposer will be performing scanning, would NCEL please share additional information about the number, quality, sizes, types, etc.... of the documents that are to be scanned?

After the initial 100-120 filing cabinets are digitized, the daily load will be approximately 300-400 pages of various sizes from all departments. Scanned images may be full pages or fragments. Some batches may include various sized documents that must be appended and reordered before the final approval in the workflow.

- 25) Please confirm that Section 5.3.1 should include the costs for all software, maintenance, training, etc.... along with the services?

Correct.

- 26) NCEL is requesting a Not to Exceed rate for all services and deliverables as required in the Scope of Work. Is the Scope of Work defined as section 2.9 titled "Scope of Services"? If so, can NCEL provide any additional information on the scope of the pilot and production phases? This would allow Proposers to provide a more confident estimate of implementation services required. Specifically items such as:

- a. The complexity of the Retailer Adjustment workflow and the Retailer Contract approval process (and any other workflows considered in scope).

Information will be provided directly to the awarded vendor due to the sensitivity of the processes.

- b. The number and types of documents expected to pass through Optical Character Recognition (OCR) for the purposes of extracting index data

After the initial 100-120 filing cabinets are digitized, the daily load will be approximately 300-400 pages of various sizes from all departments.

- c. The extent of SharePoint integration required

Migrate existing SP workflows into the ECM solution.

- d. Any items in the Software Capacity Requirements section that may not be in scope for this project

None

- 27) Can you confirm that Good Faith Efforts (Affidavit B) will be an evaluation criteria related to this proposal. Yes

- 28) If so, will each vendor responding be awarded 10 points related to Good Faith Efforts for attending the Pre-bid meeting since the meeting wasn't scheduled?

Because a Pre-bid meeting was not required, there will not be any points allocated for this item.