

Addendum No. 1

Request for Proposal FileNet/Datacap Support Services

Questions and Answers received by the September 25, 2023 deadline are listed below.

Questions and Answers

Q1. RFP Section 4.1, 7th bullet states, "Provide three (3) proposed fee structures: 1) Time & Materials (T&M) for all services (hourly), 2) Firm Fixed Price (FFP) for all services (monthly), and 3) Hybrid – FFP for administrative activities and T&M for support activities. It is at the vendor's discretion if they would like to provide a fourth pricing option." If only the "fourth option" is presented, will the proposal be considered responsive? (Section 4.1)

A1. All proposals will be reviewed. SDCERA encourages offerors to provide a proposal for each of the three (3) requested fee structures. A fourth option may also be submitted.

Q2. Please provide the IBM Site Number for this service. (Section Not Applicable)

A2. IBM End User Customer Number (ICN): 8063038

Q3. Is there an established budget and anticipated cost for this service? (Section Not Applicable)

A3. SDCERA has an adopted budget that can be found at SDCERA.org: [Annual Budget FY24](#). There is not an anticipated cost for this service.

Q4. Please explain the integration between FileNet and Datacap and CPAS. Would the Managed Services partner have any ownership of this integration and any currently custom code designed for this integration? (Section 2.2)

A4. The integration between FileNet, Datacap, and CPAS is a webservice. The Managed Services partner would not have any ownership of the integration. The webservice does use custom code, which will be discussed as part of the knowledge transfer process.

Q5. Can the proposal exclude hardware support services? (Section 2)

A5. The proposal must address hardware support services. If the offeror does not directly provide hardware support, they should include the cost of adding a hardware support subcontractor as part of their pricing proposal.

Q6. Please advise if a third party can manage the physical scanner support where vendor will simply provide connectivity services. (Section 2)

A6. The offeror will be responsible for the integration between FileNet and Datacap. Offeror may engage a third party to provide hardware support. If the offeror chooses to use a hardware support subcontractor, the use of a contractor should be clearly stated. If offeror requires SDCERA to engage hardware support separately, it must be clearly stated.

Q7: In Section 4.3, it clearly states that vendors are required to respond to all requested items. If the offeror does not provide this level of services as a T&M engagement, would they be disqualified for consideration? (Section 4.3)

A7: All proposals will be reviewed. SDCERA encourages offerors to provide a proposal for each of the three (3) requested fee structures. A fourth option may also be submitted.

Q8: Our firm only provides level of service based upon an annual contract (minimum 1-year prepaid service) with discounts applied for multi-year contracts. Will this work for SDCERA? Does your current budget allow for a multi-year contract where SDCERA can take advantage of annual discount options? (Section Not Applicable)

A8: All proposals will be reviewed. SDCERA encourages offerors to provide a proposal for each of the three (3) requested fee structures. A fourth option may also be submitted and can include an annual contract with discounts applied for multi-years.

Q9. If Contractor elects to only respond with the fourth pricing option, will Contractor's RFP response be considered for award? (Section 4.1)

A9. All proposals will be reviewed. SDCERA encourages offerors to provide a proposal for each of the three (3) requested fee structures. A fourth option may also be submitted.

Q10: Regarding Pricing Option 3) Hybrid – FFP for administrative activities and T&M for support activities, is FFP annual or monthly? (Section 4.1)

A10. For pricing model 3 (hybrid FFP and T&M), the anticipated FFP payment structure will be the annualized amount for administrative activities paid on a monthly basis.

Q11. On page 5 of Appendix A, you list the IBM Software deployed, supported, and maintained by your current IBM Support Provider, do you expect the respondent to renew the Support Provider Proof of Entitlement and purchase the IBM Software Subscription and Support Renewal (S&S) for 2024 and rebill SDCERA? (Appendix A)

- a. If yes, can Respondent bill Software Subscription and Support Renewal (S&S) annually prior to the coverage period to avoid reinstatement fees?
- b. If no, will SDCERA purchase the required Software Subscription and Support Renewal (S&S) or licenses prior to the award of this RFP?

A11. Offeror should include the cost of renewing or purchasing IBM Software Subscription and Support (S&S) and/or licenses as part of their pricing proposal. Payment terms and/or transfer of the Proof of Entitlement will be established as part of the contract negotiation process. If the offeror chooses not to include the cost of IBM S&S/licenses, or does not agree to put the Proof of Entitlement in SDCERA's name, it should be clearly stated in the response so that SDCERA may purchase the S&S/licenses separately.

Q12. What information will be provided to the Awardee during the Vendor-to-Vendor Knowledge Transfer? (Section 1.2)

A12. Knowledge transfer will include, but not be limited to:

- SDCERA specific configurations for FileNet and Datacap, including scanner connections.
- Details about the webservice APIs and integrations (e.g., Fogbugz and Pension Administration System).
- Any configuration specific to certificates (AWS issued, internally issued, Application specific, system specific, current duration, etc.), Kubernetes, load balancers, running services relevant and specific to SDCERA configuration.
- Application architecture details.

Q13. How many FileNet Domains are used in production? (Section Not Applicable)

A13. One (1) FileNet domain is used in production.

Q14. How many Object Stores are used in production? (Section Not Applicable)

A14. Two (2) Object Stores are used in production.

Q15. How many Document Classes are there in production? (Section Not Applicable)

A16. Two (2) - PDFs and TIFFs

Q17. How is the Document Class security set up? (Section Not Applicable)

A17. Details will be provided as part of the knowledge transfer process.

Q18. How many FileNet workflows are there in production? (Section Not Applicable)

A18. Zero (0) FileNet workflows are used in production.

Q19. Are there any custom ICN plugins? If yes, please provide details of each plugin (Section Not Applicable)

A19. No, SDCERA does not use any custom ICN plugins.

Q20. Do you use External Data Services (EDS)? If yes, please provide the details. (Section Not Applicable)

A20. No, SDCERA does not use External Data Services.

Q21. Do you use Java Component Integrator? If yes, please provide the details. (Section Not Applicable)

A21. Runtime framework include (.net, Java, Kubernetes containerd)

Q22. What is the database and version used for FileNet? (Section Not Applicable)

A22. AWS MSSQL 2019 RDS, IBM CPE v5.5.8.0 and IBM Content Navigator v3.0.11

Q23. Please provide details of File storage (Section Not Applicable)

A23. AWS MSSQL 2019 RDS on EKS/EFS File System

Q24. Please provide details of Webservice API with the retirement administration system. (Section Not Applicable)

A24. Details will be provided as part of the knowledge transfer process.

Q25. How many Datacap applications/workflows are used in production? (Section Not Applicable)

A25. Two (2) DataCap workflows are used in production.

Q26. Is there any customization for Datacap Verify/indexing steps? (Section Not Applicable)

A26. Yes, there is some customization that will be covered during the knowledge transfer process.

Q27. Are there any data lookups used in Datacap Navigator Verify/indexing steps? (Section Not Applicable)

A27. Yes, there are several fields that pre-populate from the Pension Administration System based on the barcode.

Q28. What is the daily average number of document commits to FileNet from Datacap applications? (Section Not Applicable)

A28. The daily average is 200-300 documents.

Q29. Do you use any OCR features in Datacap workflows? (Section Not Applicable)

A29. No, SDCERA does not use OCR features.

Q30. Do you use any Barcode recognition in Datacap workflows? (Section Not Applicable)

A30. Yes, a handful of SDCERA documents use barcode recognition.

Q31. What is the duration of this project? (Section Not Applicable)

A31. This engagement is not for a project in the traditional sense – this RFP is seeking a qualified vendor to provide ongoing “Support Services” for the application as described in the RFP.

Q32. The expectation from this RFP is that a consultant be available for 12 hours(Monday through Friday) from 6 a.m. to 6 p.m. Pacific time to support incidents from SDCERA? Please confirm (Section 2.1)

A32. The offeror is expected to be available to provide incident support and resolution during SDCERA business hours, 6AM to 6PM Pacific Standard Time, Monday through Friday. Maintenance activities are expected to be done outside of normal business hours when possible.

Q33. Is IBM Preferred Vendor status mandatory to execute this project? (Section 4.1)

A33. Yes, IBM Preferred Vendor or IBM Partner status is required. This engagement is not for a project in the traditional sense – this RFP is seeking a qualified vendor to provide ongoing “Support Services” for the application as described in the RFP.

Q34. Does SDCERA have a direct support contract with IBM? (Section Not Applicable)

A34. Currently, SDCERA does not have a direct contract with IBM.

Q35. Does SDCERA need a quote for the current SDCERA licenses? (Section Not Applicable)

A35. Yes, offeror should include the cost of renewing or purchasing IBM Software Subscription and Support (S&S) and/or licenses as part of their pricing proposal. Payment terms will be established as part of the contract negotiation process. If the offeror chooses not to include the cost of IBM S&S/licenses, or does not agree to put the Proof of Entitlement in SDCERA’s name, it should be clearly stated in the response so that SDCERA may purchase the S&S/licenses separately.

Q36. How many total support calls does SDCERA receive on average per month? (Section 2.1)

A36. Over the last six (6) months, April 2023 to September 2023, SDCERA has submitted an average of three (3) service calls per month (average 13 hours/month) for incident management and maintenance activities.

Q37. How many of the total support calls per month are categorized as critical? (Section 2.1)

A37. Over the last six (6) months, April 2023 to September 2023, SDCERA has submitted zero (0) critical support calls.

Q38. How many FileNet environments are within the defined scope? (Section Not Applicable)

A38. Two (2) - Production & Test

Q39. How many FileNet servers are included in the scope, and what is their respective functionality? (Section Not Applicable)

A39. This is a Kubernetes containerd environment hosted on AWS utilizing S3 and EFS storage, EC2 instances for Datacap, AWS EKS cluster deployed across two availability zones.

Q40. What is the version of the IBM software besides IBM Content Navigator and Datacap? (Section Not Applicable)

A40. IBM Content Platform Engine v5.5.8.0

Q41. What is database type and version? (Section Not Applicable)

A41. SQL 2019 RDS

Q42. What is the storage type and size? (Section Not Applicable)

A42. AWS utilizing S3 and EFS storage, EC2

Q43. Could you please provide an architectural diagram of the FileNet system? (Section Not Applicable)

A43. Details will be provided as part of the knowledge transfer process.

Q44. Are all environments hosted on AWS, or are some of them on-premises? If there are on-premises systems, how will they be accessed? (Section Not Applicable)

A44. All relevant environments are hosted on AWS.

Q45. Are there any custom applications or plugins included in the defined scope? If yes, please provide a detailed description.

A45. Details will be provided as part of the knowledge transfer process.