July 10, 2018

Re: Electronic Content Management (ECM) System
        Douglas County Board of Commissioners
        Solicitation No. 18-011

Dear Ladies and Gentlemen,

This **Addendum No.2**, to Douglas County's Request for Proposal for the Electronic Content Management (ECM) System Douglas County Records Department, is hereby issued to provide clarification to the Request in the following particulars only, and is made a part of the Request for Proposal document.

1. Not counting the 1.8 mil images to be migrated, approximately how many images do you expect to scan and store annually? With supported software we anticipate the numbers to increase, but the imaging productivity for the last 4 years is as follows:
   2014 – 30,155 documents
   2015 – 51,747 documents
   2016 – 70,000 documents
   2017 – 16,696 documents

2. Do you expect to need any table extraction (most commonly used in Accounts Payable)? I am not sure what this feature does, but we don't do accounts payable – Finance uses New World software for their accounts payable, and they will not have "seats" to image into the new software.

3. Do you expect the need for document classification by document type or vendor? Possibly. More likely by vendor, but we could potentially add that as an indexing field or use OCR capabilities to search by vendor. I cannot think of a specific instance in which we would classify documents by document type.

4. Approximately how many eforms will Douglas County need developed for this solution? We are hoping this option will allow us to integrate form options that have not been an option previously. The number of eforms has not been established, but we anticipate implementation in departments like Voter Registration, Building Inspections, Appraisal, etc.

5. Approximately how many workflow processes will Douglas County need developed for this solution? We do not have a specific number of workflow processes in mind; we are hoping to move the county forward in this area as well to streamline processes. If there are different rates based on the number of workflow processes, please provide a breakdown of the different fees based on the number of processes.

6. Can we submit our proposal electronically? If not, how many copies of the RFP are required? Does the County require a specific proposal submittal format? No, electronic copies are not acceptable. Please provide one original and three copies.

7. Although the County prefers a solution that's on-premise, would you consider a cloud based ECM solution? We will entertain all proposals.

8. Has the County established a budget for this project, and if so, can you share it? No, we have not established a budget.

9. What is the initial budget? Not available.

10. Outside of the main project of converting from PaperFlow \ PaperVision what is the immediate need in Phase 1? The Key Requirements state a need for advanced capture, database integration, external LOB search, retention. Can you describe how you would like this service to rollout? That would be determined when the bid is awarded and the contract is negotiated.

11. We do not have a fax machine to fax the addendum acknowledgement. Can we send it via email instead? Yes, you may scan and send to me, bpeacock@co.douglas.ga.us

12. What is the maximum vs average number of users you anticipate will be working within the ECM simultaneously? We anticipate that there may be up to 7 users on the viewing end that would simultaneously be trying to access records.

13. What is the current numbers of scanners? Production vs desktop? We currently have 6 scanning stations – 3 in Records, two in Voter Registration and one in Personnel. These are separate from the user stations on the viewer end.

14. What is meant by 'Database Integration' in Section D? Is that beyond the migration requirements? The migration will require integration of the existing access database and SQL database so that indexing values will still be connected to the images when migration is complete.

15. Do you have an existing fax service? This question is in regards to the requirement "The user must be able to email or fax any document from either the retrieved search result list" (pg7) We do have an existing fax service.

Thank you for your attention to this Addendum No.2, and interest in Douglas County. Please acknowledge receipt of this addendum via, return fax, at 770.920.7219 and include this addendum and your acknowledgement in your bid/proposal package, not to be counted as a part of any page limit.

All other terms and conditions of the Proposal remain the same.

Sincerely,

Bill C. Peacock

Director, Purchasing

ACKNOWLEDGEMENT

COMPANY: _____

SIGNATURE: _____

TITLE: _____DATE: _____

We acknowledge receipt of your Addendum No. 2, Solicitation No 18-011.