Douglas County Board of Commissioners

8700 Hospital Drive ● Douglasville, GA 30134 ● Telephone 770.920.7247 ● Fax 770.920.7219

Purchasing Department

June 26, 2018

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

Dear Ladies and Gentlemen,

This **Addendum No.1**, 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. The index system must provide a means for the user to search across any number of multiple document libraries or databases in a single search.   Can you please provide an example of another library or database you would want to search? For example, if we are searching for "Church Street" we would like to be able to enter the search parameter and it pull any relevant documentation from multiple datagroups – Building Permits, Property Record Cards, Etc.

2. The system must allow the user to simultaneously create multiple copies of retrieved pages in separate viewing windows. Can you provide the use case for this feature request? If we need to make redactions to a document, we do not want the original to be affected. We also want the same document to be viewable by separate users/windows simultaneously (although the viewer end should not be able to modify the records).

3. The system must provide the ability to monitor a local or network directory and identify specified document types for import into the document management system. Can you provide an example of what you are looking for here? For our Probate Court Marriage, Death and Birth Certificates, we have a monitored import path that scans the datagroup hourly and uploads any changes automatically to the viewer end without us taking manual steps to make the data visible to viewers.

4. The system must provide internet/intranet access to all licensed simultaneous users. Can you please clarify this question? Are you wishing for all users to be able to access the system via internet/intranet? We would like the data to be visible from any login station set up for users with appropriate access. If it is web based, that is fine as long as it is secure. Our main concern is we want it to be accessible to all licensed simultaneous users.

5. The system must provide the ability to perform complex searches with relational or logical operators and by alphabetical ranges within individual fields. Can you please provide an example of a search you might wish to run to clarify this

requirement? For example, allowing us to search number ranges, date ranges, "any part of field" ranges, as you are able to do in an access database.

6. The system must provide the ability to capture documents to be stored into a folder for subsequent batch processing. Can you please elaborate on what determines a "batch" for the County? We scan Building Permit files in bulk, starting a new document for each file. Then we go back and index each file once we finish scanning a box. The documents are not accessible on the viewer end (because they are not indexed) until we have finished the indexing process, so we need them held in a "processing" area until we can index them.

7. Convert paper documents to electronic and enable more efficient retrieval of queried information. Is the County also wishing for scanners as part of the ECM system? No. We have scanners. We would like the software to be compatible with our existing scanners, as they are quite expensive and were picked with our specifications in mind.

8. The system must allow users to add a voice annotation to a document. The annotation must not in any way modify the original document once stored into the repository. Would a voice message attachment to the file be acceptable or would it need to be identified in the system as an annotation? An attachment to the file would suffice.

9. One of the key requirements in section D is "Database Integration". Can you please describe a bit more about this requirement? Is the County looking for database lookups? Database validation? Integration with other systems? We have approximately 1.8 million documents to move from the existing system into the new system, I believe it was around 131 GB of data. The data is currently in .tif format, and the indexing fields are linked to the images through a SQLdatabase and also in an Access Database. We need that migration so we do not have unsupported images left hanging in the old software. We would also like the software to have the capacity to hold records for viewing in programs that are not necessarily on our (scanning/processing end) computers (for example, we have CAD documents that we would like to add to the new software that will be visible on the viewing end to approved users in our GIS department, but that we, in the Records Department, do not have the software to view).

10. Documents are currently imaged into PaperFlow, and are viewed by end users using PaperVision. The indexing data is stored in an access database and a SQL database. Are Access and SQL two separate repositories of information or do they integrate? They integrate.

11. The system must be capable of connecting to other SQL databases such as existing MS-SQL, and Oracle via a native direct db connection – any ODBC Source. Does this have to be a direct connection or can this be accomplished via an API? I am not sure if PaperVision is able to do this.

12. The resulting export file must contain both user-entered field data as well as all system data for the related images.   What system data is needed? Is this data needed on the file level or document level? System data such as the original imaging date, dates of modification, user names making modifications, etc. Document level is fine.

13. Some of the wording in the RFP sounds like the County might have seen and be considering a specific software application. Is this correct? If so, can the County please advise what that system is? The county has been considering new imaging software for years, and we have done quite a bit of research, including demos with a number of vendors over the last few years.

Thank you for your attention to this Addendum No.1, 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. 1, Solicitation No 18-011.