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ADDENDUM # 2

3/7/17

Solicitation #7551314

Title: Data Imaging Services – Rhode Island College

Submission Deadline: Note Change:

From: March 16, 2017 @ 11:00 am (ET)

To: **March 22, 2017 @ 11:30 am (ET)**

Per the issuance of ADDENDUM #2 the following are noted:

Submitted Questions and Responses (see attached)

No further questions will be entertained.

Interested Parties should monitor this website on a regular basis, for any additional information that may be posted.

Gary P. Mosca
Chief Buyer

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Submitted Questions and Responses:

Are you requesting scanning/imaging off-site by the vendor for all paper backfile?

Response:

Financial Aid & Admission: No data archiving needed
Records Office/HR needs archiving
HR - NO offsite scanning/imaging)

Are you planning to scan/image all paper documents incoming as a day-forward solution?

Response:

Financial Office: Yes
Admission Office: As needed (Note: since most data are from another vendor, currently in electronic format. It would be ideal to manage these files in the new document imaging software)
Records Office/Payroll: Possible/as needed
HR: Yes

Are you just looking for a per page cost to scan / image and index?

Response:

Records Office/HR/Admission Office: Yes, it is helpful

Would all pages need to be searchable?

Response:

Records Office/HR/Admission: Yes
Financial Aid: Not required but helpful

Is it acceptable to use offshore indexing?

Response:

NO

Would you want original paper records returned?

Response:

Records, payroll: Yes
Other offices: No.
(HR would like to reserve the right to decide later).

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Records Office - How many pages are there per transcript / student?

Response:

About 70K old transcripts

How many years will be scanned?

Response:

Records staff confirmed that we have paper transcripts as far back as the 1920s.

What Indexing Fields would need to be pulled off of the transcripts?

Response:

Student first name, last name, date of birth, social security number, student ID (if available)
(Although middle name may not necessarily be indexed, it is helpful for additional verification of the student)

Admissions Office - How many years of applications will be scanned?

Response:

Current year and forward

Should we assume 10 Pages per application 7000 applicants per year?

Response:

Yes

What Indexing Fields would need to be pulled off of the Applications?

Response:

First Name, Last Name, DOB, SSN, Student ID, residency, education, major.

Office of Student

Financial Aid - How many pages per student file?

Response:

5-15 (VARIES BY STUDENT GRADE LEVEL: NEW STUDENT FILES, ON AVERAGE, HAVE FEWER DOCUMENTS PER FILE)

How many Files per year?

Response:

Response: ~7,500

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How many years to be scanned?

Response:

NO ARCHIVING

(Note: Nothing before, just to scan new documents moving forward)

What Indexing Fields would need to be pulled off of the student records?

Response:

Student full name, student ID, Document ID; Document Year (and possibly some other fields, depending on implementation)

Other Office

Payroll Office - How many pages per student file?

Response:

We will be scanning classified timesheets 1,000 X 52 , student files 750 annually (at least 7 pages each), state files—Terms only about 30 annually 20 pages each.

Other Office

HR Office - Please provide more detailed information?

Response:

Approximately 50 terminated employee files annually with approximately 300-500 pages per file.

Other offices - Please provide more detailed information?

Response:

The main offices that may implement document imaging solutions are: Records, Admission, Financial Aid, HR and Payroll. As of now, we do not have any plan to implement document imaging solutions in other offices.

Whether companies from Outside USA can apply for this?

(like, from India or Canada)

Response: Yes

Whether we need to come over there for meetings?

Response: Yes

Can we perform the tasks (related to RFP) outside USA?

(like, from India or Canada)

Response: No

Can we submit the proposals via email?

Response: No

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Is the College's PeopleSoft solution on premise or hosted?

Response:

On Premise

Does the College prefer that the proposed Software solution be on premise or hosted?

Response:

Does not matter, as long as the overall cost is competitive and it can be integrated well with our existing PeopleSoft systems.

Does the College plan to purchase and implement the four areas mentioned in the RFP (Records Office, Admissions, OSFA, and Other Administrative Offices) all at once? Or will this be a phased approach?

Response:

The college intends to complete the requisition by the end of June 2017, for all offices at once.

How many users licenses should we propose with our response?

Response:

Depending on the cost. We would like to see the break down of the cost proposal.

- If the price is tiered based on user licenses, please submit the price structure.**
- If the price is based on the college's FTEs, please state it clearly.**

On page 6 of the RFP, the College states "Allowing the documents to be linked to individuals by recognition of content and having the ability to search the document images by content".

- a. Please explain what is meant by "content" in the above requirement. Is this metadata?

Response:

All records in the PeopleSoft systems are recorded with the key – EMPLID. However, with new documents scanned, we could use some other key data elements ((such as SSN, DOB, names, etc..) to find the matching records For many offices, it is important for this software to have the ability to make scanned documents searchable by these key fields so that the documents can be matched with our existing PeopleSoft records.

On page 9 of the RFP, the College states "Experience providing new feature and upgrade services to Oracle/PeopleSoft Higher Education clientele".

- a. Is the College asking if the Vendor will upgrade the College's Peoplesoft environment or if the Vendor's product is developed to provide Peoplesoft customer with new integration features?

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Or is the College asking if the Vendor's software is developed to be compatible with the new version of Peoplesoft?

Response:

RIC will always keep its PeopleSoft systems up to date – we have a schedule to upgrade our PeopleSoft systems on a regular basis. It is therefore imperative for the vendor's software (especially if it is integrated into the PeopleSoft system tightly) to keep up with all PeopleSoft's newly upgraded versions. The vendor will have to promise that their software will not break after PeopleSoft's upgrade.

Page 3, #5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

Would the College entertain a firm estimate for professional services with an hourly rate?

Response:

Yes. However, the estimate will have to be reasonable, because the college may not have the financial flexibility to cover the project's cost overrun (for some unexpected increase of expenses incurred by the professional services due to unexpected hours) after the project is approved (which is usually before the project implementation).

Page 4, #7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

Would the following proposal scenario be considered?

Vendor proposes software and on-going support services. The vendor includes a professional services/implementation proposal from a trusted partner. The College would need to execute an agreement with this partner directly as well as with the vendor for the software and on-going support services.

Response:

The college recognizes that this RFP may need several vendors' services/software to achieve its goals:

- Special services/software for data archiving/document imaging conversion of existing paper documents (HR, Records and Payroll Office), and the services/software to handle the digital data moving forward
- Special software for managing the Admission Office – although these is no need for retain paper documents, RIC will need to retain those digital images on file, together with its PeopleSoft system moving forward.

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- Special software/services for Financial Aid Office - although there is no need for retain paper documents, RIC will need to retain those digital images on file, together with its PeopleSoft system moving forward.

Given this implementation plan, the college will accept the following:

- Single vendor for each area (no subcontract/no partners) – vendors are allowed to only bid part of the services/offices listed above.
- If the bidding vendor intends to submit the bid to cover multiple areas/offices listed above – using its own software/services, please state clearly.
- If the bidding vendor needs partners (subcontracts) to cover multiple service areas/offices, that's also acceptable. However, it is important to note that the college will only agree that each partner is the sole responsible party for each service areas/offices listed above.

Page 5. Rhode Island College seeks to engage vendors to provide a document imaging solution to the business needs in several business offices (Records, Admission, Financial Aid, HR, Accounting, etc.) so that Rhode Island College can achieve the following goals:

- Go paperless in several business offices
- Streamline the admission process
- Simplify the verification process and document tracking for financial aid

Pages 8-9. The RFP provides technical backgrounds and business needs for the Records Office, Admissions, and the Office of Student Financial Aid.

Please provide clarification on the specific offices where RIC wishes vendors to propose implementation services and statements of work.

Response:

Any bidding vendor that has been accepted/awarded the contract will have to provide the project proposal and statements of work:

Based on the response to question #3, please provide guidance on the number of concurrent user licenses vendors should propose.

Response:

Because of the complicated nature of this project (some offices need more professional or manual scanning services for archiving (HR, Records, Payroll) while some only need special software to manage its business process/workflow (Admission, Financial Aid, possibly Records, etc.), it is difficult for the college to specifically indicate the preference of its license structure.

The ideal proposal would be to list the license structure/type so that the college can make appropriate decision based on the proposal and the actual needs.

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Page 6. Have the ability to create, accept online forms (for eliminating the need for paper).

Please provide detail around the types of forms they wish to develop and deploy.

Response:

This very important for the Financial Aid office.

Yes, online forms with fields that allow students to populate yes/no check boxes, name/id data, data, e-signature (if possible), fixed variable fields (dollar amounts), and text fillable fields with limited character counts would be EXTREMELY helpful.

The only caveat to this is that there must be a process that informs the office when a form has been submitted to a student's record unless we just use download/print/email-process.

Page 6. Ability to track the whereabouts of online forms when out for signatures/approvals from other departments.

Can RIC provide details for any electronic or digital signature requirements relating to the online forms?

Response:

For the Financial Aid Office, all online forms would require some form of acceptable e-signature equivalent.

Can RIC provide an example of a scenario where approval of an online form is required from an internal department?

Response:

Federal FAFSA Verification Worksheet

<http://www.ric.edu/CMSUploads/5/2017-2018%20Verification%20Worksheet.pdf>

Please provide the annual number of transcript evaluations performed by the Admissions and Records offices.

Response:

The Records Office evaluates approximately 500 transcripts per year but processes between 5000 and 6000 transcripts per year.

Admission: 1000+ transcripts per year

End Questions & Responses