

**SPECIAL ADMINISTRATIVE BOARD OF THE TRANSITIONAL SCHOOL****DISTRICT OF THE CITY OF ST. LOUIS**

Purchasing Department  
801 North 11<sup>th</sup> Street  
Saint Louis, Missouri 63101

**RFP# 044-1415 Document Management Software Solution****ADDENDUM No. 1 – Questions and Answers**

1. **Question:** Are you looking for an onsite and/or hosted solution?

**Answer:** We are willing to entertain both hosted and onsite pricing models.

2. **Question:** You are looking for a system that can have up to 25 users. Is that full user ability to alter metadata or is there a mix of retrieval and view only type users? **Answer:** There is a mixture. Some of the accounts will be view only; roughly ten of the twenty-five will need the ability to edit.
3. **Question:** Is the purchase of this project in this year's budget? Is the budget available? **Answer:** Yes. Budget information isn't available.
4. **Question:** This project is for HR documents, is there any process improvement in the project? Are you looking for any workflows? **Answer:** We are looking for a system that is scalable and can adapt to our needs as time changes. It would be ideal to have some workflows as part of the system that can help to better navigate and manage the volume. We hire at least four to five hundred people a year, which can include substitutes as well as permanent employees. We are constantly adding to our files so anything that can help us expedite and have accurate information would be ideal.
5. **Question:** Do you have a scanning format preference, TIF, PDF? **Answer:** We don't have a preference at this time. I can say that the images that we have are mostly PDF.
6. **Question:** How important is the template and metadata to those images? **Answer:** It's important. We would like to have various searchable fields. Right now, our file room technicians have audited our active and inactive records to label them with employee id numbers, social security numbers, first and last names. Those would be the primary fields.
7. **Question:** Is there any systems, like software, that can be mirrored up? Like if you use the social security number as the key and you can pull the name and address from another source? **Answer:** We use SAP (Oracle) which houses all of our employee data. We can create a SAP transport to have the employee's name and social security number to populate in the template. We can work with our IT department configure this.

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8. **Question:** How much expertise will you require in this RFP to help make that happen? **Answer:** We definitely expect partnership during the configuration of imports into the system. We will rely on extensive expertise to ensure that it works on both ends. If you have a system that you're recommending, only you know what configuration will work best to feed data into the system.
9. **Question:** When do you plan to make an award and what is the start date? **Answer:** We plan on making a decision on March 6<sup>th</sup> and sending it to our Board for approval. It is a two month process for approval. The item will go to the Board for review in April and approval in May. We would like to get started soon after the Board approves the recommendation.
10. **Question:** What document management systems have you looked at in the past? **Answer:** We've seen quite a few systems. Initially, this was part of a two-part RFP. We decided to separate it out to evaluate as many systems as possible to get the best return on our investment.
11. **Question:** What work on your records management process did you do prior to getting to this point? **Answer:** We have a team of six people in the HR department. This became an idea about two years ago that is slowly being transitioned into reality (funds are available). The main work was manual, improving the management of the physical records in our file room. We've participated in demos to get a feel for the various products, options and pricing. At this point, we're better equipped to articulate our needs with an informed team that will be able to evaluate and make the best informed decision. Whoever submits a proposal is being asked to schedule a demo during March 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup>. Please email Rick Schaeffer at [Rick.Schaeffer@slps.org](mailto:Rick.Schaeffer@slps.org) to schedule your presentation.
12. **Question:** You mentioned a second project. What was it? **Answer:** This is one of the phases in a multi-phase effort. The first phase was for a vendor to come in and specifically scan all of our files/documents. The second phase is the software component to house all of the data that was scanned. The third part is implementation and training. It is important that we implement a system that is scalable utilizing all of the features available.
13. **Question:** For the demo, can we use some of your actual documents to show you how that will work in the system? **Answer:** You can't use our actual data but you can use our forms and templates.
14. **Question:** You mentioned you have a retention schedule with records management, how important is that; you know it's document management and records management. Some systems manage documents but the retention and records is an add-on module. How important is it to have that in your document management system? **Answer:** Document management and records management are synonymous to us. Everything is a document. Our records retention process is pretty detailed in terms of what needs to be kept and how long and if it needs to be stored or shredded. In the industry, there may be a distinction between the two. Document retention is extremely important to us. I understand in systems you may have an electronic record that's stored with all of the employee's files and in other systems it stores by the document type. We're open to see both.
15. **Question:** Is it the intent to have the document management system integrate with SAP, so you can have the benefit of the unstructured and structured information being created by the document manager? Is this how you see the two systems working together or do you see them as two separate systems? **Answer:** They are two separate systems that we can see a link between for accuracy and efficiency purposes. We know that the more hands touch the data, the greater the chance for error.

We would prefer to eliminate the manual entry therefore, we would like establish a link in communication between the two.

16. **Question:** If you would be able to search from within SAP into a document management system and retrieve all of the documents seamlessly, that will be advantageous versus having to go between systems to search and retrieve? **Answer:** Yes, that would be great.
17. **Question:** Is the P-Card required for this type of RFP? **Answer:** No, it's not.
18. **Question:** How many users will need to be in the system simultaneously? You mentioned that there will be ten users that will need the ability to edit, fifteen to view. Out of the twenty-five, how many will need access to the document at the same time? **Answer:** Ideally, all twenty-five because we have different functions and may need access for different purposes.
19. **Question:** You mentioned will be needed in a future phase for sign off, approval, review, notifications. Is that part of the RFP at this time or is it the solution needed should have that capability? **Answer:** It's not required but if your system has than feature, we would like to see it during your demo.
20. **Question:** In terms of office productivity tools, does the school district use Office and Outlook? **Answer:** Yes.
21. **Question:** How many of the documents that are modified during a current period are changed using Microsoft Office? Is that the primary editing tool? **Answer:** The majority of our documents are edited using Microsoft Office, it is our primary editing tool.
22. **Question:** Out of the initial data import which is estimated to be about three million images, are they all paper documents or are some electronic at this point? **Answer:** The initial import will all be electronic and after that, we'll need a way to import new paper documents into the system. The district has a contract that includes scanners/copiers so we won't need any additional equipment per se. We would like to have a system that is compatible with our current district equipment to reduce expenses.
23. **Question:** The organization that you contracted with to complete the first part of the RFP which was to scan the documents, would that be the RICOH Champs Program? **Answer:** We are not familiar with the RICOH Champs Program.
24. **Question:** So has the vendor that was awarded the scanning completed the conversion of the three million to electronic? **Answer:** We are still in the process of selecting the vendor for the first phase but we plan to submit all of this information to the Board together. We decided to separate the two components of the first RFP because we wanted to make sure we had good pricing for the software component. We are evaluating two vendors for the scanning.
25. **Question:** Will they scan the documents ahead of time or scan them into the document management system at the time of the scan? **Answer:** If we don't have the system online by the time that that piece starts, then they'll scan them all and we'll have electronic files ready to be imported into the system. Otherwise, documents will be scanned directly into the system.

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26. **Question:** In what section shall the Qualifications be sited? **Answer:** Include Qualifications in Part 1.
27. **Question:** Do you assign a document taxonomy to your scanning service, i.e. document type and index values that will be written in your backfile scan process? **Answer:** We do have identified documents that will equate to a file type we will need to retrieve or search for in the system. We are in the process of developing a more detailed and refined taxonomy.
28. **Question:** Will those be indexed by employee names, numbers, date of hire? **Answer:** Yes.
29. **Question:** Could you share those document types and index values? **Answer:** Yes, we can share some of our forms and the fields we'd like to search.
30. **Question:** Have you provided your scanning service/potential vendors a classification on exactly what you want done? That will have a huge impact with everything you're here with your system as well as with the conversion. **Answer:** Not at this time. We are currently in the development process of our file structure (taxonomy).
31. **Question:** Could you share your document types and index values you have defined to your scanning services with the vendors providing ucm software? **Answer:** Answer will be forthcoming.
32. **Question:** What would I see in your current Human Resources Folder? Are the documents divided by sections, different tabs? **Answer:** The file contains: Enrollment Package, insurance information, evaluations, certifications/transcripts/qualifications, checks (police or child abuse/neglect), and financial information.
33. **Question:** Do your files have pictures? **Answer:** Yes, some of our files do have pictures.
34. **Question:** On a day to day basis, how much of the files that will be filed will be paper versus electronic? **Answer:** 60% paper and 40% electronic.
35. **Question:** Could the paper be fillable PDF forms? Would you be able to provide samples of the PDFs? **Answer:** Yes. Yes.
36. **Question:** Can you put the described folder structure in writing? **Answer:** Yes.
37. **Question:** Will you need web access...for people to access the repository across the web? **Answer:** No, we have remote desktop.
38. **Question:** Is your remote desktop Microsoft or Centrix? **Answer:** Yes, it's Microsoft.
39. **Question:** Is the remote desktop, Microsoft, VMWare, or Centrix solution that is being used? **Answer:** Microsoft. Need verification from IT Department. Security is a very huge component of what we're looking for, we have the need to send certain documents to others whether they are internal or external we would like some type of security around links that gives people access to our information that is in the system.
40. **Question:** How do you distribute your compliance documentation today? For instance if you get new pages to your employee's manual. How do you know if they've received or reviewed them? **Answer:**

We have another system that we use. When there are changes to our policies that system will send an electronic web training to all employees and will require and acknowledgement/confirmation.

41. **Question:** Would you use that in the onboard process or do people have to wait a year to take the class? **Answer:** No, we use Applitrack for our applicant tracking system and onboarding. Applitrack has a variety of e-forms that we use during the initial hire process. One of those forms is the Acknowledgement of Board Policies. This is also something covered in our orientation; currently, it's a paper form that requires signature.
42. **Question:** Besides Applitrack, what other systems do HR use? **Answer:** The main systems are SAP, Applitrack (applicant tracking & onboarding), TALX - Equifax (employment verification), and Kronos (time management).
43. **Question:** For confirmation, what is the RFP #? **Answer:** The RFP number and name is **RFP 044-1415 Document Management Software Solution.**

### **Document Taxonomy (DRAFT)**

Depending on the flexibility of the file structure of the selected system, our taxonomy will either classify records by function (option A) or by file type (option B).

#### **Option A:**

Employee (SSN)

- Personnel File
  - Onboarding forms
  - Evaluations
  - Contracts
  - Certification(s)
  - Confidential File
    - Background Clearances
    - Physical/TB Tests
    - Family Medical Leave
- Employee Relations File

#### **Option B:**

Employee (SSN)

- Personnel File
- Onboarding forms
- Evaluations
- Contracts
- Certification(s)
- Background Clearances
- Physical/TB Tests
- Family Medical Leave
- Employee Relations File

**END OF ADDENDUM 1.**