

City of Lodi

REQUEST FOR INFORMATION

ELECTRONIC CONTENT MANAGEMENT SYSTEM, SOFTWARE SUPPORT, AND IMPLEMENTATION SERVICES

Answers to Vendor Questions

GENERAL STATEMENTS:

City of Lodi's current in-house system can be viewed at <http://publiedocs.lodi.gov/>.

We have 11 different record types, each with two to six metadata fields, ranging from meeting date to title to full text search.

The City Clerk's Office has a staff of three who would need full-access rights. We do not know how many viewing licenses are necessary as records must be available to staff and public alike.

There is no pre-determined budget amount set aside for this project.

1. What is the City's current "in-house program" referenced in the statement of need?

The City originally contracted with a company called Fortis in the late 1990s, which later became FileMagic. After some company program fixes, the City decided it could create an internal program based on PDF files sorted by record series that can be searched by fields or by full text. Here is a link to our current system: <http://publicdocs.lodi.gov/>.

2. Why will Hosted systems (Cloud/SaaS) be considered?

The City will review the possibilities of using Cloud solution to host a document management solution. There will need to be a review of the balance between hosted storage solutions vs. On Premise.

3. All things being equal, what is the City's preference or evaluation of On Premise vs. Cloud/SaaS solutions?

The City is open to the concept, given a multitude of parameters meets the requirements for price, security, and flexibility.

4. Migration:

- Please define the scope and requirements for the migration.
We would like the current data (i.e. PDF files) to be migrated into the new system, including any metadata and OCR functions, to eliminate (or greatly reduce) the time and effort of transferring documentation that dates from the early 1900s to the present.
- Please confirm City will provide PDFs with Metadata/Index information as part of the migration.
The PDFs currently include metadata/index information that we would like included as part of the migration.
- If not, please explain City expectations and responsibilities.
N/A
- Would the City expect vendor to perform migration?
The City would expect that the proposal include the capability to migrate information into the new system, but whether it is handled by City staff or the vendor may depend on price.
- Estimated number of documents?
Nearly 90,000 files.
- Estimated number of images?
Number unknown.
- Estimated size?
Estimated storage 45gig.

5. We understand the scope of this RFP/project is just the City Clerk. If all goes well, what are City's vision, goals, and roadmap for expansion into other departments?

At this time, the Clerk's Office has not discussed this with other departments, and it would depend on their needs and budget.

6. We understand the City Clerk has been scanning internally. What are the City's needs for high-quality on-site or off-site scanning services?

The City has scanning capabilities and is not looking for additional on-site or off-site scanning services.

7. Which ECM systems has the City investigated?

The City has not actively investigated ECM systems, but is familiar with programs used in the city clerk field, such as Laserfiche, Questys, OnBase, and Legistar.

8. Which ECM systems has the City seen any demonstrations or presentations of?

A representative from Laserfiche offered to provide a demonstration of its product roughly one year ago and gave a presentation to Clerk staff.

9. For each department, how many total employees/users will need access to the system?

This is the City of Lodi's public records system and must be accessible by anyone searching for records, whether it is a staff member from another department or a citizen.

10. Out of the total for each department, how many need to have full access (add/change/delete)?

Only the City Clerk's staff of **three will need full access. It may be necessary to include the Information Technology Division with one full-access right.**

11. Out of the total for each department, how many need to have retrieval access (search/view/print/email)?

All users should have the ability to search, view, print, and e-mail records.

12. In round numbers, what is the budget for this initiative?

This RFI will determine a cost for this program and whether or not it can be absorbed in the budget. The City Clerk's budget has a minimal amount set aside; however, there may be other funding sources available depending on the final outcome.

13. Besides the scanning and retrieval of permanent records, is the City interested in any of the following:

- Public Records Request – does the City currently have a good automated process for managing public records request with tracking, notifications and workflow? Is the City interested in this?

Not at this time.

- Eforms automation – to eliminate manual paper/PDF forms.

Not at this time.

- Workflow – to automate document routing and approval.

Not at this time.

14. How many users will require access to the system at any given time?

It is unknown how many will need to access our public records at one time, as records can be searched by department staff as well as members of the public. If a system operates on a number of licenses, the City recognizes it may need to increase that number if necessary.

15. Where does the information that will need to be migrated into the new system reside, i.e. what is the name of the system?

The current system is homegrown. It resides on a Windows IIS server.

16. If the system already has metadata information please indicate the number of index value types or fields in the current system?

Each record series has an index field for “Date Entered” and “Last Modified,” which are automatically populated by the system; otherwise, the various records series have the following number of fields that are entered by staff.

Budgets	2 fields
Agendas	2 fields
Council Communications	4 fields
Minutes	2 fields
Ordinances	4 fields
Public Hearings	2 fields
Resolutions	4 fields
Campaign Filings	6 fields
Conflict of Interest	4 fields
Election Resolutions	4 fields
Planning	2 fields

17. Could you describe the current naming convention for the documents that are stored on the City's storage area network (SAN)? Are there any additional metadata associated with these documents beside the name of the document?

Each record series has a naming system; however, over the years and staff changes, the naming system may lack some consistency. Generally speaking, names typically follow this pattern:

For minutes: m01-06-10.pdf OR min01-12s-10.pdf
(depending on type of minutes)

For ordinances: ord1870.pdf

For resolutions: res2015-101.pdf

For campaign filings: elect460johnson XXXX.pdf

Typical fields associated with these documents include meeting date, title, resolution or ordinance number, committee ID, and full text.

18. What are the different file types stored on the SAN?

Most files are PDF, .doc, and .docx.

19. Do the references need to be government-installed and in California?

Pursuant to the RFI, "Vendors should provide a list of at least three (3) California government installations, including installation and completion dates and client name and contact information for each. Submit references for fully-completed installations to the extent possible or note the current status of partially-completed installations."

20. Have you scoped solutions with a product in mind?

No. We received one vendor presentation roughly one year ago from Laserfiche, but have not actively researched systems or products.

21. Confirm details around the portal references.

Do not understand; need further clarification.

22. The document is designated as an RFI, but there are timelines associated with a purchase. Does this mean there is an implication of an RFP?

Depending on the outcome, price, and negotiations during the RFI process, there are no plans at this time to proceed to an RFP process. The goal is to finalize a contract prior to the end of Fiscal Year 2015/16.

23. What are the weights associated with the areas of product responses?

30% Qualifications, related experience, organization, staffing, and references

Technical experience in performing work of a closely similar nature; experience working with public agencies; stability of the firm; experience and technical competence of vendor; and assessment by client references. Qualifications of project staff and level of involvement in performing related work cited in proposal.

35% Financial

Financial stability of proposer; reasonableness of the total price and competitiveness of this amount with other proposals received; and adequacy of data in support of figures quoted.

35% Technical/work plan

Demonstrated understanding of requirements; overall quality of work plan; training programs; availability of quality technical resources and personnel to assure system provided by vendor is properly maintained and fully utilized.

24. What is the volume of documents that would be captured into the system on an annual or monthly basis?

Each month, the Clerk's Office inputs agendas, Council Communications, and minutes for each week into the system, along with all Council-approved resolutions and ordinances. In addition, the annual budget is captured into the system, along with campaign and conflict of interest filings during regular filing periods throughout the year.

25. When staff uploads files to the Storage Area Network, are these files that were scanned, files that were created, or both?

It is a combination; however, a majority of the files are scanned because they contain the signed minutes, resolutions, ordinances, Council Communications, etc. Within the PDF, there could be electronically-converted portions, such as PowerPoint, chart, or table.