

**Request for Proposal Q00949
Human Resources Scanning and Software Services
Addendum #1
January 18, 2019**

All changes to the Request for Proposal (RFP) are valid only if they are issued by written addendum. Each respondent must acknowledge receipt of any addenda in their proposal submission. Each respondent, by acknowledging receipt of any addenda, is responsible for the contents of the addenda and any changes to the proposal therein. Failure to acknowledge receipt of any addenda may cause the proposal to be rejected. If any language or figures contained in this addendum are in conflict with the original document this addendum shall prevail.

This addendum consists of the following clarifications and additional information:

1. The RFP deadline has been extended to January 30, 2019 at 2:00 p.m. local time.
2. The document counts provided in this RFP are a good faith estimate made by the College to develop this scope of work. Utilize these estimates as outlined in the proposal form and clarified by this addendum to submit pricing. Address any clarification you will require in order to submit final pricing. The College reserves the right to allow an additional site visit prior to determining the shortlist.
3. The College intends to allow shortlisted vendors that have been selected for an interview an opportunity to visit the warehouse and Building A to further assess the volume of work prior to final negotiations.

This addendum consists of the following questions received:

1. In Section 5.g it says "vendor will offer a cloud solution". Are you saying the solution must be a cloud solution? Or, asking if the responder offers one?
Response: The solution offered should be cloud-based solution to house and retrieve the stored files.
2. Outside of answering the RFP and submitting, is there any preliminary form I need to fill out?
Response: No, there are no preliminary forms that need to be filled out.
3. Can companies from Outside USA can apply for this? (like, from India or Canada)
Response: The College will evaluate any proposal received; however, management staff from the physical location of the files must be available to meet onsite with Harper staff when needed.
4. Do we need to come over there for meetings?
Response: Yes. In addition, if selected as a finalist during the evaluation period an on-site oral interview is mandatory if requested.
5. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
Response: The College will evaluate any proposal received; however, management staff where the work is to be performed must be available to meet onsite with Harper staff when needed.
6. Can we submit the proposals via email?
Response: No. Proposals must be submitted in a sealed package, signed, and submitted as indicated on page 1.

7. A.01.2 Familiarity with Conditions: Will all vendors have an opportunity to walk-thru the warehouse (files for destruction) as well as the “A” building (to be returned to A)? If “no”, please describe the conditions/logistics of banker boxes within warehouse and “A” Building? Are files organized by Term Year? Are they filed alphabetically within each box? Drawer? Will Harper College be providing existing metadata about each Termed Employee; i.e. last name, first name, Middle initial, Year Termed? If “No”, where can this detail be easily found; i.e. always on folder label, folder front cover, first document within each file?
Response: The top three vendors that that have been selected for an interview will have an opportunity to view the documents after their interview. There are 62 bankers’ boxes in the warehouse that were boxed in 2016, so boxes are in sturdy condition. These boxes are only filed in alphabetical order, i.e. last name, first name. HR has an electronic file listing the name, box number and termination date for these 8405 files. The files in “A” building will also be boxed in last name alpha order. The files that must be returned in full will be boxed and marked separately, but also in alpha order. The detailed information for each file will either be on the folder tab or typically on the top document of the file.
8. A.04 Notice of Unacceptable Responses: Will a respondent be notified as to the reason the submitted proposal was considered “Unacceptable”?
Response: The College will notify all respondents if their submitted proposals were unsuccessful after a contract has been awarded.
9. C.05 Changes and Invoicing: As the “cost” response is based upon a per page price, will vendor still be required to detail how many hours were used to complete the task and the name(s) of each employee’s hours devoted to the task?
Response: If there are hourly charges associated with a vendor’s proposal, they should itemize the hourly charge though not to this specified level of detail. In your proposal submission, describe your invoicing capabilities.
10. Scope of Work: Is the vendor responsible for packing files in “A” Building cabinets? If “Yes”, does vendor provide boxes?
Response: The College is responsible for packing the documents in “A” Building for pick-up. The files in “A” Building and in the warehouse will require a five-day notice prior to pick-up. All boxed files will be available for pick-up in the warehouse.
11. Scope of Work: Files originating from “A” Building must be returned intact; does that include: re-stapling pages, placing paper clips back, taping post-its to original page, placing transcripts from “unsealed” envelopes – back into envelopes, OR, can documents be placed back into original folder – unassembled but in the original order within the file?
Response: The files may be placed into their original folder unassembled in original order.
12. Statement of Work – Section 2: Scanning Requirements and Standards & Conditions: Regarding the definition of: demonstration of “certification”, is it acceptable to present the established process for securely handling PII via: secure facilities, servers, workflow processes, personnel training, background checks, and the process for notification of any breach – or is Harper College requiring a specific certification/form?
Response: Describe your established processes for managing information and list any certifications and affiliations your firm or individuals working on our account have obtained.
13. Statement of Work – Section 4: Imaging Specifications: Can Harper College provide existing data about each file slated for scanning in order to avoid manual or Intelligent Recognition to capture data? If “yes”, in what order will the data be provided; i.e. one descending alpha order, or by box/drawer #, or by term year and then alpha within?
Response: Same as #7 above.

14. Statement of Work – Section 6: Special Handling Requirement: Is there an estimated percentage of sealed confidential records/envelopes for special handling (Out-Sort)?
Response: Most of the sealed records appear in the brown folders as compared to the manila file folders. The estimated percentage of sealed confidential envelopes are unknown. Vendors shall provide their costs on the pricing form based on the data given on the pricing form.
15. State of Illinois Business Enterprise Program – Contract Goal to be Achieved by Vendor: Please clarify “this solicitation includes specific BEP participation goal of 20% of the total dollar amount awarded to MBEs and FBEs, with at least 50% of the total dollar amount awarded to FBEs”. Question: is this 50% of the 20% participation billing amount OR 50% of the entire project cost must go to FBEs?
Response: Percentages referenced in the BEP program are aspirational. Where feasible respondents should try to award contracts to FBE/WBE who are certified by the Department of Central Management Services as outlined in the specifications and identify them on the utilization form with the percentage of the total contract value they will be performing. If you are unable to meet the goal, in whole or in part, request a waiver and complete the checklist demonstrating good faith efforts taken.
16. Please verify that boxes can all be picked up at one time.
Response: Yes, the boxes can be picked up at one time.
17. Define the BEP requirement. This project does not lend itself to parsing out any portion, in order to maintain control over entire project.
Response: See #15.
18. Can vendors arrange a site visit to view documents?
Response: See “Clarifications & Amendments” at the beginning of this addendum.
19. How many pages (estimate) are there per file for each category? This will identify the # of indices to quote on for each category.
Response: The estimated number pages per file category is unknown. Vendors shall provide their pricing proposal based on the estimates provided in the cost form.
20. Please identify the indexing requirement for each category. (exact index fields for each)
Response: See Section 4 (b) for unique file/index fields.
21. Is 300 DPI - OCR applicable for all categories? Will 200 DPI non OCR pricing be accepted as an option?
Response: 300 DPI – OCR is applicable for all categories, as specified in Section 4 (d).
22. Does re-prep consist of placing documents back in files only, without having to re-clip or re-staple?
Response: Same as question # 11.
23. How many users are going to access the cloud based solution?
Response: There will be 5 users accessing the cloud based solution.
24. Depending on the # of users, are you accepting alternative ECM solutions that may be less costly than monthly storage costs associated with the cloud solution.
Response: Vendor solution must meet the minimum requirements outlined in Section 5.

25. On page 2 of the RFP, you mention the goal of 20 percent for Business Enterprise Program: Participation and Utilization Plan. Because of the nature of the work with the Personal Identification Information (PII) data and we want to maintain chain of custody for the files, we don't subcontract out such scanning projects. Therefore, will you consider companies that cannot meet this 20 percent goal for the work? If you agree that it is okay to not meet the above 20 percent requirement, can we not complete the Utilization Plan and Good Faith Efforts forms?
Response: Same as #15.
26. What are the average number of Terminated employee files or average pages per employee file?
Response: Same as # 19.
27. How are the Active Employee files currently managed? Are they digitized already? Please mention the HRIS that is being used as a possible integration requirement may come up in the future as Active employees become terminated, or if Active employee documents would be stored digitally in document management system that would host terminated employee information.
Response: The active files are currently on paper. They are not digitized. After the completion of this project going forward, as an employee terminates or retires their file will be scanned and added to the selected document management system. The current HRIS system is Oracle, and we are not utilizing it to house this data.
28. Is there a need to separate terminated employee files by document type? Or, is the only separation based on availability of Sealed envelopes? For example: John Smith terminated employee file with a sealed Confidential envelope will have two digital file output - Smith_John_1234_2017.pdf and Smith_John_1234_2017_CONF.pdf. In the absence of a sealed envelope, there would be only one digital file output. Please confirm.
Response: The files will not be separated by document type. There should be a distinction in the file noting the formerly sealed envelope confidential contents.
29. Do all terminated employees have an associated Card Stock file or vice versa?
Response: No, not all employees will have an associated card stock file.
30. JCAR Title 44 Section 4500.70 e) shows PDF, PDF/A, and TIFF as acceptable; and Appendix A of the article specifically shows TIFF as the Best Choice for "still images." Appendix A of the article also says "Electronic records with long-term retention should not be encrypted in any way." So the bullet 5 A in the RFP - "a. Vendor shall provide a solution to store the Portable Document Format/A-1 (.pdf/A-1), encrypting the data and complies with JCAR Title 44, Section 4500 for digital and non-digital records" conflicts itself. Please provide clarity on the expected output format and encryption requirements.
Response: The College requires encryption for the files. The output should be PDF or PDF/A.
31. How many concurrent licenses are required to access the software?
Response: Five concurrent licenses are required to access the software.

32. There were questions on Mobile access, Active Directory integration, SSO integration, Reporting, e-signatures, Authorization (Workflow), Document Retention. Do these need to be included in the pricing or should the pricing be provided just for the base software?
Response: The College's system requirements are outline in Section Five of the document and system functionality is outlined in Attachment A. Pricing should be included for all of the functionality you are able to deliver and indicate how it is to be provided as outlined in Attachment A. Feel free to itemize those costs.
33. What percentage of the pages in an employee file are double-sided?
Response: See question #19.
34. Are Card Stock files 100% double-sided? For example, 15,400 cards = 30,800 images?
Response: An unknown percentage of the cards have data on both sides.
35. Can we schedule a site visit to see the documents?
Response: See # 18.
36. You've listed the approximate number of pages, but do you have an estimate of the actual number of files?
Response: See question #19.
37. Do you want to index to the file folder level or document level?
Response: We require indexing to be done at the file folder level.
38. What is the approximate percentage of duplex versus simplex pages?
Response: See question #19.
39. How much weight is given to achieving the targeted BEP goal? How much will we be penalized if we fall below the 20% BEP participation objective?
Response: Proposals will be evaluated based on the criteria established in the RFP. The College does not disclose the weights.
40. What is the timeframe for completing the project?
Response: The targeted completion date is October 31, 2019. Provide your proposed timeline for meeting this schedule.
41. How many users will need access to the document management system?
Response: See Question #23.
42. Are there any plans to expand the document management system to other departments? Will workflow or other advanced functionality be required in the future?
Response: There is no expectation at this time to expand to other departments. The solution requested is for Human Resources only.
43. We are assuming there are a small number of users who would be naming documents and storing them. How many users would need to edit/add documents and how many would just need to have access to view them?
Response: A total of 5 each of which will have access for viewing and adding and editing documents.

44. Can you provide information related to your retention policies?
Response: We follow the State Records Act, 5 ILCS 160/1 et seq., and the Local Records Act, 50 ILCS 205/1. We are required to retain HR files for a minimum of 75 years.
45. Please provide more information about your audit needs, processes, and frequency.
Response: Vendor provided solution will outline its audit capabilities as requested on Exhibit B, Section 7. System access and record access must be audited. All audit records must be accessible at all times.
46. Please elaborate on your authentication needs, i.e., AD, SAML, etc.
Response: Refer to Exhibit B, Item #1
47. Please provide information related to the potential need for a blockchain solution- your vision for blockchain, the solution to be implemented with blockchain, etc.
Response: We are interested in the distributed, secure, and immutable nature of blockchain technologies and how that may be applied to record storage and retrieval.
48. What type of reporting needs do you expect from the system?
Response: The College reporting needs are outlined on Attachment "A", Items 16-18. At this time, reporting needs are primarily ad hoc. We expect immediate retrieval of a file as needed. Describe the reporting capabilities of your base software.
49. How do you envision using eSignatures in this solution?
Response: See Attachment "A", Item 14. Let us know what capabilities are present in the base software.
50. Can Harper College provide an estimate of total number of documents that will be hosted on the search and retrieval solution? Please provide any historical document count, document count as part of this project and go forward document volumes that will be added to the system on a monthly/yearly basis?
Response: The estimated total number of documents that will be hosted is based on the approximate quantities provided on the pricing sheet. Moving forward files will be added on an as needed basis.
51. Is there a requirement to host image formats other than PDF document?
Response: No.
52. Since there is a requirement for OCR, are these documents handwritten or typograph?
Response: The files contain a combination of both handwritten and typed documents. See Section 3 for the types of documents that need to be scanned.
53. Are there multiple document types with each document type having unique set of indexing metadata?
Response: Yes, there are multiple types of documents.
54. System requirements Section 5.c – Is it acceptable to provide a commercial off-the-shelf solution for day forward scanning and indexing. The resulting documents will be imported into search and retrieval platform.
Response: We don't understand what this means. Please ensure that your proposed solution conforms to the requirements of this RFP.

55. System requirements Section 5.d – Retention policy – Will this be manual deletion or rules based automated deletion?
Response: We anticipate the retention policy will be a based on rules based automated deletion. Please describe the capabilities you offer.
56. System requirements Section 5.e – Can Harper College provide audit levels? Will all the users of the system have email address for authentication?
Response: Please see Exhibit B, Question #7. All users will have a unique email address.
57. System requirements Section 5.g – Is Harper College open for search and retrieval solution being hosted on certified vendor data center rather than cloud hosting providers.
Response: If there are exceptions to the requirements outlined in the RFP, please summarize them and submit them for review.
58. Section 8-Item#9 – Can Harper College provide further details and expectation on the auditing requirements?
Response: See question #56.
59. Section 8-Item#16 – Can Harper College provide further details on the type of reports expected from the system?
Response: See question #48.
60. What special handling is required for e-signed documents?
Response: See question #32.
61. A year ago the estimated number of images was established at 575,000 – which is also referenced in the scope; Has this number changed in the past year?
Response: See question #36.
62. How many Harper College staff will need access to the cloud data base?
Response: Five users will need access.
63. Reassembly of documents – do bindery elements need to be applied again for review prior to destruction?
Response: No, documents from the warehouse that are marked ‘files for destruction’ do not need bindery elements applied again prior to destruction.
64. Does Harper College have a completion date target for the implementation of the cloud data base and digitization of hr records?
Response: The targeted completion date of the project is October 31, 2019.
65. Section 2.D – Vendor shall store documents until Harper College has completed review of scanned images / yet you require the return of documents to Harper College for 2 months – please clarify
Response: There are two sets of files. The files currently stored in the warehouse are marked ‘files for destruction,’ and some files from “A” Building are marked ‘to be returned to A’. Once the scanning and indexing is complete and the College has reviewed the scanned documents for quality control purposes, the College will give authorization to destroy the warehouse files marked ‘files for destruction’ as outlined in the RFP. The files that are marked ‘to be returned to A’ will be placed back into their original folder unassembled but in original order and sent back to the College.
66. Are documents to be scanned as is? Or all black & white? Color photos?
Response: The documents are to be scanned as is.

67. What is the HRIS application that Harper College is currently utilizing? Name? Version? Number of Users? GB/TB Space allocated?
Response: Harper College is currently using Oracle with over 2000 users. See #27.
68. How many GB/TB's does Harper College currently allocate to HR?
Response: This question does not apply. See questions #27 & #67.
69. What HR onboarding application/system is being utilized by Harper College currently?
Response: HR is using Silk Road as its onboarding system.
70. How do employee change notices get processed in the current HRIS application at Harper College?
Response: All electronic change notices from the system are printed. Scanning will be from the printed copies.
71. Does Harper College utilize any credentialing software? If so, what application? Version?
Response: Harper uses HireRight. We are on release 35.12 as of 12/14/18.
72. What is the Harper College network environment?
Response: We implement a standard routed TCP/IP network environment.
73. How many current employees does Harper College have as considered Active?
Response: Harper College has over 2,000 active employees.
74. Does Harper College intend to grant all employees access to the new HR cloud data base?
Response: No, this is only for Human Resources to access.

Sincerely,

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