ADDENDUM NO. 2
DOCUMENT MANAGEMENT SYSTEM
PROJECT NUMBER TU-1933

12/20/18

Ladies and Gentlemen:

The purpose of this addendum is to clarify certain portions of the above-referenced project with all prospective offerors.

QUESTIONS (enumeration continued from Addendum 1):

Q25) Mobile Access - Interface must include graphical drill down GUI. What does this mean exactly – would you please elaborate?
A25) The Ability to click into specific documents, and move into greater detail via an easy to use graphical user interface.

Q26) Emergency Services - Show emergency services in buildings including but not limited to: fire extinguishers, AED, chemicals, chemical storage, fire alarm locations etc. Could you please define what “show” means in this request statement? Where and how does Facilities Management envision this be showed?
A26) Specific functionality which will allow to view specific metadata related to emergency services within specific buildings. Only users accessing this type of information will be reaching emergency documents.

Q27) File Management and Metadata - Must provide the ability to store any of the following file types: .doc, .xls, .dwg, .tif, .pdf, .rvt at a minimum. The RFP doesn't specifically ask for Autodesk Rivet integration and file viewing within the requested solution, but I'd like to understand if that is indeed a requirement actually. Yes/No?
A27) Rivet files should be available or viewable within the system. They can be static, and do not need to be dynamic to be edited within the system.

Q28) Ability to integrate with Multivista. Could you please elaborate on what “integrate” means to you in this case?
A28) Ability to provide link pass-through to Towson’s Multivista site would be sufficient.

Q29) Item 1, 1.1 General -a. Support for unlimited users and documents in different departments to access drawings, specifications, photographs, and meeting minutes. Please provide an estimated number of users in the different departments. Please list the current departments that you want to have access. Are there external users that would benefit from system access? Please provide the annual increase in data to be stored.
A29) Estimated users from Towson’s Facilities Management is up to 150, not necessarily concurrently. Concurrent estimate, 20. Estimated users from Towson’s Office of Technology Services is 10-15 users. Current departments that will need access are OTS and facilities. External users would be Baltimore County police department and fire department. Estimated annual increase in data is 10-15 GB.
Q30) Item 1, 1.3 Emergency Services - a. Show emergency services in buildings including but not limited to: fire extinguishers, AED, chemicals, chemical storage, fire alarm locations etc. Does this question relate to the facility that hosts the data center? If not, please expand upon this question.

A30) This question relates to Towson managed buildings. We desire the ability for both internal and external users to view a map of a Towson building related to emergency services only, these users would not see other drawings and information related to the building.

Q31) General Question: What email system is currently used?

A31) Outlook and Outlook 365.

Q32) Item 2. Integration - 2.1 - Requirements to load historical data, including legacy system data and data outside existing systems. Is there a back file conversion/migration included in this procurement? If so, please provide the size of the current database(s), number of files, format, etc.

A32) Conversion and migration will be bid separately after award to the successful offeror.

Q33) Item 2, 2.3 Req. to integrate the data feeds, including inbound and outbound data streams. How many external systems is the new system to be integrated with? Please provide as much detail as possible regarding integration requirements.

A33) System will need to provide a link pass-through to Towson's Multivista site.

Q34) User license will be based on per user for cloud based system. Can you please let us know the initial requirement of no. of users? This will help us to prepare pricing.

A34) Estimated users from The University’s Facilities Management is up to 150, not necessarily concurrently. Concurrent estimate, 20. Estimated users from Towson’s Office of Technology Services is 10-15 users. Current departments that will need access are OTS and facilities. External users would be Baltimore County police department and fire department.

Q35) Do you plan on using Document Generation capabilities? If so, how many templates would you like to automate?

A35) No documents will be generated within the system.

Q36) How many workflows would you like to automate? Can you foresee how many different processes you want to set up?

A36) No workflows will be used within the system.

Q37) If you are leaning toward the cloud-based option, do you know what your storage requirements are for the system?

A37) The on premise solution doesn’t have any inherent storage limitations; you are only limited by your server storage space. The University requires a cloud-based solution. There are approximately 30,000 files that will need to be stored currently. Additional files will need to be loaded with additional buildings.

Q38) What is the business system used by the Towson University?

A38) The current document management system used for facilities is an Access database.

Q39) Can you give any example of the workflows or templates that we will be creating? (to help us determine complexity and how long it may take)

A39) No workflows or templates will be created.

Q40) What email system is used by the Towson University?

A40) Microsoft Outlook
Q41) What server operating systems are you using?
A41) Windows

Q42) Do you have a data migration work, if yes then how much data do you have currently?
A42) There are approximately 30,000 files requiring migration; however, migration will be procured separately from this solicitation.

Q43) Do we need to provide Hardware cost?
A43) The University requires a cloud-based solution and accordingly, does not anticipate hardware costs.

Q44) What type of help desk are you wanting? 24/7 phone number? Business hours?
A44) 24/7 support is preferred with either Help Desk system or phone number.

Q45) Any other type of supplemental support? Email? Self-help portal?
A45) Self-help portal with Help Desk system is preferred.

Q46) Is there any expected timeframe within which you would like this system to go-live?
A46) The system shall go live not later than June 30, 2019.

Q47) Are you looking for specific analytical reports or any Dashboard view in DMS?
A47) Any out-of-the-box reports that provide how frequently documents are accessed would be helpful.

Q48) Is this a new requirement? If not, can you please provide the name of the vendor, the current contract value and eligibility criteria to re-compete?
A48) This is a new requirement.

Q49) Is there a fixed budget for this project? If yes, how much?
A49) The University does not release project budgets.

All addenda will be incorporated into the final contract documents and will be binding on all offerors responding to this solicitation. Each offeror submitting a bid/proposal must acknowledge receipt of all addenda by completing and forwarding Exhibit K (included in the solicitation package) with the bid response; failure to acknowledge addenda may result in bid/proposal rejection.

If you have any questions regarding this addendum, please contact me at (410) 704-3492 or email me at RZengel@towson.edu.

Sincerely,

Robert Zengel
Procurement Officer Representative

RZ:mlk