Please find enclosed a list of questions received by the Department Head regarding this Request for Quotation, from interested parties. We have provided responses to these questions below.

1. **What is the budget for this project?**

   $50,000 has been included in the 2015 budget for this project.

2. **On page 24 under the "PLEASE NOTE" section, there are a number of requirements listed. In essence you are stating that even though we may provide a spec document we, the proponent, are responsible for ensuring your environment meets the minimum specs. We in fact must absorb fiscal responsibility for any upgrades to hardware and software to ensure you meet these specs. Is this correct?**

   The Township does not have current plans to upgrade its operating system, hardware and/or software to accommodate an EDRMS.

3. **In addition, is it correct that we must guarantee that the software will be compatible in your environment in perpetuity? If not, we must absorb the cost of your upgrades to hardware/software/Operating systems?**

   Correct.

4. **Does the town have a Proponent in mind for this RFP?**

   No.

5. **The deadline for questions is July 17th however you do not state when responses will be provided. Will responses be provided as questions are asked? And will all questions and responses be provided to all recipients of the RFP no matter who asks these questions?**

   An addendum has been issued to address this omission.

6. **The RFP states that the Township can provide addendums up to July 30th which is the deadline for submissions. How do you propose to have out of province proponents address any changes in a timely fashion? Will electronic additions to our submissions be allowed?**

   An addendum has been issued to address this omission.

7. **On page 20, can the 3 references/projects for the top two sections be the same**

   Yes.

8. **In the bulleted list at the bottom of Page 20 you mention "Physical records conversions to digital format and physical records file archiving". Do you intend to have the consultant perform scanning? If so, has this been scoped out for proper pricing? (e.g. amount of records, condition of records, location of all records etc) Also, what is exactly meant by "physical records file archiving"? Do you simply wish the consultant to prepare the system to manage this task? Or is the consultant expected to box records, barcode and send to storage?**

   Any conversion of physical records to digital format for this project will be done in-house. It is anticipate that some, but not all, physical records will be converted to digital format.

   With regard to "file archiving," this refers identifying physical records that have met their retention or are no longer active and require archiving. In-house staff are currently working through the file archiving process.

9. **Also on Page 20 in the bulleted list you mention "implementation using a phased approach". Do you have phases in mind? How many users per phase? Is this a departmental or a business process approach? Did you want the consultant to implement all phases or only the first?**

   Phases will be based upon the solutions proposed. The phased approach should help set out the implementation so that timelines are met. The successful proponent should be involved in all phases.

10. **The bulleted list on page 21 mentions "document scanning and finishing equipment". Do you have any scanners? If so, how many and what are the specs? Also, how many users are expected to be scanning and would this be at their desktops?**

The Township currently uses two multi-function copiers with scanning capabilities: Kyocera TASK Alfa 4550ci and Ricoh MP4503.

Scanning would not be at desktops.

At this time, we do not have a specified number of users expected to be scanning.

11. **The list on page 21 also mentions "annotating". Would users be doing this occasionally or is this intended for Access to Information requests?**

This function would be used primarily for responses to Freedom of Information requests.

12. **This list also has "Web publishing capabilities/web enabled services/publishing". What is the intention behind this request?**

If applicable, discuss capabilities for online use of the proposed solution and/or integration with intranet or internet site. The intention of this request is to review options that may be available for off-site staff.

13. **Appendix D has many qualifications related to a password being required on sign-in to the software. Is this important to you (i.e. mandatory)? Our software uses trusted login so the only password required is the windows login.**

If applicable, discuss security features within your proposal. Password protection has not been listed as a mandatory requirement.

14. **According to page 5, section on Third Party Licensing, will the customer provide the database instance for the back-end of the EDRMS (e.g. MS SQL Server)? Or is the vendor expected to provide this?**

This will depend upon the proposed solution. Please provide information and costing within your proposal with regard to this matter.

15. **On page 21, the RFP document mentions "Document Scanning and Finishing Equipment ". What is "finishing equipment" refer to for the purposes of this project?**

If applicable to your proposal, discuss any finishing equipment or components that may be part of your solution within your proposal.

16. **Please can you provide a description for the following applications for which you are requesting integration? Please provide a short description of the type of integration that you are seeking?**

    The programs discussed below create records that will need to be integrated into an EDRMS:

    Adobe Suites – The Township uses a variety of Adobe products including – Acrobat Pro, Bridge CS5, content viewer, extend script CS5, Extension Manager CS5, InDesign CS5, media encoder CS6, Illustrator, Design standard CS5

    Keystone – Keystone is an integrated software application used at the Township for financial management and the issuance of permits and licenses.

    Direct IT - DirectIT is software application used by the Public Works (Roads and Water/Wastewater) and Parks and Recreation Departments to create work orders, track work order completion and track expenses.

    Both Departments will be switching to City Wide Works software beginning next year.

    City Wide – Work Manager - CityWide is a software application that will be used by the Public Works (Roads and Water/Wastewater) and Parks and Recreation Departments to create work orders, track work order completion and track expenses.

17. **Of the 30 users, which of them require full user access? And which will require retrieval only access?**

    At this time, we do not have a specified number of users expected to be scanning.

18. **Please confirm whether you merely want to manage your physical records with the vendor's solution? Or if you want to digitize the physical records and ingest them into the EDRMS?**

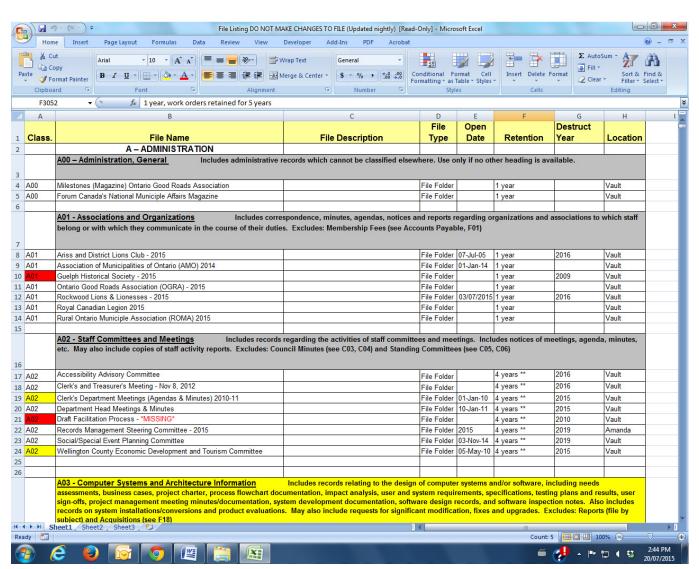   The Township is seeking a comprehensive records management solution for both electronic and physical records. We do not plan on completing a significant amount of digitizing of physical records. Any digitizing of current physical records will be done in-house.

    There seems to be conflicting requests regarding this: "Physical record conversions to digital format and physical records file archiving" on page

20 "Manage both electronic (word processing files, spreadsheet files, emails, electronic maps, etc.) and physical records (paper records and files) in a centralized format" on page 15.

The Township is seeking a comprehensive records management solution that will allow for search capabilities for both electronic and physical records. The Township is seeking a solution that is compatible with our scanning equipment to convert physical records into digital format. With regard to physical records file archiving, it is anticipated that proposed solutions will identify inactive files for archiving, during the implementation process.

19. Could the Township please provide a sample of what the Excel spreadsheet looks like that is currently being used to manage physical records?

Class.	File Name	File Description	File Type	Open Date	Retention	Destruct Year	Location
	A – ADMINISTRATION						
	A00 – Administration, General Includes administrative records which cannot be classified elsewhere. Use only if no other heading is available.						
A00	Milestones (Magazine) Ontario Good Roads Association		File Folder		1 year		Vault
A00	Forum Canada's National Municiple Affairs Magazine		File Folder		1 year		Vault
	A01 - Associations and Organizations Includes correspondence, minutes, agendas, notices and reports regarding organizations and associations to which staff belong or with which they communicate in the course of their duties. Excludes: Membership Fees (see Accounts Payable, F01)						
A01	Ariss and District Lions Club - 2015		File Folder	07-Jul-05	1 year	2016	Vault
A01	Association of Municipalities of Ontario (AMO) 2014		File Folder	01-Jan-14	1 year		Vault
A01	Guelph Historical Society - 2015		File Folder		1 year	2009	Vault
A01	Ontario Good Roads Association (OGRA) - 2015		File Folder		1 year		Vault
A01	Rockwood Lions & Lionesses - 2015		File Folder	03/07/2015	1 year	2016	Vault
A01	Royal Canadian Legion 2015		File Folder		1 year		Vault
A01	Rural Ontario Municiple Association (ROMA) 2015		File Folder		1 year		Vault
	A02 - Staff Committees and Meetings Includes records regarding the activities of staff committees and meetings. Includes notices of meetings, agenda, minutes, etc. May also include copies of staff activity reports. Excludes: Council Minutes (see C03, C04) and Standing Committees (see C05, C06)						
A02	Accessibility Advisory Committee		File Folder		4 years **	2016	Vault
A02	Clerk's and Treasurer's Meeting - Nov 8, 2012		File Folder		4 years **	2016	Vault
A02	Clerk's Department Meetings (Agendas & Minutes) 2010-11		File Folder	01-Jan-10	4 years **	2015	Vault
A02	Department Head Meetings & Minutes		File Folder	10-Jan-11	4 years **	2015	Vault
A02	Draft Facilitation Process - *MISSING*		File Folder		4 years **	2010	Vault
A02	Records Management Steering Committee - 2015		File Folder	2015	4 years **	2019	Amanda
A02	Social/Special Event Planning Committee		File Folder	03-Nov-14	4 years **	2019	Vault
A02	Wellington County Economic Development and Tourism Committee		File Folder	05-May-10	4 years **	2015	Vault
	A03 - Computer Systems and Architecture Information Includes records relating to the design of computer systems and/or software, including needs assessments, business cases, project charter, process flowchart documentation, impact analysis, user and system requirements, specifications, testing plans and results, user sign-offs, project management meeting minutes/documentation, system development documentation, software design records, and software inspection notes. Also includes records on system installations/conversions and product evaluations. May also include requests for significant modification, fixes and upgrades. Excludes: Reports (file by subject) and Acquisitions (see F18)						

20. **Is it permissible for a vendor to submit multiple bids in response to the RFP?**

   The RFP does not specify that vendors/proponents must submit only one bid.

21. **It is mentioned that there will 30 users of the ERMS. Is this to be concurrent users? In order for apples to apples comparison, please clarify how many concurrent users are necessary.**

   The number of concurrent users will depend on the solution proposed. If applicable, please discuss and include costing for concurrent users.

22. **What is the purpose of the "bookmarks", as listed in the requirements for #s 10 & 11 under Search & Retrieval?**

   Bookmarks refer to the ability of software to bookmark a user's search history, to be restored during subsequent sessions. Please note, Appendix D is only a guideline, these are not requirements of the EDRMS.

23. **If a vendor is unable to provide certain components / requirements outlined within Appendix D that pertain specifically to Document Management functionality, will that vendor be counted out of the running? In other words, is Document Management a necessary part of this RFP response, or can a vendor submit a response based on Records Management only?**

   Appendix D is only a guideline. These are not requirements of the EDRMS.

24. **Please clarify requirements:**

   - **"Storage repository for all forms of electronic documents" What type of storage repository?**

     The system should manage and store all electronic documents.

   - **"the ability to manage extensive metadata" What is extensive?**

     The system should be able to manage metadata for each document.

   - **"Document collaboration" What type of documents are to be collaborated?**

     Collaboration could refer to working jointly between users and/or versions of an electronic document.

- **"Electronic form generation" What type of forms are to be generated and in what format?**

  Some examples of electronic forms that could be generated by the EDRMS include: corporate memos, application forms, licensing and permit forms. The noted documents would be created in Word format.