

Document Management System

Q: Would the submission deadline of Friday April 7th 2017 be extended?

A: No the deadline date holds.

Q: Do you have an approved budget for this project?

A: Yes.

Q: How many users at the Agency are expected to use the Document Management system?

A: The Agency has an org chart comprising 152 employees. We envision a usage of 30-40 users for the DMS.

Q: Please list all the departments/divisions within the OSHA Agency that will require access to the Document Management System?

A: The Agency has mainly 9 core departments. A finalized workflow would determine departments' usage.

Q: Will OSHA accept/consider a cloud based Document Management System?

A: On premise solution is required. Cloud-based solution would not be considered.

Q: How many environments does the Agency require? Would a development/test and/or production environment be applicable?

A: OSHA envision one DMS environment.

Q: Page 4 Item 2. Purpose of this Document states "implementation of a document management system for the OSH Agency, inclusive of document imaging, workflow and record management." Technical requirements were stated for (1) **Document Management**, (2) **Image Capture (Document Capture)** and (3) **Workflow** with Records Management being excluded. Was this an oversight?

A: Any solution must be able to manage the Agency repository of files/folders etc....both physically and electronically.

Q: Should the Agency require Records Management, please provide responses to the following:
Foreseeable number of users who will interact with Records Management component?

A: To be determine with the vendor. Solution must be flexible.

Q: Does the Agency have records and information management procedures in place for all its physical and electronic content? This includes having a File Plan, retention and disposition polices and so forth.

A: The Agency has retention and other policies define in laws. However, a finalize file plan would be determined in collaboration with the selected vendor.

Q: Page 11 Item 7. SCOPE OF WORK (SOW) states. "Hardware and Software – Implementation must cover all hardware and software (including licenses) of the proposed solution". Would the Agency require the costing for Production Scanner to be included?

A: The vendor proposed solution must include all hardware and software needed to deliver the scope of work.

Q: The Technical Requirements section of OSHA's proposal document made mention of the following components (1) **Document Management**, (2) **Image Capture (Document Capture)** and (3) **Workflow**. It will help if the Agency can provide a breakdown on the number of foreseeable users that will interact with the components mentioned above.

- a. How many users does the Agency foresee is expected to interact with the Document Management component?
- b. How many users does the Agency foresee is expected to interact with the Image Capture (Document Capture) component?
- c. How many users does the Agency foresee is expected to interact with the **Workflow** component?

A: It is expected that the selected vendor would work with the Agency in assessing our existing workflow and developing and determine the workflow required for the DMS. The vendor would work closely with the Agency in determining a), b) and c).

Q: Is there a Records Management Policy and Programme in place? (If yes)

A: The Agency has retention and other policies define in laws. However, a finalize file plan would be determined in collaboration with the selected vendor.

Q: Is there a Records Classification Scheme/ Taxonomy?

A: Same as above

Q: Is there a Records Retention and Disposition Schedule?

A: Same as above

Q: Are there other specific electronic platforms requiring interoperability with the proposed EDMS?

A: The RFP document outlines the scope of work, however the solution should be flexible.

Q: Are there current access and security restrictions? Especially with respect to specific series, such as vital records?

A: The proposed solution is to be a new implement. Access and security issues are to be determined.

Q: Could we get some more details regarding the existing Active Directory environment?

A: The Agency makes use of the Government infrastructure. More detail would be provided to the select vendor.

Q: Will external users be accessing the system? Please state quantity and level of access.

A: No.

Q: Provide best estimate on the percentage increase of paper usage within the last 2 years? E.g. 10%, 20%, etc.

A: Approx. 10-20%

Q: Which paper formats are used by the company? E.g. A%, A4, letter, etc.

A: See RFP document re "Provide the ability to handle documents of mixed types, sizes, and conditions." However the Agency do make use of A4, Letter, Legal, and Tabloid

Q: Does your company presently have electronic documents? Would existing electronic documents be included in the system?

A: Yes. Yes documents created electronically would be included.

Q: Are documents exclusively produced from a central location, or are they created locally and distributed?

A: Currently various points of creation and distribution.

Q: Do business documents have one or more consistent identifiers? (Customer number, invoice number, case number etc.)

A: Some

Q: If yes, is the identifier used for all types of documents or just certain types of documents?

A: Certain types

Q: If yes, when is this identifier used?

A: See above

Q: Provide number of users interacting with the document capture process.

A: To be determined

Q: Has the company documented their document-based processes?

A: To be determined for the DMS solution

Q: Does the business already have electronically supported processes or workflows? (ERP, CRM or LOB)

A: No.

Q: Which types of documents have processes (e.g. incoming invoice approvals, quality control) that could be modelled and supported by electronic workflows?

A: None.

Q: Do you require licenses to be named, concurrent, read only or a mixture?

A: To be determined.

Q: Which is the preferred option Multifunction Devices or Scanners?

A: The Agency does not have a preference, the vendor (bidder) is required to propose their solution

Q: Do you require any integration with business applications? If yes, please state.

A: Currently no, however, as this is envisioned, any proposed solution must be flexible and scalable to support such integration in the future.

Q: What are the challenges faced by the customer, resulting in looking for a OCR solution?

A: Refer to the RFP document, particularly, see page 4, Section 2. Purpose of this Document

Q: What are the specific business processes that are facing such challenges? (e.g. Accounts Payable processing, Customer on boarding, etc.)

A: See above

Q: Can OSHA highlight specific areas in these processes that they wish to improve on?

A: See above

Q: What is the annual transactional volume of documents processed in the above processes?

A: Can be quite large. The Agency process matters for court.

Q: What is the average turnaround time to process one set of document(s)?

A: This depends on the document being processed and this can vary from being very short and up to two (2) years in some cases.

Q: What is the average number of pages per document?

A: This varies a lot. The solution should be able to handle very large documents

Q: How many staff are involved in one process lifecycle?

A: To be determined (TBD).

Q: For the highlighted processes, what are the backend ERP systems used?

A: Vendors are required to bid a new scalable solution.

Q: Are there any existing document management systems?

A: Vendors are required to bid a new scalable solution.