



County of Fairfax, Virginia

ADDENDUM

DATE: July 22, 2022

ADDENDUM NO. 6

TO: ALL PROSPECTIVE OFFERORS
REFERENCE: RFP 2000003442
TITLE: Multi-Function Devices, Electronic Record
DUE DATE/TIME: **August 12, 2022 @ 2:00 p.m. eastern time** (Revised)

The referenced request for proposal is amended as follows:

1. Refer to Attachment A for responses to the questions received via e-mail.

All other terms and conditions remain unchanged.

Yong Kim, CPPB
Contract Specialist II

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT REQUEST FOR PROPOSAL:

Name of Firm

(Signature)

(Date)

A SIGNED COPY OF THIS ADDENDUM SHOULD BE INCLUDED IN THE TECHNICAL PROPOSAL.

Note: SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL PROPOSAL DOCUMENT. THE ORIGINAL PROPOSAL DOCUMENT MUST BE SIGNED.

Attachment A

- Q1. Per Section 6.2.2.F, Do you have a workflow in place that support archival of printed jobs?
A1. Yes. WebCRD achieves all customer orders.
- Q2. Per Section 6.2.2.F, detail your archival process?
A2. Customers manage their files within their profile.
- Q3. Per Section 6.2.2.F., Are your archived files searchable? How do your user's access achieve files?
**A3. 1) Yes.
2) Customers may search their files within their profile.**
- Q4. Per Section 6.2.2.F., How long do you retain file in archive?
A4. Approximately 3 years, based on server space.
- Q5. Per Section 6.2.3., Please describe workflow for system generated jobs (what systems generate your work, mainframe, mid main, other)?
A5. System generated files (i.e., Windows based Precisely EngageOne Compose) from customers are received in PS or PDF file format. Files are currently sent to the Xerox Nuvera's via hot-folders or directly to a print queue.
- Q6. Per Section 6.2.2., Please describe your workflow for print on demand jobs?
A6. Job requirements dictate print on demand workflow. Examples include business cards, envelopes, forms etc. In general, these items are turned around within 2-3 business days.
- Q7. Per Section 6.1.2., List all PDL's (PDF, PS, Meta, AFP etc.) inputs?
A7. PDL's include PCL, PostScript, PDF, Apple Raster over TCP, IPP, LPR/LPD, XPS, and 802.11xx.
- Q8. Per Section 5.3, What information is collected for bill back purposes? Describe how it is currently gathered?
A8. Impressions, materials, labor, equipment recovery and outsourced work is collected and stored in WebCRD for bill back purposes. These data points are extracted from WebCRD to Excel then formatted and uploaded into our internal billing system SAP.
- Q9. Per Section 6.2.2., Please describe current reprint process for mail, print, IT operations?
A9. Reprints are coordinated with the customer for mail, print and IT operations.
- Q10. Section 6.1.8, 6.2.8 and 6.3.8; Please describe audit and reporting requirements for SLA and job requirements?
A10. Section 6.1.8, 6.2.8 and 6.3.8 address physical and logical security.
- Q11. Please describe Postage Accounting Solution?
A11. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.
- Q12. What jobs are directly presented to the Post Office? What volume is sent? Who is you presorting vendor?
A12. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.
- Q13. Section 5.3, Please describe your inserter control system version.
A13. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.

Attachment A

- Q14. Section 5.3., How do you handle multi-channel presentment tracking?
A14. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.
- Q15. Section 5.3., How many shifts do you run? Hours of operation?
A15. Duplicate question. Please reference response to Addendum 4 – Question 25.
- Q16. Section 6.1.2., What are the available data transmission methods?
A16. Please review Section 6.1.2 – A. Network
- Q17. Do 504/508/ADA accessibility requirements apply to the scope? In particular to the scanned/digitized documents?
**A17. 1) Yes.
2) Yes.**
- Q18. How do you currently meet 504/508/ADA mandated compliance requirements?
A18. DIT-eGov group.
- Q19. What Postal software do you currently use? (CASS, PAVE, NCOA)?
A19. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.
- Q20. Section 6.1.3., please describe and executive dashboards, SLA tracking?
**A20. 1) An executive dashboard is a simplistic graphical based representation dynamically summarizing a systems current state.
2) SLA or Service Level Agreement is not mentioned in section 6.1.3. Please refer to sections 6.1.4 C., 6.2.5, and 6.3.5.**
- Q21. Section 5.3., Are there unique Network considerations (e.g.: between sites)? What are your hours of operation?
**A21. 1) No.
2) Duplicate question. Please reference response to Addendum 4 – Question 25.**
- Q22. Section 5.3., How are you addressing 508 compliance Issues? Anything forced by regulations, internal SLA, politics?
**A22. 1) Print Services does not currently address 508 compliances through its output.
2) No.**
- Q23. Section 5.3., Data Conditioning & Composition, how are the County currently handling Barcodes, merging/splitting, and what S/W is being used to accommodate this?
A23. DIT-Revenue Services Branch and Mail Services collaborate on these items. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.
- Q24. Section 5.3. data creation, 1) Where are your application generated and what software applications are you using to generate as it pertains too, 2) What type of platforms – (e.g.: mainframe v. server, O/S prefs – Win, Linux, AIX)? 3) What Application Types (eg: Checks, statements, Books, etc.)? 4) What S/W Applications & Internal processes are being used that we should be aware of?
**A24. 1) Various applications.
2) Windows 2022 servers and to a lesser extent various Linux distros.
3) Various applications but not checks (MICR).
4) Please review Section 5.3.**
- Q25. Section 5.3, what are your e-delivery requirements (omni channel and/or multichannel?)?
A25. Print Services is currently focused on physical output.

Attachment A

- Q26. Section 5.3., what are the percentages of the Data Stream types: 1) %AFP 2) %PDF 3) %PS 4) %PCL 5) LCDS, Xerox Metacode 6) Transforms required? If so, which ones?
- A26. 1) 0%
2) We do not know the percentages.
3) We do not know the percentages.
4) 0%
5) 0%
6) All transforms, if required, are handled before files are received by Print Services.
- Q27. What and how many insertion devices are you currently using? What are their configurations?
- A27. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.
- Q28. Are you using cameras within your mail workflow to ensure quality and assurance?
- A28. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.
- Q29. Does your mail workflow support divert?
- A29. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.
- Q30. Section 5.3., what document composition software are you currently using to govern document quality and mitigate risk stemming for human error in document preparation?
- A30. Customers utilize the composition options within WebCRD to build documents. ReadyPrint fills the gap for all other composition requirements. Hard proofs and soft proofing assists with mitigating human error.
- Q31. Are you utilizing metering in your mail workflow?
- A31. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.
- Q32. Have you established Service Level Agreements with your internal stakeholders specific to mail jobs and what are they (this pertains to establishing deadlines for work that is requested)?
- A32. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.
- Q33. Describe your insert process and how it is supported within your mail workflow?
- A33. Mail Services needs are not specifically addressed in this RFP. Solutions addressing Mail Services may be submitted though they will not be evaluated or scored.
- Q34. Addendum 2, Q13 from the first set of questions & answers, just want clarification that the County would accept devices that do not print/copy/scan 11 x 17, may not offer folding, and may come up short on some additional options. This is an example of the limitations of the A4 products?
- A34. The County desires to see all solutions including A3 and A4 MFD's. There are roughly 100 A4 MFD's outside the official DIT-MFD program that will at some point need to be replaced.
- Q35. Per section 5.3., currently is any output printing on either of the Xerox Nuvera 144's sent to offline finishing devices?
- A35. Duplicate question. Please reference response to Addendum 5 – Question 1.
- Q36. Per Section 7.3.1., what are the current electrical specifications used on your existing production gear within print services? Are there known environmental issues, i.e., humidity, static electricity, excessive heat, etc., within Print Services dedicated environment?
- A36. 1) Duplicate question. Please reference response to Addendum 5 – Question 5.
2) Manufactures have not communicated environmental issues for existing equipment.

Attachment A

- Q37. Additional clarification regarding the A17 answer to Q17 under Addendum #2. With Section 6.1.2. how many locations constitute the "First Responders"? And how many locations require the After Hours?
- A37. 1) First Responder locations include 35 unique street addresses.
2) After Hours locations include 23 unique street addresses.**
- Q38. All of the commodity codes on portal do not seem to align with the scope of the contract. For example, code NIGP 96272 Restoration and Preservation Services: Antiques, Costumes, Paintings, and Other Objects. Please confirm which commodity codes are relevant to the RFP solicitation
- A38. All NIGP as for the purpose of the RFP the County tried to reach out to all offerors that may have the potential in providing the services listed in the RFP.**
- Q39. What is the award date?
- A39. Hope to award a contract by May31, 2023.**
- Q40. Define "Hot Swappable Toner"?
- A40. The ability to replace an empty toner bottle with a new toner bottle while the device is running without interrupting its current function i.e., print, copy.**
- Q41. The Print Production pricing page says that all devices must be fax capable; do you want all the production devices to be fax capable? And, same for the MFDs, does the County want the all the MFDs to include fax options as well?
- A41. Production print devices do not need fax capability. All MFD's must be fax capable to include the option for an internal fax card if required by the customer. Some MFD's outside the official DIT-MFD Program use internal fax cards and POTS lines for faxing rather than the enterprise FoLP solution.**
- Q42. Finishing equipment is noted in the Print Production area yet, there is no pricing specified in under the pricing addendum?
- A42. Attachment C - Pricing Schedule is to be used as a formatting guide in listing all goods, services, and solutions related to this RFP. An Offeror may have hundreds or thousands of offerings available in their price book or catalog of offerings. The hope is all of these will be listed. On the Production Print tab, column A, rows 7-19 reads "OPTIONAL COMPONENTS" where compatible finishing equipment should be listed for a specific production printer.**
- Q43. How many segments 4-6 devices will require a high-capacity tray?
- A43. Depends on each model's standard paper capacity, specifically letter size capacity, and customer requirements.**
- Q44. Please clarify question (h) in section 8.2: Number of signed contracts in progress—are you looking for the number of all contracts signed or contracts where we actually receive revenue?
- A44. Number of current signed active contracts.**
- Q45. Considering the current MFP Fleet and the output speeds indicated. Not all vendors have the exact output speed as the current devices. What is the variance level for faster or slower options? for example, if the current is 36 ppm would a 35 be suffice or if 55 would 50 be acceptable?
- A45. Offeror should propose all available options.**

Attachment A

- Q46. In the MFP build, segments 4-6, you ask for variety of options for paper handling and finishing and a variety of options i.e., hole punch and folding. When submitting for pricing, what would be the standard configuration?
- A46. All MFD's in the program today are equipped with staple and holepunch finishing options with larger units receiving the addition of a saddle stitch booklet finishing option. It is preferred that when submitting Offerors price-book/catalog of offerings (Attachment C - Pricing Schedule) that all available options be listed as line items under each model.**
- Q47. How many mobile or at home workers do you have?
- A47. Duplicate question. Please reference response to Addendum 4 – Question 56.**
- Q48. Are there any specific background requirements required for onsite or offsite labor? In the section "Support Staff" a requirement is made for static staffing. Would this mean the requirement is to see the same staff as much as possible or that someone must be on site at all times?
- A48. Yes.**
- Q49. How do customers submit production requests (manual, email, job submission system, web, etc.)?
- A49. Duplicate question. Please reference response to Addendum 4 – Question 1, 21, and 22.**
- Q50. What is the typical turnaround time on these production requests?
- A50. Duplicate question. Please reference response to Addendum 5 – Question 35.**
- Q51. Are there any SLAs on delivery times for specific items/types of production requests? For example, same day, 24 business hours, etc.?
- A51. Delivery times are based on customer requirements.**
- Q52. Is any of this work (production requests) tied to times of the month or year?
- A52. All system work is tied to a production schedule throughout the year. All other requests are as needed. See also response to Addendum 6 – Question 124.**
- Q53. Are vehicles used for transporting production requests to other locations?
- A53. Yes. Mail Services transports production output through interoffice mail using County owned vehicles.**
- Q54. Is there a 3rd party used for any production related work?
- A54. Duplicate question. Please reference response to Addendum 4 – Question 54.**
- Q55. Are production requests mailed or shipped?
- A55. Duplicate question. Please reference response to Addendum 4 – Question 26.**
- Q56. In populating the pricing pages, in some cases, options are different for the same segment between B&W and Color. How would you want the pricing pages filled out since there's only one area for pricing in each segment?
- A56. Pricing should be based on lowest cost to deliver.**
- Q57. Can the County provide the average monthly volumes or volume reports by device?
- A57. Duplicate question. Please reference response to Addendum 4 – Question 49. B&W volume is split evenly across to the two Xerox Nuvera. Color volume is from the Xerox Color 1000i Image Press.**
- Q58. Of the 6,500 jobs/requests reported in FY19, what percentage of these required additional finishing?
- A58. Roughly 95% of jobs/requests reported in FY19 required additional finishing.**

Attachment A

- Q59. Of the 6,500 jobs/requests reported in FY19, what is the average volume produced per job?
A59. Of the 6,500 jobs/requests reported in FY19, the average volume produced per job is 4,300 impressions.
- Q60. What is the average volume produced per finishing process? (i.e., Saddle Stitched, Perfect Bound, GBC, Coil, etc.)
A60. Data not available.
- Q61. Does the RFP require a Content Repository and/or Records Management offering?
A61. The Records Compliance and Preservation Solution of the RFP does not require a Content Repository nor a Records Management offering.
- Q62. If a Content Management and Records Management offering is to be a part of the proposal, how many users and would Fairfax County require On-Premises or Cloud system?
A62. Please reference response to Addendum 6 – Question 61.
- Q63. Is your LaserFiche system currently being used for records management?
A63. Laserfiche contains a subset of County records and documents. The Records Compliance and Preservation Solution of the RFP does not require a Content Repository nor a Records Management offering.
- Q64. What departments are utilizing your LaserFiche system and how many users are using the system?
A64. DIT does not manage Laserfiche and therefore does not have the requested information. DHR, DPMM, PRK, and a few other Departments/Agencies use Laserfiche, but user count is unknown.
- Q65. When the Technology Refresh clause is invoked, what happens to the stream of payments for the device being replaced?
A65. When the Technology Refresh clause is invoked, the stream of payments for the device being replaced ceases.
- Q66. Are all aperture cards Hollerith punched? If not, is the file name found typed or printed on the card?
**A66. 1) Some are.
2) Typed or printed.**
- Q67. Do the ap cards always contain only one drawing per frame? Or could multiple smaller pages have been filmed in the one film frame? If so, do individual images need to be manually cropped out?
A67. Some aperture cards contain multiple pages per frame that may need to be cropped out.

Centric Business Systems

- Q68. 1.1.2 Scope of Contract – Print Production, does the language “*Offeror staffed and operated turnkey solution*” mean the County is requiring full-time, onsite labor resources to be provided to operate and run the Print Production center hardware, software, job submission tools to job completion and delivery?
A68. Yes. This should be an option.
- Q69. 1.1.3 Scope of Contract – Enterprise Scan, does the language “*Offeror staffed and operated turnkey solution*” mean the County is requiring full-time, onsite labor resources to be provided to complete the tasks outlined under this section of the RFP?
A69. Yes. This should be an option.

Attachment A

- Q70. 6.1.5, 6.3.6 Defective Equipment, are the terms of these sections negotiable/flexible? Or do vendors have to agree to honor all requests as they are written in order to be awarded the business?

For example, could the term "County's judgement" be adjusted to also accommodate the Vendor/Manufacturer's process to determine equipment as unsatisfactory based on criteria defined by both parties?

For example, could the time period of "two business days" be adjusted to a term more appropriate for acquiring NEW equipment as NEW equipment availability is constantly being affected by supply chain challenges outside manufacturers control.

For example, could the term or "100% new unused equipment" be adjusted to allow for what the County has deemed as "Not acceptable" so that vendors/manufacturers can supply a working loaner, until a new unit is available?

- A70. 1) "County's judgement" is nonnegotiable.
2) "two business days" can, within reason, be negotiated i.e., replaced with a short-term loaner of same function and capacity until repaired.
3) "100% new unused equipment" can, within reason, be negotiated potentially allowing for an extremely short-term loaner until a "100% new unused equipment" replacement is identified and installed. If unable to replace with "100% new unused equipment" due to supply chain or other issues, it is preferred that both a secondary and tertiary Offeror be named enabling the County to continue procuring all necessary solutions.
- Q71. 6.1.4.E | 6.2.5.E | 6.3.5 – Support Staff, how many outside vendor support staff are currently being provided to the County for each area? 1) MFD support: 2) Production Support: 3) Enterprise Scanning:
- A71. 1) 7
2) 2
3) This has not been determined. Please reference Section 5.4.
- Q72. 6.1.6 & 6.2.6 Technology Refresh, are the terms of these sections' negotiable/flexible? Or do vendors have to agree to honor all requests as they are written in order to be awarded the business? For example, if an offeror would like for there to be agreement between the County and the Vendor/Manufacturer regarding hardware replacement instead of leaving it to the "sole discretion of the County", would this be open to discussion or negotiation? For example, most contracts have language allowing the Vendor/Manufacturer a period of time to resolve issues, provide a loaner and document replacement of equipment with NEW unused equipment. These terms would be agreed upon by Vendor/Manufacturer and County.
- A72. 1) Section 6.1.6 can, within reason, be negotiated.
2) Section 6.2.6 is less negotiable as from a production print perspective the County should not and cannot afford to be down for more than two consecutive days even more so during large runs i.e., printing Tax Bills.
- Q73. 6.2.1 Print Production Solutions, is the County incorporating tax record printing into the Production space? Is the County open to roll-fed or cutsheet inkjet solutions to allow the County to capture and incorporate additional prints outside the current Print Production Center workload?
- A73. Yes. The County is open to all printing equipment that will help capture more volume.
- Q74. 6.2.1 Print Production Solutions, for hardware solution requiring power different from what is currently provided in the current Print Production footprint, are there any reasons that power cannot be installed or made available by the County?
- A74. Print Services is fully aware that any new equipment will likely not be compatible with the current environment and that changes will be necessary to accommodate new equipment.

Attachment A

Changes (anything other than plug-and-play) to existing Print Services environment including electrical, HVAC, plumbing, etc. are possible but require appropriate County permits and may take 6+ months to complete. Change requests are initiated with FMD (Facilities Management Department).

Q75. 6.2.1 Print Production Solutions, Will proposals providing equipment that requires different power than what is currently available still be considered by the County?

A75. Yes.

Q76. Section 6.3.5 Response Time and Restoration of Service, Can you provide clarity as to which departments and services within the county will require the "24x7x365 four (4) clock hours on-site response and restoration of service time as well as 24x7x365 web and phone support should be offered as needed"?

A76. While listed, Enterprise Scan does not anticipate needing "24x7x365 four (4) clock hours on-site response and restoration of service time as well as 24x7x365 web and phone support should be offered as needed".

Q77. 6.5.15, Disaster Recovery, could you please provide current Disaster Recovery plan that in place with current vendors with already approved language: i.e. terms, conditions and information collected from DIT?

A77. All solutions proposed whether on-prem or off-prem should include a Disaster Recovery/Continuity of Operations plan.

Q78. 6.3.3 Enterprise Scan Hardware Requirements, how many devices is the County estimating will be required? Which departments will be the heaviest users? How many of the departments would be able to use already available MFDs for scanning needs?

**A78. 1) Number of required devices is unknown.
2) Departments with heaviest use is unknown.
3) All departments today use MFD's for light, transactional scanning however the focus of Enterprise Scan is a centralized capture solution co-located in Print Service and dealing with large volumes or documents/records.**

Q79. Does the County require all of the lease terms indicated, specifically 12, 24, 36, 48, and 60 months?

A79. Yes.

Attachment A

Q80. Please answer the questions below:

	Production Print Center	Scanning / Imaging Services	Managed Print Services	Records
What are the hours of operation?				
How many employees currently support the service area?				
How much overtime is worked on an annual basis?				
What is the back-fill policy?				
Is there a requirement for after hours and/or weekend support?				

A80.

	Production Print Center	Scanning / Imaging Services	Managed Print Services	Records
What are the hours of operation?	7:00 AM - 4:30 PM	8:00 AM – 4:30 PM	7:00 AM – 6:00 PM with overlapping shifts.	8:00 AM – 4:30 PM
How many employees currently support the service area?	5	Undetermined	7	7
How much overtime is worked on an annual basis?	10-20 hours per position when required by customer	None anticipated.	40-240 hours per position.	Negligible
What is the back-fill policy?	Employees are crossed trained to back fill.	All positions must be fully staffed.	All positions must be fully staffed.	None
Is there a requirement for after hours and/or weekend support?	As needed	None anticipated.	Yes.	There is no requirement

Q81. Section 6.3.11 Desired Solutions, networking + connectivity What, if any, connections (e.g., VPN) from on-premises to Cloud exist today?

A81. **Depends on the proposed cloud solution. We have a 10Gb express connection to Azure with options into AWS, Google, etc. as well.**

Q82. 6.3.5 Enterprise Scan Service and Support – in the bullet labeled ‘Solution Implementation’ it states *Offeror should have complete solution implemented within three (3) weeks from date of procurement submission to offeror.* Can you provide further clarification on what is inferred by ‘solution implemented’?

A82. **A solution is any combination of hardware, software, service, support, etc. and implemented means fully operational and functioning as anticipated by the County.**

Attachment A

- Q83. 6.3.3 Enterprise Scan Hardware Requirements – given that FCPS has indicated that scanners are already in place at various locations, is the intent to leave those scanners in place at their current location and augment with a centralized scanning facility or repurpose to the centralized scanning operations. Along those lines, it has been indicated that there are current resources dedicated to scanning – will they be repurposed to the centralized scanning facility?
- A83. Enterprise Scan is specific to Fairfax County Government.**
- Q84. Addendum 4 Q31 & A31: Who are the two contractors employed by?
- A84. If prudent, this information will be provided to the successful offeror.**
- Q85. Will the County be extending the proposal submission deadline?
- A85. No, as the County has already issued an extension for 28 days per Addendum 2. In addition, there should be about 3 weeks' time for offerors to provide a response after the last addendum 6.**
- Q86. Section 5.5. Records Compliance and Preservation Overview 1) Does Fairfax County currently use any archival information management systems? 2) What is the nature and extent of the physical and digital records that require records compliance and preservation solution services? 3) Should the offeror provide a firm-fixed or time & materials-based cost for Records Compliance and Preservation Solution requirements? 4) Does Fairfax County currently employ a records retention schedule? If so, where can it be accessed? 5) Please confirm that rehousing of the records is not included in the current SOW.
- A86. 1) The County currently utilizes a content management system to manage its archival information.**
2) The nature and extent depend on the job/task. Digitization is for a limited volume of physical historical bound volumes and loose documents (~100 - 200 cubic feet). Records inventories or appraisal of legacy collections for both physical and digital records in enterprise locations (which may range up to several hundred gigabytes of information for example in share drives, and records centers with tens of thousands of cubic feet of materials), but also county agency specific locations (e.g., legacy business application and agency file rooms). The documentary materials comprise primarily typical office documentary materials (8 ½ x 11 documents or images, recordings) but may include some unique file sizes and formats/types such blueprints, x-rays on film, or files generated by a GIS system.
3) Offeror should provide a time and materials-based cost for Records Compliance and Preservation solution.
4) Yes, Fairfax County employs the Library of Virginia Records Schedules for Localities. These can be accessed on the Library of Virginia's website at: [Records Management - Retention Schedules \(virginia.gov\)](https://www.livirginia.gov/records-management)
5) Rehousing and rebinding is only required for the limited volume of physical historical documentary materials that the county is seeking specialized digitization services for.
- Q87. Section 6.3. Under the enterprise scan tab and outsource scan scenarios, are all of these various documents in one location or are they spread out across the County?
- A87. Spread out across the County.**
- Q88. Section 6.3.1. Under the enterprise scan tab, can bound books be permanently unbound for scanning purposes or do they need to remain intact?
- A88. Decided on a case-by-case basis by the customer.**
- Q89. Section 6.3.2 states, "the agencies/departments may request the offeror temporarily hold and store original agency documents after scan completion." Is this being done while the scanned images are being reviewed by the agencies/departments? If not, what is the reason for providing temporary storage?
- A89. Yes.**

Attachment A

- Q90. Section 6.1.4.E., Support Staff: Will the County please clarify the static staffing requirements for the new contract to include the number of full-time, part-time, dedicated, and/or onsite personnel anticipated for the technicians, solutions engineers, and administrators? How many onsite individuals are needed and what are their anticipated labor classifications/titles?
- A90. **This section states: “The successful Offeror shall furnish the appropriate level of onsite, in-field, and remote support staffs to ensure the County’s needs are met.”. The appropriate level of staff is completely dependent upon how effective each staff is. Highly effective staff would indicate fewer staff are needed. Less effective staff would indicate more staff are needed. The below closely matches our current staffing and is presented as a guide.**
- 1) 1–Field Technician per 125 MFD’s (Must be on-site)
 - 2) 2–Solution Engineers (Opportunity for some remote work)
 - 3) 1–Contract Administrator/Customer Success Manager (Opportunity for some remote work)
 - 4) 1–Customer Success Associate (Must be on-site)
- Q91. Section 6.2.2.B., Support Adobe PostScript 3, PDF, ASCII, PPML, LCDS, IPDS, PCL 5/5e, and PCL6: 1) Please clarify what level of IPDS support is required? 2) Does the County require support of a point solution that will translate IPDS for printing on one engine only utilizing just the digital front end of that press unit? Or does the County require support that translates IPDS upstream for distribution to any digital presses in the Print Shop?
- A91. **1) Because the mainframe is now decommissioned, IPDS is no longer a requirement.
2) N/A**
- Q92. 6.2.2 Production Print Hardware Requirements: 1) Item G, In-line BW signature booklet making: What are the requirements of the in-line signature booklet maker (i.e., square fold, face trim only or 3-side trim)? 2) Section 6.2.2 Item G, In-line BW GBC punch unit: Can you list all the hole patterns currently in use/desired for GBC punching? 3) Is full bleed, three knife trim a requirement, or an option for booklet making? Current equipment does not have that capability. 4) What is the total monthly volume for booklet making which would include in house and outsourced work? 5) Based on RFQ, Perfect Bound books are outsourced. Would Fairfax County Government consider doing some priority binding in house, or all binding in plant to save on outsourcing cost? 6) How much work is sent from the Heidelberg press to the booklet maker, and is Fairfax County Government intending to keep the press or go fully digital? This may determine decision on deciding on sheet feeding or collator solution. 7) For outsourced perfect binding, does Fairfax County Government provide collated book blocks and covers to outsource bindery?
- A92. **1) Offeror should propose multiple options.
2) Offeror should propose multiple options.
3) Offeror should propose multiple options.
4) Unknown monthly volume. Jobs range from 2 – 20,000+ pages.
5) Offeror is encouraged to include perfect binding equipment.
6) Minimal booklets are printed on the Heidelberg.
7) The County currently outsources all Perfect Binding including printing.**
- Q93. Section 6.2.3, Production Print Software: Within this section it states, “It is desired that the County’s ITIL compliant IT Service Management (ITSM) solution (currently ServiceNow) serves as the system of record for all related service requests, and it is preferred that the Offeror solution integrate with ServiceNow. At the County option, all data, software, associated license(s), and support will become the sole property of the County when the contract is terminated or renewed.” 1) Will the software solution for the Web to Print and MIS need to integrate with Service Now? If so; is the requirement for ability to “manually export any reports to Service Now” or is the requirement for a “real time data exchange with Service Now” at the time of request? 2) Do the proposed software solutions need to conform to Section 508? 3) Do the Web to Print and MIS solutions need to operate on the same database platform?
- A93. **1) Not initially.
2) Proposed software solutions that conform to Section 508 are welcomed.
3) Currently MS SQL 2019 and/or Azure SQL is the preferred DB platform.**

Attachment A

- Q94. 6.2.5.D. Response Time and Restoration of Service: Does the County's current print services/print shop contract currently offer weekend services? Will the County provide an estimated number of hours or calls that have occurred after standard business hours to include after 6:00pm ET, weekends, and holidays?
- A94. Offeror should propose and price their standard service offering as well-as the County preferred service offering on a per month basis to cover critical months during Tax Bill printing.**
- Q95. Section 7.3.1. Print Services Electrical and Space Requirements: Within this section it states, "Print Services has a single dedicated environment with ample space, but Contractor's equipment electrical and environmental requirements may differ from current state." **1)** For the Color Press/Xerox 1000i replacement, can the power be configured to support Qty 2 NEMA L6-30r outlets (Single phase, 208-240v, 30 amp dedicated) and Qty 7 NEMA 5-15r? (110-120 v 15 amp)? **2)** For the Xerox Nuvera replacement, can the power be configured to support Qty 1 NEMA L-6-30r outlets (Single phase, 208-240v, 30 amp dedicated) and Qty 3 NEMA 5-15r? (110-120 v 15 amp)? **3)** For the Eastey Shrink Wrap replacement, can the power be configured to support 220Volt, Single Phase, 45 Amp? **4)** For the Horizon Collator stitcher replacement, can the power be configured to support Qty 1 220-240v 10 amp and Qty 5 NEMA 5-15r? (110-120 v 15 amp)? **5)** For the Morgana business card cutter replacement, can the power be configured to support 15V: 5.5A, 60Hz? **6)** For the Saber 95 paper cutter replacement, can the power be configured to support 10 HP, 3 Phase, 60 Hz AC: 208/230V + 10% @ 38A? **7)** For the Epson SureColor P8000, can the power be configured for 200-240 V (±10%), 50/60 Hz (±3 Hz), 5 A?
- A95. Changes (anything other than plug-and-play) to existing Print Services environment including electrical, HVAC, plumbing, etc. are possible but require appropriate County permits and may take 6+ months to complete. Change requests are initiated with FMD (Facilities Management Department).**
- Q96. Section 9.1.a states, "Proposed pricing shall be F.O.B. destination and shall NOT include state and local taxes." Leasing companies are assessed property taxes by the government for leased assets. To avoid confusion and ensure all Offeror quotes are evaluated similarly, please indicate if it is the County's preference to be invoiced for the property taxes by the lessor or if the property taxes should be built into Offeror pricing?
- A96. Property taxes should be built into Offeror pricing.**
- Q97. Section 11.1 states, "The subsequent contract will be a firm-fixed price agreement. The fee(s) will remain firm and will include all charges that may be incurred in fulfilling the requirements of the contract during the first 365 days. Changes in cost for any subsequent contract years may be based on the Consumer Price Index (CPI-U), U. S City Average, or other relevant indices as determined solely by the Procurement Agent. Annual recurring maintenance fees associated with all software shall not increase cost beyond the Consumer Price Index or CPI for a given year." Will the County allow any increase in lease payments, should interest rates increase in the future tied to the Treasury bill changes in rate?
- A97. It will depend upon what the offeror is offering and what is negotiated and finalized in the contract between the County and the successful offeror.**
- Q98. Section 19. Insurance: Please confirm that the County is self-insured and will be covering the insurance for the lease?
- A98. Yes, the County is self-insured, however, regarding covering the lease with the County insurance this is something that will need to be negotiated.**

Attachment A

Q99. Pertaining to RFP 2000003442 GENERAL CONDITIONS AND INSTRUCTIONS TO BIDDERS AWARD Section 22. Award or Rejection of Bids states, "The Purchasing Agent shall award the contract to the lowest responsive and responsible bidder..." and Section 18.5 Evaluation Process, subpart 18.5.2. Part II indicates that Cost will be weighted at 20 points. To avoid confusion and help Offeror's best prioritize the elements of the response, can either or both sections be married up for consistency in scoring language. As it stands, language in AWARD Section 22 is largely subjective. If the weights assigned in Section 18.5 could be included to AWARD Section 22 it would help Offerors feel confident that this initiative is truly based on best value via the criteria itemized in Section 18.5. Would the County consider better mapping the language in these sections to one another?

A99. No

Q100. RFP 2000003442 Attachment C – Pricing Schedule, Enterprise Scan Section A-C tab: 1) Can the County please expand on definition of "Routine QC" (Column Heading, Page 1)? 2) Can the County please expand on definition of "100% verification QC" (Column Heading)? 3) Is the County eventually planning to focus on a single records management platform? 4) Is there a facility classification/security requirement for the offsite conversion locations? 5) Do the existing County records?

**A100. 1) "Routine QC" refers to the periodic quality control procedures applied to the various stages of the imaging process from doc-prep through successful delivery to end destination.
2) "100% verification QC" is a slower methodical process ensuring each page is 100% accurate through each stage of the imaging process.
3) The County desires to reduce the number of records management platform to as few as possible.
4) Facility classification/security requirement for the offsite conversion locations are determined by the customer and document/record data contents.
5) Question seems incomplete.**

Q101. Do the existing County records management solutions have eDiscovery capabilities?

A101. Some of the existing County records management solutions have native eDiscovery capabilities while others are discoverable through third-party applications.

Q102. This section states that FCPS may opt to utilize this contract for replacement of their existing MFD solution in whole or in part at their discretion. (1) With the current lease contract expiring in June 2025, does this mean that the selected vendor will be guaranteed to replace the walk-up MFP fleet at that time? (2) In addition, as noted in Addendum 4 A29, the selected vendor will replace the production units in December 2022/January 2023? (3) The selected vendor will also replace the 250 MFDs outside of the DIT-MFD Program, as those units require replacement through June 2025?

A102. To clarify, this RFP and the information provided, including responses to questions, specifically address the needs of Fairfax County Government. Fairfax County Public Schools is a separate entity.

**1) Current intent is to have the selected Offeror replace the official DIT-MFD Program fleet when the current lease contract expires June 30, 2025.
2) Please reference response to Addendum 4 – Q29.
3) Agencies that procure MFD's outside the official DIT-MFD Program can select the make and model of their choosing using existing contracts approved by DPMM. In the past most Agencies have chosen to follow the official DIT-MFD Program selecting models compatible with solution software.**

Q103. 5.3. Print Services, what is the PDL (Page Description Language) of the data file being sent to the printers (LCDS, AFP, IPDS, PDF, PPML other) for the variable data transactional printing for statements, W2s, etc.?

A103. Currently PDF and PS.

Attachment A

Q104. 5.3. Print Services, what is the transport protocol used to get the variable data transactional jobs from the host to the printers?

A104. TCP/IP and Hot Folders.

Q105. 5.3. Print Services, what is the average page count and also the maximum page count of the booklets produced? Paper weights?

**A105. 1) Average page count is 12. Maximum page count is more than 100 pages.
2) Paper weights range from 42# to 100# Cover.**

Q106. 5.3. Print Services, how much of the total volume is NCR? Is any of the printing on NCR color? b/w?

A106. NCR is printed both in color and b/w. Volume is estimated at 3 million sets of 2–4-part NCR.

Q107. 5.3. Print Services, how much of the color work on the Xerox Color 1000i is CMYK? How much CMYK + 1 other color?

A107. All volume is CMYK.

Q108. 5.3. Print Services, it does not appear from the descriptions provided that neither the Xerox Color 1000i nor the Nuvera 144 have integrated booklet makers inline? Just staple finishers? Is all booklet making done offline?

**A108. 1) All Xerox equipment is equipped with staple finishers only.
2) All booklet making is preformed offline.**

Q109. 5.3. Print Services, please clarify the need for "full bleed" booklets vs non. % and specific needs on production equipment?

A109. Full bleed vs non-bleed is not referenced in Section 5.3.

Q110. 6.2.5 Production Print Services and Support Paragraph D Response Times and Restoration of Services, is 24 x 7 x 365 service support needed on the Color Unit in the production Print Services center? Or just the Nuvera replacements?

A110. Offeror should propose all available options. Please reference related response to Addendum 6 – Question 94.

Q111. 6.3 Enterprise Scan Solution Requirements, Does Fairfax County currently use any records management or document storage systems?

A111. Yes.

Q112. 6.3 Enterprise Scan Solution Requirements, does Fairfax County currently use any archival information management systems?

A112. Yes.

Q113. 6.3 Enterprise Scan Solution Requirements, what is the nature and extent of the physical and digital records that require records compliance and preservation solution services?

A113. All County records require to comply with Library of Virginia records compliance and preservation statutes.

Q114. 6.3 Enterprise Scan Solution Requirements, should the offeror provide a firm-fixed or time & materials-based cost for Records Compliance and Preservation Solution requirements?

A114. Offeror should propose all available options.

Q115. 6.3 Enterprise Scan Solution Requirements, does Fairfax County currently employ a records retention schedule? If so, where can it be accessed?

A115. Fairfax County complies with Library of Virginia records compliance and preservation statutes.

Attachment A

Q116. 6.3 Enterprise Scan Solution Requirements, please confirm that rehousing of the records is not included in the current SOW?

A116. Currently the County has no plans to rehouse its records and though it is not foreseen the County may have a need in the future.

Q117. 6.3 Enterprise Scan Solution Requirements, in Attachment C Pricing Schedule, please elaborate on the difference between the Enterprise Scan tab and the Enterprise Scan, Section A-C tab, Assuming the latter is for an ongoing enterprise scan solution deployed on site?

A117. Both tabs should be completed,

Q118. 6.3 Enterprise Scan Solution Requirements, is the county open to an entirely off-site/rolling scanning solution for the various departments/agencies?

A118. Though it would depend on customers' needs and data contained on the documents/records, offeror should propose all available solutions.

Q119. Does the County desire the awarded vendor to absorb non-contractor staff involved in performing services in scope of the RFP?

A119. No.

Q120. For contractor staff performing services in scope of the RFP, can the county please advise if there are any contractual prohibitions or financial penalties should the awarded vendor absorb them?

A120. Determined by contractor's employers.

Q121. The County's response for Q13. In Addendum 4 indicates that scanning volumes will likely fluctuate. Does the county have sufficient flexibility in the space that would be assigned to the onsite scanning practice to accommodate this?

A121. Yes.

Q122. In Q41. of Addendum 3, the County indicates that the awarded vendor will box files that are to be scanned. Which entity's staff will be expected to determine, prior to boxing, if files are in-scope for scanning ... meaning they do not fall outside the county's document retention schedule, awarded vendor or Fairfax County?

A122. The vendor is expected to confirm in writing from the County project manager (email is acceptable), with the County Records Officer in copy, and prior to the onset of labor associated with a scan job, that the documents to be scanned will not be eligible for destruction under a Library of Virginia Records Schedule less than three years from anticipated completion date.

Q123. Can the County provide Print Services Revenue and Expenses for each year since 2016?

A123. Revenue and expenses in millions.

	FY16	FY17	FY18	FY19	FY20	FY21	FY22
Revenue	2.7	2.7	2.3	2.6	2.4	2.1	1.9
Expenses	2.6	2.5	2.3	2.6	2.2	2.2	1.9

Q124. Following up on A.25 in Addendum 4 – While the dates change year to year, please specify the approximate date range for Tax Season where 24/7 onsite support is required (i.e., Jan-April)?

A124. Jan-Feb, July-August

Q125. Regarding off-set Printing - Do the volumes for offset work provided in Addendum 4, Answer 49, represent only the work produced in-house, and not anything outsourced?

A125. In-House only

Attachment A

Q126. Regarding off-set printing - Does the county intend to keep the Heidelberg under their ownership, and allow the incoming vendor use of this equipment? Or does the incoming vendor need to take ownership?

A126. Offeror should propose all available options.

Q127. Regarding off-set printing - Who is currently servicing the Heidelberg? Is there an existing contract in place for maintenance on that machine, and would the incoming vendor take over that agreement/relationship?

A127. The Heidelberg is serviced on time and materials by a third-party vendor.

Q128. Regarding floorplans – can floorplans of the print shop be provided?

A128. Current available floor plans do not accurately represent the Print Services space. A fourth and final site visit can be arranged to take measurements and record existing layout of Print Services space.

Q129. Regarding finishing - Can information be provided on the plate maker used to create the plates used on the Heidelberg? Is that owned by the county and be made available to the incoming vendor?

A129. The plate maker is a Glunz and Jensen Platewriter 3000. The plate writer is owned by the County

Q130. Regarding print finishing - Can the county provide information on the number of perfect bound books produced in 2021 and 2022?

A130. All perfect bound books are outsourced. Annually an estimated 100k perfect bound are outsourced each year.

Q131. Regarding outsourced print work – Can the county provide details on the scope of jobs that are produced offsite today?

A131. All work outside the scope of the Print Shop is outsourced.

Q132. Following up on Addendum 4, A.61 – are there specific areas that require toner replacement by incoming vendor?

A132. End users are trained on how to replace toner and staples but occasionally a user may request a field technician be onsite in-person to assistance with this task.

Q133. Has the county decided on where and who will print tax bills (previously done through mainframe)?

A133. Tax Bills are currently being produced inhouse by Print Services.

Q134. Will the Tax Bills be printed in Black & White Only? If so, does Fairfax County plan to introduce color (what timeframe) into the Tax bills and will that be Spot color or 4-Color Process / Full Color?

A134. The County expects to continue printing Tax Bills in black and white on spot color shells. Offerors are encouraged to propose all production printing technology to assist with color tax document printing.

Q135. Is vendor responsible for costs related to outfitting the space? Will the vendor be charged rent for the print shop space, or any other space occupied to perform duties?

A135. Negotiable.

Q136. Does FX County have equipment to convert paper to non-digital formats onsite that meet Virginia's Archival requirements? If so, would the awarded vendor be able to utilize this equipment to perform these conversions?

A136. The Archives and Records Management Branch does not have such equipment and does not anticipate the need for conversion to non-digital formats for its holdings. However, other county entities and agencies that may require conversion to non-digital formats, may have such equipment and may be willing to make it available for the vendor.

Attachment A

Q137. Within question responses, the County indicated that for Offsite Scanning the location should be within a day's drive. As there are scanning requirements for conversion that are not readily available, would the County waive this requirement?

A137. This response is specific to scanning of historical records. Yes, the County can waive the requirement but locations within a day's drive will be preferred.

Q138. For documents that fall inside of the County's Retention Policy, what will be the disposition of the physical media once converted to digital images?

A138. For Fairfax County Government (FCG), physical records that are designated as permanent records on a Library of Virginia Retention Schedule must be returned to the Archives and Records Management Branch after their scanning. Those not designated as permanent on a schedule may be disposed upon written confirmation from the requesting FCG party that the digital copies will be deemed the official record copy.

Q139. The county is requesting cost to migrate short term document storage of digital images to a "new system". Can the County advise the permanent storage solution that is to be used or should bidders propose an ECM system as an option?

A139. The County currently utilizes various ECM-class systems and does not require bidders to propose an option.

Q140. Please advise which application requires LCDS and what controller currently processes this data?

A140. LCDS is specific to Xerox and the current Xerox FreeFlow print server.

Q141. How many legacy Lytrod forms will be utilized moving forward?

A141. Legacy Lytrod forms will be moved to new solution.

Q142. Regarding MIS requirements on Page 19 – Is this a requirement?

A142. Offerors should propose a comprehensive MIS solution as outlined in section 6.2.3, A.

Q143. Item D on Page 18 can disqualify all respondents with exception of Xerox?

A143. No. Page 18, Item D "open architecture" refers to a solutions flexibility/capability and ease of integrating with other third-party hardware/software solutions and is a specification that is brand agnostic.

Q144. In Addendum #4 Question #5 / Answer #5 states all MFD's in the Fairfax County fleet are equipped with an External Keyboards...Should all proposed MFD segments include a keyboard as part of the minimum requirements?

A144. While it is preferred, Offerors should propose all available solutions.

Q145. General Instructions to Bidder, Appendix A, Section 30, is it necessary for the vendor/offeror to agree to this section or can we provide a termination table in event the county wishes to cancel for convenience?

A145. Offerors may offer what they would like to offer regarding their solution but know some terms may not be negotiable or in the best interest of the County.

Q146. CONTRACT PROVISIONS Section 29. Termination of Contracts, Section 30. Termination for Convenience and Section 31. Termination of Contract for Cause: Will the County pay for all the work performed up to the point when a cancellation or suspension of a lease occurs?

A146. It will depend upon what is negotiated in the awarded contract.

Q147. CONTRACT PROVISIONS Section 29. Termination of Contracts, Section 30. Termination for Convenience and Section 31. Termination of Contract for Cause: Would the County be willing to provide the Contractor with the ability to acquire an equitable adjustment to lease pricing to address the work performed prior to the cancellation or suspension of a lease, if such an event occurs?

A147. It will depend upon what is negotiated in the awarded contract.

Attachment A

Q148. 6.3.11 states: Offeror should propose: 1) On-site centralized Fairfax County operated solution. Is the intent that Fairfax County would staff this solution on site? And as such, would it be expected that the operational environment for the software be on Fairfax County infrastructure, or should it be on Offeror hosted/provided infrastructure?

A148. Offeror should propose all available solutions.

Q149. You indicated that the Offeror must agree to either provide their proposed systems' source code to the County or establish an escrow account with the exact version of the source code being implemented at the County. Can the County please offer some more details on this requirement and has this requirement being met by previous software vendors and partners in the past?

A149. This is a standard clause protecting the interests of the County ensuring the County can continue to operate as expected in the event the software manufacture is no longer able to maintain or provide application(s).

Q150. 6.4.2 Records Compliance and Preservation Requirements states that: The successful Offeror(s) shall have the capabilities and resources to pick-up and return original documentary materials and temporarily host them in a secured and confidential manner throughout the time of their possession of the documentary materials and conduct of the contracted service, and until such time the materials are either physically returned to Fairfax County, ingested by a system owned or managed by Fairfax County, or lawfully disposed of. The original and/or converted documentary materials may be temporarily hosted at offeror site/IT infrastructure, in a data center, or at County site. Could you quantify the County's definition of "temporarily"?

A150. For the Records Compliance and Preservation Solution, up to ninety (90) days after completion of the job.

Q151. Sect 6.1.4 pg 12 item D has 2 separate Response and Restoration time frames. It is understood that 24x7x365 4hr onsite response is required for First responder and other critical mission end users but there is a second reference to a response time of within 2 business hours with restoration of 24 or 48 hours if parts are needed. Is this 2-hour response time a time frame to indicate the SLA time frame to contact the end user with an ETA, triage and or call avoidance phone call by the responding Offeror's onsite or in field Tech?

A151. To clarify perhaps these sentences in Section 6.1.4 – D. should read, "...24x7x365 one (1) clock hours on-site response and four (4) clock hours restoration of service time should be provided to "First Responders" (Police, Fire, Sheriff, Emergency Management, etc.) and other designated devices serving critical County operations (at no charge to the County).." and **"...Response time within two (2) business hours and Restoration of Service within twenty-four (24) clock hours (or forty-eight (48) clock hours if parts are required) of service request submittal should be guaranteed for the remainder of the fleet..."**

Q152. How many MFD program services employees are onsite that provide toner and service delivery?

A152. 3 – Primary, 1 – Secondary, and 3 – Tertiary.

Q153. Is desktop toner delivery and installation currently provided for all sites or just at the mission critical locations ("First Responders, Massey Complex" ETC)?

A153. Toner is typically shipped as requested to key POCs throughout the County. End users are trained on how to replace toner and staples but occasionally a user may request a field technician be onsite in-person to assistance with this task the majority of which are mission critical locations.

Q154. Will the county provide on prem space for a supply/FRU/parts depot that can be managed by Offeror to provide the toner and service SLA deliverables?

A154. The current vendor is using a secure room within the Government Center for a supply/FRU/parts depot to provide the toner and service SLA deliverables. It is expected the successful Offeror will also establish supply/FRU/parts depot to provide the toner and service SLA deliverables.

Attachment A

Q155. Is a workspace provided for onsite personal (Massey Complex)?

A155. Specific to the Courthouse/Massey Complex, not currently.

Q156. Is a hot swap program required by the county for critical mission devices at First Responder sites?

A156. A loner pool comprised of at least one of each model fully configured is kept in the same secure room within the Government Center used as a supply/FRU/parts depot. This room also has active power and network drops and is used to configure, repair, and troubleshoot device issues and device replacements.

Q157. Does the County of Fairfax have a current Print Policy governance document or IMAC_D process? (Install, Moves, Acquisition, Change, and Disposition) for the MFDs? Can it be shared?

A157. An official Countywide Print Policy does not exist as print devices outside the official DIT-MFD Program are decentralized and Agencies are able to procure what every they need.

Q158. Fairfax County Schools uses a number of content management platforms. Is the school system seeking to migrate content from any of these solutions into a new records management solution/platform? If the answer is yes, what systems is this content going to be migrated from?

A158. To clarify, this RFP and the information provided, including responses to questions, specifically address the needs of Fairfax County Government. Fairfax County Public Schools is a separate entity.

Q159. Section 6.4.1., "Technical services to build, test, and/or implement configurations, workflows, and/or reports for enterprise content management (ECM) system modules/components, data profiling and analysis tools, and archives and records management applications." Regarding the statement, are you referring to a project-oriented Statement of Work for technical professional services or billable Blocks of Time for technical consulting services fulfill this requirement?

A159. Yes.

Q160. In section 6.4.1, there is a request for Temporary staff augmentation services. Is this referencing the desire for consulting services or ability to bring on additional labor specific to a project needs and timeline? Or both?

A160. Both.

Q161. The space that will be provided for scanning and records, what are the specs of the room/space available?

A161. Enterprise Scan will be co-located within Print Services. N/A for Records Compliance and Preservation Solution portion of RFP.

Q162. Where are the documents located in relation to the space for scanning and/or prepping for offsite scanning?

A162. Duplicate question. Please reference response to Addendum 4 – Question 64. Historical records are located at a County facility in Springfield, VA. The facility has space to prepare those materials for transport to an off-site location.

Q163. Is it possible to get additional details on the documents to be scanned? Are they in filing cabinets, drawers, shelves, etc.? Can you provide the quantity and type of storage the file folders are kept? Or any additional information on current storage?

A163. Documents to be scanned can be found in filing cabinets, drawers, shelves, etc. Quantity and type of storage are unknown. For the Records Compliance and Preservation Solution, the records to be scanned are stored in climate-controlled vaults and housed in document boxes or banker boxes. Bound volumes are not enclosed in housing.

Q164. Is there a current vendor used for destruction of documentation? Are they currently onsite or offsite?

A164. The County currently contracts a vendor for destruction of confidential materials, which provides onsite destruction.

Attachment A

- Q165. Reference to sections 5.4 and 6.3.1., With the estimated physical records and documents to be in the Tens to Hundreds of Millions for Fairfax County, and recognizing that is a pretty big window, are the expectations of the vendor to scan “everything”, or is Fairfax County still going through a process of identifying and “purging” documents that don’t need to be scanned?
- A165. The identification and disposal of documentary materials that have satisfied requirements for their retention is a continuous operation. Conversion jobs are to be limited to conversion of documentary materials that will not be disposal ready under a Library of Virginia Records Retention Schedule within three years of completion of the conversion job.**
- Q166. Reference to section 6.3.1., is there a timeframe established that Fairfax wants all these documents to be scanned by and where are these documents currently located? Offsite storage, on-site storage, within the department locations?
- A166. Duplicate question. Please reference response to Addendum 4 – Question 32.**
- Q167. The County indicates in section 6.3.1 that you wish “to establish in addition to outsourced options, a centralized Enterprise Scan Practice to include onsite and/or hosted (cloud) digital document/content storage and image processing solution to process and store a variety of document types including paper and film media into retrievable and searchable image formats.” And further down in the section you state: “Digital originals will be routed to various ECM/DMS systems to include Microsoft 365 SharePoint Online, OpenText Content Server, Documentum 5.x/6.x, Microsoft Dynamics 365, Laserfiche, IQ, network shares, (Windows Server 2019/2022 AD FS environment), E-Mail (Microsoft 365 Exchange and Microsoft 365 Outlook), Desktop (64-bit versions of Windows 10/11), Fax/RightFax, and MFT/Axway.” Is the objective to propose a new Enterprise-Wide Imaging solution to scan to, or to ones listed above?
- A167. Yes.**
- Q168. Reference to sections 6.3.2., Is there a breakdown of each departments “scope” and what their volumes are related to document capture, image processing, form recognition, document classification, indexing, meta tagging, data extraction, image verification, routing, etc?
- A168. No.**
- Q169. Reference to sections 6.3.4., Does the county know how many images/documents are in these current applications? Is the desire/objective to get them under 1 Enterprise platform?
- A169. 1) The County does not know the number of images/documents stored in the various applications.
2) The County desires to reduce the number of applications housing its documents and records though the initial focus is on records compliance and preservation as well-as discovery and classification/disposition.**
- Q170. Reference to section 6.3.5., in our over 2000 onsite Managed Services contracts across the nation, we staff resources based on the required SLAs related to the Scope of Services in the contract. Per the RFP it is the established that there are “tens to hundreds of millions of documents in scope” within 50 plus departments. Is there any information related to what the daily/monthly expectations are related to backfile imaging and day-forward scanning?
- A170. Duplicate question. Please reference response to Addendum 4 – Question 13.**
- Q171. Reference to Section 6.1.4., section E. XII, please define other duties to be assigned?
- A171. Duplicate question. Please reference response to Addendum 4 – Question 57.**

Attachment A

Q172. In reference to sections 6.4.1., can the County elaborate on what activities would be required to be in person? The type of documents and media listed are not the type of specialized hardware put "on-site" for these highly unique requirements?

A172. On-site activities would be those primarily involving review of physical documentary materials, for example, the conducting of an inventory of departmental files room, physical inspection to identify needs of the materials to be digitized, review of site, housing, or location details for transportation, etc, and to develop most appropriate execution plan to accomplish the job/activity in as efficient and secure a manner as possible.

Q173. Are the vendors supposed to provide a cost for these data conversion to a "new" solution for the County requested pricing on, or one of the many listed previously such as Laserfiche, Content Server, O365, SharePoint, etc.?

A173. Offeror should propose all available solutions.

Q174. Does the scope include the "Image Conversion" of current images and index/metadata in current applications in use listed, for example, O365, Sharepoint, Laserfiche, Documentum, OT Content Server, etc?

A174. Yes.

Q175. Reference to 6.5.18, is the County asking for Vendors to Specify a cost for developing interfaces and data conversion to a potentially new imaging system without knowing completely the number of databases, file sizes, index data, and other required data of content in various databases and provide a "timeline" for this conversion as part of the response?

A175. Offeror should propose all available solutions.

Q176. Reference 7.1., Gap Analysis, we want to validate that the requirement is to provide a pricing response without any of this detailed analysis described in the Gap Analysis section done yet, and we need to have this completed within 15 days after award for the Scope presented for Enterprise Scanning and Records Compliance solution requirements to develop final solution estimates?

A176. From an Enterprise Scan perspective, pricing response is used to compare line-item costs of offerings and should be treated independently from the Gap Analysis of which timeframe is negotiable. For Records Compliance and Preservation solution Gap Analysis may take up to forty-five (45) days.