



County of Fairfax, Virginia

ADDENDUM

DATE: July 13, 2022

ADDENDUM NO. 5

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 5.3, Currently, is any output printing on either of the Xerox Nuvera 144's sent to offline finishing devices?
- A1. **Yes. All finishing is performed offline apart from stapling.**
- Q2. Per Section 5.2 regarding Kofax and Workflow, Will the County of Fairfax continue to utilize the Kofax Control Suite 1.2.X upon awarding to a different vendor for the following functions: 1) Capture and Workflow, 2) Device Access Control, 3) Secure Print Release, D. Reporting?
- A2. **Propose all available solutions. While the current solution meets most of our current needs we are always researching and evaluating similar solutions and emerging technologies in this space and will adopt a different solution if we find it more advantageous.**
- Q3. Per Section 5.2 regarding Kofax and Workflow, Will the County of Fairfax allow for additional discovery further downstream in this proposal process?
- A3. **Yes. It is important to understand our current and future needs when proposing solutions in this area.**
- Q4. Per Section 5.2 regarding Kofax and Workflow, is the County of Fairfax open to recommendations outside the scope outline RFP 2000003442?
- A4. **Regarding Kofax and Workflow recommendations outside the scope outlined in RFP 2000003442, these may be submitted though they will not be evaluated or scored.**
- Q5. Per Section 7.3.1, 1) What are the current electrical specifications used on your existing Production gear within Print Services? 2) Are their known environmental issues, i.e., humidity, static electricity, excessive heat, etc. within Print Services dedicated environment?
- A5. **1) Please reference the manufactures website for exact electrical specifications used by each piece of production equipment. This information should have been collected from the three Print Services onsite tours.
2) Manufacturers have not communicated environmental issues for existing equipment.**
- Q6. Section 6.3.11 Desired Solutions, 1) what version of OT is installed now (on-prem and/or in-cloud)? 2) is this the version you plan to use, or do you plan to upgrade from your current version?
- A6. **1) OpenText is a company with dozens of software application. OpenText Content Server version 16.2.4 and Capture Center 16.4.2 are currently installed on-prem.
2) We plan to update/upgrade throughout time as new releases become available.**
- Q7. Section 6.3.11 Desired Solutions, the OpenText database back-end, is there a preference or plan to use SQL on EC2 (standard or enterprise, presumably enterprise) or RDS?
- A7. **Please propose all available solutions. OpenText applications are currently installed on-prem and using on-prem SQL Enterprise.**
- Q8. Section 6.3.11 Desired Solutions, Do you have MS Software Assurance?
- A8. **Yes.**
- Q9. Section 6.3.11 Desired Solutions, performance requirements, volume of scans per day?
- A9. **Duplicate question. Please reference response to Addendum 4 – Question 10.**
- Q10. Section 6.3.11 Desired Solutions, performance requirements for security?
- A10. **Proposed solutions should meet or exceed the security and performance requirements outlined in this RFP.**
- Q11. Section 6.3.11 Desired Solutions, High Availability / Fault Tolerance, Do you require load balancing across fault domains (AZ's)?
- A11. **Proposed solutions should meet or exceed the requirements outlined in this RFP and be highly available/always on.**

Attachment A

- Q12. Section 6.3.11 Desired Solutions, S3 storage, do you have or need a lifecycling policy to move data to cold storage (Glacier)?
- A12. Proposed solutions should meet or exceed the requirements outlined in this RFP. Offeror should propose all storage solutions including industry best practice of data migration from hot storage to cold storage that are in line with the County's Archives and Records Management requirements.**
- Q13. Section 6.3.11 Desired Solutions, S3 storage, do you need for private access to public AWS services such as s3 from on-prem (private interface endpoints)?
- A13. Proposed solutions should meet or exceed the requirements outlined in this RFP. If AWS S3 storage is being proposed, yes, private access is preferred.**
- Q14. Section 6.3.11 Desired Solutions, Governance, Is the County presently using any cost management tools (CloudCheckr, CloudHealth, ...)?
- A14. Outside of the Microsoft Azure management toolset, the County is not currently using any third-party cost management tools.**
- Q15. Section 6.3.11 Desired Solutions, Multi-Cloud, Do you plan or presently need multi-cloud connectivity?
- A15. Yes.**
- Q16. Section 6.3.11 Desired Solutions, GovCloud v. Commercial, do you require workloads to be in AWS Govcloud?
- A16. Proposed solutions should meet or exceed the requirements outlined in this RFP. Offeror should propose all cloud solutions. If proposing AWS, GovCloud is preferred.**
- Q17. Section 6.3.11 Desired Solutions, GovCloud v Commercial, do you have a preference for a given region (regions)?
- A17. Proposed solutions should meet or exceed the requirements outlined in this RFP. Offeror should propose all cloud solutions. If proposing AWS, GovCloud is preferred with a primary presence in AWS GovCloud (US-East) Region and a secondary or tertiary presence in AWS GovCloud (US-West) Region.**
- Q18. Section 6.3.11 Desired Solutions, networking + connectivity, what is the available bandwidth?
- A18. Network bandwidth will range from 1Gbps at the end point to 100Gbps network circuits.**
- Q19. Section 6.3.11 Desired Solutions, networking + connectivity, is there a requirement for layer 7 inspection in cloud?
- A19. Layer 7 inspection should be addressed.**
- Q20. Section 6.3.11 Desired Solutions, networking + connectivity, have CIDR blocks been allocated for the buildout of the OT solution?
- A20. OpenText applications have been deployed in our on-prem Microsoft environment.**
- Q21. Section 6.3.11 Desired Solutions, networking + connectivity, are you open to using or planning to use Control Tower?
- A21. We use a similar cloud governance solution with Azure.**
- Q22. Section 6.3.11 Desired Solutions, networking + connectivity, are you open to using or planning to use Transit Gateway?
- A22. We have a similar 10Gbps virtual connection to Azure.**

Attachment A

- Q23. Section 6.3.11 Desired Solutions, networking + connectivity, will there be environment isolation by AWS account, or will multiple SLA (dev/qa/production) environments be deployed in a single AWS account?
- A23. As a predominately Microsoft hybrid cloud environment we do not have much of a presence in AWS. Our current solutions are divided into Development, Acceptance, and Production environments.**
- Q24. Section 6.3.11 Desired Solutions, networking + connectivity, do you have any diagrams you can release on your existing AWS environment / network connectivity to on-prem?
- A24. As a predominately Microsoft hybrid cloud environment we do not have much of a presence in AWS. Network diagrams will be shared as needed with the successful Offeror.**
- Q25. Section 6.3.11 Desired Solutions, networking + connectivity, Do you have any requirements re: outbound traffic (must pass through on-prem firewalls before connecting to public internet, etc.)?
- A25. Yes.**
- Q26. Section 6.3.11 Desired Solutions, can you speak to your current CI/CD solution in use?
- A26. This question seems more directed to DevOps not mentioned in Section 6.3.11.**
- Q27. Section 6.3.11 Desired Solutions, is it required for application release in this project?
- A27. All changes to Development or Production environments must follow the County's change management process that will be shared with the successful Offeror.**
- Q28. Section 6.3.11 Desired Solutions, is Infrastructure-as-code a requirement or required deliverable? Is there a requirement for any specific solution? (Terraform, ansible, CloudFormation, powershell, ...)?
- A28. As a predominately Microsoft environment (hybrid cloud), Windows PowerShell DSC is used for Azure IaC or Infrastructure-as-Code requirements.**
- Q29. Section 6.5.15 Disaster Recovery/Continuity of Operations, do you have any specific DR requirements for Cloud implementation? If so, what is your RTO/RPO? Do you have any cross-region BC/DR requirements?
- A29. All proposed solutions should be HA/Always-On. It is preferred cloud solutions be U.S. based, 3+ site (minimum) multi-region, replicated, similar to our existing Azure environment.**
- Q30. Section 33. HIPAA Compliance and Section 6.1.8 B-Solutions, their supplemental document https://www.fairfaxcounty.gov/informationtechnology/sites/informationtechnology/files/assets/security/pm70-05_01.pdf Includes HIPAA, PCI-DSS, FedRAMP, PII, NIST SP800-53,66, and -40 as well. Are all of these still in play? Which FedRAMP (High/Moderate/Low)?
- A30. 1) Yes.
2) FedRAMP High is desired though FedRAMP Moderate is required for external hosted cloud solutions.**
- Q31. Section 6.2.1., specific to print, are there any other data streams are being ingested in your print shop (AFP, META, PS, PDF, IPDS etc.)?
- A31. Primary workflow is PDF and PS. Other data streams are as needed.**
- Q32. Section 6.2.1., specific to print, Under section B. Support Adobe PostScript 3, PDF, ASCII, PPML, LCDS, IPDS, PCL 5/5e, and PCL6. is this considered input or output?
- A32. Adobe PostScript 3, PDF, ASCII, PPML, LCDS, IPDS, PCL 5/5e, and PCL6 languages are not mentioned in Section 6.2.1. but are mentioned in 6.2.2. B. and are considered input.**

Attachment A

- Q33. Section 6.2.1., specific to print, what a print volume are being run on your printing devices (total and per unit)?
- A33. Duplicate question. Please reference answer 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.**
- Q34. Section 6.2.1., specific to print, how many envelopes are you printing and what are you printing them on (offset)?
- A34. More than 1.5 million envelopes are produced annually on our offset press.**
- Q35. Section 6.2.1., specific to print, what are the print windows defined by the printing services department (i.e., turnaround time by jobs) this may not be defined?
- A35. Turnaround time is driven by customer requirements and can range from same day to several months.**
- Q36. Section 6.2.1., specific to print, have you established Service Level Agreements with your internal stakeholders specific to print jobs and what are they (this pertains to establishing deadlines for work that is requested)?
- A36. Print Services negotiates and establishes an SLA with the customer on a per job basis.**
- Q37. Section 6.2.1., specific to print, what front end print processors are you currently using (Fiery, PRISMA etc.)?
- A37. Xerox FreeFlow. Please propose all available options.**
- Q38. Mailroom, please describe your postal optimization software (examples would be PAVE, CASS of NCOA)?
- A38. 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.**
- Q39. Mailroom, are you applying an intelligent Mail Barcode today? If so, what software do you use for this?
- A39. 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.**
- Q40. Mailroom, what is the current mail piece volume being handled in your mailroom?
- A40. 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.**
- Q41. Mailroom, at what postage rate do you meter your mail?
- A41. 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.**
- Q42. Mailroom, what percentage of your outbound mail is returned?
- A42. 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.**
- Q43. Mailroom, Are you tracking any of these items or do you have a print/mail solution that allows you to track any of these issues?
- A43. 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.**