

RFP #24-007: Questions and Answers

November 21, 2023

1. *RFP mentions handwritten data that needs to be data entered. Can you elaborate? How much data is handwritten? Types and volumes of documents? Percent of total document population?*

Answer: Roughly 20% of our annexation documents are handwritten.

2. *The application shall provide both a web browser and a desktop client user interface. Q: Can you clarify? Both?*

Answer: We want a public facing web application that the public can use to research documents and also a version that our staff can use to edit and add documents. This may or may not be one in the same.

3. *The RFP specifies "The application shall ensure a mandatory amount of metadata is captured for each document or record in the Secretary of State's office." Q: Who determines what is mandatory and does it vary from doc type to doc type.*

Answer: This is the information that needs to be entered for each scan so that it can be used in indexing for tags and keyword searches. This information can be provided by SOS.

4. *Are these metadata fields found in consistent spots on the documents?*

Answer: Meta data fields are not consistent on the documents.

5. *Ensuring, at no additional expense to the SOS, that the System shall remain current to the core-operating environment (operating system and database) in which it was built and delivered. Q: Does this mean unlimited core environment updates and upgrades?*

Answer: Operating Systems and Databases should be current on all updates and service packs. In the event of the end of the life of the OS or database version, we need to upgrade to the most current version. (e.x Server 2012 reached the end of life on October 10, 2033, we need the OS to be upgraded to Server 2022 which would be the most current)

6. *Unlimited telephone and on-site (as needed) support to SOS administrators to resolve System issues or problems during non-peak and peak filing periods. Q: Need specificity here. Hours, days, etc.*

Answer: This would mean our regular office hours 8-4:30 CST.

7. *There is some population of documents that need to be scanned and digitized. Can you give us document types and volumes?*

Answer: Rules and Regulations

-Estimated 332,000 images

Annexations (20% of these documents are handwritten)

-Estimated 143,000 images

Journals of House & Senate

-300 Large Books

-273 Smaller Books

-Estimated 418,000 pages

Acts of Arkansas

-744 Drawers of documents

-Estimated at 525,000 documents

8. *Can scanning be done offsite or is it required to be done onsite?*

Answer: Concerning taking documents off-site for conversion, we would like to receive price points for on-site and off-site conversion.

9. *Can you please provide the ADA and HAVA requirements the SOS is expecting M-Files to comply with. Referenced on page 7, line 16.*

Answer: We believe this was referencing the website/portal that is visual to the public. These need to be compliant with the Americans with Disability act.

10. *Arkansas Technology Security Policy and Standards. Can you please provide these standards?*

Answer: We follow NIST Cybersecurity Guidelines as our standard.

11. *Are there any document workflows that are needed in the initial implementation?*

Answer: There will be some workflow that needs to be taken care of. Examples would include – removing staples or fasteners. The vendor shall ensure they are returned to their original condition.

12. *How many total internal (Arkansas SOS and Gov't Officials) users will be accessing M-Files?*

Answer: We would have about 15 to 20 employees that would internally be accessing the database.

13. *Do you utilize Azure AD or standard active directory for authentication services? Or is a 3rd party identity provider, such as OKTA, utilized?*

Answer: We use standard active directory

14. *Will there be a Date/time for vendors to inspect the records to be digitized before the required RFP submission date?*

Answer: Given the circumstances of the time crunch that we are under, we are unsure if there will be enough time for vendors to come on site before the RFP submission deadline. Below is an estimate of the record that need to be digitized.

15. *Is there a limit the distance to the location the scanning will be performed?*

Answer: We have no stipulation on the distance for off-site conversion.

16. *Are all records stored within the database management solution required to be available to the public or just a subset of those documents?*

Answer: All documents are required to be available to the public.

17. *Would constituents be required to provide credentials when searching for documents?*

Answer: Credentials would not be necessary for public inspection. We envision a portal where the general public can search for said records.

18. *How many internal users will need access to the solution?*

Answer: SOS estimates no more than 15-20 internal users for the back-end solution.

19. *How many users will require the need to physically scan documents into the solution?*

Answer: The initial scanning will be performed by the vendor. Any work after the initial digitization will be performed by SOS staff.

20. *What is the anticipated volume of documents that would be added to the solution year 1 and an estimated volume each year after?*

Answer: Year 1: we envision that all current records (see above) would be digitized. After that, we anticipate a much smaller volume of documents that would need to be

digitized on a day to day basis. However, we are not able to provide an accurate computation of this volume.

21. Is there an anticipated budget for the solution and the digitizing services?

Answer: Per state law, we cannot discuss items concerning the budget during the RFP process.