**Date:** May 26, 2022

**Title:** RFB/RFP #2022015749 Document Imaging Software Solution

**Subject:** Questions and Answers

1. How many users will JPS Health be looking to have access for?

**There are approximately 700 active employees. However, we’re currently licensed for 120 con-current user licenses.**

1. Is there a specific EMR or ERP you are looking for integration with?

**Onpremise Infor Lawson S3 and Infor GHR**

1. Is the installation preference hosted or on-premise for the new solution?

**The organization does not have a preference. However, we would like to explorer both options. We would like to see the pricing and/or cost saving of both hosted and on-premise.**

1. Will you require migration from the legacy system to be included in the cost for the new solution/platform? If so any details on size & format would be helpful for accuracy.

**Yes. We will need to migrate documents from our legacy system according to the organization’s document retention policy.**

1. Extension: Due to the size and complexity of this RFP, in order to ensure TC receives the best opportunity of a solid response for the RFP, would Tarrant County consider extending this deadline?

**Yes, See addendum #1**

1. Are you wanting the system to retain the 'original' image, and then allow the user to make changes to the existing image so that the system will output two files per document?

**We would not need two copies of the document. We would want to retain the document in its original state for historical purposes.**

1. Please confirm that the requirement is to scan, process, and then print the image? Can you provide information on the printer and use case? Is the printer a networked device?

**The printing requirement is when the business needs to print a document upon request. The printer would be networked.**

1. Please confirm the intention to allow non-company employees access to the application. How will these people be provided access to the environment? Is the intent to allow these people to scan and validate? Any information on this requirement will be helpful.

**The intent would be to allow candidates for employment to upload documentation to the system, similar to uploading a resume to an application. We want to be able to upload licenses, social security cards, etc. and we want more security than what we have with emailing.**

1. There is mobile client functionality available with our proposed solution, however, pricing is based on volume. This functionality is included in an app made available for download from app stores. Please confirm this licensing is desired to be included in this proposal and provide volume. Is it the intent of Tarrant County to include the development of custom mobile applications in this proposal or simply to understand that the functionality and option exists for future planning?

**The mobile app or client would simply be an avenue to access the application. This is more of a “nice to have”. The organization does not need a custom mobile application. The mobile app would be something customers could download from the AppStore or ability to access from a web-browser.**

1. Question: Please confirm that the objects to be migrated contain the metadata necessary to meet the organizations retention policy. For example, if a minor consent form has a retention policy that takes into account the age of the minor confirm the date of birth will be available in order for the migration to fully meet this requirement. It would be helpful if the name of the system responsible for the content management and records management could be provided.

**Yes. The documents have document date and create date.**

1. Please provide the organization's approval matrix.

**There are currently 32 approval levels within our organization’s approval matrix.**

1. Please explain this requirement of the capture system.

**We need the ability to import documents into the system electronically.**

1. There is communication management functionality available with our proposed solution, however, pricing is based on forms. Is this the only outbound form to be sent to the vendors? Please confirm this licensing is desired to be included in this proposal and provide the number of forms to be included.

**We would like an a la carte, itemized pricing for the forms, to include licensing and 1-10 different forms, with the possibility of more.**

1. Please confirm that the system will have read-only access to Lawson edit tables to ensure the system is enabled to meet this requirement.

**Yes. We have the ability to provide read-only access to lawson tables.**

1. Please provide the number of Fujitstu scanners and models.

**I would estimate approximately 12-15 individual desktop scanners throughout the business (HR, supply chain, finance). Here are the current modelsFI-5120C, FI-6130, FI-6230, FI-6130z, FI-6230z, FI-7160**

1. What is the number of invoices processed annually?

**In FY21, there were 100,163 invoices processed.**

1. What is the split between PO and Non-PO invoices?

**Over the last 12 months, the percentage of PO invoices to Non-PO invoices range from 65%-70% PO to 30%-35% Non-PO invoices.**

1. How many approvers?

**329 unique active approvers as of 5/19/2022**

1. For the workflow section, how many electronic signature activities do you anticipate yearly?

**This is difficult to determine at this time. We would like a system to be able to electronically sign forms for HR related documentation.**

1. How many people are in the AP department? (e.g. Frequent users)

**8 employees and 1 manager. In HR, we have several team members who capture/import employee documentation (estimated 6-8 employees) and the entire HR department can view employee documentation. Supply chain has approximately 3-4 employees who capture packing slips on the dock**

1. How many business users are in the organization? (e.g. Infrequent users)

**There are approximately 700 active employees. However, we’re currently licensed for 120 con-current user licenses.**

1. How many active suppliers do you have?

**We have 6359 PO vendors**

1. Do you have current Productivity matrix that could be used as a baseline for us to provide an estimate for ROI?

**We do not have current productivity reporting. However, we have 8 employees in AP and 1 AP manager. In HR, we have several team members who capture/import employee documentation (estimated 6-8 employees). Supply chain has approximately 3-4 employees who capture packing slips on the dock.**

1. Please explain the Prime Vendor UCM ID and how it can be found\obtained.

**UCM is the current contract management system. A prime vendor is the primary vendor over sub-contractors.**

1. Please provide the number of images to be migrated and converted. Please provide the content management system these documents should be migrated into as part of this project. Please explain the conversion requirements including the current image formats and requested new image formats.

**JPS is planning to migrate documents based on the organization’s compliance document retention policy. The document volumes will vary based on the retention policy for financial and human resources requirements. The departments will need to determine which documents can be migrated and documents that can be executed from the migration per the document retention policy.**

1. Please explain what is meant by the 'DI solution' term? Is that referencing the customer's content management system? Please provide the system you want this solution to output the AP/vendor checks? Or if the intent is for this proposal to include a content management system with records retention capabilities. Is this requirement related to AP documents that are in-process? Or is this requirement simply stating that when a document completes all processing, the document and metadata will be released to a content management system while the related hyperlink and metadata would be sent to Lawson to allow authorized users to access the document from that system? Or is the intent for this RFP to include a new content management system with records management capabilities?

**Yes. We are looking for a document imaging (DI) system to replace our current legacy document imaging solution. Document imaging = content management. We need a system to store electronic imaging of our back office documentation including HR employee records, AP Invoices and purchasing documentation. We also need a workflow module for approving invoices.**

1. Please confirm that this requirement is that the solution can be configured to output to these systems or explain what is meant by the term process the companies.

**Term process is the process of terminating or off boarding employees**

1. Please provide the number of accounts payable staff and purchasing staff involved with this process.

**We have 8 employees in AP and 1 AP manager. Supply chain has approximately 3-4 employees who capture packing slips on the dock.**

1. "Please explain the intent of the 'one session' requirement since two people using SSO would never be in the same session from a browser standpoint.

**The intent was to allow multiple people to sign off on one document during the same session, i.e. during a performance write-up.**

1. Please provide the number of users that will require access to the digital signature functionality."

**Our current count is 11,250 employees, with a 20% per year growth rate.**

1. Please provide the number of Manager and HR users.

**There are 8 HR leaders and approximately 40 HR employees**

1. Is the intent of this requirement to know if it can be configured to not be secured so that even people not yet hired can validate documents? Please clarify this requirement.

**We currently have 700 active employees using the system and 120 con-current user licenses. We’re looking to see if the application is scalable for growth.**

1. Please explain the intent of the 'unlimited user accounts' phrase so that costs of a solution from a software and hardware standpoint can be provided. For example, if JPS requesting pricing on a system with 1,000 users, 10,000 users or 100,000,000,000 users - it will effect the pricing. Or do you simply want the vendor to confirm that the solution can scale in the future, understanding that growth may impact licensing and hardware costs?

**Our current count is 11,250 employees, with a 20% per year growth rate. Please offer tier pricing, based on this growth projection**

1. Please provide the volumes, costs, and FTE requirements for your current solution inclusive of all requirements in this proposal so that estimated ROI numbers can be calculated.

**On average, we import/scan approximately 26,500\* documents per month over the last 3 years. I’m estimating approximately 318,000\* total documents per year annually. We currently have 700 active employees using the system and 120 con-current user licenses. We have 8 employees in AP and 1 AP manager. In HR, we have several team members who capture/import employee documentation (estimated 6-8 employees). Supply chain has approximately 3-4 employees who capture packing slips on the dock.**

1. General Document Imaging Requirements: Please explain the ERP screen scraping use case – where is the content coming from for this use case?

**Screen scraping is the use of capturing the index values such as company and vendor information from the ERP screen into the document’s key index values within the DI system. If there are other ways to capture**

1. Finance/AP: What is the DI solution feature?

**DI solution is a document imaging system to store images electronically.**

1. Finance/AP: Can you provide an example of the smoothing process / issues with EDI invoices and UOM?

**The smoothing process will allow the EDI invoices to flow into Lawson successfully without failure. Currently, we have a lot of invoices with UOM discrepancies. The smoothing method will not look at the UOM, instead it will look at the quantity and dollar amount and match the invoice, so it will not error out.**

1. Finance/AP: Can you clarify the ability to process all invoices in document imaging system and not in Lawson?  What requirements does ‘process’ mean?

**We would like to have an approval process all GL company invoices within the system. We currently only have one company. We have two others we would like process including our physician group and foundation companies.**

1. HR: How many external users are there?  Multiple examples are given – surveyors, external entities, access to those not yet hired.

**Surveyors and any approved external entities would be 1-2 day access only, maybe 50 accounts per year. The accounts for people not hired would need to be unlimited, because they would transition to employee accounts.**

1. What is your overall budget?

**$200K -$250K budgeted for implementation**

All corrections, changes, additions, revisions, and/or clarifications in this Addendum #2 to the

RFP are hereby made a part of the RFB/RFP for #20221015749 Document Imaging Software Solution.

All Respondents to the RFB/RFP shall acknowledge receipt and acceptance of this Addendum #2 by

signing in the space provided and submitting the signed Addendum #2 with the RFB/RFP.

Proposals submitted without an executed copy of this Addendum #2 attached may be considered

informal and may be rejected.

Received, acknowledged, and conditions agreed to on this \_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_, 2019, by:

Respondent: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If there are questions pertaining to this addendum please contact Lizzie Harris Johnson at Bid\_submissions@jpshealth.org