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Addendum #2
RFP #WRESA-12222022-265-01
Questions and Answers (Due January 18, 2023)

- 1) Are the students (FTE Count 81,801) expected to directly access the DSS? (Bid Summary, Page 2)

ANSWER: We do not have an inventory of all use-cases and business rules from participating districts. We are not aware of a current use-case where student access is expected.

- 2) If students will access the DSS, should they have ability to add and view documents? (Bid Summary, Page 2)

ANSWER: We do not have an inventory of all use-cases and business rules from participating districts. We are not aware of a current use-case where student access is expected.

- 3) Can you provide a sense of document library volumes? (Bid Summary, Page 2)

a. How many documents per district?	ANSWER: We do not have this data compiled.
b. What is the average size of documents	ANSWER: We do not have this data compiled.
c. How many uploads per day	ANSWER: We do not have this data compiled.
d. How many document views per day	ANSWER: We do not have this data compiled.
e. Is full text search needed (ie. Search for a text string in all library documents)	ANSWER: Full text search is desired, but not required.

- 4) Can you give some examples of the types of documents that will be stored (Bid Summary)

ANSWER: We do not have this data compiled. Anecdotally, document types include contracts, evaluations, personnel documents, student records currently stored as paper, PDF, TIFF and multiple digital image formats.

- 5) Can you share common use cases for the documents, ie. How will users interact with the DSS? (Bid Summary)

ANSWER: Districts need to efficiently locate, review, augment, and purge documents based on classification and age. We do not have an inventory of all use-cases.

- 6) Does Wayne RESA have an SLA requirement for uptime? (Bid Summary)

ANSWER: This will vary by district based on type and scope of implemented workflows. Therefore, SLA offerings will be evaluated by each district.

- 7) For the initial bid, how many scanners and MFCs should be assumed? (Section 1.3.1 - 1.c, Page 6)

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ANSWER: We do not have an inventory of equipment currently in use and varies by district.

- 8) How many documents are scanned each day? (Section 1.3.1 - 1.c, Page 6)

ANSWER: We do not have this data compiled.

- 9) Could you provide some details about the retention requirements? (Section 1.3.3 – a, Page 7)

ANSWER: The baseline K-12 retention scheduled is published by the State of Michigan and [available here](#).

- 10) What directory server is in place for the counties? Do they share the same one or each host their own? (Section 2.a, Page 7)

ANSWER: Each district is separate based on existing platforms. Many districts use Microsoft and/or Google directory services.

- 11) Can you describe the available APIs for the SIS system (Section 1.3.8 – c, Page 11)

ANSWER: Each SIS has its own API. Wayne RESA can facilitate web services API, SQL Server and/or module enhancement for integration with MISTAR-Q. The other SIS solutions have independently owned and controlled API's that Wayne RESA is not able to describe.

- 12) Is the intention to pull up folders / files from the SIS interface? (Section 1.3.8 – c, Page 11)

ANSWER: Yes, the desire is for users of the SIS to have access to the document repository for properly linked student records.

- 13) Can you provide some additional details about the desired integration and any information about the available APIs for these SIS systems (Section 1.3.8 - d, Page 11)

ANSWER: SIS systems are used to access documents linked to students, generate reports as records for storage in the Document Storage System and allow specific user-uploaded documents to be stored in the Document Storage System. The expectation is the Document Storage System will facilitate organization, tagging, searching and retention management independently of the SIS.

- 14) Can you provide some additional details about the desired integration and any information about the available APIs for these ERP systems? (Section 1.3.8 – e, Page 11)

ANSWER: ERP systems are used to access documents linked to staff, vendors or other key data structures. Additionally, the ERP may generate reports as records for storage in the Document Storage System and allow specific user-uploaded documents to be stored in the Document Storage System. The expectation is the Document Storage System will facilitate organization, tagging, searching and retention management independently of the ERP. Wayne RESA can provide access to SQL Server and/or module enhancement with the SMART ERP. API/Integration options are unknown with other ERP systems.

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- 15) Can you provide some additional details about the desired integration and any information about the available APIs for these ERP systems? (Section 1.3.8 – e, Page 11)

ANSWER See above

- 16) Same question as above (Section 1.3.8 – f, Page 11)

ANSWER: We are not aware of specific integrations, but interested in understanding innovative integrations with other systems.

- 17) Same question as above (Section 1.3.8 – g, Page 11)

ANSWER: The Michigan Data Hub is an Ed-Fi based system designed to facilitate integration of student data between systems operated by districts. See “[What is MiDataHub?](#)” for further explanation. We are seeking innovative integrations for student data managed by districts.

- 18) Does the county(s) already utilize a Workflow solution? If so which one(s)? (Section 1.3.10 a, Page 12)

ANSWER: There are six districts listed that do not have any solution currently. One is using “Laserfiche”, and the rest are using “CEO Imaging.” Keep in mind each entity listed is conducting an independent evaluation and there are not necessarily any “county” implementations.

- 19) Do the potential systems for integration have existing, mature, and documented APIs? (Section 8, page 10)

ANSWER: Some have existing, mature and documented APIs. We recognize that may not be enough to create a useful integration. We also recognize that may still require partnership with the developers of those systems. Wayne RESA can facilitate web services API, SQL Server and/or module enhancement for integration with MISTAR-Q.

- 20) How many concurrent users are anticipated? (Section - Bid Summary)

ANSWER: This will vary by district based on type and scope of implemented workflows.

- 21) Are all users located in the same geographic region? (Section - Bid Summary)

ANSWER: All districts are in Michigan. Vendors can assume each district implementation has users working in geographically local school buildings.

- 22) The requirements state "Backup option for local storage to be offline, off net". Please confirm this is not applicable for offerors proposing a cloud-based solution. (Section 2, page 7)

ANSWER: Districts need to understand how the systems data is secured from ransomware attacks. Offline, off net backups are required for on premise solutions. The expectation is that cloud-based solutions have similar secure backups.

- 23) For SSO capabilities, does the end customer use Microsoft AD? (RP Section 2, page 7)

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ANSWER: Each district is unique based on other existing platforms. Many districts use Microsoft AD and/or Google directory services.

24) Please provide any estimates on the volume of storage needed (i.e. each district may require 5TB of storage annually)?

ANSWER: We do not have this data compiled and expect each district to be unique.

25) Has the issuer already considered any solutions? Please provide feedback on any systems under consideration.

ANSWER: No other solutions have been considered as part of this RFP.

26) Is there any relevant incumbent for any portion of the work being requested in the RFP?

ANSWER: There are six districts listed that do not have any solution currently. One is using "Laserfiche", and the rest are using "CEO Imaging."

27) Is there a possibility for an extension to submit the proposal?

ANSWER: We have no intention of extending the deadline for proposals.

28) Do you have an Active Directory (AD) containing the users for the new solution?

- a. If so, can we sync with your AD to significantly reduce the amount of time required for user configuration?

ANSWER: Each district is unique based on other existing platforms. Many districts use Microsoft AD and/or Google directory services that may be synchronized within a district. Each district would make that decision during implementation.

29) Our solution is licensed by the features included with each user. Please provide the estimated user count of each type.

- a. How many full users are required? (full repository access: scan, add, edit / version documents, build forms / workflows, participate in workflows, admin. system)

ANSWER: We do not have this data compiled and would vary per district implementation. Any information vendors can provide to inform scaling of support and implementations will be helpful in the evaluation.

- b. How many participant users are required? (unlimited submission and participation in forms processes, read-only repository access)

ANSWER: We do not have this data compiled and would vary per district implementation. Any information vendors can provide to inform scaling of support and implementations will be helpful in the evaluation.

30) Can you provide an estimate for the number of concurrent users on the system? While we do not offer concurrent licensing, this information is helpful when providing hardware recommendations.

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ANSWER: We do not have this data compiled and would vary per district implementation. Any information vendors can provide to inform scaling of support and implementations will be helpful in the evaluation.

- 31) Do you plan on using a single sign-on service (SSO)?
a. Which provider(s) do you have or plan to use?

ANSWER: Each district is unique based on other existing platforms. Many districts use Microsoft AD and/or Google directory services that may be synchronized within a district.

- 32) Do you have any estimates for the amount of content that will be stored in the system?
a. Number of documents
b. Number of pages
c. Diskspace estimation
d. Database size
e. Database tables
f. Etc.

ANSWER: We do not have this data compiled.

- 33) Our solution offers portals for non-authenticated users.
a. Public Portal: This option allows read-only access to the repository for anonymous public users. Please indicate your preference with regards to a public portal, along with estimated number of concurrent users AND monthly views.

ANSWER: While we do not have an inventory of all use-cases from participating districts, we would need to understand the user experience to understand the scope and use of such a public portal.

- b. Forms Portal: This option allows anonymous forms submissions by non-licensed public users. Please indicate your preference with regards to the forms portal option, along with estimated monthly submissions.

ANSWER: While we do not have an inventory of all use-cases from participating districts, we would need to understand the user experience to understand the scope and use of such a public portal.

- 34) How is content currently stored? (shared drives, local folders, Google Drive, etc.)

ANSWER: We do not have this data compiled and expect each district to be unique.

- 35) Is there an existing ECM or document management system in place?
a. If yes, what is it? Please provide as much detail as possible.

ANSWER: There are six districts listed that do not have any solution currently. One is using "Laserfiche", and the rest are using "CEO Imaging."

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- b. Do you currently have any workflows or automated business processes?
 - i. If so, please provide a typical example along with estimated number of total workflows.

ANSWER: We do not have this data compiled and expect each district to be unique.

- c. Do you currently use any electronic forms?
 - ii. If so, please provide a typical example along with estimated number of total forms.
 - iii. What is your current electronic forms solution?

ANSWER: We do not have this data compiled and expect each district to be unique.

- 36) Do you have any sample forms or processes you can provide? We can demonstrate how we would automate this process using our solution if desired.
- a. Please include the current paper or eform and a description or diagram of the workflow behind it is possible.

ANSWER: We do not have this data compiled and expect each district to be unique.

- 37) Will there be any data conversion or migration services needed for this project?

ANSWER: There is likely to be some data conversion desired from CEO Imaging and LaserFiche. However, we do not have specific data collected for the RFP as each implementation will be unique and expect that detail will be part of the implementation planning for each district.

- a. Do you have any estimates for the amount of content that will be converted or migrated?
 - i. Number of documents
 - ii. Number of pages
 - iii. Diskspace estimation
 - iv. Database size
 - v. How many database tables contain information we will need for the migration? (ex. documents, versions, metadata, annotations, etc.)
 - vi. Any additional information you can provide on the system that may be helpful.
- b. Can you provide the make, model, and version of system that we will be working with?
- c. If the current system is utilizing a database, what platform is it on? (SQL, Oracle, etc.)
 - i. Is there backend access to the database, or do we have to do an export through the current system?
- d. Do you have a set number of document types or metadata categories to be converted?
- e. Do you want annotations from your current system migrated?
- f. Are you using versioning in your current system?

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- 38) According to RFP section 1.3 Requirements, Paragraph 8 Useable Data Integration. Please provide as much information of applications, especially if any more are not listed below, and a short description of the desired functionality.

ANSWER: Each system has its own API. Wayne RESA can facilitate web services API, SQL Server and/or module enhancement for integration with MISTAR-Q. Additionally, Wayne RESA is the developer of the SMART ERP system and is interested in opportunities to partner with a solution provider to create integrations to provide value for districts. All other systems have various version, hosting, API and capabilities for managing district documents. We are seeking innovative integrations and workflow for the systems named.

- a. **MISTAR-Q:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
 - b. **Skyward:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
 - c. **Illuminate:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
 - d. **Powerschool:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
 - e. **EduLink:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
 - f. **SMART:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
 - g. **Frontline:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
 - h. **Red Rover:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
 - i. **Jira:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
 - j. **Slack:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
 - k. **MS Teams:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
 - l. **Service Desk/Project Management:** What version? Is it self-hosted or cloud? What will be the desired functionality? Is there an API we can work with?
- 39) Our system uses metadata templates that contain fields common to each document type for use in indexing. Please provide a list of document types/metadata templates and the estimated field count for each.

ANSWER: We do not have this data compiled and expect each district to be unique.

- 40) For forms and workflow development, will the selected vendor be responsible for building the required forms and workflows, or will the proposer's staff be performing development after proper training?
- a. If vendor development is preferred, please provide some examples of forms and workflows, as well as an estimated count, for cost estimation purposes.

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ANSWER: We do not prefer either approach. We would like to evaluate both options.

41) If you plan on using existing scanners with this solution, are they ISIS or TWAIN compatible?

ANSWER: Please provide any specifications for equipment to leverage features in the solution. Each district will use that information in their evaluation.

42) Can conference calls and web meetings be used for this project, or is on-site attendance a requirement?

ANSWER: Please describe planned approach for implementation. On-site attendance is not a requirement for consideration.

43) Our customers generally prefer remote training due the ease of scheduling and travel savings. Remote training sessions are recorded and provided to the customer to allow them to reuse as needed. Is this approach acceptable, or would you require on-site training?

ANSWER: Please describe planned approach for implementation. On-site training is not a requirement for consideration.

44) If we are not selected, will there be any opportunity for a debrief or other feedback?

ANSWER: A debrief can be scheduled at the vendor request to discuss your proposal and offer feedback

45) Could you elaborate on the use case?

ANSWER: We do not have an inventory of all use-cases

46) How many documents would be in scope?

ANSWER: We do not have this data compiled.

47) How many documents per student are average?

ANSWER: We do not have this data compiled.

48) Is it the intent digitize all current paper documents and processes?

ANSWER: Some districts would like to evaluate the possibility of digitizing paper documents. Similarly, districts would like to evaluate digitizing existing off-line processes.

49) Will historical documents be included and if so how many years?

ANSWER: This possibility is under consideration and will be evaluated based on solutions proposals.

50) Post graduation how long will student/parent user access be active?

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ANSWER: Online access for students and parents varies by district regardless of student graduation status. However, the current baseline K-12 retention scheduled is published by the State of Michigan ([available here](#)) requires retention of some records 60 years after the expected graduation date.

51) Is there a preference to on-prem, hosted vs cloud or a hybrid?

ANSWER: There is no preference, we will evaluate all hosting options.