

CLARIFICATIONS – ESCNJ 25/26-40 Document Management Services

As per the Questions About the Bid; Interpretations and Addenda provision on page 5 of the “Document Management Services” RFP, I am reaching out for clarification regarding the “Request for Clarifications” Form and the exception language on page 2 of that form. My question is below:

The RFP states the Q&A period ends on 10.17.25 at 3:00pm EST, and the “Request for Clarifications” Form states the form needs to be submitted prior to the Q&A period ends. On page 2 of the “Request for Clarifications” form it states “Exceptions also noted on the ____”.

Do vendors need to submit their red-line exception disclosures on this form and prior to the Q&A period closure, or can vendors note on this form (and submit) that they will be including exceptions to the terms and conditions within our hard copy response?

The Requests for Clarifications form states:

ANY ISSUES THAT A BIDDER MAY HAVE WITH REGARD TO THE LEGAL OR TECHNICAL TERMS OF THE INVITATION FOR BIDS MUST BE RAISED IN THE QUESTION PERIOD AND RESOLVED BEFORE THE SUBMISSION OF A PROPOSAL....

IF A BIDDER HAS A FORM OF AGREEMENT, LICENSE AGREEMENT OR OTHER TERMS AND CONDITIONS THAT ARE INTENDED TO BE PART OF THE BID, THE BIDDER SHOULD SUBMIT SUCH AGREEMENT OR TERMS AND CONDITIONS DURING THE QUESTION PERIOD AND ASK IF THEY ARE ACCEPTABLE.

Proposal Structure - The ESCNJ is soliciting an RFB (BID) and not an RFP (Proposal).

- The RFP does not list requirements for a Cover Letter, Transmittal Letter, Company Overview, or Executive Summary etc. Could you please confirm whether these sections should still be included, or if the proposal should strictly adhere to the sections outlined in the RFP? **You may include said documents but they are not required.**
- The RFP references the ability to submit an Alternate Option. For Form B, could you please confirm what specific categories are expected to be covered, as Docuware and Laserfiche cover multiple different categories? **You may offer through your bid submission any platform for Document Management systems, Form B requests you provide technical specifications for your platform that you are offering.** **Brand Name or Equivalent:** The ESCNJ will consider bids on “or equivalent” services systems and/or products i.e. SharePoint, M-Files, DocHub, MasterControl Solutions, Revver, etc. The name of a Document Management System basis of design in the above listed ESCNJ bid documents shall not be considered as exclusive of other systems. The ESCNJ expects all equivalent services systems to meet or exceed the requirements as listed on **Technical Specifications and Acknowledgement of this RFB.**
- It appears that only **Forms A, B, F, and G** are necessary for Alternate Option Submission. Can you please confirm if this is correct or if additional documentation is expected? **Yes. No additional forms are being requested.**

Local, Minority, Female-Owned Preferences Please See Awards section on Pg. 40

Awards: Bids for Document Management Services systems will be evaluated based on a vendor’s responsiveness to the requirements as set forth in these bid specifications. Awards will be made based on the lowest responsible bid pricing for the items provided on Bid Proposal Forms C & D, E & F, and/or G & H if an Alternative Document Management Services system deemed equivalent to either DocuWare Solutions or Laserfiche Solutions as requested herein.

- Could you clarify whether any Local Preference policy applies to this solicitation? If so, please provide guidance on how this preference is evaluated.
- Could you clarify whether any **Minority/Female-Owned Business** preferences apply to this solicitation

Current Technology Stack - Please refer to Bid Form A.

- Could you provide details on the current technology stack, systems or environment platforms already in use?

Redacted Version - N/A - Please refer to Bid Form A.

Open Records: The ESCNJ considers all information, documentation and other materials requested to be submitted in response to this solicitation to be of a non-confidential and/or non-proprietary nature and, thus, subject to public disclosure in accordance with therefore all statutes, court decisions and the opinion of the State of NJ regarding the disclosure of proposal information.

- What are the requirements around submitting redacted versions of our proposal?

Q&A - Please refer to your bid document.

- Could you please clarify the distinction between submitting questions via the **Requests for Clarifications Form** and the **general Q&A process** referenced in the RFP?

The ESCNJ is soliciting an RFB (BID) and not an RFP (Proposal). The Bid provides both General Specifications Terms and Conditions as well as Technical Specifications. Please refer to your bid specifications.

Core System & Deployment -

- What deployment model(s) will ESCNJ consider/prefer: cloud (SaaS), on-premises, or hybrid? (This is not specified in the document.)
- If cloud: what data residency, region, or multi-tenant isolation requirements must be met? (Not in the document.)
- Are there preferred or prohibited hosting providers (e.g., AWS, Azure, GCP)?

Security & Compliance

- What specific compliance frameworks must the solution support (e.g., FERPA, CJIS, HIPAA, NIST, SOC 2)? (Document references “security” generally but does not list standards.)
- What encryption requirements exist for data at rest and in transit (algorithms, key management, customer-owned keys)? (Not specified.)
- Are access control/authentication requirements defined (SAML, OAuth2, LDAP/AD, MFA)?

Integration & Interoperability

- Which systems must the DMS integrate with (e.g., Student Information Systems, HR/payroll, SharePoint, network drives, email, single sign-on)? (Document lists possible systems as examples but no integration list.)
- Are there required APIs, file formats, or protocols for ingest/export (REST, SOAP, CMIS, CSV, PDF/A)? (Not specified.)
- Does ESCNJ require real-time integration or will batch exchange be acceptable?

Functionality & Workflows

- Please confirm mandatory functional features (beyond those listed): versioning, OCR, redaction, e-signature, retention/records management, automated workflows, role-based routing, audit logs. Which are must-have vs nice-to-have?
- Are audit trail retention periods and the level of audit detail specified? (Doc mentions audit trails but not retention.)

- Are there particular repetitive tasks or routing processes you want automated? How complex are these workflows?
- Could you provide more detail on the specific document lifecycle stages and approval workflows currently used or desired?
- How do users currently collaborate on documents? Is real-time co-editing a requirement?
- What metadata or indexing standards do you use or expect?
- Is AI-assisted search or auto-classification of documents desired?

Performance, Scalability & Availability

- What are expected concurrency, document volume, and daily throughput (scans/uploads/searches)? (Document gives only estimated member counts.)
- Required SLAs for uptime, response time for searches, and incident response/resolution? (Not specified.)
- Are peak usage windows known (e.g., fiscal year, enrollment periods)?
- What is the expected number of users and document volume growth over the contract term?
- Are mobile access and offline capabilities important?

Data Migration & Project Implementation

- Will ESCNJ require the vendor to perform migration of legacy documents? If so, approximate volume and source systems? (Not provided.)
- Desired implementation timeline, milestones, user training, and acceptance testing criteria?

Privacy, Records Retention & Legal

- Are there records retention schedules or legal mandates vendors must enforce? How should holds/legal discovery be handled? (Not specified.)
- Are vendors required to support role separation for administrators vs. auditors?

Pricing, Reporting & Coop Requirements

- For service reporting: what sales reporting granularity and file format does ESCNJ expect for the 2.0% vendor fee reporting spreadsheet? (Doc says Excel will be issued but not format.)
- Will pricing need to include per-user, per-GB, per-scan, or perpetual license options?

Support & Maintenance

- What are required support hours (business hours vs 24x7) and escalation paths for critical incidents?
- Is there a required local NJ support presence or dedicated account manager?