



REQUEST FOR PROPOSAL

TRIM Reengineering Project

ADDENDUM A Questions and Answers

March 3, 2011

1. PURPOSE

The purpose of this addendum is to include additional information that would prove beneficial to assist candidates in preparing their proposals. The addendum offers answers to questions raised since the RFP was issued.

2. ACKNOWLEDGEMENT OF RECEIPT OF SUPPLEMENTAL INFORMATION

Please acknowledge receipt of this Supplemental Information to RFP No. 2011-01-380 by including this acknowledgement on the cover of the sealed container. See example below:

RFP No. 2011-01-380
Proposal Due Date and Time: Wednesday, March 9, 2011, 3:00 p.m. EST
TRIM Reengineering Project
Acknowledge Receipt of Addendum A

3. RESPONSES TO QUESTIONS

- A. Question - Would you consider a 3rd party, separately licensed TRIM add-in software to assist with the project, specifically for Task 3: Implement Containers and Subfolders?
a. Answer Yes, we would consider this depending on the level of permission required to execute the TRIM add in.
- B. Question - If you would consider a 3rd party, separately licensed TRIM add-in software, should we include the licensing cost of the proposed software in the Price Proposal?
a. Answer Yes.
- C. Question - Q. How many users of HP TRIM do you currently have?
a. Answer 200 licenses.
- D. Question - Approximately how many record types do you have in TRIM?
a. Answer 17.
- E. Question - Approximately how many folders currently exist in TRIM?
a. Answer Folder- Record Series (white folder) -- 546
b. Answer Folder- No series (black folder) -- 78
c. Answer Project System container (green box) -- 3822
d. Answer Project other container (blue box) -- 143
e. Answer Referral container (yellow box) -- 168

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- F. Question - Approximately how many documents are currently in TRIM?
a. Answer 286655 DOCUMENTS only per the TRIM client. This number does not include folders or revisions.
- G. Question - Do you have an existing classification system developed? If so, how detailed?
a. Answer No. There is a classification scheme in place, and it mirrors the retention schedule. We are not currently making use of it. The overarching goal is to build a classification scheme from scratch with user buy-in to increase adoption and usability.
- H. Question - How many retention schedules do you currently have?
a. Answer Approximately 350.
- I. Question - In section 4.2 you state "Approximately 20 staff members will need to be interviewed for this process." Are these people members of various departments using TRIM? Can you elaborate more on who will be interviewed?
a. Answer Yes these users are using TRIM and they cover the gambit of user types, skill level, and from front line employees to senior management.
- J. Question - How many departments are currently using TRIM and how many do you envision using TRIM at the end of the project?
a. Answer All departments use the application but to varying degrees. The goal is to increase adoption and usability.
- K. Question - Is there an existing SharePoint or portal implementation? Or will SP2010 be users first experience with SP?
a. Answer No, there is not existing SP or portal implantation. Yes this will be the first experience.
- L. Question - What is the percentage of search users versus create users?
a. Answer 80% create 20% search only.
- M. Question - What is the primary search method for users? Browse or Title/Keyword?
a. Answer Title word/ Document content.
- N. Question - How many TRIM administrators are there?
a. Answer Two (2).
- O. Question - How many users consider themselves "power" users?
a. Answer 15-20.

- P. Question - Are all users able to add content or only designated users?
a. Answer All users can add content.
- Q. Question - Is there routine basic TRIM training provided to end users?
a. Answer Yes upon request or new hire.
- R. Question - What type of governance/accountability is there on records created in TRIM?
a. Answer Internally- We follow the Library of Virginia Retention schedules and put the onus on users to add the content in accordance with those guidelines.
- S. Question - Is there continued Record Management training independent of TRIM?
a. Answer No.
- T. Question - What type of end user support is provided by the Loudoun staff?
a. Answer We provide procedural, process and some basic database administration.
- U. Question - Are records entered being incorrectly, or just not entered at all?
a. Answer Both
- V. Question - Does anyone do daily maintenance or reports on usage?
a. Answer Only upon request.
- W. Question - Are locations manually managed in TRIM or synchronized with Active Directory?
a. Answer Manually managed.