



Solicitation Addendum

Solicitation Number: 46-DNCR-24-1987

Solicitation Description: HR File Management System

Solicitation Opening Date and Time: December 6, 2024, at 2:00 PM ET

Addendum Number: 1

Addendum Date: November 20, 2024

Contract Specialist or Purchasing Agent: Dennis Jimenez, DNCR Assistant Director of Procurement
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1. Return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date/Time listed above.
2. Following are questions received about the solicitation and the State's answers to the questions.

Question #	Solicitation Section	Vendor Question	Response
1	General	We are a start-up, but as founders, we have over 20 years of experience in Software Products Development. Can a start-up respond to the RFP?	Yes, start-up can provide a proposal.
2	General	System Capabilities: What specific functionalities will the digital document management system provide to streamline HR processes?	DNCR HR is looking for a system to help with not storing HR files, but also personnel file compliance-reporting, ensuring documentation is completed, automates the retention schedule based on document type per NC statutes. To have the capability to get into workflows and initiate documents for E-signature.
3	Section 3.3.2	Scalability: Should the system scale to accommodate growth beyond the current 3,300+ employee records? What is the maximum number of records it must handle efficiently?	The system should be able to hold our current active employee personnel files (over 3,300), position files (over 2,200), medical files, employee relations files, safety files, but also the archived versions of these when the employee separates or the position gets abolished, or the employee is no longer on medical leave of absence and hold it throughout the retention period of each of these items. For example: A personnel/worker's comp file must be retained for 30 years after separation per statute. A medical leave of absence file must be retained until the employee returns or separates plus 5 years. Position History

			records are permanent, and we get new positions created every year, we have employee turnover, etc. We currently have 2 years of separated personnel files in addition to the active personnel files, position files, medical files, etc. The system will need the ability to add additional storage if needed.
4	Section 3.5	User Interface: What measures must be taken to ensure the system interface is intuitive for HR staff? Will there be any customization options to meet specific Department needs?	DNCR HR will need to be able to customize how the files are labeled, stored (folders, hierarchies), and accessed (user permissions) as much as possible. We would prefer to be able to create a template for specific folder types- ex: a personnel file must have these basic file types in it.
5	Section 3.5	Data Security: Are there any sensitive personnel data? Should the solution do data encryption (both in transit and at rest), access controls, and backup procedures?	Yes, there is sensitive data. The Solution should encrypt data in transit and at rest, access controls and during backup.
6	Section 3.5	Access Controls: Can the system restrict access based on user roles, departments, or job functions? Should there be an Admin console?	Yes, the system should be able to restrict access based on user roles. For example: access to only a certain division's specific type of files.
7	Section 3.5	Audit Trails: Is versioning and audit control a requirement?	No, versioning and audit are specifications.
8	Section 3.5	Integration with Existing Systems: Should the system integrate seamlessly with our current HR and payroll systems? Which specific platforms does it support (e.g., Oracle, SAP, ADP)?	DNCR HR uses SAP for HR/Payroll system; however, the solution does not need to integrate with SAP.
9	Section 3.5	File Compatibility: Can the system import various file formats (e.g., PDF, Word, Excel) without compromising data integrity? Are there any restrictions on file types or sizes?	Yes, the system should import various file formats without compromising integrity. No restriction on file types or sizes.
10	Section 3.5	Service Level Agreements (SLAs): What SLAs should be the provider offer for system uptime, support response times, and issue resolution?	Specifications M3, M4, N1, N2 detail what we expect or desire for availability, response times, and RPO/RTO.
11	Section 3.5	Automated Workflows: What types of automated workflows does the system should support (e.g., document approval, data updates)?	Document approval, onboarding/offboarding, HR requests such as leaves of absence, etc.
12	Section 3.5	What level or type of integration is required for Identity Access Management System (IAMS/NCID)?	Integration with NCID is preferred. Level of integration at a minimum would be "single-sign on" also known as SAML authentication.
13	Section 3.5	What level of integration is needed for OSC Integrated HR-Payroll System (SAP)?	The solution does not need to be integrated with SAP.
14	Section 3.5	Number of Named Users (ability to store documents, full functionality) and number of Read Only/Workflow approver (query items, approve items) needed.	Total of 41 users who would need to be able to save documents. Seven (7) Admin Level access, who could make changes to overall

			folder structure, run queries, approve workflows, and create templates.
15	Section 3.5	What is the format of the existing data to be migrated?	The data that would be “migrated” would be paper files.
16	Section 3.5	Are you looking for any particular integrations with existing software? If so, are there specific applications (e.g., payroll systems, ERP, etc.) that the system must integrate as part of this project?	<p>Nothing is required; but DNCR HR would like to have the solution integrate with Smartsheet, DocuSign, and potentially if allowed by North Carolina Department of Information Technology (NCDIT)/ Office of State Controller (OSC), NCID and SAP Integration.</p> <p>NCID is preferred and the level of integration at a minimum would be “single-sign on” also known as SAML authentication.</p>
17	Section 3.4	Should the data be hosted on-premises, in the cloud, or in a hybrid environment? If in cloud, what’s cloud services is your preference?	Data should be hosted in the cloud. No preference but data must be hosted with in the United States.
18	General	What level of historical data do you wish to migrate? Clarify the number of files and amount of storage required. How much growth in storage year over year do you anticipate?	The system should be able to hold our current active employee personnel files (over 3,300), position files (over 2,200), medical files, employee relations files, safety files, but also the archived versions of these when the employee separates or the position gets abolished, or the employee is no longer on medical leave of absence and hold it throughout the retention period of each of these items. For example: A personnel/worker’s comp file must be retained for 30 years after separation per statute. A medical leave of absence file must be retained until the employee returns or separates plus 5 years. Position History records are permanent, and we get new positions created every year, we have employee turnover, etc. We currently have 2 years of separated personnel files in addition to the active personnel files, position files, medical files, etc. The system will need the ability to add additional storage if needed.
19	General	Do you require assistance with the cleanup, categorization, or structuring of existing data before migration?	No, DNCR HR will be working this out internally.
20	Section 3.3.8	Are there specific accessibility requirements to ensure ADA compliance?	Please review Section 3.3.8 of the RFP.
21	Section 3.5	What is the expected scope of training? Should training cover just train to trainer, or end-users as well?	If offered and dependent on cost, DNCR HR would prefer training to include end users as well, however, we would like the trainers and our staff development section to go through the training first, if possible, to help develop

			the end user training. Please review Section 3.5.T
22	Section 3.3.2	What are the deadlines you envision for the project rollout?	Once the system is acquired and the internal policy has been finalized, DNCR HR can begin building what we need right away and start training.
23	General	What is the budgetary structure for this project?	The budget is not available.
24	General	Have you entertained any demonstrations from any solutions? If so, which ones?	DNCR HR had demonstrations from Microsoft, Adobe, Revver, Indicium, and Service Now.
25	General	Do you have an enterprise license for Microsoft SharePoint/365?	Yes
26	General	Do you currently utilize SharePoint/365? If yes, to what capacity?	Yes, DNCR HR uses it to house forms for websites and for temporary file storage.
27	Section 3.5	What is the number of users who will have access to the system? How many of these are internal vs. external?	Total of 41 users who would need to be able to save documents. Seven (7) Admin Level access, who could make changes to overall folder structure, run queries, approve workflows, and create templates.
28	6.3.2	In section 6.3.2 Offer Organization, the RFP lists that the response should include attachments A & B. Are these to be signed or attached as is?	Attach Attachment A & B as is.
29	General	Is this just for HR, or are other departments looking for a new solution?	This is only for DNCR HR.
30	General	When does the State expect to make an award and/or complete contracting with the selected vendor?	Due to the evaluation and approval process, it is too difficult to determine an estimated award date.
31	General	When does the State anticipate to begin project implementation?	As soon as the RFP is executed and how fast to customize the solution and get staff trained.
32	General	When does the State anticipate to go live with the new solution?	This will all depends on the Vendor selected.
33	General	Can you please provide the titles of the members of the proposal evaluation team?	The evaluation team members are to be determined.
34	General	Will IT be involved in this purchase, and if not, what level of involvement does IT assume for the project?	DNCR IT and NCDIT
35	General	What ECM/Document Management solution(s) are currently in use that the new solution would be replacing (please include versions)?	Currently, DNCR HR does not have an ECM/Document Management system.
36	General	Is the current solution on-premise or hosted in the cloud?	Currently, DNCR HR does not have an ECM/Document Management system.

37	General	Which department(s) are using the current solution(s)?	Currently, DNCR HR does not have an ECM/Document Management system.
38	General	If you have an existing solution:	Currently, DNCR HR does not have an ECM/Document Management system.
39	General	What is the total number of documents to be migrated?	The system should be able to hold our current active employee personnel files (over 3,300), position files (over 2,200), medical files, employee relations files, safety files, but also the archived versions of these when the employee separates or the position gets abolished, or the employee is no longer on medical leave of absence and hold it throughout the retention period of each of these items. For example: A personnel/worker's comp file must be retained for 30 years after separation per statute. A medical leave of absence file must be retained until the employee returns or separates plus 5 years. Position History records are permanent, and we get new positions created every year, we have employee turnover, etc. We currently have 2 years of separated personnel files in addition to the active personnel files, position files, medical files, etc. The system will need the ability to add additional storage if needed.
40	General	What is the total storage size of the documents to be migrated?	Total storage size is hard to determine. Currently, DNCR HR has paper files. The average personnel file of a 20-year employee is probably close to 75 pages. Of a new hire, it's probably closer to 25 pages. DNCR HR currently has thirteen 5-drawer 42-inch-wide filing cabinets filled with documents that need to be scanned.
41	General	For future growth, how much additional storage do you anticipate needing annually?	It depends on employee turnover and new positions. See answer to question 39.
42	General	What is the total number of unique document types?	Document types consist of Paper (vast majority), PDF, word, excel, maybe some .png or jpeg.
43	General	How many unique forms are currently in use?	DNCR HR uses forms that are in PDF, Word, and Excel.
44	General	How many workflow routing rules do you have? Which ones make updates to your business\SIS apps?	Currently, DNCR HR does not have an ECM/Document Management system.
45	General	Why is the State seeking a new solution?	Currently, DNCR HR does not have an ECM/Document Management system.

46	General	What functional/operational issues are there with the current solution and what is the State seeking to improve with a new system?	Currently, DNCR HR does not have an ECM/Document Management system.
47	General	When does the current contract(s) for the current solution(s) expire (if any)?	Currently, DNCR HR does not have an ECM/Document Management system.
48	General	What is the State's annual spend for the current solution(s) (if any)?	Currently, DNCR HR does not have an ECM/Document Management system.
49	General	Has the State purchased the current solution directly or via a reseller? If reseller, which one?	Currently, DNCR HR does not have an ECM/Document Management system.
50	General	Will the State be holding demonstrations from shortlisted vendors prior to vendor selection?	Demonstrations is to be determined until the Evaluation Committee convenes.
51	General	How many prospective suppliers will be invited to provide demonstrations for this project?	This is a public bid and all Vendors that can supply a solution can submit a proposal.
52 53	General	Will shortlisted vendors be invited to provide demos in person?	Demonstrations are to be determined until the Evaluation Committee convenes.
54	General	How will the State score/rank submitted proposals?	Please review Sections 5.1 and 5.2
55	General	Has a scoring matrix for responses been created? If so, can the State please share? If not, please identify when this will be established and how it will be distributed to bidders.	Please review Section 5.1 and 5.2
56	General	Are there any requirements that if not met will result in automatic disqualification?	Please review Section 3.0.
57	General	What departments (other than HR) will be utilizing the new solution?	Currently, only DNCR HR will be utilizing the new solution.
58	General	Is there a phasing plan for the project to cover different departments and aspects of the solution? If so, can this please be shared?	This will depend on the other State Agencies if they would like to adopt the solution.
59	General	What ERP(s) are currently in use? Is SAP used for the State's HRIS?	Currently, DNCR HR does not have an ECM/Document Management system.
60	General	Are there any other systems the State intends to integrate with the solution?	Nothing is required; but DNCR HR would like to have the solution integrate with Smartsheet, DocuSign, and potentially if allowed by DIT/OSC, NCID and SAP Integration.
61	General	What staff and resources does the State have to manage data integration? Is there a preference of the staff to work via API or other approach (e.g. batch file, direct to database)?	DNCR HR will be hiring temporary staff to assist with the data migration and scanning in addition to the permanent HR staff.
62	General	Are there any needs for customized printed documents (payroll / AP checks, tax documents, etc)?	Not currently but would like the ability to do so in the future.

63	General	What State staff have been/will be assigned to the project for implementation?	Kimberly Campbell is the Project Manager for the project.
64	General	How many individuals (total) will need to scan documents into the document repository?	At least 41, potentially more in the future.
65	General	How many individuals (total) will need to log in and view documents stored in the repository?	At least 41, potentially more in the future.
66	General	How many individuals will need to be logged in and view documents stored in the repository at the same time?	At least 41, potentially more in the future.
67	General	Has a budget been allocated and approved for this project?	Yes, a budget has been allocated and approved.
68	General	What is the State's budget for the project?	The budget is not available.
69	General	Which State department is funding this project?	Department of Natural and Cultural Resources
70	General	Will any purchases from this RFP require board approval?	The DNCR HR Evaluation committee will review and select from the responsive proposals received. NCDIT will need to review and approve the selected proposal.
71	General	Has the State seen demos of any potential solutions or related technologies in the last 12 months? If so, which ones?	DNCR HR had demonstrations from Microsoft, Adobe, and Revver in the last 12 months.
72	General	Has the State worked or consulted with any vendors and/or external sources in the development of the requirements for this RFP? If so, please identify.	The requirements for the solution were developed with assistance from NCDIT Business Analysts.
73	General	How will the State reach out to vendors when award is made, i.e. portal, email?	The Vendors will be notified through the Ariba system.

Failure to acknowledge receipt of this addendum may result in rejection of the response.

Check ONE of the following options:

- Bid has not been mailed. Any changes resulting from this addendum are included in our bid response.
- Bid has been mailed. No changes resulted from this addendum.
- Bid has been mailed. Changes resulting from this addendum are as follows:

Execute Addendum:

Offeror: _____

Authorized Signature: _____

Name and Titled (Typed): _____

Date: _____