1. Do you already own the licenses for SharePoint and if so, what version (Foundation, Standard or Enterprise)?

   Yes, we own the license for MS SharePoint 2010 Enterprise edition.

2. Would you consider (or even prefer) a solution based on SharePoint 2013?

   Yes, we will consider a solution based on MS SharePoint 2013.

3. Regarding creative design and branding:

   a. Will the branding components (logos, graphics, etc.) and design (style guides, layouts, colors, etc.) be supplied by First 5 LA?

      Yes, branding components, including logos, graphics, style guides and colors will be supplied by First 5 LA. Layouts will be determined after the discovery phase of the project.

   b. Have these branding components already been solidified and approved?

      Yes, First 5 LA branding components have already been solidified and approved.

   c. Will the branding be consistent across all departments, sites, sub-sites, etc.?

      Yes, the branding will be consistent across all the departments, sites, and sub-sites, etc.

4. What is meant by “Pilot the use of a project management system through MS SharePoint 2010”? Is there an interest in using Project Server 2010 as part of the proposed solution?

   We will discuss Project server 2010 concept at during Discovery and decide.
5. With regard to First 5 LA’s self-sufficiency after project completion; what SharePoint skills do you currently have in house in terms of SharePoint Administration, Maintenance, Content Owner/Authorship, and Development?

   Consider us a novice. One staff member has attended one week training and has worked on a small pilot project with a consultant.

6. The RFP mentions existing “business process mapping diagrams”. Can we get copies of these or, at a minimum any flow diagrams that have been produced? This will help us ascertain if a third party workflow/BPM tool is recommended, which may also dictate whether or not Office 365 is a viable option.

   Yes, please see Exhibit A, Invoice Processing.

7. Although flow diagrams are strongly preferred, if this is not possible, can you please provide a table of metrics indicating the number of workflows and level of complexity (e.g. 1-5) in your own estimation.

   In the case of workflow, complexity rankings should consider:

   a. The number of steps in the workflow
   b. The number of participants (people or systems) involved in the workflow
   c. If it is sequential or parallel
   d. The source(s) of data involved in the workflow and the complexity in accessing them
   e. Any requirements for long running or cross application workflows
   f. Any requirements for callouts to custom code
   g. The requirements, rules and policies for the execution of the workflow
   h. Escalation and/or remediation requirements
   i. Requirements for administration and reporting (BPM) of workflows
   j. Any other requirement that may contribute to the complexity of the workflow development, execution, or administration

   Please see Exhibit A, Invoice Processing. This is a good representation of the complexity and the estimated number levels in other workflows.
8. Regarding “the second sub-deliverable will be to implement and stand up two departmental Intranets”

a. Do you have a vision for what will comprise these departmental sites, e.g. are they more collaboration (multiple contributors) or publishing (1-2 contributors) oriented?

   At this time, we envision departmental sites to be both collaboration and publishing oriented (50/50).

b. Are these landing pages with a few items on them (e.g. announcements, a calendar, a task list, etc) or site collections with several sub-sites, etc.?

   We envision the design will be standardized throughout all departments and conform to best practices. We envision at least one sub-site.

9. The RFP mentions “experience with web services in support of integration and/or integrating third-party applications into MS SharePoint”. What integration is envisioned/required (e.g. Financial Edge by Blackbaud or GIFTS by MicroEdge)? Please provide as much detail as possible including application name, version, and API information. This may also determine the viability of o365.

   First 5 LA utilizes three legacy applications:
   - Financial Edge (Blackbaud), Version 7.82.104.0001
   - GIFTS Alta (MicroEdge), Version 1.1
   - ECM (EMC Documentum), Version 6.50.124

   They are all MS SQL based applications.

   We expect to discuss the merits of this idea during Discovery and decide on future direction.

10. Who are the three “external reviewers” that are reviewing the proposals (i.e. what is their relationship to First 5 LA? and what expertise do they have with SharePoint?)

    We are currently accepting external reviewer applications. The deadline to apply is November 21. We do not know who the reviewers will be, nor their relationship to First 5 LA. The general qualifications are listed here.
11. Regarding the 25-page limit on responses, can we include appendices for things such as branding samples or product brochures (specifically our commercial products that facilitate the design and deployment of SharePoint farms) beyond this page limit?

Yes, you can include appendices for samples and brochures beyond the 25-page limit.

12. Under references it calls for the “value of engagement”. In most cases this is confidential information; can this be omitted where there is a duty of confidentiality to our customer?

Yes.

13. Several of the additional documents requested in the RFP say “if applicable” after the document description. Can all of these, along with the business license, be submitted after vendor selection?

Yes, additional documents that are marked “if applicable,” can be submitted after vendor selection.

14. Do you have an existing taxonomy for the enterprise and/or each department? Similarly do you have well defined retention policies for documents and are these to be implemented in SharePoint as well?

The First 5 LA IT department has provided basic taxonomy guidelines, but they have not been consistently applied across the agency.

First 5 LA has published document retention policies. These policies may only be used for a few document types in MS SharePoint.

15. The RFP mentions FAST search. What is the requirement behind the need for FAST and do you already own the additional licensing that is required?

We will explore the options during Discovery. We do not expect to deploy Fast Search in this phase of the project.

16. What tools, if any, does First 5 LA own/use for Disaster Recovery? Are any of them specific to SharePoint?

We do not have a DR site. We perform daily incremental backup to disk and weekly full backup to tapes, a copy of which is stored externally. We are open to recommendations with respect to SP DR during Discovery.
17. Is there any requirement concerning migration of content or will all content be added to the system by First 5 LA once the project is complete. If content migration is required can you please provide information/estimates for the following:

a. # and breakdown of the various types of content in categories such as:
   i. Static (HTML content)
   ii. Data Input (user input forms/data storage)
   iii. Data Driven (content driven by a database, XML, etc.)

b. # of Documents and breakdown of their respective types (PDF, Word, Excel, etc.)

c. # of Pictures and/or Video and breakdown of their respective types (WMV, etc.)

d. Approximate average and combined size (in GB) of all documents including multimedia files

   Currently, there are approximately 85,000 departmental files (130GB) on the file server. Most of them are MS Word, Excel, PowerPoint and PDF documents.

18. Will all users of the system have Active Directory (AD) accounts?

   Yes.

19. Is AD properly configured with the fields, users, groups, permissions and roles anticipated to be used in the solution? If not, do you need assistance with the configuration of AD?

   Yes.

20. Is there any requirement for external access to the system (e.g. community partners, vendors or donors doing proposal submissions, surveys, etc)?

   We intend to discuss the concept of an Extranet during Discovery and decide on an approach for external users in this phase of the project.

21. Is there any need for Records Management features (e.g. retention, archiving, etc.) as part of the implementation and if so what is the vision for this?

   We are open to explore recommendations and best practices during Discovery.
22. Is there any need to consider documents in paper form (scanned in) or from external sources (e.g. faxed or emailed in) that will reside in SharePoint?

a. If yes, can you please provide samples of the various document types and additional information regarding the criteria by which these documents get routed to various document libraries in SharePoint?

   We expect external paper documents to be scanned in PDF format and then moved to the appropriate Intranet.

b. Also, what hardware/scanner and software is First 5 LA using for document capture?

   We have two Xerox all in-one machines that scan paper documents into PDF. We also use 6 Fujitsu scanners that are primarily used to scan critical documents into ECM (Documentum).

23. Will the SharePoint Farm utilize Windows 2008 R2 and SQL Server 2008 R2 or higher? Can we assume that First 5 LA will install and configure the base operating system and SQL server?

   Yes, First 5 LA will install and configure Windows 2008 R2 and SQL Server 2008 R2 in a virtualized environment.

24. Who hosts your “Exchange in the Cloud” environment and are you open to moving it to o365 if the SharePoint environment is located there?

   Office365

   Yes, we are open to discuss moving SP to Office365 during Discovery.

25. Is there any interest in using SharePoint to replace the five public-facing sites (e.g. First5la.org) as a future endeavor?

   We are open to streamlining our internal and external use of MS SharePoint.

26. The RFP doesn’t mention any electronic forms though this is oftentimes part of a SharePoint implementation. Are there plans to automate any paper forms and if so, can you provide the forms to be automated in PDF form?

   Yes, we expect to create electronic forms from existing paper document. Please see Exhibit B for a sample document.
27. If we determine that MS SharePoint Online cannot meet the needs of First 5 LA and we develop specifications for a server environment, how much of the server farm setup (hardware and software) will First 5 handle? What type of support do you see needing? Will First 5 install and configure all required SP2010 components? Will First 5 install and configure any third party (such as Nintex) products that may be recommended?

First 5 LA will install and configure as many Windows 2008 R2 servers with SQL Server 2008 R2 and MS SharePoint 2010 Enterprise as necessary. We expect the contractor to install and configure all required SP2010 components, as well as appropriate third party products based on the scope.

28. Have uptime requirements been established for SP 2010 server farm (i.e. .9999)?

First 5 LA business hours are 7:00 AM to 6:00 PM.

99.9% Uptime will be acceptable.

29. Will all SP2010 users be internal employees with Active Directory accounts? Or do you envision allowing external users, such as grantees, (without Active Directory accounts) to access the new SP2010 environment?

Yes, all users have AD account. We do want to discuss the concept of an Extranet during Discovery and decide on an approach.

30. Would we be able to have remote access to the SP servers during implementation?

Yes, but we do require the contractor to be on-site for all major design, development and configurations to ensure proper transition with ITD staff.

31. Regarding Document Management: should we assume this is a new SP2010 Records Management system, to which content would be migrated manually over time, or do we include a content migration plan/solution? Existing file share content can be indexed and searched from SP2010 while remaining in its current location.

Yes, this is a new SP2010 platform. We plan to eliminate content from current file share server. We do expect a content migration plan/solution to migrate content from our file share. We also expect some documents will be manually migrated to the new environment by each department as needed.
32. Regarding Appendix B – Budget Form: can we modify column A (Task/Deliverable) to more closely match the implementation plan, including phases?

   Yes, as long as everything is described in budget narrative.

33. Also regarding Appendix B – Budget Form: if more than 1 resource is assigned to a Task/Deliverable, can we add more lines or do we just list the Lead for that Task/Delivery? If we only list the Lead, do we then show the blended rate for all resources assigned to that Task/Delivery?

   Yes, you may add more lines. Please include blended rate for all resources assigned in the budget narrative.

34. Regarding the Sample Contract, if all other insurance requirements are met would you consider waving the E&O, and Crime Coverage requirements?

   Yes.

35. Is there a small business consideration set aside?

   No. First 5 LA is committed to provide equal opportunity to all potential applicants.

36. Do you have a process-flow chart and/or process bullets to provide for each of the 5 workflows required?

   Yes, we have at least two or three and expect to define others that we plan to automate. Please see Exhibit A for a sample.

37. Do you have document samples of your processes you can provide?

   Please see Exhibit A.

38. In this phase, please clarify your thoughts on branding your SharePoint intranet to “out of the box look and feel for colors and logo”, as opposed to “customized branding from a marketing team”?

   Please see answers to question #3 above. First 5 LA will provide its own branding.

39. In this phase, please confirm you do not want to include EMC ApplicationXtender migration? You will keep the documentation separate and in place for now?
Confirmed. We would like to see a link from SP platform to ECM for company documents that are only kept in ECM.

40. Does First 5LA anticipate using imaging technology to facilitate conversion of paper-based records to digital content managed through their respective lifecycles?

This is what we do today with ECM.

a. If yes- please cite scanning/imaging hardware (scanners) currently in place (mfg/ model)

Fujitsu scanners and Xerox all-in-one machines

b. Please cite scanning/ imaging software currently in place and how that software is being utilized?

Fujitsu bundled software and Xerox all-in-one machines.

c. How many depts. will be scanning into SharePoint?

Potentially all departments

d. What is your over-all volume of pages to be scanned in SharePoint?

We expect it to be small and will vary by departments. We typically scan critical documents into ECM platform and do not plan to change that practice at this time.

41. Is there a go-forward plan for documents in SharePoint and/or a back-file plan for manual paper documents?

The question is not clear to us, but we plan to use SP 2010 platform to manage our electronic and paper documents.

42. How many departments are there in your file share network that will be in SharePoint?

Total of 15. The Executive branch, HR, Administrative division, Program division and 11 departments between the two divisions.

43. Has First 5 LA completed a records management file plan with document types and retention periods?

First 5 LA has a document retention policy in place.
44. Is there an established method and process to capture and store information?

Yes, via ApplicationXtender for legal and archival documents.

a. If yes- Is your information management structure documented?

We have standard practices in place but the information management structure is not documented.

b. Is your information management structure consistent across departments?

No, but we expect to create uniformity through SP project.

c. Do you have an established taxonomy and metadata structure in place?

Yes, we do have an established taxonomy and metadata structure in place. However, it has not consistently applied across the enterprise.

45. Regarding Training Sessions: Are you ok with a train-the-trainer approach for site admin training? How many staff members will be participating in these sessions?

Yes, we are ok with train-the-trainer approach. Approximately 25 people from various departments will be trained as subject matter experts.

46. Are you ok with remote training sessions? OR Does the district have a formal training center? What is the seating capacity? Are computers with network connectivity available?

We prefer to have on-site training. We have training room with network connectivity, 10 laptops, and a projector.

47. What is the current SharePoint infrastructure data storage capacity?

Our single SP test server has a data storage capacity of 250GB, which can be scaled up or down.

48. What are First 5 LA’s anticipated data storage requirements over the next 1, 5, and 10 years?

The storage size of our current file share is 772GB. First 5 LA anticipates between 5,000 to 10,000 documents will be added each year.
Primary Objectives:
- Complete invoice processing (mail the checks) within 10 business days from the date invoice is received by First 5 LA departments.
- Agree on single invoice processing for all types of invoices
- All invoices are received at the department
- Single Approver per invoice within each department
- Agree on automatic workflow and electronic approval
- Agree to receive invoices electronically via email as first phase

Requirements
- Finance and Audit requirements must be defined
- Departments have the responsibility to define any internal procedure that will meet the Primary Objectives

### Exhibit A

**Conceptual “To-Be” INVOICE PROCESSING MODEL**

**Primary Objectives:**
- Complete invoice processing (mail the checks) within 10 business days from the date invoice is received by First 5 LA departments.
- Agree on single invoice processing for all types of invoices
- All invoices are received at the department
- Single Approver per invoice within each department
- Agree on automatic workflow and electronic approval
- Agree to receive invoices electronically via email as first phase

**Requirements**
- Finance and Audit requirements must be defined
- Departments have the responsibility to define any internal procedure that will meet the Primary Objectives

**Client Invoice is submitted electronically to The Department**

**DEPARTMENT AA**
- Receiving the invoice online
- Creates the PR and saves it into department approver’s folder.
- Department must identify all Approvers or any invoice.
- Workflow sends a notification to the respective department approver

**DEPARTMENT APPROVER**
- Reviews the accuracy and required documentations
- Approves or rejects the package

**STAFF ACCOUNTANT (SA)**
- Performs the tasks assigned
- Approves or Rejects the package

**FINANCE DIRECTOR/MANAGER**
- Package is reviewed before AT processes

**ACCOUNTING TECHNICIAN (AT)**
- Processes the approved package thru Financial Edge system
- Request checks from authorized person
- Completes the process using assigned blanks checks
- Prints the Bank register and gives it to Finance Director/Manager for approval

**OFFICE OF CEO**
- Reviews the register and signs it and returns it to Finance department.
- The following order of approvers can sign when CEO is not available:
  1) Chief Administrative Officer
  2) Chief Program Officer
  3) Director of Research and Evaluation
  4) Director of Community Investments

**FINANCE AA**
- Checks are mailed
- The invoice packages are scanned into ECM

**PROJECT HAS AN SA**
- Yes
- No

**DEPARTMENT AA**
- Receiving the invoice online
- Creates the PR and saves it into department approver’s folder.
- Department must identify all Approvers or any invoice.
- Workflow sends a notification to the respective department approver

**FINANCE DIRECTOR/MANAGER**
- Reviews the Bank Register and related checks to ensure the information matches and sends the signed register to the office of CEO

**Checks and the Bank Register.**
<table>
<thead>
<tr>
<th>INVOICE</th>
<th>NUMBER</th>
<th>DATE</th>
<th>G/L</th>
<th>Qty</th>
<th>Unit Price</th>
<th>Total Amount</th>
<th>Project Code</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL REQUEST $ -**

REQUESTED BY ___________________________  DATE _________________

DIRECTOR APPROVAL ______________________  DATE _________________

INTERIM FINANCE _________________________  DATE _________________

DIRECTOR APPROVAL Raoul Ortega  DATE _________________

**CHECK APPLICABLE BOX:**

- PREPARE CHECK FROM INVOICE ATTACHED
- PREPARE CHECK FROM DOCUMENTS ATTACHED
- PREPARE CHECK FROM RECEIPTS ATTACHED
- CHARGE TO VISA CARD
- MAIL CHECK TO VENDOR
- DELIVER CHECK TO REQUESTOR
- CONTRACT ON FILE
- IN COMPLIANCE WITH CONTRACT
- IN COMPLIANCE WITH AB 109 POLICIES
- NOT APPLICABLE TO AB 109 POLICIES

Payment will be processed within 10 business days after receipt of completed/approved PR.

**COMMENTS**