

**CHEROKEE NATION  
REQUEST FOR PROPOSALS**

**ELECTRONIC FILING SOLUTION  
ADDENDUM 01**



**PURCHASING DEPARTMENT on behalf of the  
HUMAN RESOURCES GROUP**

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ELECTRONIC FILING SOLUTION  
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**The following questions and/or requests for additional information were submitted in accordance with the Request for Proposal instructions and mandated deadline.**

**QUESTION:** Are you requesting custom-developed software for this RFP? Or you have a CRM (Salesforce, etc) in place and want this solution to be build on that platform?

**RESPONSE:** **Requesting custom-developed software**

**QUESTION:** Could you give examples or use cases of what is meant by “access to video tutorials and knowledge base” under the File Collaboration on page 13 of the PDF?

**RESPONSE:** **This is in reference to the selected vendor’s video tutorials and knowledge base. CN would like have the ability to access video tutorials and knowledge base for user training for current and future employees.**

**QUESTION:** Is the Nation able to sign contracts with multiple vendors providing one joint solution?

**RESPONSE:** **The Nation will enter an agreement with one primary company.**

**QUESTION:** When does the Nation expect to make an award and/or complete contracting with the selected vendor?

**RESPONSE:** **As soon as possible.**

**QUESTION:** When does the Nation anticipate to begin project implementation?

**RESPONSE:** **As soon as possible.**

**QUESTION:** When does the Nation anticipate to go live with the new solution?

**RESPONSE:** **As soon as possible.**

**QUESTION:** What is the total number of unique document types?

**RESPONSE:** **Will be provided in discovery upon selection**

**QUESTION:** How many unique forms are currently in use?

**RESPONSE:** **100 plus**

**QUESTION:** How many workflow routing rules do you have?

**RESPONSE:** **At least 200**

**QUESTION:** Will the Nation be holding demonstrations from shortlisted vendors prior to vendor selection?

**RESPONSE:** **The Nation reserves the right to request a presentation with demonstration.**

**QUESTION:** Are there any requirements that if not met will result in automatic disqualification?

**RESPONSE:** **Our expectation as listed in our RFP**

**QUESTION:** Are there any other systems the Nation intends to integrate with the solution?

**RESPONSE:** **Ability to interface with other software used by Cherokee Nation, including but not limited to Infor Cloud Suite, ICIMS, Xerox and PayScale. No actual Integration plans at this time.**

**QUESTION:** What staff and resources does the Nation 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)?

**RESPONSE:** **Undecided, would like to explore possibilities**

**QUESTION:** Has a budget been allocated and approved for this project?

**RESPONSE:** **Yes.**

**QUESTION:** What is the Nation's budget for the project?

**RESPONSE:** **That information will not be shared.**

**QUESTION:** Has the Nation seen demos of any potential solutions or related technologies in the last 12 months? If so, which ones?

**RESPONSE:** **No**

**QUESTION:** Has the Nation worked or consulted with any vendors and/or external sources in the development of the requirements for this RFP? If so, please identify.

**RESPONSE:** No

**QUESTION:** How many forms will be converted to electronic format? Can we see examples of blank form templates?

- a. How many fields are on each form? Can we see a list of fields, and the data type of each field?
- b. Do forms often have additional documents attached, stapled, or included in an envelope?
- c. Who actually fills out the forms? Employees of Cherokee Nation, or members of the general public?

**RESPONSE:** **100 plus forms are currently used. Most documents would be converted to PDF for scanning however there are other applications.**

- a. **This varies depending on each form. I have attached one example, our Employee Action Notice for a New Hire.**
- b. **Yes**
- c. **Most forms are completed by Cherokee Nation Employees and those seeking employment.**

**QUESTION:** What are the make and model of each printer and scanner used on site?

- a. Will any or all of these be decommissioned once all forms are converted to electronic format?
- b. If the existing hardware is outdated or incompatible with new systems, is there budget for procuring new printers/scanners?

**RESPONSE:** **Xerox AltaLink C8145 primarily for scanning. Various individual printers and scanner used throughout.**

- a. **No**
- b. **Yes**

**QUESTION:** How many business processes should be automated with workflows?

- a. Can you briefly describe each business process?
- b. Can you classify each workflow in terms of complexity?
  - i. Low complexity: simple approval workflow, emails approver, approver can approve/reject with comments. Submitter is notified of approval or rejection.
  - ii. Medium complexity: multiple steps of approval, information from document is used in decision making for routing or additional approvals, multiple emails sent, feedback forms are more complex than just approve/reject and comments, may include additional information gathered at each workflow step.

- iii. High complexity: workflow integrates with other third-party on-prem or cloud systems. Workflow integrates with on-prem hardware (scanners/printers).

**RESPONSE: Estimated 200 plus**

- a. Will be provided in discovery upon selection
- b. Most will be at least Medium complexity

**QUESTION:** Can you describe the typical actions that should be performed by integrations with Infor Cloud Suite?

- a. Create, read, update, delete records?
- b. List of types of records that need to be manipulated.
- c. Upload/download documents and metadata?

**RESPONSE: Will be provided in discovery upon selection**

**QUESTION:** Can you describe the typical actions that should be performed by integrations with ICIMs?

- a. Create, read, update, delete records?
- b. List of types of records that need to be manipulated.
- c. Upload/download documents and metadata?

**RESPONSE: Will be provided in discovery upon selection**

**QUESTION:** Can you describe the typical actions that should be performed by integrations with PayScale?

- a. Create, read, update, delete records?
- b. List of types of records that need to be manipulated.
- c. Upload/download documents and metadata?

**RESPONSE: Will be provided in discovery upon selection**

**QUESTION:** Do you currently leverage any cloud platforms for productivity (email, collaboration, chat, etc)? If so, which ones?

**RESPONSE: Teams, Outlook, WebEx**

**QUESTION:** How many Cherokee Nation employees/end users are anticipated to use this new electronic filing system?

**RESPONSE: 120**

**QUESTION:** How many non-Cherokee Nation employees (external end users) will need to access the electronic files?

**RESPONSE: Most likely none**

**QUESTION:** How many departments will participate in this project and provide feedback on the proposed solution?

**RESPONSE:** 2-3

**QUESTION:** Is there a need to groom any content by a retention schedule? What requirements are there for document destruction? Does Cherokee Nation have a detailed records retention policy in place today?

**RESPONSE:** Yes, CN has a records department that currently maintains documents based on established policy.

**QUESTION:** Are there any needs for electronic signatures on documents and forms? Are signatures required for internal scenarios, or with outside agents?

**RESPONSE:** Possibly

**QUESTION:** Is Cherokee Nation using Microsoft Entra (formerly Azure Active Directory) for their identity management system?

**RESPONSE:** Yes

**QUESTION:** Is there a current mobile security solution being leveraged to secure devices, such as a MDM or MAM software?

**RESPONSE:** Yes

**QUESTION:** Do you have any data sensitivity solutions in place, and do you further encrypt documents by sensitivity?

**RESPONSE:** Yes

**QUESTION:** How many new documents do you accumulate in a month/quarter/year?

**RESPONSE:** Average 5000 plus per month

**QUESTION:** Do you anticipate the winning bidder will work with your existing help desk provider, or are you exploring new options?

**RESPONSE:** Winning bidder will work with Human Resources

**QUESTION:** Please provide more details about current help desk functions and how a T1/2 ticket is currently addressed.

**RESPONSE:** N/A for this project

**QUESTION:** Is there a possibility of an extension considering the due date for proposals is a little over a week after delivery of questions?

**RESPONSE:** No.

**QUESTION:** Has the issuer already considered any solutions? Please provide feedback on any systems under consideration.

**RESPONSE:** No.

**QUESTION:** Is there any relevant incumbent for any portion of the work being requested in the RFP?

**RESPONSE:** No

**QUESTION:** For the scanning portion, would you allow the documents to be shipped to a scanning facility for processing or does the scanning need to take place on the premises?

**RESPONSE:** On site

**QUESTION:** Is it possible to bid on the electronic filing system portion of the proposal without the scanning services included?

**RESPONSE:** The Nation will enter an agreement with one primary company.

**QUESTION:** Under the Term of Proposed Contract, in order to provide an accurate pricing what is the expected date of award/start of the initial contract period?

**RESPONSE:** As soon as possible.

**QUESTION:** 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?

**RESPONSE:** We do have an AD however unsure of how it will be utilized for this project.

**QUESTION:** 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.

**RESPONSE:** Could be as many as 40 users on at one time

**QUESTION:** How is content currently stored? (shared drives, local folders, Google Drive, etc.)

**RESPONSE:** Local folders and shared drives.

**QUESTION:** Will there be any data conversion or migration services needed for this project?

- 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?

**RESPONSE:** The selected vendor would be responsible for building required forms, workflows, and initial scanning and converting the existing paper documents into the new system.

- a. Total combined number of files is approximately 50,000 (this includes various types of files in multiple areas of Human Resources)  
Total combined estimated number of pages included in those files are 4 million. More information will be provided during discovery.
- b. Currently use Xerox provided above
- c. No current electronic filing solution
- d. Will be provided in discovery upon selection
- e. No current electronic filing solution
- f. No current electronic filing solution



**QUESTION:** For integrations with Infor Cloud Suite, ICIMS, and PayScale please provide a short description of the desired functionality.

**RESPONSE:** **Extraction of forms and documents into the Electronic Filing Solution software. May also explore other possibilities.**

**QUESTION:** Please provide some examples of forms and workflows, as well as an estimated count, for cost estimation purposes.

**RESPONSE:** **If not already provided above, will be provided in discovery upon selection.**

**QUESTION:** If you plan on using existing scanners with this solution, are they ISIS or TWAIN compatible?

**RESPONSE:** **Initially the selected vendor would be responsible for building required forms, workflows, and initial scanning and converting the existing paper documents into the new system. CN would maintain thereafter. If current xerox is not compatible, required hardware would be purchased.**

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

**RESPONSE:** **Yes unless on-site is required for specific hands on tasks and/or training.**

**QUESTION:** 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?

**RESPONSE:** **Yes unless on-site is required for specific hands on tasks and/or training.**

**QUESTION:** If we are not selected, will there be any opportunity for a debrief or other feedback?

**RESPONSE:** **Yes, upon request**

**QUESTION:** For professional services scoping purposes, can you provide a list of workflows to be configured by the vendor as part of our proposed cost? Any details (such as process maps) that will help us estimate is appreciated.

**RESPONSE:** **Will be provided in discovery upon selection**

**QUESTION:** For professional services scoping purposes, can you provide a list of electronic forms to be configured by the vendor as part of our proposed cost? Any details (such as sample forms noting data lookup integrations) that will help us estimate is appreciated.

**RESPONSE:** **Will be provided in discovery upon selection**

**QUESTION:** For the requirement "Automated document separation and routing", can you describe further what you are expecting? If you mean automated classification/extraction of data from scanned documents, can you provide specific examples and details of the expectation?

**RESPONSE:** **Routing documents to appropriate stakeholders for review, feedback, and approval. In other words, it ensures that the document reaches the right people at the right time so that they can review it and provide necessary approvals.**

**QUESTION:** For the requirement "Ability to interface with other software used by Cherokee Nation, including but not limited to Infor Cloud Suite, ICIMS, and PayScale", can you briefly describe the desired integration functionality?

**RESPONSE:** **Extraction of forms and documents into the Electronic Filing Solution software. May also explore other possibilities.**

**QUESTION:** How many of the 100 end users will be in the system at one time?

**RESPONSE:** **40**

**QUESTION:** Will the 5,000 need access to the files?

**RESPONSE:** **No**

**QUESTION:** How large is the database in GB, broken down by data volume (case management data, etc.) and document/file volume?

**RESPONSE:** **No current electronic filing solution**

**QUESTION:** Total number of documents to be converted?

**RESPONSE:** **Approximately 4 million**

**QUESTION:** Total number of files to be converted?

**RESPONSE:** **Approximately 50,000**

**QUESTION:** What are the file types stored, examples (.tif, .pdf, .docx)?

**RESPONSE:** Mostly paper. Some pdf and other docs

**QUESTION:** Does the current system store any documents with a proprietary file format?

**RESPONSE:** No current electronic filing solution

**QUESTION:** How large is the current file store (GB) for all the document files stored in the repository?

**RESPONSE:** No current electronic filing solution

**QUESTION:** Are file paths stored in clear text in the database or does the database obfuscate or encrypt the file paths?

**RESPONSE:** No current electronic filing solution

**QUESTION:** Are notes or annotations to be converted?

**RESPONSE:** No current electronic filing solution

**QUESTION:** Do document renditions or versions need to be converted?

**RESPONSE:** No current electronic filing solution

**QUESTION:** Can the document files be opened directly from the file share using standard viewers, examples (MS Word, Adobe PDF Viewer, MS Paint, MS Excel)?

**RESPONSE:** No current electronic filing solution

**QUESTION:** Are the document files compressed or zipped?

**RESPONSE:** No current electronic filing solution

**QUESTION:** Are the document files encrypted?

**RESPONSE:** No current electronic filing solution

**QUESTION:** Product Name and version?

**RESPONSE:** No current electronic filing solution

**QUESTION:** Product vendor?

**RESPONSE:** No current electronic filing solution

**QUESTION:** Database platform?

**RESPONSE:** No current electronic filing solution

**QUESTION:** Do any COLD (Computer Output to Laser Disk) documents need to be converted?

**RESPONSE:** No current electronic filing solution