PENNSYLVANIA GAMING CONTROL BOARD
Consulting Services for Case Management/FileNet RFQ
Second Round of Questions and Answers

NOTE: Similar questions have been grouped together with a single answer. All questions received by the 12 noon deadline on July 8, 2008 have been included into this response. Answers from the PGCB are provided in italics. Answers to questions 1 through 111 can be found in the first Addendum which has been previously sent to all vendors qualified on the Commonwealth ITQ contract ME:481350 and posted on the PGCB website (http://www.pgcb.state.pa.us/files/rfp/RFQ_Questions_and_Answers_-_First_Round.pdf).

112. Please specify the configuration and modules purchased by PGCB for Document Scanning/Capture so that we can determine any additional software that may be required.

    This question was asked and answered in questions 32, 33, and 34 in the first round of questioning. The answer is in Addendum 1 on the PGCB website.

113. Which version of FileNet is installed? Version 3.5 or Version 4.0?

    PGCB has purchased version 4.0 of FileNet P8.

114. How many different classes of documents (e.g. Licensing Applications, Audit Reports, Complaint Forms, etc.) does the PGCB anticipate being stored in the proposed solution?

    The purpose of Task 3 is to develop the document classifications. The number of document classes will be based on an inventory of documents that will be used to develop the classifications.

115. What version of SharePoint is the PGCB using?

    The PGCB is currently using Microsoft Office SharePoint Portal Server 2003 installed at the Commonwealth Technology Center by the Office of Administration.

116. What software is being used to scan the documents into SharePoint today?

    The PGCB is using ScanSoft OmniPage 15 Professional to scan document from the Kodak scanners.

117. Is the versioning feature of SharePoint used to store multiple versions of the documents?
   - If so, do all the prior versions need to be migrated?
   - If so, how many versions (on average) are stored in SharePoint?

   The version feature in SharePoint is turned on for all the sites. However, it is rarely used. If there are multiple versions of a document in SharePoint, then all of them should be converted unless the collaborators all agree that only the final document needs to be transferred to FileNet.

118. Please provide a detailed description of the workflow process used within the SharePoint system.

   SharePoint is used as a document library only. There is no workflow processes used within SharePoint.

119. How do you search for and find documents in the SharePoint system today?

   Documents are stored in separate SharePoint sites and document libraries based on the applicant and the document information (such as but not limited to, initial application, supplemental information, work papers, forms, correspondence, final report, etc.). The individual knows what document that they need so they go to that document library and folder(s). However, users have had issues not having a good search engine to easily find documents.

120. Does the PGCB already have a defined retention schedule and policies for Records Management?
121. Has the PGCB worked with the State Archivist in establishing a retention schedule for electronic records?
122. Is it the intention of the PGCB to tie into the Records Manager implementation established by the PAHMC?

   As a new agency, the PGCB began the development of records retention schedules and policies less than a year ago. The PGCB has been working with the PHMC to get their input on our records retention schedules and the archival value of our records. Since the PGCB is an independent agency not under the governor's jurisdiction, we are not required to follow their records management schedules. When possible and appropriate, we incorporate their advice into our plans.

123. As to RFQ requirement "III-10 - Domestic Workforce and Non-collusion Affidavit Submittal: Is it PGCB's intention for vendors to respond with these forms in both Technical and Cost Submittals?

    Just with the Technical Submittals.

124. Does the PGCB intend to assist in the construction of the proposed system in order to gain "hands-on" experience? If yes, to what extent?

    The PGCB would like to be involved in all aspects of this project to have ongoing knowledge transfer. However, contractors should not assume that the PGCB will provide staff to complete the work that is the responsibility of the selected contractor. PGCB staff will be involved with the conversion of SharePoint documents into FileNet as described in Task 6.

125. The cover letter for this RFQ states: "The work is to be completed by June, 2009." The RFQ states: "It is the objective of the PGCB to complete this project by June 2009." For clarification, is it the PGCB's intent to complete this project in its entirety by June 2009 or an objective with an understanding that the actual implementation may require more time given the complexity of FileNet projects?

    Due to the schedule of new casinos opening in 2009, this project must be completed in June 2009. The PGCB needs to be able to take advantage of the efficiencies in the work flow processes and document accessibility that this system will provide to staff during those openings.