

Texas Public Finance Authority (TPFA)  
Questions and Answers (Q&A)  
TPFA Request for Offer (RFO) for Enterprise Content Management (ECM) Solution  
RFO No. 347-17-0051  
As of August 11, 2017

**Vendor Question 1: “Whether companies from Outside USA can apply for this?”**

*TPFA Response: Qualified vendors from outside the USA may submit offers to provide software and services in response to this RFO, and any award will be conditioned upon meeting federal and state laws and rules, and TPFA specifications and requirements, including terms and conditions, as provided for in this RFO.*

*State of Texas gives preference to Texas vendors (refer to §2155.4441Gov’t Code) and United States products and Texas services, and supports activities designed to promote full and equal opportunities for all businesses, including service-disabled veterans who are Texas residents and Historically Underutilized Businesses (HUB). Also, Texas law requires that out-of-state bidders who reside in states that grant resident bidder preferences for that state’s purchases be evaluated in the same manner that a Texas resident bidder would be evaluated in the out-of-state bidder’s home state (refer to Texas Government Code § 2252.002).*

*For further guidance, please refer to the State of Texas Procurement Manual located at: <https://comptroller.texas.gov/purchasing/publications/procurement-manual.php> and the Summary of Other State Bidder Preference Laws located at: <https://comptroller.texas.gov/purchasing/bidder-preference/>.*

**Next Question ↓**

**Vendor Question 2: “Whether we need to come over there for meetings?”**

*TPFA Response: At a minimum, the top two finalists will be required to give an onsite demonstration of their products, services and capabilities, and to respond to questions raised by the TPFA Evaluation Team. Also, it is anticipated that this project will require periodic onsite meetings to discuss or address, for example, project specific or technically focused issues and guidance on implementing the ECM solution throughout the various stages of the project.*

**Next Question ↓**

**Vendor Question 3: “Can we perform the tasks (related to RFO) outside USA (like, from India or Canada)?”**

*TPFA Response: Each Offeror is expected to make a due diligence effort in determining whether Offeror’s ECM solution (e.g., software, capabilities and services) will meet TPFA requirements and needs, including Offeror’s proposed implementation of the ECM Solution.*

**Next Question ↓**

**Vendor Question 4: “Can we submit the proposals via email?”**

*TPFA Response: TPFA must receive sealed written offers to this RFO no later than August 21, 2017, 3:00 p.m., CZT. Offers received after the due date will not be accepted. No additional time will be granted to any vendor unless by addendum to this RFO.*

*At the time of submission, Offeror must present one paper (1) hard copy and one (1) flash drive containing an electronic copy of the completed offer in searchable pdf format.*

**Next Question ↓**

**Vendor Question 5: “I don't see that a conference is scheduled yet for this project. I don't know how to get connected with prime vendors in order to act as a HUB partner.”**

*TPFA Response: TPFA has included a Q&A but will not hold a vendor conference due to the short timeframe for this solicitation. Offerors are required to complete a HUB Subcontracting Plan (HSP) if they foresee subcontracting is needed for this solicitation, estimating the amount of work that may be subcontracted. If the selected Offeror discloses in an HSP their intent to subcontract, TPFA will work with the third-party vendor entering into an agreement with the awarded vendor, per the Comptroller of Public Account's (Comptroller) HUB Mentor Protégé Program at: <https://comptroller.texas.gov/purchasing/vendor/hub/mentor.php>. You may contact the Comptroller on how to become a HUB Mentor Protégé for future procurements.*

**Next Question ↓**

**Vendor Question 6: “Which ECM solution (or solutions) were previously researched by the agency as a basis for the technical requirements outlined in the RFO document? If not, what specific resources were utilized to compile the data listed in the "scope of work" section?”**

*TPFA Response: The specifications for TPFA's RFO plan document were developed through a variety of information-gathering perspectives that provided input towards generating ideas and building a vision, including: an internal review of TPFA's background, current financing operations, and business strategies, needs and priorities; research of the ECM term, its variations and evolution; market trends such as direction, maturity and participants; a multitude of specific products and services, based on both primary and secondary sources of information; market newsletters and research reports; other state agency solicitations for similar products and services; and, Web audios/videos, and books found in public libraries.*

**Next Question ↓**

**Vendor Question 7: “Has the agency demoed and/or tested any ECM solutions prior to August 2017, if so - please specify which ones?”**

*TPFA Response: From the research conducted, TPFA contacted two companies who conducted demos of their products and services; the PaperWise and Hyland products.*

**Next Question ↓**

Vendor Question 8: “Since it is eligible, would the agency be willing to utilize the NJPA (National Joint Powers Association) as a contract vehicle to acquire an ECM Solution? If not, please explain reasons why.”

TPFA Response: *TPFA has complied with State of Texas procurement laws and guidelines, including applicable federal laws. In addition, TPFA obtained a waiver from the Texas Department of Information Resources and received delegated authority from the Texas Comptroller of Public Accounts to issue its RFO and contract with the selected Offeror.*

**Next Question ↓**

Vendor Question 9: “Would the TPFA be willing to extend the submission deadline to August 31st, 2017 to allow for the most comprehensive and high-quality responses?”

TPFA Response: *TPFA’s submission deadline is firm and will not be extended.*

**Next Question ↓**

Vendor Question 10: “What version or versions of Microsoft Outlook are being used?”

TPFA Response: *TPFA uses Office 365 ProPlus that includes access to SharePoint on Microsoft Azure.*

**Next Question ↓**

Vendor Question 11: “What version of email backend (Microsoft Exchange or Microsoft Office 365 email) are being used?”

TPFA Response: *TPFA is currently using Office 365 ProPlus that includes access to SharePoint on Microsoft Azure.*

**Next Question ↓**

Vendor Question 12: “Is Email backend installed on-premise in your data center(s) or hosted? If hosted, where (Microsoft Azure, Private Cloud, Public Cloud)?”

TPFA Response: *TPFA is currently using Office 365 ProPlus that includes access to SharePoint on Microsoft Azure.*

**Next Question ↓**

Vendor Question 13: “Is there plan to migrate to Microsoft Office 365 web-based email? If so, will users have access or continue to use the Microsoft Outlook desktop client?”

TPFA Response: *TPFA is currently using Office 365 ProPlus that includes access to SharePoint on Microsoft Azure.*

**Next Question ↓**

Vendor Question 14: “You make reference in the document to IBM/Lotus Notes. Are there any users using IBM/Lotus Notes as their primary email platform?”

TPFA Response: *Reference to IBM/Lotus Notes is identified as example only. TPFA does not use Lotus Notes.*

**Next Question ↓**

Vendor Question 15 “Are there functions outside of email that where users are still required to use IBM/Lotus Notes, such as workflow databases or other database uses? What is the purpose of the Notes database(s)?”

TPFA Response: *TPFA does not use Lotus Notes.*

**Next Question ↓**

Vendor Question 16: “Are you running Microsoft SQL Server in your data center today? What version(s) of Microsoft SQL Server? Please note Microsoft SQL Server Express is not supported.”

TPFA Response: *TPFA is currently running Microsoft SQL Server 2012 in-house.*

**Next Question ↓**

Vendor Question 17: “Is Microsoft SQL Server installed on-premise in your data center(s) or hosted? If hosted, where (Microsoft Azure, Private Cloud, Public Cloud).”

TPFA Response: *TPFA is currently running Microsoft SQL Server 2012 in-house.*

**Next Question ↓**

Vendor Question 18: “What functions are provided or what applications pertaining to the ECM Solution RFO are being stored in Oracle databases. What is the purpose of the application(s) used to store data in the Oracle database(s)?”

TPFA Response: *TPFA does not use Lotus Notes/Oracle; however, TPFA has other applications running on SQL Server in-house that are currently used in their operations, and the State of Texas accounting system which is planned to migrate to a cloud-based platform.*

**Next Question ↓**

Vendor Question 19: “Where are these databases located (on-premise, Public Cloud, Private Cloud, etc.)?”

TPFA Response: *TPFA does not use Lotus Notes/Oracle; however, TPFA has other applications running on SQL Server in-house that are currently used in their operations, and the State of Texas accounting system which is planned to migrate to a cloud-based platform.*

**Next Question ↓**

Vendor Question 20: “What version or versions of Microsoft SharePoint are being used?”

TPFA Response: *TPFA is currently using Office 365 ProPlus that includes access to SharePoint on Microsoft Azure.*

**Next Question ↓**

Vendor Question 21: “Is Microsoft SharePoint backend installed on-premise in your data center(s) or hosted? If hosted, where (Microsoft Azure, Private Cloud, Public Cloud)?”

TPFA Response: *TPFA is currently using Office 365 ProPlus that includes access to SharePoint on Microsoft Azure.*

**Next Question ↓**

Vendor Question 22: “Who has access to Microsoft SharePoint? All staff? Selected staff? How many users?”

TPFA Response: *Up to twenty-five (25) users can potentially access Microsoft SharePoint.*

**Next Question ↓**

Vendor Question 23: “Is it your intent to continue use of Microsoft SharePoint?”

TPFA Response: *TPFA will continue to utilize Microsoft SharePoint on a limited basis.*

**Next Question ↓**

Vendor Question 24: “Do you anticipate any users to be outside of your Network (vendors, suppliers, partners, etc.)?”

TPFA Response: *TPFA does not anticipate outside users such as vendors, suppliers, or partners; however, TPFA may consider other users who perform professional services relating to the issuance of bonds such as underwriters and bond counsel depending on the authoring entity.*

**Next Question ↓**

Vendor Question 25: “Approximate number of users requiring access?”

TPFA Response: *Up to twenty-five (25) users. Additional users may be included depending on the authoring entity.*

**Next Question ↓**

Vendor Question 26: “Do you provide State of Texas-issued mobile devices or are the mobile devices BYOD?”

TPFA Response: *TPFA uses both Texas-issued mobile devices and BYOD devices.*

**Next Question ↓**

Vendor Question 27: “Are mobile devices granted network access via VPN? Open Internet Connection? Via access to servers located on DMZ location?”

TPFA Response: *Only Texas-issued mobile devices (including laptops) are permitted TPFA network access via VPN. BYOD devices are limited to email access only.*

**Next Question ↓**

Vendor Question 28: “How many potential users are we quantifying our potential RFP response for? How many individuals will be authoring documents?”

TPFA Response: *Up to twenty-five (25) users. Approximately half of the fifteen employees could potentially author documents. Also, TPFA may permit certain outside users, such as bond counsel, if TPFA is the authoring entity.*

**Next Question ↓**

Vendor Question 29: “What exactly is meant by concurrent and co-authoring interfaces? If we are able to provide the ability to have users collaborate on a document in an asynchronous fashion, will this be sufficient?”

TPFA Response: *Concurrent interfacing relates to operations that facilitate collaboration between individuals instantaneously, and in real-time regardless of their location. Co-authoring interfacing provides the ability for individuals and groups of people to work on the same document at the same time.*

*TPFA will make a determination on the use of synchronous/asynchronous communications after reviewing all offers.*

**Next Question ↓**

Vendor Question 30: “In regards to the content workflows what would be a traditional path of approval?”

TPFA Response: *TPFA has a variety of different workflows and approval processes for its financing operations, which differ in scope and intensity depending on the entity and the complexity of the bond structure, terms and conditions, the method of sale, the parties and their jurisdictions, whether the issuer is a first-time issuer and whether the bonds to be issued require review and approval from other professionals and authorities. These processes can take a more traditional route or on an ad-hoc basis. Please review the Background Information beginning on page 4 and the Project Overview beginning on page 5 of the RFO.*

**Next Question ↓**

Vendor Question 31: “Is the customer anticipating this functionality to work out-of-the-box or utilizing Software customization? - We would want to ask them if they currently have custom workflow software that can leverage an API call to the workspaces platform?”

TPFA Response: *TPFA is seeking software that can be installed, setup and placed into production by the vendor/partner. TPFA intends, for example, to setup workflows and capture historical information within the new system after appropriate training is conducted.*

*TPFA does not employ workflow software, custom or otherwise.*

**Next Question ↓**

Vendor Question 32: “Would it be possible to extend the submission deadline to Friday, August 25<sup>th</sup>?”

TPFA Response: *TPFA submission deadline is firm and will not be extended.*

**Next Question ↓**

Vendor Question 33: “Will TPFA consider solutions that are outside the DIR approved solutions?”

TPFA Response: *Yes, TPFA has received a waiver from DIR to procure software and services for its specialized use and needs.*

**Next Question ↓**

Vendor Question 34: “How many internal users will be retrieving/contributing documents?”

TPFA Response: *Currently, TPFA could potentially have up to fifteen (15) internal users retrieving/contributing documents.*

**Next Question ↓**

Vendor Question 35: “Will there be any back-file to be scanned or electronic ingestion of back-file into the new system?”

TPFA Response: *TPFA anticipates that there will be back-files to be scanned and/or electronically ingested into the new system. TPFA plans to carry out this work internally.*

**Next Question ↓**

Vendor Question 36: “What departments will be using the system for the initial setup?”

TPFA Response: *TPFA has a total capacity of fifteen (15) internal users. Employees have multiple roles and responsibilities in the organization and most of these employees will be using the system in varying degrees based on their work assignments.*

**Next Question ↓**

Vendor Question 37: “How many Named or Concurrent licenses will be needed?”

TPFA Response: *TPFA is unable to respond to this question until respondents submit their offers, describing their products, services, and pricing packages for on-premise and cloud-based platforms.*

***Next Question ↓***

Vendor Question 38: “How many users will need to access Case Management?”

TPFA Response: *The number of users that will need access to Case Management (or Document Management) will depend on the type of project or transaction; however, it is expected that up to fifteen (15) internal users could potentially need access at different times or concurrently.*

***Next Question ↓***

Vendor Question 39: “How many users will participate in Workflow?”

TPFA Response: *TPFA anticipates that fifteen (15) users will participate in one or more workflows developed to carry out its business operations. The actual number of employees participating in a specific workflow will vary depending upon the type of work to be done.*

***Next Question ↓***

Vendor Question 40: “Are there any systems that the new solution will need to integrate with?”

TPFA Response: *TPFA uses several software products and tools, including Mun-Ease Debt Management System, the Master Lease Purchase Program Lease Management System and anticipates migrating to the State of Texas CAPPs system. TPFA also extensively uses product tools such as Microsoft Word, Excel, and Outlook. Other product tools that are used periodically include Microsoft Publisher, Access, and Visio.*

***Next Question ↓***

Vendor Question 41: “What participation will external users need in the system and how many?”

- **Contribute?** TPFA Response: *Maximum of 10 external users*
- **Retrieve?** TPFA Response: *Maximum of 10 external users*
- **Case Management?** TPFA Response: *Maximum of 10 external users*
- **Workflow?** TPFA Response: *Maximum of 10 external users*

***Next Question ↓***

Vendor Question 42: “What is the number of expected users of the solution? Some components of our software solution are licensed by named or concurrent user?”

TPFA Response: *The number of users of the solution could potentially be up to fifteen (15) internal users.*

***Next Question ↓***



Vendor Question 43: “Our company is an integrator with capabilities in a number of ECM platforms. Do you have any particular standard that is a preference (e.g., IBM FileNet, OpenText, Hummingbird, and Hyland Software’s OnBase, for example)? Based on the requirements, we are already leaning towards one solution that would more directly meet / exceed your requirements but want to understand if there is a preference. Thank you?”

TPFA Response: *TPFA does not have a preference for a particular standard provided that an offerors’ systems are compatible and can be integrated with TPFA systems and technology, including the ability to interface with the State of Texas systems (i.e., CAPPs for example) and other TPFA internal databases and product tools.*

**Next Question ↓**

Vendor Question 44: “Section VIII APPENDICES, Item A.3 states that pricing has to be valid for 90 days from submission. However, page 61, Section P.3 states that the pricing has to be valid for 60 days from submission. Can you please clarify?”

TPFA Response: *Pricing should be valid for 60 days.*

**Next Question ↓**

Vendor Question 45: “RFO Section VII.6 (Attachments) states: TPFA will not consider any terms or conditions, or any other documents attached to an Offer, as constituting a part of the Offer unless the Offeror specifically and prominently incorporates the terms or conditions, or other documents into Sections 4 and/or 8 of the Offer in accordance with Section IV, Part H, supra. In addition, TPFA reserves the right, at its sole discretion, to reject any Offeror terms and conditions or other documents or attachments submitted as part of Offeror’s Offer?”

The references to Sections 4 and 8 of Section IV, Part H, appear to be incorrect. Will TPFA please clarify in what Offer section Offerors should attach contract templates?

TPFA Response: *Offerors should follow the format shown in Section IV, Special Instructions, Subsection h. Respondent should also include additional information as they feel is necessary to fully comply with the RFO by adding a supplementary page for that purpose.*