



**RESPONSES TO RFP NO. 9086 QUESTIONS FOR
FILENET UPGRADE AND SUPPORT SERVICES**

ISSUED September 17, 2021

INFORMATION TECHNOLOGY

**SACRAMENTO REGIONAL COUNTY SANITATION DISTRICT
INTERNAL SERVICES DEPARTMENT**

#	Question	Answer
1	<p>Section 3: OBJECTIVE (page 7) references FileNet version 5.2.1.6, whereas Section 2 BACKGROUND (page 4) references FileNet version 5.2.1.7. Can you please clarify the version?</p>	<p>We are on 5.2.1.7.</p>
2	<p>Please validate that this project will be a new software install on new hardware and a migration of legacy content from the existing system, as opposed to an in-place upgrade on the existing hardware. Correct?</p> <p>NOTE – this is in reference to Section 5: SCOPE OF SERVICES (page 8) reference to: “Migrate all data from the existing system to the new system in development, test, and production environments”</p>	<p>This project will be a new software install on new virtual servers.</p> <p>The project scope includes data migration, meaning: move all files, indexes, properties, object stores, metadata, and any configurations from the current FileNet system into the new FileNet system.</p>
3	<p>Is our understanding correct that during this project, we would not have access to the business users? If so, please help the responding vendors understand how we will be able to communicate the changes based on the upgrade to those users. For example, who will handle the communication and change management?</p> <p>NOTE – this is in reference to Section 5: SCOPE OF SERVICES page 8 – “The following are excluded from the scope of</p>	<p>All communication with business groups will go through the Sacramento Regional County Sanitation District project manager.</p> <p>The Sacramento Regional County Sanitation District project manager will coordinate all meetings with the business groups and the selected consultant.</p> <p>The Sacramento Regional County Sanitation District project manager will work with the selected consultant to identify changes. The Sacramento Regional County</p>

	this RFP: Communication with district business groups impacted by the project scope of work.”	Sanitation District project manager will communicate the impact of those changes to the business groups.
4	Are responding vendors to assume existing FileNet configuration will be used as-is in the new configuration? No object store, document class or property changes, etcetera? NOTE – this is in reference to Section 5: SCOPE OF SERVICES page 8 – “The following are excluded from the scope of this RFP: Configuration of all necessary hardware based on consultant’s recommendations.”	The existing FileNet configuration will be used as-is in the new FileNet version. There will be no new object store, document class, or property changes. Section 5: SCOPE OF SERVICES page 8 doesn't refer to FileNet configuration. It is in reference to server-level configuration. Server-level configuration is excluded from this RFP since it will be managed by Sacramento Regional County Sanitation District staff.
5	Is it an in-place upgrade or clean installation?	This is a clean installation.
6	Application Engine or Workplace is out of support. So there won't be an upgrade. Instead, do they expect it to be decommissioned?	Sacramento Regional County Sanitation District only runs software supported by the software manufacturer. Any software or components not supported by the software manufacturer will not be used in the new instances and is not expected to be installed by the selected consultant.
7	Do they have any specific version in mind? or just go with the latest and compatible version from IBM?	Sacramento Regional County Sanitation District would like to make this decision after consultation with the selected consultant. The preference is to select one of the two latest versions.
8	Do they require Websphere to be migrated/updated?	Yes, installing an upgraded version of WebSphere in all environments is in scope for this RFP.
9	Are they planning to upgrade the operating system and databases as well?	Yes, Sacramento Regional County Sanitation District staff plan to provision new virtual servers with upgraded operating systems and databases. Target upgrade versions will be chosen after consultation with the selected consultant.
10	Are they expecting us to do FileNet data migration?	Yes, the project scope includes data migration, meaning: move all files, indexes, properties, object stores, metadata, and any configurations from the current FileNet system into the new FileNet system.
11	Will there be any changes to the license terms? Like increasing the user base or CPU's?	No.
12	Do they have technical support from IBM?	Yes, Sacramento Regional County Sanitation District is on extended support from IBM.

		The extended support expires 4/30/2022 and can't be renewed.
13	Any predefined searches? Since none of the users are using FileNet interface, this may not be required.	No.
14	Enabling SSL for CE, what about ICN? Do we need to enable SSL in lower environment? Who provides the cert?	Enabling SSL for CE and ICN in all environments is in scope for this RFP. Sacramento Regional County Sanitation District will provide the certificates.
15	Any performance issues with the current infrastructure?	No.
16	Any improvement you are expecting us to bring to the current environment?	No.
17	Extension on the due date?	The proposal submittal deadline has been extended to October 4, 2021, at 12:00 p.m. Please see addendum 1.