



Enterprise Document Management and Workflow Software  
Respondent Questions and Answers

# REQUEST FOR QUOTATION

## Question and Answer Document

- How many **Named Users** will be actively processing invoices etc. (participate in invoice workflow for review, route, verify and approval)?
  - 15 (3 AP staff to route, 12 management staff to review and approve)
- Regarding the meta data to be captured from invoices, do you require unlimited fields to be processed or a maximum of 8 fields?
  - Unlimited
- What's the **total annual page count** for accounting related documents requiring intelligent machine print capture OCR?
  - Approximately 25,000
- Your RFQ indicates some **hand-written** documents require recognition. Do the documents contain a **hand-print** or **cursive script** (often referred to as hand-writing)?
  - Both handwriting and cursive
- If the documents are for the AP processing capture AND contain hand-print text, what is the annual page count to be processed?
  - Approximately 1500
- How many of the Named AP Users (above) are processing invoices etc. on Mac workstations?
  - None
- What's the quantity of scanners attached to existing PC's to be used in the AP department for invoice processing?
  - None – they will use MFP's
- What's the quantity of networked MFP scanners to be used in the AP department for invoice processing?
  - Initially 5 – There is a plan to possibly expand to 33 devices in 2020.
- The document management licensing enables clients to have an on-premise licensed server that ALSO provides full web (cloud) DMS services for users hosted by the cloud. Additionally, a cloud-only fully provisioned hosted service model is also available.
  - Thank you for clarifying the deployment types, we would lean more towards an on-premise with cloud access deployment.

- How many Named Users (dedicated) will regularly interact with the DMS for adding, scanning and searching/retrieving (etc.) document content?
  - Based on the long term vision for this software solution, we believe that all staff members will utilize this software as an integral part of the document management process. Based on the plan to scale the software beyond the AP process, 45 named licenses.
- How many Concurrent Users (these licenses are less expensive) will regularly interact with the DMS for adding, scanning and searching/retrieving (etc.) document content?
  - 0 – based on the answer above
- The number of Users (named or concurrent) that will use a dedicated scanner with the document management system?
  - 0
- The number of Users (named or concurrent) that will use an MFP scanner with the document management system?
  - 45
- Cloud storage is chargeable based on annual volume. How many GB of total files are expected to be hosted by the DMS on year one?
  - 7.5GB – estimated 25,000 pages at 300KB each.
- What's the total quantity of MFP devices that will image documents into DMS?
  - Initially 5 – There is a plan to possibly expand to 33 devices in 2020.
- What's the total quantity of attached dedicated scanners that will image documents into the DMS?
  - 0
- How many total users will require access to the document management system?
  - We expect that 15 staff will be directly involved specifically in the accounts payable process, with a total of 45 staff directly accessing the document management system.
- Do all of the users require full Read/Write functionality, or will some users require just Search/Read only capabilities? If so, how many?
  - The 45 users will require read/write access. The ability for users to search/read is a feature that we may find use for and would like more information about.
- For a cloud-based system; does your data need to reside in Canada for compliance?
  - Canadian data residence is not mandatory, but is nice to have.
- As LMHC has stated you would be open to a cloud-based system, are you also open to an annual subscription licensing model for user access?
  - Yes

- What percentage of documents to be ingested will be handwritten?
  - 6% - approximately 1500 or 25,000 pages are hand written.
- Is the Handwriting recognition a mandatory requirement or will Text based OCR suffice?
  - Handwriting recognition is highly desirable. As this solution scales past the AP implementation process, we would like to utilize the system to capture our resident information. Much of this data is hand written.
- Is the Handwriting recognition expected to support freestyle capture or structured capture such as text entered into a grid or comb?
  - For the AP process, the handwriting is generally predictable. We have a list of vendors that hand write, and the invoice rarely changes. As mentioned above, correspondence with our tenants would be freestyle.
- Is there a requirement for read only external access to the document management solution?
  - For future purposes, yes.
- If yes for question 8, how large would that community access be in terms of users?
  - Approximately 15
- What reporting and dashboard requirements does LMHC have for the AP workflow?
  - We'd like to see items like: number of invoices in the system, but not approved (ideally sorted by vendor or by who's responsible for the approval), total value of the invoices either approved or not approved, activity in the past 24 hours. We don't have a required selection yet, but high-level information that helps AP move the process along without having to run reports or do extensive manual data analysis.
- 11. Do the Xerox MFD's support scan to Folder or Scan to Email services?
  - Both
- Does LMHC currently utilize Desktop or Network scanners, if so, can you state the models?
  - No
- The RFP document states "LMHC document retention schedule". Does LMHC follow a Records Management structure (ie: Such as LGMA) or have you defined and documented your own methodology?
  - LMHC has not formally adopted a standard; however, we do generally follow the LGMA methodology. LMHC does not have a formal document management structure. During implementation, we would be open to recommendations regarding data structure and best practices.
- Does LMHC require a Developer or UAT environment.

- During the implementation process, yes. After go live, a development environment would be nice to have but not necessary.
- In the case of a proposed on-premise software solution, will LMHC provide all required infrastructure (ie: Server\VM's, OS, SQL DB, Storage, Firewall, etc) to support the solution?
  - Yes
- Does LMHC follow an ITIL practice for documentation that the successful vendor will be required to follow?
  - No, however LMHC will insist on frequent and detailed project updates to ensure that the project is on time and budget.
- Are your Microsoft Office 365 and Outlook 2016 applications installed locally on the desktops?
  - Yes – Outlook 2016 is installed locally on most computers, Outlook 2010 is on the remaining systems. If helpful, we use the MSI installs of Office and not the Office365 click to run office suite.
- Can you please state what CRM and ERP solutions LMHC is currently using?
  - LMHC is currently using InSite by HSC as its CRM solution. This is a Social Housing specific software. LMHC does not utilize a formal ERP system; a formal project process will begin in 2019/2020 for that solution. We would be interested in hearing what ERP solutions your proposed software would integrate with.
- Please state what database system is utilized by your current CRM and ERP solutions.
  - InSite is a cloud-based solution with a shared database. Currently, as a customer we do not have any access to the database. We do not anticipate getting that access any time soon. We do have the ability to receive automated reports of the data in the system in a CSV/TAB format.
- Support for handwriting recognition - Can you please provide a use-case example? Will handwriting be freehand or limited to letter boxes, such as on an application form?
  - For the AP process, the formatting is generally predictable. We have a list of vendors that hand write, and the invoice structure rarely changes. We will eventually look to scale this solution out to incorporate more of our business correspondence and correspondence with our tenants; these documents could be freestyle.
- Readable to the edges of the document - Can you please provide a use-case example?

- We are looking for the scanning/storage solution to be able to capture all the text/images directly to the margins of the scanned document.
- Robust import/export function - Can you please elaborate on this expectation, is there any specific format(s) desired?
  - Our existing tenant management system allows us to download data in a CSV/TAB file format, so importing from those types of files would be needed. Likewise the ability to export data from the DMS solution is needed – ideally the export should be based on a search result (ie. Export all documents from Vendor A in March, etc).
- Homonym Search & Natural Language Search - Are these "critical requirements" or a "nice to have"?
  - Nice to have. Having the ability to search easily with ease of setting search parameters is needed. Examples would be: date scanned, vendor name, a building address contained within the invoice, etc.
- Integration with Microsoft Office 365 and Outlook 2016 - What level of integration are you looking for with Office 365 and Outlook 2016? Can you share some examples of tasks/capabilities?
  - Integration with Outlook to easily move an attachment in to the workflow process from within Outlook.
  - Email an item in the DMS directly from the DMS interface.
  - The ability to move data from OneDrive or SharePoint into the DMS solution.
  - Most of the functions we would look for are functions of convenience not to support a business process.
- LMHC currently processes approximately 20,000 invoices annually - What is the average number of pages per invoice, as well as average number of "backup" pages?
  - We estimate 25,000 pages will cover the 20,000 invoices. Depending on what backup information we store, we estimate 1-3 pages for backup information. LMHC does not know yet to what level it will electronically store the backup correspondence for invoices.
- Invoices are received via email OR paper invoices are scanned - What is the ratio of paper invoices vs digital invoices received by email? Of those received digitally, how many are "automated" from your business partner's system vs manually sent by a human?
  - Currently 10% of invoices are emailed, 90% are mailed. We currently print the emailed invoices to facilitate our approval process.

- We would estimate that currently 90% of the emailed invoices are sent by human. As we push for all vendors to email/electronically submit invoices, we estimate that 70% will be automated and 30% will be manually sent.
- Proposed Process - Can you please confirm if you require line item capture or just header/footer capture (i.e. vendor name, invoice number, date, amount) on the document ingestion?
  - Line item capture is preferred
- Proposed Process - Further to above, are you looking for a "Template-based" solution or "Intelligent Capture" technology?
  - Intelligent capture.
  - Thank you for the explanation!
- Note: Template-based solutions are lower cost, however each vendor invoice layout needs to be "mapped" out, while Intelligent Capture is more advanced "learning" software, but more costly. Template method is effective with a smaller amount of vendors, while Intelligent works is a better choice when there is a larger variance, but it is important to be comparing similar technologies when making a decision.
- Selection Process - Is it possible to share the criteria weighting for the various requirements and elements of the RFQ (functionality elements, pricing, references, etc).
  - Answer is forthcoming, I'll let you know.
- ) What is the expected user count that will need access to the system? Will the 56 full-time staff and 42 resident contacts all need access?
  - All staff members will require access, the Resident Contacts will not. We vision that in time the Resident Contacts will either scan document and email them to staff for routing to the correct spot in the DMS.
- How Many users will need redaction capabilities
  - Only a few – I estimate 5 staff members.
- For Integration with Office 365 is this the desktop deployment or Web browser?
  - Desktop – We have O365 E1 licensing and are using the locally installed version of Office 2016/2010. We do have a SharePoint online infrastructure, no on premises installation.
- Was a vendor contracted to help create the RFQ ?
  - No, the RFQ was developed in house.

- As this is an RFQ, is there a financial threshold that is required for LMHC to be under in order to acquire the solution on an RFQ?
  - \$75,000
- Has LMHC already reviewed/evaluated other solutions prior to issuing the RFQ? If so, which solutions were they?
  - No, LMHC has not reviewed any products. We have done some market research in regards to features and functions and those functions discovered and desired are reflected in the RFQ document.
- Reviewing your Technical Specifications section there is mention of Microsoft solutions. Do you have or are you planning to use SharePoint or SharePoint online? Are you looking for a solution that is based on SharePoint or SharePoint Online or is LMHC looking for any document platform that supports your requirements?
  - We are currently an Office365 subscriber and we use SharePoint for very simple lists of data, however we have not expanded to the entire organization. We do use OneDrive as a primary storage location for most users files. LMHC is open to a solution that is based on SharePoint, or not based on SharePoint.