

Question Responses 10/08/2021

1. I also wanted to let you know that I did log into the RFP site where vendors submit responses. Since then we have determined we will have someone else from our organization submitting our response. Do I need to do anything to change who our person is that responds? Please just let me know and I apologize in advance for any inconvenience. **The person who is to respond to the RFP will need to click on the link on the KSU Bids page <https://www.kent.edu/procurement/bids> and submit the proposal.**

2. Section 6.1

Paragraph: 1

Text of passage:

The optimal solutions will support multiple university areas and departments, multiple types of documents, document routing, and conditional logic – all while keeping the university budget in mind.

Question:

Has the university determined which departments and documents/forms will be part of the initial implementation?

Yes

3. Section 6.8

Text of passage:

Describe in detail how the proposed solution integrates/interfaces with or has API options for AppXtender, Microsoft, Ellucian Banner and/or Address Cleansing. o Are the APIs capable of pushing document information such as document type identifier, all document fields (in xml, json, etc), and documents themselves (in binary format)?

Questions:

Is your Banner environment on-premise or hosted in the Ellucian cloud?

On-Prem

Is your Banner instance Ethos enabled?

Yes

Which applications in the Microsoft stack would you be looking to integrate/interface with?

O365, PowerApps

4. I have read the document thoroughly and the questions I have is regarding 6.1.

- 6.1 **Scope:** Kent State University (KSU) desires an eSignature and/or workflow product(s) that will address our existing deployment of an eSignature solution, as well as provide capacity for growth in the workflow space in the future. The optimal solutions will support multiple university areas and departments, multiple types of documents, document routing, and conditional logic – all while keeping the university budget in mind. KSU seeks to reduce work by automating processes, increase efficiency of approving processes and documents, and reduce the time and money to develop custom workflows and solutions.

Our intent is to evaluate the proposed solutions against our documented requirements and choose the system or systems that can best address our needs, at the best price.

The RFP is structured with two schedules as outlined below. Requirements are listed in each schedule for the desired solution. Some requirements can be found in both schedules, as they apply to either solution. Vendors are welcome to bid on one or both schedules. Bids will be awarded to one or more vendors.

Schedule A – Requirements for eSignature products

Schedule B – Requirements for workflow product

Questions:

Is Kent State University looking for two different products for e-signature and workflow?

OR

Does Kent State University want one product which offers both?

OR

Is Kent State University open for a product which integrates with any third-party products like Microsoft to provide both capabilities ?

We will purchase best-fit for the functionality of eSignature and Workflow. That may mean two products are purchased. Preference is not to use third-parties to achieve the requirements.

5. Section number : **4.42**
 Paragraph number if applicable : **1**
 Text of passage being questioned : ***"If Kent State University's Cyber Security and Privacy Department in the Division of Information Technology, determines that the services provided within this RFP involve the transfer of personal data subject to the European General Data Protection Regulation..."***

Question: **What is KSU's position in GDPR? Will GDPR apply to this project?**

Yes, GDPR may apply.

6. Section number : **4.30**
 Paragraph number if applicable : **All**
 Text of passage being questioned : ***"If required, Vendor shall, within ten (10) days of the contract award, furnish a performance bond in the amount of 100% of the contract price."***

Question: **Will a performance bond be required?**

Performance bond is not required for this project. However, Payments will be based on milestones and the scheduled completion date.

7. Section: 4.37 Executive Order Banning the Expenditure of Public Funds on Offshore Services:
Question: We don't do any offshore delivery, but our support and product/engineering team is located in the Ukraine. **If awarded a contract, the Bidder/Offeror becomes the Contractor and affirms that both the Contractor and any of its subcontractors shall perform no services requested under this Contract outside of the United States according to Executive Order 2019-12D issued by Ohio Governor Mike DeWine and shall abide by those requirements in the performance of any Contract arising from this RFP.**
8. What is the university budget for eSignature?
We will choose the most fiscally responsible option for the functionality delivered.
9. Are you looking for a transaction/envelop model, a named user model or a hybrid solution?
We desire pricing options to choose from.
10. How many people create transactions?
We have approximately 250 eSignature authors. Any student, faculty or staff can sign.
11. How many transactions did you use in the last contract year.
KSU processed 54,348 envelopes in the time period of November 2020 to October 2021.
12. How many transactions do you expect to use in each of the next 3 years?
We expect the usage to be similar in the next three years to the last contract year.
13. How many internal users will be accessing the system (staff, faculty, students, etc.)?
The last submission of IPEDS numbers for KSU (total faculty + staff + full time enrollment) was 31,347.
14. Will students have named logins?
Students access eSignature and Workflow products through a portal and login with their university userid.
15. Will our system host and manage all your documents as well?
That depends on the options available and any costs associated with them.
16. Our system has full ECM (enterprise content management) capabilities.
Is there an associated question for this one?
17. Are the APIs capable of pushing document information such as document type identifier, all document fields (in xml, json, etc.), and documents themselves (in binary format)?
I do not understand this question, what APIs?
18. Is there a known storage size for cloud storage? Our base system starts with 10 GB.
No, we have not decided how much history we will need to retain. If additional storage is available, please indicate any pricing associated with it.
19. What is the estimated monthly/annual volume of documents requiring signing?
See answer #11

20. Is the expectation the product will integrate with an existing Kent State signing solution such as DocuSign or is this a replacement of the current solution?
This is a replacement.
21. Is there any requirement to migrate any existing collection of documents into the system from another system or file share? If so, what is the total size of the collection (document count and GB, etc.)?
We would want to migrate templates from our current environment (~640 templates) to the new environment. We have not decided if all of the documents currently processed would need to be moved.
22. 6.3 Describe the solution's ability to modify and correct active document routing. Would esignature routing need to support non-linear/non-serial routings? E.g. 2 people sign first and then a third person sign once the first 2 have approved.
Routing should be flexible to allow for conditional routing use cases. Please describe any related functionality in the proposed products.
23. 6.4 Describe in detail how the proposed solution ensures the signer's identity, users can be from inside and outside the organization. Do you already have a DocuSign account and do you also have a 'DocuSign identify' functionality enabled?
We do not use ID verification.
24. N/A General Question What is the estimated number of documents per month/Year?
See answer #11
25. N/A General Question How many templates would be needed and how many departments would be generating these templates
We have approximately 640 templates in production. We have approximately 250 eSignature authors.
26. 6.8 Describe any data/document/storage limits. Do you want to store documents within the workflow management system or do you have a separate document management/storage system that you would like to be the final storage area? E.g. SharePoint/Box
Some documents that are related to our ERP will be saved in AppXtender (document imaging system). Please describe storage options and costs with the proposed products.
27. 6.4 Explain the proposed solution's ability to upload attachments to a document. What would be average file size? Would they ever need to attach files larger than 50mb? What is the nature of the attachments? Do you have known use cases?
Currently attachments are saved in the vendor's cloud and we have little visibility to this data. Examples of attachments include: new hire documentation, procurement proposals and contracts.
28. 6.9 Provide contract options and cost. Please also include: Contract length o License type: by seat, by transaction (specified quantity/unlimited), enterprise How many university users would you like to have access? Can you break that down by staff, faculty, and students?
See answer #13
29. Schedule B – Requirements for workflow product

6.6 Workflow and Tracking

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Please explain the above question.

It is a typo.

30. Also, do you have a projected desired implementation start date?

Noted in the Project Timeline - Week of January 3, 2022: Project Start