

COLUMBUS METROPOLITAN HOUSING AUTHORITY

880 East 11th Avenue

COLUMBUS, OHIO 43211

DATE: February 3, 2023

RFP# 2023-001 Hyland OnBase Document Management Services

TO ALL BIDDERS:

The specifications are hereby amended and supplemented by this addendum, which will form a part of the contract documents and should be considered in preparation of bid.

ADDENDUM # 3

1. Regarding the requirement for selected respondents to assist with migrating to a cloud/hosted/maintained OnBase platform, does HA already have a cloud hosted infrastructure in place that OnBase will be moved to?
 - a. No
 - b. RFP will be release in the future.
2. If so, what hosting platform does the infrastructure utilize (for example, AWS, Azure, etc.)?
 - a. Today we are hosted in a private data center, which OnBase resides within. The future platform has not yet been determined.
3. If not, does HA want respondents to provide recommended hosting infrastructure and hosting costs with their proposals?
 - a. We are open to recommendations from Respondents.
4. If so, the Attachment D: Proposal Fee Sheet does not include an entry field for these costs. Will the Proposal Fee Sheet be revised to include additional fields?
 - a. No
 - b. Please provide and additional document of line items/detailed fee sheet.
 - c. Ensure you complete Attachment D.
5. Reading through the RFP requirements, in not clear if HA's intention with this RFP is to replace its current OnBase reseller of record, or if HA's intention is to keep its current OnBase reseller of record while contracting with another vendor to assist with migrating HA's OnBase system to a cloud hosted infrastructure.
 - a. We are looking for a vendor for OnBase support and services, including licensing for future needs.
6. D: Proposal Fee Sheet includes a field for Annual Maintenance Renewal Percentage, but it does not include a field for Annual Software Maintenance costs.
 - a. You can list any additional cost on the fee sheet CMHA will review and determine need.

- 7.** Will the Proposal Fee Sheet be revised to include a field for these costs, or will the evaluation be based solely on the Annual Maintenance Renewal Percentage?
 - a.** Attachment D will not be revised.
 - b.** CMHA will consider other detailed cost but will only compare like for like or apples to apples.
 - c.** See question #11
- 8.** Page 4 of the RFP states that HA would like to migrate OnBase to a cloud-hosted model, while maintaining the current integrations performed via Hyland OnBase API (which include document querying/generation processes and a user facing application). Does HA require that the referenced user-facing application reside within the same hosted infrastructure as its OnBase system?
 - a.** Although the applications will need to be on the same network infrastructure, they do not need to share hosting infrastructure.
- 9.** Thank you for providing the breakdown of the current OnBase modules and license quantities. Hyland Software currently maintains a policy that current OnBase customers must purchase a subscription for add-on software licenses (customers can no longer purchase perpetual use licenses of OnBase software). Assuming that the HA has a mix of both perpetual use licenses and subscription licenses, can the HA indicate the following for each module listed within the RFP:
 - a.** The quantity of perpetual use licenses
 - i.** We are open to the type of licenses as long as our needs are met.
 - b.** The quantity of subscription licenses
 - i.** We are open to the type of licenses as long as our needs are met
- 10.** Page 10 refers to the RATE SCHEDULE listing of hourly billing rates for rendering services as requested in the SOW, "Fix/repair" and additional programming. Attachment D: Proposal Fee Sheet only includes a single cost entry field for Consulting Services (hourly rate). Are respondents only supposed to provide a single Consulting Services hourly rate, or will the Proposal Fee Sheet be revised to include other hourly billing rates for services?
 - a.** The consultant rate has the expectation that it is set for the term of the contract.
 - b.** CMHA may ask providers to provide additional services, providers/awardee must use the consultant rate proposed in RFP 2023-001.
- 11.** Page 2 of the RFP states that the HA currently has 72 employees, while page 4 states that HA has approximately 120 employees that use OnBase on a regular basis. Can the HA confirm which employee number is accurate?
 - a.** Both numbers are correct as we have non-employees using the system.
 - b.** CMHA plans to purchase a seat for every user, at least 120 seats.
- 12.** How many non-production OnBase environments does the HA currently have? Is the HA seeking to have each of their OnBase environments migrated to cloud-hosted infrastructure as well?
 - a.** We have one non-production environment and is expected to mimic the production environment.

13. You have indicated that Northwoods currently supports your OnBase environment under this RFP, are you replacing Northwoods as your OnBase support provider?
 - a. The provider will be selected as a result of this RFP
14. Do you intend to manage the cloud environment yourself?
 - a. Open to different arrangements, currently the environment is managed by the agency with technical support from the vendor.
15. Are you looking for consulting or a vendor to take over OnBase support and services?
 - a. Both
16. Are all respondents required to be OnBase resellers?
 - a. OnBase reseller is preferred.
17. Do you want the vendor to provide hosting or are you going to host the OnBase system?
 - a. We are open to either arrangement.
18. Do you want the vendor to host the system, or will you host the system?
 - a. We are open to either arrangement.
19. Can SoS leverage State Term Schedule from the State of Ohio (DAS - OIT)?
 - a. Yes,
 - b. CMHA does participate in cooperative purchasing.
20. Is your current vendor a certified OnBase reseller?
 - a. Yes
21. Do you anticipate moving the proposal deadline due to the number of questions you received?
 - a. No, we will not be changing the deadline due to the number of questions.
22. When will be the cut off for questions related to RFP 2023-001
 - a. Thursday February 9, 2023 @ 4:30pm
23. Could you please provide clarification on what you would like to see in the "Staff Retention, Screening, Training, and Monitoring" section and how it will be evaluated?
 - a. 3.1.4.6 list "if appropriate"
 - b. This practice is not applicable for RFP 2023-001
24. Could you please provide links to the HUD forms requested in Section 2 (Form HUD-5369-C (8/93);Form HUD-5369-A (11/92)). The current links do not work.
 - a. HUD 5369-C <https://cmhanet.com/Content/Documents/5369-C.pdf>
 - b. HUD 5369-A <https://cmhanet.com/Content/Documents/5369-A.pdf>
25. Could you please clarify which of the required forms need to be completed by a subcontractor to be considered compliant?
 - a. The forms should be completed by the Prime Vendor, CMHA will not pay a subcontractor.

