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TOBACCO SETTLEMENT
FINANCING
CORPORATION

Enterprise Content Management

RFP 148052C

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September 28, 2012

- General** Do you have any ".NET" developers on staff?
- Yes, we have several .NET developers on staff.
- General** How many users are in HCR?
- Approximately 850 users.
- Section A.1.** Are backup files copies of existing production system files (the same as (live) system files)?
- Yes, our backup files are copies of existing production system files.
- Section A.1.** Do you employ "unmanaged structured data" file controls systems?
- Yes, NTFS security permissions.
- Section A.1.** Does HCR have a defined ECM taxonomy?
- No, not at this time.
- Section A.1.** How many different instances of ECM software does HCR deploy?
- One instance of ECM software.
- Section A.1.** May we get a copy of your ECM data model?
- No, it is currently continuing to be worked on.
- Section A.2.** Does HCR have a records management policy?
- Yes.
- Section A.2.** Does HCR have a records retention schedule defined?
- No, not for all documents.
- Section A.4.** Are any SharePoint third party products or "add-ins" being used in your current implementation? (if so, can you please list for us the third party add-ins that you use?)
- No, there are no third party products or add-ins being used in our current SharePoint implementation.
- Section A.4.** How do your support service requests for your SharePoint implementation?
- We do not understand what the vendor is asking in this question.
- Section A.4.** Is your SharePoint environment scaled up and scaled out?
- We have an Admin server, Web Front End Server, and hit a SQL central database server.
- Section A.4.** Regarding SharePoint, what version and release are you currently in production on, and do you have any previous versions in production?
- SharePoint Server 2010, SP1. We have no other versions of SharePoint in Production.
- Section A.6.** Do you use any third party tools for eDiscovery?
- Yes, Symantec Enterprise Vault, on email only.
- Section A.6.** Do you use outside law firms for eDiscovery or litigation support?
- Yes, on an as needed basis.

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Section A.6. What eDiscovery tools do you use today?

- The eDiscovery tools we currently use are Symantec Enterprise Vault and OpenText Livelink.

Section A.8. Is 40 hour per week support required to be onsite?

- We are not requesting 40 hours per week support, we're requesting pricing for a maximum of 40 hours total, of post-implementation support. This support will be on an as needed basis only, and will not be required to be onsite.