

CERTIFICATE OF ACKNOWLEDGMENT OF RECEIPT OF ADDENDUM

THE CITY OF READING

ADDENDUM NO. 1

RFP: Scanning & Document Retention

DUE DATE: 3:00 P.M. Prevailing Time,
March 21, 2014

NOTICE

This addendum must be signed, attached to, and returned with your proposal to the City of Reading by the time and date indicated ABOVE:

- Q1. Is a bond required under the performance of this contract? If yes, please provide the amount and related details.
- A1. Not it is not required.
- Q2. The RFP makes note of what forms are to be provided with the proposal (*Non-Collusion Affidavit* and *Non-Discrimination Statement*), and also that the following forms would be provided at contract award: *Indemnity Agreement*, *Stipulation Against Liens*, and *Certificate of Insurance*. The RFP also contains a *Provider Certification of Non-Indebtedness to the City of Reading* and a *Statement – Accepting Provisions of the Workers’ Compensation Act*. Please confirm if these last two forms to be provided with the proposal.
- A2. Yes they need to be included in the proposals.
- Q3. Please provide more information related to the MBE/WBE preference identified in the evaluation criteria.
- A3. In the selection committee’s evaluation matrix, a total of 5 extra points will be awarded to anyone that is classified as a MBE/WBE.
- Q4. RFP page 9/10, 1.b: Please provide the locations in the City of Reading where document pickups will be performed.
- A4. All documents will be picked up in Reading, PA. Most will be at 815 Washington St.
- Q5. RFP page 10, 1.d: Hardcopy storage required for "no less than 120 days". Is storage beyond 120 days required? If so, for how long must physical documents be stored?

- A5. Not yet known.
- Q6. RFP page 10, 2.a: What percentage of forms are "folded plans?"
- A6. Unknown
- Q7. RFP page 10, 3.b: Would the City consider receiving scanned images via FTP transfer, as opposed to media?
- A7. Yes
- Q8. RFP page 10, 3.d: Please provide more information about this requirement, using examples if possible.
- A8. Documents must all be in the proper orientation removing the need for the city to rotate pages while reading a scanned document.
- Q9. RFP page 10, 3.e: The requirement states contractor must use 300DPI or higher to meet "quality requirements." Please outline the image quality requirements.
- A9. The quality requirements are that the document must be scanned at a minimum of 300 DPI.
- Q10. RFP, page 10, 3.g: Will the City allow a reduction in the consistency check of 20% of all images? Through the use of high-speed production scanners with Dynamic TIFF processing, contractor has seen that sampling 20% of images is not required to meet the highest level of image accuracy.
- A10. The City would be open to reviewing other options assuming that the contractor can provide independent supporting documentation.
- Q11. Will the City allow for contractor to perform microfilm / microfiche scanning in a facility separate from where the paper is scanned?
- A11. Yes
- Q12. RFP page 11, #4 Record Accessibility: Will the City consider an alternate solution for this requirement? Contractor is suggesting the following process: the City submits an Urgent Document request; contractor receives the urgent request and acknowledges receipt, mailroom personnel utilize the manifest to locate the document, the document is pulled from the box and scanned, then the document is routed to the urgent queue for indexing, and the image will be made available to the City via contractor's web-based image repository (for short term use), and eventually provided to the City on media with the regular shipment.
- A12. The City would be open to reviewing other options.

- Q13. RFP page 12, #5 Records Destruction: Please provide estimates of the number of documents to be destroyed, by document type.
- A13. Unknown. The city will adhere to PA document retention policies.
- Q14. RFP page 12, Historic Preservation Documents: Please provide a description of the types of documents included within this category and advise if any special preservation techniques are required by the bidder aside from document conversion.
- A14. Most documents are permits. No special preservation techniques will be needed.
- Q15. To ensure bidders have ample time to provide the City the best solution and pricing possible, will the City consider an extension of the current proposal due date?
- A15. No, an extension will not be granted.
- Q16. Related to the microfilm/microfiche to be converted, please provide the following information.
- A16. The potential for microfiche and/or microfilm conversion exists but as of yet no microfilm/microfiche has been located.
- Q17. Is media stored in cabinets or drawers?
- A17. Unknown
- Q18. What is the condition of the film/fiche?
- A18. Unknown
- Q19. What is the film size (e.g., 16 mm)?
- A19. Unknown
- Q20. What is the length of the film?
- A20. Unknown
- Q21. What is the reduction ratio (film and fiche)?
- A21. Unknown
- Q22. Does film contain blips? If yes, at what level?
- A22. Unknown

- Q23. What is the estimated number of images per reel/cartridge of film?
- A23. Unknown
- Q24. Was film produced on rotary or planetary cameras?
- A24. Unknown
- Q25. What is the film type, e.g., silver or diazo?
- A25. Unknown
- Q26. Please provide the “unique file name” specifications.
- A26. Unknown
- Q27. Are any documents double sided?
- A27. Yes
- Q28. Please define the fields to be indexed per document type? Also provide the average field data length.
- A28. Unknown
- Q29. Please define the service level agreements expected: OCR rate? Turn Around Time from pickup? Quality of index data? Etc
- A29. Unknown
- Q30. Which document types will be expected to be “PDF Searchable”?
- A30. All
- Q31. What is the expected time period for completing the project?
- A31. Unknown
- Q32. Are there any location requirement for providing the services?
- A32. Within CONUS, preferably within the Commonwealth of PA.
- Q33. Is Offshore indexing allowed?
- A33. No

- Q34. Whether companies from Outside USA can apply for this ?? (From India or Canada)
- A34. Any company may apply as long as work is completed per question 32.
- Q35. Whether we need to come over there for meetings?
- A35. Yes
- Q36. Can we perform the tasks (related to RFP) outside USA? (From India or Canada)
- A36. No
- Q37. Can we submit our proposals via email?
- A37. No
- Q38. Under Scope of Services page 8, Provide for indexed access to electronic records via the City DocStar package – Is the city expecting the vendor to provide the metadata, document group/document type structure for direct import into the DocStar system as suggested under Quality Control in the Specifications on page 11? If yes can the structure be provided?
- A38. Yes. The city does not have the structure definitions.
- Q39. There are numerous questions pertaining to Specifications part b. on page 12.
- a. When the number of documents is specified i.e. 168,000 or 210,000 is that meaning individual images, or documents containing multiple images?
All counts are pages, not images.
 - b. Based on the answer to the previous question, are there an average number of images per document?
 - c. Primarily, how often would the documents need to be named/indexed, every 25 images, every 200 images etc.? depends upon the document being scanned.
 - d. Is there a percentage estimate based on the prep work for the documents, i.e. 25% of documents are stapled, clipped or bound? Unknown
- Q40. Would it be possible to do a site visit on Thursday March 6 to gather more accurate data to provide the City with the best possible most cost effective response to the proposal?
- A40. No
- Q41. Are any of the documents listed, in any department, bound and not able to be removed from its binding to be scanned?

- A41. We don't believe so.
- Q42. What is the volume and type of media requiring conversion? Is the fiche COM, Jacketed, Step and Repeat, etc. Is the film 100 foot, 215 foot, blipped or not blipped, etc?
- A42. Unknown
- Q43. What is the required format to be delivered for import into DocStar? The Scope of Services mentioned Group-IV TIFF as well as searchable PDF.
- A43. The city is seeking that the contractor provide the city best practice recommendations for all services.
- Q44. 3.1. requests document separation. Will the paper records be prepped by the city to include document separators or is this to be done by selected vendor during document preparation.
- A44. To be done by the vendor.
- Q45. Are electronic versions of the requested document acceptable, or is hard copy required?
- A45. Unclear as to context of question.
- Q46. 5.b. specifies estimated counts for different city departments. The term "documents" is used as opposed to pages. Is this number referring to # of pages, or documents, assuming that a document could have more than 1 page.
- A46. Counts refer to number of pages.
- Q47. Contract term. What is the term of the contract? 1 year, 2 year, etc? This would be the term that the estimated records would be spread out for weekly pickups and delivery of electronic version.
- A47. Unknown
- Q48. Multiple places throughout the RFP the term "indexing" is used as one of the requirements. Can more detail be provided for this? What fields are being requested, along with data types and lengths? Are they different department to department?
- A48. The city is seeking that the contractor provides the city best practice recommendations for all services.

- Q49. Will there be an opportunity to question the responses to the initial questions submitted by vendors prior to the bid opening?
- A49. No
- Q50. 2nd Paragraph (Scope of Services) – Please describe in detail the “process” to which the vendor is responsible for when including images to the docStar Software.
- A50. The vendor will be responsible for all of the steps required to convert from paper and achieve the result of a city employee having the ability to call up the document within Docstar without needing to go through the import steps.
- Q51. Pickups – 1b – How many different sites will there be for pickups within the city?
- A51. Most pickups will be at 815 Washington St. All pickups will be within the city of Reading.
- Q52. Will all locations have ample parking or loading docks?
- A52. Parking is available; loading docks are not.
- Q53. What is volume at each location?
- A53. Unknown
- Q54. If the contractors suggest less pickups than the weekly schedule requested by the City, would the city entertain a less frequent schedule to keep costs lower?
- A54. The city would be open to review of the suggestion.
- Q55. Pg 10, 3C refers to single image indexing; compared with page 11, 3L, can the vendors assume that in the case of multi-page files there would be only one index for the multipage file?
- A55. We would assume so but cannot guarantee it.

- Q56. Page 11 #4 – can the contractor deliver requested documents during the project by a secure web-based document imaging system?
- A56. The city would be open to review of the suggestion.
- Q57. How many of the approximately 5.2 million documents of 8.5 x 11 and 8.5 x 14 are double sided?
- A57. Less than 2%.
- Q58. Pg 15, Technical Proposal #13 - We have seen some variations from different RFP's to the actual meaning of Turn Around Time. To what point in the process does Reading, PA consider TAT actually ending? (i.e. availability of digitized images, return of digitized images, shredding of original documents, return of original documents etc.)
- A58. Delivery and loading of the digitized image and return or destruction of the original as may be applicable.
- Q59. Is the conversion of microfilm and microfiche a definite part of the project? If so, can quantities be provided for both the number of rolls of microfilm rolls with average images per roll, (we would be able to tell if you can provide us with the information that they are either 100' or 215' rolls) and pieces of microfiche with size of fiche (4x6 or 3x5) and average number of images per fiche.
- A59. It is not definite.
- Q60. The RFP does not specify a pickup fee, can we add a pickup of fee because the volumes and frequency are variables.
- A60. All fees are to be included in the bid. No additional fees will be allowed after award of contract.
- Q61. Would the City of Reading consider another retrieval software package being used if it was able to be put seamlessly on an internal network?
- A61. The city would be open to review of the suggestion.
- Q62. Is this bid open to anyone in the U.S.? We have offices in Nashville, TN, Charlotte, NC, and Louisville, KY. Our company competes and wins government

bids all over the country. Some are available for leaving the city/state and some are not so I didn't want to waste my time filling out the bid.

A62. See question 32.

Q63. When the rfp references "Documents" and estimated quantities, is this the estimate page count or document count? Example: Building Trades has 168,000 8 ½ x 11 Documents. Being in this industry, this often times mean multiple pages per document and does not reflect in actuality how many pages there are. Can you please provide some clarification to what documents means as it pertains to this rfp?

A63. The totals are all page count.

Q64. Will the city provide an electronic inventory transmittal of items received for all departments?

A64. TBD

Q65. Will there be work every week from all departments?

A65. Unknown

Q66. What are the addresses of the 14 departments?

A66. See question 4.

Q67. Will you require the work picked up completed for the next scheduled delivery/pickup time?

A67. Unknown

Q68. What is the average number of original documents that need to be returned next business day on a weekly or monthly basis?

A68. Unknown

Q69. What is your requirement regarding re-assembly? Can the documents be returned in the same order/folder/box minus the clips and staples?

A69. Documents must, as a minimum, be clipped back to together.

Q70. What is the percentage of documents that will need rotation to portrait viewing?

A70. Unknown

- Q71. How many different applications are there from each of the 14 departments?
- A71. Unknown
- Q72. Will all departments have 16 & 35MM rollfilm?
- A72. See question 16.
- Q73. Are they positive or negative or a mix of image type?
- A73. See question 16
- Q74. Are all rolls typically full?
- A74. See question 16
- Q75. Are they originals or duplicates you will be providing?
- A75. See question 16
- Q76. Will there be any kind of file separator on the film such as banner pages, multi-level blips, or spacing between files?
- A76. See question 16
- Q77. Are all the images readable on the film and can you grade the quality poor, good, or excellent?
- A77. See question 16
- Q78. Do you have COM generated fiche and how many rows and columns for each type?
- A78. See question 16
- Q79. Do you have source document jackets and how many rows and columns for each type?
- A79. See question 16
- Q80. Are all fiche/jackets typically full?
- A80. See question 16
- Q81. Are they originals or duplicates you will be providing?
- A81. See question 16

- Q82. Are all the images readable on the film and can you grade the quality poor, good, or excellent?
- A82. See question 16
- Q83. Will you be sending aperture cards?
- A83. See question 16
- Q84. How many images per aperture card?
- A84. See question 16
- Q85. If more than 1 will you want them as a separate image?
- A85. See question 16
- Q86. Are they originals or duplicates you will be providing?
- A86. See question 16
- Q87. Are all the images readable on the film and can you grade the quality poor, good, or excellent?
- A87. See question 16
- Q88. What output format do you want for color pictures bi-tonal or color?
- A88. Color
- Q89. How many applications will have color pictures?
- A89. Unknown
- Q90. Do you have any idea the volume of color pictures?
- A90. No
- Q91. What is the unique file name format, alpha, numeric, mixed, and length?
- A91. The city is seeking the best practice recommendations from the contractor.
- Q92. Will you supply an electronic file name table?
- A92. No

Q93. Does every document have the unique file name stamped or written on the document?

A93. No

Q94. Will this unique file name be in a specific location on every document?

A94. No

Q95. Do you want the PDF to be named by the unique file name?

A95. Unknown

Q96. Can you elaborate what the specifications you need for uploading into your DocStar System?

A96. No

Q97. You specify to scan all documents in a multi-page Tiff format, OCR all documents, and convert to a searchable PDF format, is this the image format you need to upload into your system?

A97. The city is seeking that the contractor provides the city best practice recommendations for all services.

Q98. Do you need an index file comma, tab, pipe delimited format?

A98. The city is seeking that the contractor provides the city best practice recommendations for all services.

I, HEREBY CERTIFY THAT THE CHANGES COVERED BY THIS ADDENDUM HAVE BEEN TAKEN INTO ACCOUNT.

Firm Name (Type or Print)_____

Authorized Signature _____

Title_____

Name (Type or Print)_____

Date_____