



SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE
PURCHASING DEPARTMENT

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www.sedgwickcounty.org/purchasing

REQUEST FOR PROPOSAL
#14-0096
SCANNING AND INDEXING SERVICES

ADDENDUM #1

November 14, 2014

The following information is in regard to **RFP 14-0096**
Questions are in bold, answers are in italics.

- 1. Is this a new requirement or a re-compete of an existing contract? If so, who is the incumbent?**
This is the first solicitation for services of this type for the county.
- 2. What is your annual budget for these services?**
The budget will vary by department and project. There is \$200,000 set aside for 2015 for scanning purposes, but it hasn't been decided whether this would all go toward a vendor.
- 3. Can companies from outside USA apply for this? (From India or Canada)**
Sedgwick County requires all work to remain in the United States.
- 4. Would we need to come over there for meetings?**
There could be possibilities to engage in on-site meetings, the majority of meetings could be held remotely.
- 5. Can we perform the tasks (related to RFP) outside USA? ((From India or Canada)**
Sedgwick County requires all work to remain in the United States.
- 6. Can we submit our proposals via email?**
Proposal responses can be emailed to DeAnna.Hutton@sedgwick.gov clearly marked in the subject as a proposal response.
- 7. Does the work need to be performed in Kansas, or can it be accomplished in another state?**
The county will consider vendors who do business in another state. Any foreign entity who is awarded a contract must register with the State of Kansas and be in good standing.

8. **It appears you are looking for open services pricing for multiple departmental needs, can you tell us how many departments and record types that may utilize these services?**
It is hard to say for sure since this is the first time the county is seeking these types of services.
9. **What total volumes of images were scanned last year?**
2.7 million pages scanned by 27 departments. As for possible record types, I'm not clear on the context as this is not a static number.
10. **You state that you are 'seeking a solution' rather than just a 'bid\quotation'. Can you please clarify what you mean by that?**
As stated in the document, a proposal aims to seek a solution that best fits the scope and spirit of what the county is trying to achieve. This means that lowest price is not the determining factor in a proposal; there are many other criteria that the county will review in order to make the best decision.
11. **You state picking up furnished materials by the contractor in a contractor-owned vehicle. Would we be able to pick up all documents at once or would this require several trips?**
Since this would involve multiple projects across several departments, this would make several trips necessary throughout the contract.
12. **Would you be open to having the materials shipped via a courier service (FedEx, UPS etc.)?**
No.
13. **Can you tell us what the documents are that will need OCR and the quantity?**
Not with certainty.
14. **Can you tell us what specific type of OCR would be required to do (e.g. forms recognition, text extraction, etc.)?**
Please tell us what type of OCR you are able to provide, their advantages/disadvantages and if there is a price differential between the various options.
15. **Can you tell us if the documents that require OCR are of consistent format or if they are completely unstructured?**
There are a variety of documents, some of which will be unstructured.
16. **If you want to extract index data is it only one type of documents with one set of index data or multiple types with different index fields per type?**
Multiple types with different index fields per type. This will vary depending on the project.
17. **How many index fields would you want to extract?**
This will depend on the project.
18. **In paragraph 1 you state vendor will be able to scan a wide array of documents: 8.5 x 11 paper, maps & plans (large items), ballots, envelopes, legal size papers, in B&W and color. Can you tell us the quantity of pages that will need to be scanned B&W and color?**
Almost all B&W, but we can't give an exact percentage.
19. **Can you tell us the quantity of maps & plans?**
No, but the typical project will be either 8.5x11, 11x17 or legal size.

20. **Can you tell us the size of the maps & plans?**

No.

21. **Can you tell us what your expected turnaround time will be for the daily and monthly work?**

For daily work (not back files) the expectation is that documents would be available to view and work with by departments the day after pickup, or very soon thereafter. For back file projects, there is much more flexibility, but details depend on the project.

22. **You state the TIFF/PDF files will typically not need to be text-searchable. So my understanding is there will be documents that will require full text search?**

Yes. Some scanned documents will need to be text searchable. That will be indicated to the vendor prior to scanning.

23. **You reference that this is a ‘hypothetical’ back file conversion. We’re not sure how to interpret that. It seems like this is what you’re asking a response to be based on, but is this actually the job, or are you using this as a benchmark to evaluate vendors and when a vendor is selected, you’ll contract them for the actual job(s)?**

The hypothetical job is not a job that will be worked by the vendor, but rather a benchmark to be able to compare pricing across vendors.

24. **Do you have a database that we can use for populating index fields? If so what index fields are contained in the database.**

No. This is a hypothetical job.

25. **How many document types are represented in Appendix A?**

See above.

26. **It appears that all document types would use the same index values referenced in this Appendix?**

See above.

27. **What type of file format will you need the final index data to be in and do you have any specific requirements about how that index data should point to or reference image objects?**

Please tell us what type of file formats you are able to provide, and if there is a price differential between the options.

28. **Please provide the break out of 8.5 x 11 documents, maps/plans, ballots, envelopes, and legal size documents by percentage.**

County departments depend primarily upon 8.5x11 size documents. However, the intent of the RFP is to provide an option for departments to accomplish conversion projects, most of which have not yet been defined. Consequently, the County cannot provide a breakdown of document sizes/formats by percentage. For each project the County department would be able to provide an estimate as part of project planning.

29. **The RFP states that text searchable output is not ‘typically’ required. Please provide the percentage of output that is required to be in text searchable PDF.**

We do not have an accurate percentage, but most jobs will not require searchable text.

30. **Please provide the required image quality.**
As the County has established the operational standard of OCR from scanned images, the usual minimum scan standard would be 300dpi. When a project involves documents that will not require OCR and are adequately functional for both viewing and printing at a lower resolution, the County may choose to scan at a lower resolution to save storage requirements.
31. **What is the required processing turnaround time?**
For daily work, the County expects departments to be able to view scanned images the day after pickup, or shortly thereafter. For back files, projects may be highly variable in volume; a single processing turnaround time cannot be stated. The County wishes to obtain completed services promptly and reasonably after providing materials to be scanned. For each project vendor should provide an estimate for turnaround time.
32. **Please provide the anticipated number of document pull requests while documents are in the contractor's possession.**
For back file projects anticipated pull requests during scanning would be few, if any at all. Pull requests for active records would be anticipated to be higher – departments could provide an estimate for each project, prior to quote by vendor as part of project planning.
33. **Please confirm if document re-preparation requires the contractor to re-staple/re-clip.**
For multiple page documents for which vendor removed staples or clips, vendor does not need to re-staple or re-clip, but should maintain the original page order when reboxing.
34. **Please confirm if document re-preparation requires the contractor to reapply post it notes.**
For Post-It notes removed from documents and scanned separately, vendor should stick to a sheet of plain white (8.5x11) paper and file immediately after the page to which it/they had been attached when reboxing.
35. **Are bidders to provide pricing based solely on the specifications noted within Appendix A?**
Appendix A is intended to be a sample project scenario, the county would like to use vendor responses to this sample as a portion of their cost evaluation. Vendors should still submit a pricing methodology that will apply to projects actually submitted to the vendor from the county. Methodology should be broken down into unit costs wherever applicable.
36. **Will the contract that results from this procurement encompass numerous task orders by department?**
Yes.
37. **If yes, please confirm that the contractor will be able to provide pricing by task order based on varying specifications?**
Yes, to some degree. This is part of the thought process behind a sample scan job request, so see how vendors would price this type of job.
38. **Please confirm that the metadata to be captured applies to all documents contained within a specific case file, with the exception of document type.**
Metadata to be captured could vary among documents. For one example, if document date is specified to be captured, then each document within a case file may have its own creation date. Not all documents within a single case file may have the same date, author or other metadata, though all may share a substantial share of metadata. Metadata to be captured would vary among projects.

39. **Please confirm that case files are comprised of only the three document types listed within Appendix A.**
The hypothetical "case files" used as an example in Appendix A are only an example. An actual scanning task may consist of fewer or more distinct document types within each file.
40. **What percentage of post it notes contain handwritten information that must be scanned?**
Other than knowing that Post-It notes may exist within potential projects to be scanned, the County has no specific knowledge as to the frequency with which they may occur. Some potential projects may have none in use, while others may have many. If this is a factor in pricing, then vendor should address.
41. **Will the County provide a manifest of the contents of all boxes to be picked up and processed by the contractor?**
Yes. Standard procedure would be for the County department to inventory at least to the box level, and for some projects to the file level. The County wishes to document the chain of custody – what was provided, to whom and when, and what was returned, by whom and when.
42. **Are there any restriction related to where this work can be performed?**
Yes. The RFP separately addresses security for work locations. The County otherwise is open to performance of work at any location within the United States, consistent with stated specifications for pickup and return by vendor.
43. **Is the use of offshore locations for electronic-based processing allowed?**
No offshore processing will be allowed.
44. **Is the County willing to provide a pricing template to be used by all bidders? This can assist the County with its pricing evaluation and ensure consistency with stated requirements.**
The county would like the vendor to break out unit costs of various types of jobs. The county will also consider the pricing from the hypothetical situation in Appendix A as a tool to assist in selecting a vendor.
45. **Midwest is located in Golden Valley, MN. Are out of state vendors allowed? If so would you have the materials boxed and ready for pickup by FedEx, UPS, common carrier, etc?**
Out of state vendors are allowed. However, be aware that longer turnaround times will affect whether a vendor is selected. Shippers such as UPS, FedEx or the USPS may not be used to transport documents. Documents must be under vendor control at all times during transport.
46. **Would you allow the file naming portion of the project to be done off-shore?**
No. All images, data and work must be kept within the vendor's network until transmission to the County.
47. **Would you like one price per image that would include everything required, including (but not limited to): perp, scanning, indexing, etc? We can give an image price for each record series.**
That is acceptable.
48. **Will the County be able to provide document counts for the 10 box sampling? Specifically how many documents for each document type? Document counts are imperative to pricing.**
This is a hypothetical scenario and therefore does not represent an actual collection of documents. No other specific information is available other than what has been provided. If you must make assumptions to arrive at a pricing estimate, please state them clearly.

49. **Please clarify the Indexing / Metadata. Is the information for all seven fields available on the first page of the document or folder? Is this information typed, handwritten, or derived from another source?**

Please assume that data for all seven fields is available on the first sheet, typed.

50. **Will the county make available for inspection the 10 box sample between November 14-25th?**
Appendix A is a hypothetical scenario and therefore does not represent an actual collection of documents.

51. **Would the County explain and expound upon the exposures of concern that lead to their request for professional liability? We want to be very certain that we understand what the County wants covered to make sure contractor's policy contains all the correct provisions. The awarded vendor(s) will NOT be required to carry professional liability insurance in accordance with this contract.**

52. **Would the County give their permission to delay sending the actual certificate of insurance until County's announcement of chosen contractor? Creating the certificate of insurance will cause each contractor submitting a proposal to incur expenses associated with naming the County as Additional Insured. In order to avoid these costs, we suggest the County require contractor chosen to supply the requested Certificates of required insurance coverage and extensions within the specified ten (10) days for the contractor to initiate contract after selection is announced.**

Proof of insurance may be provided at time of award/contract execution.

53. **Are vendors to provide an overall price for said volume, per image pricing, or some other format?**

Unit cost for the types of files described in this document and any other types of files that are commonly processed should be included. Make sure there are considerations for travel/pick-up/delivery and all the labor required.

54. **Section III. Mandatory Requirements and Specifications states a specific volume of files and pages, yet Appendix A doesn't match in volume. Can the client verify the overall volume to be priced?**

Appendix A is an example scenario, none of that information applies to the county. The idea is to have vendors price the entirety of the sample project in Appendix A. An explanation of how the price is derived and the breakdown of how total costs were achieved should be included.

55. **Will all work be available at the start to the contract or will this require multiple pickups? How many?**

There would be multiple pick-ups required for the duration of the project. It is unknown how many departments would utilize these services or how often.

56. **Has the requirement to reconstruct the files after scanning been finalized?**

For multiple page documents for which vendor removed staples or clips, vendor does not need to re-staple or re-clip, but should maintain the original page order when reboxing.

57. **Will the client be paying for and arranging the background and drug tests or should the vendor price that into their solution?**

Those costs should be included in the pricing provided by the vendor. The vendor is responsible for meeting all RFP requirements at their cost.

58. Can the vendor assume that black and white scanning is appropriate for all pages, as the department does not require images show original color?

Black and white scanning will be the default for all jobs, unless a department specifically requests color scanning.

Vendors are responsible for checking the web site and **acknowledging any addendums on the proposal response form.**



Kimberly Evans
Purchasing Agent