

Questions and Answers

FILE ROOM SCANNING AND DIGITAL STORAGE PROJECT NO. SEB-23-003

Q: Do folders need to be re-prepped, or can they be returned to folder?

A: Documents must be returned to the folders, but they do not need to be re-assembled. The documents should remain in the same order when returned to folder and boxed.

Q: Do Mylars need to be returned to hanging cabinets for storage?

A: For the purposes of this proposal, assume that yes, they need to be returned to the cabinets. This may change once we get going on the project if we determine that the mylars can be stored some other way or destroyed upon scanning.

Q: Will the indexing work be done in boxes, folders, documents, sheets?

A: For the purposes of this proposal, assume indexing by the folder. This may change upon further discussion with the selected firm.

Q: Do the documents in each folder need to be separated or is it a single PDF file?

A: Some folders would be one searchable PDF file. Others will have dividers or categories. Those folders that have categories should result in a PDF file for each category. This may change after further discussion with the selected firm. Vendors are encouraged to offer opinions that will yield the best result for the City.

Q: What would be the length of fields indexed per document type?

A: See Attachment D for the list of entries into Total Recall that represent the file folders on the shelves.

Q: How did you arrive at 1000 drawings? Does it include the folded drawings on the back wall?

A: The 1000 estimate has been revised to 18,000 sheets. Assume for this proposal that this does include the folded drawings on the back wall. The quantity can be adjusted to actual later and compensated accordingly.

Q: Is there a matrix with the name, type, and length of the documents to be indexed, and examples of each?

A: There is a database of file folders that exist with project titles, numbers, etc.... but nothing that shows the length and type of documents are in each file folder. Attachment D is an example of the database within the program "Total Recall" where information for files on the shelves are stored.

Q: Can we use the OnBase platform that is already in place to perform the indexing?

A: To date, OnBase has only been used to store images of large format plans. The existing OnBase platform could be used for the large format plans that need to be scanned, but new indexing will be required for the small format files. Attachment E shows the existing OnBase keyword structure.

Q: How much time will we have to deliver the project?

A: The City will be moving into a new building approximately July of 2024. It would be ideal if the project was complete by that time. However, this can be discussed in more detail with the successful firm, and the schedule may be able to change if file storage options can be worked out.

Q: Is the indexing process allowed to be performed outside of US territory?

A: Our preference is that all work would be done within the United States, more specifically as local as possible.

Q: Who is your OnBase Re-seller?

A: Naviant, Inc.

Q: Will you need Professional Services to configure the scanning and indexing queues?

A: We view this as a full-service RFP, so yes, we will need assistance in this area.

Q: What documents must go into SharePoint and how many documents must be indexed and filed there?

A: For purposes of this proposal, assume all the documents will be scanned into OnBase. The SharePoint aspect is more of a consultation for the City's process

moving forward, as City employees currently use SharePoint for day to day filing and collaboration.

Q: There is a part that says: *Software to ensure that all files have been stored and can be accessed and searched to City satisfaction.* Would this be a different software than OnBase and SharePoint?

A: This section should be re-written to say *Successful Proponent to ensure that all files have been stored and can be accessed and searched to City satisfaction.* There is no other software that is being introduced. This section is meant to refer to the quality control process of the firm.

Q: Can you provide a current configuration of your OnBase related to this project to better understand what your keywords are?

A: To Date, OnBase has only been utilized for storage of large format plans/mylars. However, a keyword structure has been set up in OnBase. Attachment E to this document shows the current keywords in OnBase. This will likely have to be added onto.

Q: How often are these records referenced?

A: The answer is different for everyone. However, it would be fair to say that some portion of the file system is accessed daily by City staff.

Q: Is there a current index for the existing documents in a database?

A: Yes, the City utilizes Total Recall for this purpose. See Attachment D.

Q: Is there a budget established for this project? If so, how much?

A: Yes, there is a budget and funds are available. The number won't be disclosed at this time. Proposals and negotiations with the successful firm will determine the final budget.

Q: How should the bid be delivered? In the main RFP under section 5.1, proposals are to be submitted electronically to Wes Johnson. Attachment B says submittals should be clearly marked on the envelope and mailed to the City.

A: Proposals should be submitted electronically to Wes Johnson. The cost proposal should be emailed to Nguyet Pham at Nguyet.Pham@stocktonca.gov Hard copy submittals are not necessary. A letter of clarification will be posted to correct this inconsistency.

Q: Are we certain that the type of Professional Services Firm needed for the project are subject to the Public Works Statutes?

A: It is up to the proposer to determine if their firm and the type of work provided is subject to Public Works Statutes. If proposers contend they are exempt from said statutes, please provide a statement to that effect.

Q: Payroll Records by Vendor is requested. Can you share with some specificity what data is needed?

A: Certified Payroll is only required for work that is subject to prevailing wages. Please consult with the Department of Industrial Relations as to the applicability of the requirements in Attachment B.

Q: There are several conflicts regarding RFP requirements between the RFP and Attachment B. Which document takes precedence. Attachment B appears to apply to capital construction projects. Do all requirements apply?

A: The RFP takes precedence. It is correct that the requirements of Attachment B are more geared for design and/or construction of capital projects. However, it is incumbent on the proposer to determine if these requirements apply. If not, then a statement should be made to that effect in the proposal.

Q: Section 3.0, Bullet point 4: "Documents will be digitized and indexed to meet the City's requirements." Are the Tab Titles common throughout the entire collection? Or are they unique to each folder. How many Tab titles are there within the collection?

A: There will be many tab titles that will be common throughout. The difference will be the project name in many cases. However, this is not exclusively true throughout. There will be variances. Attachment D to this document should give a better idea as to the common nature of tab titles.

Q: Section 4.1 Background Research, Page 3: "The proponent will attend the site meeting..." Will only proponents that attend the site meeting be allowed to submit a proposal.

A: Section 3.0, Project description states

- Interested parties should plan to visit the proposed project site for a voluntary pre-proposal meeting. To schedule a visit, email Wes Johnson at Wes.Johnson@stocktonca.gov. Pictures will be allowed, and City staff will

guide the attendees as to the files that are to be scanned as part of this project.

The site meeting is voluntary, so those who choose not to arrange and attend a meeting can still submit a proposal based on the information provided in the RFP.

Q: Section 6.9 Schedule, Page 7 “Provide a Microsoft Project Schedule with key dates, milestones, and critical path.” In preparing this proposal and subsequent evaluation, is it required that the proposed schedule be presented using Microsoft Project? Will a schedule designed in an alternate program be acceptable? Because it is undetermined as to the amount and frequency to which records will be released, will a proposed schedule suffice until this information can be determined?

A: Microsoft Project is a preferred format for schedules in the City. However, other types will be allowed if the key dates and critical path can be easily determined. For the proposal, a proposed schedule is acceptable. After negotiations, the final contract will include a schedule that will need to be adhered to.

Q: Does the City have a current vendor performing scanning services?

A: Public Works does not have a current vendor that we use exclusively. When we have small scanning jobs, we will contract local vendors to perform the work as needed. However, we do not have a vendor for a large-scale scanning project such as this.

Q: Can the vendor pick up all the documents at one time?

A: It is preferred that the documents be picked up in stages. Per LOC #1, there are 3 stages identified. Assume this for the purposes of this proposal. This can be modified if necessary, during contract negotiations.

Q: What percentage of the documents are double sided?

A: This is not known. For the purposes of this Proposal, assume 50%.

Q: Does the City consider the small format documents to be 8.5x11 inch documents? If not, what size are the small format documents referenced (400 boxes)?

A: Most small format documents are 8.5 x 11-inch documents. However, within the folders containing the small format documents, there may be 11 x 17-inch

documents folded. These are considered as part of the small format documents. The 400 boxes have been modified to 900 boxes with Letter of Clarification #1.

Q: Does the scope include paper plans in addition to mylar plans? If yes, what is the volume?

A: Yes, the large format sheets include paper and mylar. Volume of paper is estimated to be 2,000 sheets of the 18,000 sheets estimate of large format documents.

Q: Please clarify the number of pages per file folder and whether large format pages are mixed with the regular pages or are stored separately.

A: There is no set number of pages per file folder. Large format plans can exist folded up with the regular size documents, but this would be a small percent of the estimated 900 boxes of small format documents. Large format sheets are mostly stored separately.

Q: What are the required index values, by document type?

A: The index values are different and unique. Attachment D is a sample of the indexing that exists within Total Recall.

Q: Can images and data be provided to the City via FTP?

A: The RFP specifies read only media (DVD written and closed, Blu-ray disc, or other acceptable media). "other acceptable media" allows for other types, so it is up the proposer to provide justification for the proposed media.

Q: What percentage of documents will be returned vs. shredded?

A: Not known at this time. The City has a process of approval that needs to be met before documents can be destroyed. For the purposes of this proposal, assume that all documents will be returned to the City. In the cost proposal, please include a cost per box of shredding, so the City can determine how much destruction will cost if we choose to do that.

Q: Please provide more detail surrounding the requirement to provide assistance with filing and indexing documents in SharePoint. What is the City's expectation of the vendor?

A: The permanent storage of files will occur on OnBase as this is the City's recognized and approved method. The files scanned for this project will be sent

to OnBase. However, we would like some consultation as to the process moving forward. Currently employees are using SharePoint for storage and shared use of documents on a day-to-day basis. We need assistance with either sending things to OnBase and SharePoint concurrently, or moving files that need permanent storage from SharePoint to OnBase.

Q: What volume of images will be stored in SharePoint?

A: Assume all the images will be stored in OnBase. The SharePoint side will just be consultation for the process moving forward.

Q: Please provide more detail surrounding the requirement to provide assistance in coordinating with the Total Recall Records Management software. What is the City's recommendation of the vendor?

A: This is in reference to the process moving forward after scanning all documents into OnBase. The City is seeking assistance with how document handling and filing can be most efficiently done, considering that we currently also use SharePoint and Total Recall currently. Total Recall is essentially the database with the inventory of files that exist in the file room.

Q: What volume of images will be stored in the Total Recall Records Management software

A: All the images for this project will be stored in OnBase. Total Recall only stores the indexing structure, not the actual files.

Q: What are the names of the different record categories that will be scanned for this project?

A: The record categories are varied. There is no one set of categories for all folders (See Attachment D).

Q: For each record category, how will the documents be unitized for scanning? For example: will each folder be scanned as 1 multipage PDF?

A: Each folder will likely have tabs/categories, so there should be a multipage PDF for each tab within a folder.

Q: Or are there different document types that need to be identified within a folder?

A: Different document types within a folder
o If yes, how many separate document types are there per folder on average? This is varied.

- o How will the different document types be identified within a folder: For example: by divider tabs, or separated by staples/clips, etc. **by divider tabs.**

Q: What is the approximate average number of pages per document type for each record category? For example, less than 10 pages, 20 – 50 pages, 75 – 100 pages, more than 100 pages.

A: **Again, this is not consistent. We do not have an estimate of average pages per category. Assumptions will have to be made for this and can be listed as an assumption in the proposal.**

Q: What is the approximate percentage of duplex pages (pages with content on both sides of a page)?

A: **This is also very inconsistent. For purposes of this proposal, assume 50 percent are double sided.**

Q: For each record category, approximately how many index values (key-search terms) are there?

A: **This is varied. Please see attached document that shows how the folders are recorded in the Total Recall software.**

Q: Where will the index values be located on files or documents – For example, on the folder tab, on the 1st page within a folder in a consistent location, etc.

A: **The index values will be located on the folder tabs on top of each folder.**

Q: Does the City have a sortable database that contains some of the index values associated with the records to be scanned?

A: **Attachment D is an excerpt from Total Recall showing the index values. Total Recall is a searchable database.**

Q: Are there any bound books or plastic comb-bound books that will be scanned? If yes, can the binding be broken to facilitate scanning?

A: **Yes, there will be bound documents, and yes, the bindings can be broken for scanning purposes. The document can be re-boxed in the same order without being re-bound.**

Q: What is the approximate percentage of paper within your collection that are the size of a standard half-sheet or smaller, such as small receipts, photos, index cards, etc.?

A: We do not have an estimate for this.

Q: How are the paper documents typically bound within the file folders: fastened, stapled, clips, or pages are typically loose within folders, etc.

A: All methods are used, and we do not have a breakdown of how many of each will be encountered.

Q: For the documents that will be returned to the City, is the City looking to have the scanned pages returned to the original folder and re-fastened, re-stapled, etc.?

A: Return to original folder, in the same order, but not re-fastened, re-stapled, etc....

Q: Is the City looking to have documents scanned in black and white or color for color?

A: In color when it exists in the document.

Q: Are the large-format plans rolled or folded, or both?

A: Large format plans are rolled, hanging in file cabinets, or laid out in flat file cabinets. There may be a small percentage of folded up plans that exist within the small format documents.

Q: Do the large-format plans have any 8-1/2" x '11" sheets intermixed with the large [1]format sheets?

A: Usually not but cannot rule out the possibility.

Q: How many index values need to be captured per large-format document set? (The specific keywords used to retrieve the scanned images when doing a search?)

A: Project Title, Project Number (sometimes multiple project numbers depending on funding sources for the project).

Q: What are the index values for the large-format plans?

A: Mostly project names and project numbers. See Attachment E for current keywords within OnBase where some large format files have been stored.

Q: Where are the index values located on each plan? On a hanging tab, on a front cover sheet, within the Legend on the 1st sheet, etc.

A: Mostly on a front cover sheet

Q: Can the client provide a database with data elements for a match and merge Indexing process for the Large-Format plans?

A: Possibly from the Total Recall Software, which is a database inventory of our files.

Q: Will each group of rolled sheets or set of folded sheets create a separate document (in other words will we create a PDF file per rolled group of sheets or per folded set of sheets)?

A: Yes, one searchable PDF per set of plans.

Q: What is the approximate average number of sheets per rolled group or folded set?

A: This is an extremely variable number. For purposes of this proposal, assume an average of 50 sheets per set of plans.

Q: Will each separate sheet constitute one document?

A: Each set of plans will be one document.

Q: What is the approximate percentage of the document collection that is in poor condition? (Defined as fragile/dusty/soiled condition, frayed or torn edges, requiring repair to facilitate the scanning process.)

A: Maybe 10 percent are older, paper sheets that would be considered delicate. Most are in good condition that should not require repair to be scanned but must be handled with care.

Q: Do any of the Large-Format sheets need to be scanned in color?

A: Mostly no but cannot rule out the existence of color.

Q: The RFP states that the City wishes to have the large-format plans scanned so that there is full-text search capability. For large-format plans, OCR for full-text search capability is not recommended as it will not provide good results.

A: Please propose ideas and methods that will yield the best results. The RFP is meant as a guideline document. If something in the RFP is not the best method, please propose based on your expertise.

Q: Regarding upload to OnBase, would you like a vendor that is OnBase Certified to ensure the digitized records are delivered with an OnBase DIP format? Are you also in need of the vendor to assist with the upload process?

A: The City uses Naviant Inc. as our OnBase vendor. We would like the successful proposer to work with our OnBase vendor to make sure the documents are uploaded successfully.

Q: Are you looking for a certified Microsoft Partner to assist with any SharePoint Sites or Taxonomy setup within your M365 environment?

A: At this point no, but we are open to discussion.

Q: Are you looking to utilize the Total Recall database for indexing purposes or are there other data exchange processes required?

A: Indexing.

Q: Can you provide the approved budget range for this project?

A: The budget will not be provided at this time. Cost will be negotiated with the successful proposer based on the final scope of work agreed to.

Q: Do you have an existing vendor providing similar services? If so, can you please provide a copy of the existing agreement?

A: We do not have a vendor providing similar services currently.

Q: Have you worked with any vendors to help prepare this RFP? If so, can you please identify the vendor by company name?

A: The City has sought out advice from various vendors as well as other jurisdictions.

Q: Are there 8.5 x 11: (ANSI-A) sized documents that need to be scanned? If so, could you provide a page count.

A: This is the size the small format documents. We do not have a page count, but the estimated amount is 900 boxes.

Q: Are there 11 x 17" (ANSI-B) size documents that need to be scanned? If so, could you please provide a page count?

A: Yes, this size will exist within the small format section, folded into 8.5 x 11. We do not have a page count. However, this size would be a small percentage of the 900 box estimate for small format files.

Q: Are there 17 x 22" (ANSI-C) documents that need to be scanned? If so, could you provide a page count?

A: This size might exist in the small format files, but in a very small percentage. Assumptions will have to be made here, but this would be a very uncommon size.

Q: When referencing large format maps/plans, what size documents are included under “large format?”

A: Most plans in the large format size will be 24 x 36”. A small percentage may be 48 x 36”.

Q: Are there documents with smaller papers/documents affixed to them where the smaller documents need to be scanned that are smaller than 8.5 x 11”? (i.e. post it notes, etc....)

A: You will find that a significant number of documents will have post it notes attached to them. These do not need to be scanned if handwritten notes are on them. The exception to this would be where a post it notes is clearly being used as a tab divider.

Q: Are there any photographs or non-paper documents that need to be scanned?

A: You may encounter photos, receipts, other non-standard documents that would need to be scanned. These will make up a small percentage of the small format files. You will also find CD’s/DVDs within the small format documents. These do not need to be scanned or copied. They can just be returned to the boxes along with the other files in original order.

Q: Is there any microfiche that the Vendor will need to scan under this RFP?

A: No, microfiche is not included.

Q: Are there any documents that require scanning at more than 300 dpi?

A: The City does not see a need at this time, but we would take recommendations from the vendor as to whether higher resolution would yield a better result.

Q: Document Preparation – How would the City describe the level of efforts to prep the documents for scanning:

- Medium – moderately fastened documents (Less than 1 fastener every 5 pages) 95 percent + letter size and less than 1 percent require repair or mounting to the carrier sheets. Between 5 to 10 manual sorts. Less than 5 percent non-scan documents.
- Heavy - Heavily fastened documents (More than 1 fastener every 5 pages); including documents contained in folders which require

opening and extracting; 80 percent + letter size and less than 2 percent require repair or mounting to the carrier sheets. More than 5 percent out sort (non-scan documents).

A: We would estimate of these two categories that medium would be most applicable.