



City of Hyattsville
Document Scanning/ Digital Image
and Indexing Conversion Services
Amendment #1:
Questions and Responses Document

Request for Proposal
RFP# FIN02082018

City of Hyattsville
4310 Gallatin Street
Hyattsville, Md. 20781

Issued: February 23, 2018

Pre-Bid: None Scheduled

Responses Due: March 23, 2018

Document Scanning/Digital Image and Indexing Conversion Services Amendment #1: Questions and Responses Document

The following are the City of Hyattsville's formal responses to questions submitted regarding RFP#FIN02082018. The responses are limited to addressing questions that, in the City's opinion, are relevant to the solicitation, are not addressed in the RFP document and may substantially impact the details of a firm's response:

Question #1: We noticed the Finance Department and Finance Account Departments are listed. Are they two different departments or is one a duplicate?

- **No, it is one department. The Finance Department consist of all financial management functions including the division of Contracts, Grants and Procurement.**
- **Accounting Department has 6 black filing cabinets and each cabinet has 4 drawers and 22 boxes.**

Question #2: Are there any CD or thumb drives you would like converted to pdf format?

- **We estimate between 30 and 60 thumb drives attached to RFP's that will need to be converted to pdf format.**

Question #3: We noticed that part of your selection process will be based on the use of an MBE/WBE/VOB partner. Is it a requirement of the RFP to use one of those partners? If so, is there a website that lists those certified partners?

- **This is not a requirement; however, we do encourage State of Maryland Certification MBE, WBE, or VOB businesses that meet the criteria to submit a proposal or partner with another firm. All companies submitting a proposal must be register with E-Maryland according to City of Hyattsville Procurement policy.**

Question #4: Will each City department be in charge of boxing their files for scanning or will the vendor need to bring materials to box the files for the scanning project?

- **No, the vendor will be responsible for boxing the files for scanning.**

Question #5: How would you want the files indexed? File type, File Name? Is there any additional information you need to have as index fields for each file?

- **We are seeking 3-5 components to standardize to search and locate a file; however, this may change depending on the needs of the department. For example, these components could be as follows:**
 1. **Name**
 2. **Date**
 3. **Vendor**
 4. **Fiscal Year**
 5. **Line item**

Question #6: Will all of the indexing information be identifiable on the tab or cover of the file, or on the first page within the file?

- **No, the vendor will have to research some documents for indexing.**

Question #7: Do we need to upload/store digital images into the City's current Financial Management System and document platform?

- **No, however this may change later. As stated the City is preparing to switch to an ERP system within the next 30 – 60 days thus the scanned information and digital images must be in a format that can be uploaded to our future financial management platform.**

Question #8: As per RFP "The City will determine the pickup locations", Are there multiple locations to pick up? If yes, can you please share all the locations with

- **We have 4 locations**
 - 4310 Gallatin Street, Hyattsville (Main)**
 - 3505 Hamilton Street (New Police Department)**
 - 4633 Arundel Place, Hyattsville (DPW)**
 - (GRM) warehouse**

Question #9: Can we pick up all documents at once if it is only one location?

- **In question #8 above we identified four locations for document pickup, however we will look to consolidate and eliminate locations if possible and put this information out as an "Addendum" if and when it occurs.**

Question #10: What is the size of boxes?

- **Most of the boxes are the standard size Cubic feet 1.2 cubic feet, 12x10x24, however there are other box sizes.**
 - **GRM has total of 408 boxes:**
 - **401 Standard boxes, 1.2 Cubic Feet, 12x10x15**
 - **4 Letter boxes, 2.4 Cubic Feet, 12x10x24**
 - **1 Legal box, 3.6 Cubic Feet, 15x10x24**
 - **2 Cubic Feet Boxes, 2 Cubic Feet, 12x12x12**

Question#11: The City and the awarded Firm and/or Contractor will mutually develop a procedure, as well as a pickup and delivery schedule. The City's plan includes weekly pickups.

- **The maximum or range of boxes included in each pick-up could be discuss and negotiated in the contract.**
- **We also expect weekly delivery of the previous week's pick-up, unless negotiated in the contract.**
- **There will not be more than one location pick-up each week.**

Question#12: Do you have any pricing format?

- **We were open to a pricing format as discussed during the mandatory meeting but during the meeting a format was suggested by a vendor in attendance and most agreed that the format suggested was standard and we (the City) agreed. Please see attached the pricing format to use.**

Question#13: Do we need to scan the document in black & white or color?

- **If the original image of the document is in black & white or color the final scanned/digital image must be the same.**

Question#14: Is budget for this RFP already available? If yes, How much?

- **No, This is the City's first attempt at during a large scale "Document Scanning/Digital Image and Indexing" project thus we have no historical cost to gauge this project by. However, the City is committed to this project has sufficient financial resources to complete this project and to achieve the goal of preparing to switch to an ERP System and to meet future archiving requirements.**

Question#15: Is this a new requirement? If not, can you please provide the name of the vendor, the current contract value and eligibility criteria to re-compete?

- **This is a new project (or if you will, requirement) for the City driven totally by need, therefore there is no previous vendor or contract criteria.**

Question#16: **Tracking and Inventory of City Documents:** The contractor will allow for the retrieval of any document that is in process. How frequently do you anticipate needing retrievals?

- **We realize there will be times we need to access documents and must retrieve them for the vendor, however our goal is to keep retrieval activities to a minimum, and we anticipate the need to retrieve documents no more than twice a week. Beyond that the City will provide the vendor with prior notification when file documents are needed.**

Question#17: Does the document have to be original or can an electronic version be provided?

- **If this question relates to retrieval of documents during the scanning and indexing phrase, then in case of a "Public Records Requests" we would need the original file document(s).**

Question#18: **Evaluation Criteria** lists seven criteria. Will each of these receive equal weight in the City's evaluation/scoring process?

- **Yes! Our goal is to stick with the required criteria as stated in the RFP, however as noted in the RFP the City has the discretion to change conditions, criteria or requirements during our evaluation process and will notify all firms of any or all change(s) to the above.**

Question#19: Price includes reassembly. Is the City looking for the documents to be reassembled/re-stapled or is it satisfactory to replace the documents back in their respective folders?

- **Yes! Documents and files should be reassembled in the order in which presented to the vendor, to re-staple files can be costly, each firm should provide both a cost to re-staple documents in their original order and with one without re-stapling but in the original order. The main requirement here is noted as underlined above.**

Question#20: Can you provide more detail about the City's Financial Management System and Document Platform? Name of system, version etc.

- **The City's current financial management system is from Tyler Technology and the platform is ADS – Profund. As previously stated the City is currently in negotiations with a different firm to provide a custom "ERP System" and our goal to be under contract in the next 30 – 60 days.**

Question#21: The Firm and/or Contractor will inventory and acknowledge the receipt of all items received.

- **Firm and/or Contractor will maintain an automated tracking system to allow for the retrieval of any document that is in process.**

Question#22: Transportation of City Documents:

- **All City documents must be transported in closed, preferably climate controlled, vehicles. If magnetic media is involved, all items must be placed in magnetic protection containers within the applicable vehicles**
 - **Magnetic media will be communicated prior to schedule pick-up.**

Question#23: Vendor invoices shall denote the number of scanned pages being billed for the current invoice as well as the total number of pages billed to date?

- **There is no preferred billing cycle, e.g. weekly or monthly, however the billing cycle can be negotiated in the contract.**

Question#23 Firm and/or Contractor shall perform "Document Preparation" as necessary to scan all files. Preparation of documents to be scanned: this includes removing all staples and paperclips, repair all torn documents with non-reflective tape, straighten all folded plans and mount any irregular size memorandum on standard paper and other wise make the documents ready for processing.

- Documents must be re-stapled after processing, if and only if the document has staples.
- All documents must be returned and not destroyed following delivery, validation and quality assurance according to Maryland State Laws.
- There are documents larger than 8 ½ by 14, i.e. large format drawings, blueprint, etc.
- There are bound material, the binding can be remove, and however the pages must be placed back in order.
- Dimensions of large maps are un-known
- Color or grayscale images is required of all item, if and only if the item is in color will need to be scan in color.

Question#24: Each scanned image shall have a unique file name specified by the City.

- The city will provide the file name, each department will have 5 to 10 different ways to search for document.
- The file name will be available on the file before pick-up
- Each box will also be label by departments prior to pick-up
- Each department will have a different types of documents to scan.
- The metadata (indexing name) will be consistent in all documents.

Question#25 Please provide a list of equipment your company uses for scanning and indexing original to scanned images. Include the make and model number of the equipment, how many and the current version of scanning software being utilized. Also, explain your process of creating TIFF images and indexing. Please elaborate.

- OCR PDF is the preference, this would make the text searchable.

Question#26: In order to provide consistency in the page quantities and to eliminate the potential that multiple vendors might bid on different quantities, would the City consider incorporating the following pricing table for all bidders to include in their proposal?

Yes! The price table below was discussed during the meeting and as noted earlier, we (the City) and the other vendors in attendance agreed that to provide a similar pricing table format. As previously noted please see the attached price table to use in your proposal.

We have created a price table, See the attachment listed below:

End of RFP Amendment #

