

## **RFB# 3JD/RMCFP-18001 Questions & Answers**

**Question #1:** On Page# 6, total # of pages is mentioned as 1,101,125 whereas on Pages # 9 & 17 it is mentioned as 1,250,000 pages. Which one is correct?

Answer: The number of pages is an estimate only and not exact. We anticipate the number being somewhere around 1,250,000.

**Question #2:** There are 300 legal size boxes. Approximately how many pages are in each box? 4,167 pages (1,250,000/300)?

Answer: The number of pages in each box will fluctuate depending on the file.

**Question #3:** How much does each box weigh in pounds?

Answer: Approximately 25-30lbs depending on the number of files in the box.

**Question #4:** In how many days or months, do you want the vendor to finish this job?

Answer: Preference is that the project be completed by the end of the fiscal year, March 31, 2019

**Question#5:** Would you accept secured electronic delivery of the files like dropbox or share point instead of CD/DVDs?

Answer: Transfer via secured electronic delivery is acceptable. Dropbox is not accessible via our system, however. We may be able to do this via SharePoint, but the actual solution will have to be determined in conjunction with our IT department at the time.

**Question#6:** Are you currently using any Document Management Systems to access these files? If yes, what system is being used and who is the vendor?

Answer: Yes, Universal Case Management System and is maintained by NYS Division of Technology

**Question #7:** For how long do you expect the vendor to store these 300 boxes after the work is completed?

Answer: Vendor is responsible for the destruction of the files upon certification of the scanned records by Ulster Family Court or a representative of the Unified Court System.

**Question #8:** of Brittle/fragile records of approximately 250 pages are there in one box? What is the size of each record? Are they of the same legal size?

Answer: Paper sizes may be legal and letter size.

**Question #9** Can we view the files? I will be in area on Friday morning 10/12. Would it be possible to inspect the records to be scanned?

Answer – No, the records will not be available prior to the bid opening.

**Question #10:** Can we include prep in the price per page or do we need to break out by # of hours with hourly rate?

Answer: Prep must be broken out. See Exhibit A/Pricing Sheet

**Question #11:** Are there any requirements and/or background checks of the personnel in the selected vendor's scanning and digital imaging facility?

Answer: None required, but vendor must ensure the security of the records at all times, from acceptance of the records through their destruction.

**Question #12:** What is the MBE, WBE and SDVOB targets for this procurement?

Answer: This does not pertain to the Judiciary. The Judiciary is exempt from Art. 11 of the State Finance Law, Section 160, Paragraph 9. Because the Judiciary is exempt from Art. 11, it is also exempt from all practices and procedures that were developed under Art. 11.

**Question #13:** Are there any geographic restrictions on the location of the selected vendor's scanning and digital imaging facility? Vendor must be located in Ulster County, must be located in New York State, must be located in the continental United States, no restrictions?

Answer: Vendor must be located in New York State

**Question # 14:** What is the address of the facility where the boxes are currently stored?

Answer: 16 Lucas Avenue, Kingston, New York 12401

**Question #15:** For File-naming, it is indicated that the Docket Number, Last Name and First Name are located on each file folder, however it is stated the folders do not need to be scanned. Will you be providing a spreadsheet listing the dockets, names and box numbers allowing us to create barcode header sheets in lieu of scanning the folders? If so, will the dockets on the spreadsheet be listed in the same order as the files in each box (for example numerical order or by last name)?

Answer: We will NOT be providing a spreadsheet.

**Question # 16:** General Compliance with Storage Facility Standards on Page 6 - has a zoned dry-piped sprinkler system (preferably with a 250°F to 300°F rating with independently activated heads) that is monitored 24 hours a day. The system should have a manual shut-off override. Is this a compliance requirement and must be met?

Answer: This is a preference, not a requirement, however the bidder's facility must have a system to ensure a fire does not destroy or damage any of these records.

**Question #17:** Can out of state vendors participate in the bid?

Answer: Bid is open to vendors located in New York State

**Question #18:** Is there a pre-bid conference scheduled?

Answer: No, there is not.

**Question #19:** How many individual court records/files make up the estimated 1,250,000 pages

Answer: It varies by the Family Unit. One Family Unit might take up three boxes. Smaller Family File Units would mean more individual files in each box.

**Question #20:** Whether companies from Outside USA can apply for this?

Answer: No, as per the policy of the New York State Unified Court System, our bid solicitations are not open to bidders outside the United States.

**Question #21:** Whether we need to come over there for meetings?

Answer: We do not anticipate the need for on-site meetings.

**Question #22:** Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer: No, we do not want the records to leave New York State

**Question #23:** Can we submit the proposals via email?

Answer: No, all proposals must be mailed. Please refer to the RFB Notice to Bidders for instructions.

**Question #24:** I don't understand why the 3JD is going out to bid on this scanning effort when clearly this is a project that a NYS Preferred Vendor (NYSID) will gladly perform. As a non-NYSID vendor I will be happy to submit a bid if you tell me that this is not a bid for a NYSID vendor?

Answer: The RFB is over \$50,000 and the Office of the State Comptroller requires price comparison justification. This is an open, competitive bid and responses from all bidders are welcome. All responses received will be evaluated per the stated Method of Award in the bid specifications.

**Question #25:** NYSID is an organization identified as a Preferred Source pursuant to NYS Finance Law Sections 162.1 and 162.2a, 2b, and 2c,2d,2e and is a member organization with multiple member partnerships who provide the services defined within RFP# 3JD/RMCFP-18001. Will separate bid responses from NYSID and each member partnership be accepted or will only one bid response be accepted from NYSID or other Preferred Sources?

Answer: We will accept multiple bids from NYSID subcontractors, but we assume NYSID would decide to choose just one contractor to submit on NYSID's behalf.

**Question #26:** The location where the boxes need to be picked up from, is it ground level? If not, is there an elevator? Is there a loading dock?

Answer: 16 Lucas Avenue Kingston, NY 12401 and yes there is an elevator.

**Question #27:** Can the bidder use third party agency like USPS/FedEx for document shipment?

Answer: Yes, as long as the bidder can guarantee the integrity and confidentiality of the records.

**Question #28:** As per the RFP, the Contractor shall capture images of pages of paper documents at a minimum native optical imaging resolution of 200 pixels per inch. However in the bid section it is listed as “Imaging Paper (minimum 300 ppi black and white, including file-naming)” Please note that most leading OCR software companies recommend scanning at a minimum resolution of 300 dots per inch for effective data extraction. Please let us know if the imaging resolution would be at 300 DPI for better text OCR.

Answer: Yes, 300 DPI

**Question #29:** Please let us know the fields for metadata capture and average number characters per field.

Answer: The only metadata field is the filename.

**Question #30:** Please let us know if the metadata would be required in CSV or Excel or any other format.

Answer: Tabular format is required. This can be CSV or Excel

**Question #31:** We also understand that the metadata would be required per case document. Please confirm.

Answer: Metadata required per file name per document within file

**Question #32:** We would also like to know if any handwritten content would be required to be captured as metadata field.

Answer: No

**Question #33:** We understand we need to create PDF/A format per case document. One PDF/A format for one folder and/or sub-folder. Please confirm.

Answer: Every document in one file will be scanned as one PDF and named by docket#-name

**Question #34:** As per Pricing Sheet, the Contractor should provide pricing per character for indexing and OCR. Please let us know if per character pricing should include or excluding spaces.

Answer: Characters are usually construed not to include spaces. This assumes you're doing optical character recognition.

**Question #35:** As per Exhibit A/Pricing Sheet, only black & white scanning is required. Gray scale and color scanning is out of scope. Please confirm.

Answer: No need for color or grayscale scanning.

**Question #36:** Is there a length of this contract? Or an expected time frame of completion of the project?

Answer: Preference is that the project be completed by the end of the fiscal year, March 31, 2019

**Question #37 -** Is the Court preparing a pickup manifest of any sort? If so will it be at file level; i.e. Box Number; Beg Docket #; End Docket #

Answer: The court will create a list at box level showing the range of records within each box.

**Question # 38:** Can the court Manifest data to include a box number and files numbers contained in the box, organized in the order of the physical files in the box.

Answer: The boxes should be labeled and in order within each box

**Question #39:** Will the Court provide a Look up Database for validation process and data population. MetaSource recommends utilization of validation as a function of entering data (manually or automatically via OCR or bar code, etc.) and performing a "lookup" to ensure the data entered is correct. The lookup table will also be utilized to auto-populate additional fields that tie to the unique field without the need for additional manual data capture.

Answer: No. Bidders will need to collect this metadata.



