

## **Q&A – 3JD/RMCFP-18001A**

**Question #1:** 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:** The vendor must be located in New York State and the work must be performed in New York State.

**Question #2:** Is compliance with the Storage Facility Standard for zoned dry-piped sprinkler system with manual shut-off a requirement or a preference?

**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 #3:** What is the pick-up location of the 297 boxes and can all the boxes be picked up at the same time? The RFP indicates 42 Karner Road, Albany 12205. If pick up is at a different address, does that address have a loading dock & ramp?

**Answer:** This is the correct address and yes, all the boxes can be picked up at the same time. The facility has a ramp and loading dock.

**Question #4:** Exhibit A/Pricing sheet indicates pricing per page. Standard Document imaging pricing is per image, e.g. A single double sided page would be billed as 2 images. Will you change the pricing to per image? If not, what percentage of double sided pages are in the estimated quantity of 1,237,599 pages?

**Answer:** A page is one side of a sheet. A sheet has two pages. Pricing per image is exactly the same as pricing per page in this request.

**Question # 5: P. 14 –** Indicates confidential records must be stored on discs separate from discs holding open records. How is vendor to differentiate between confidential and open records? Or are all Family Court records confidential?

**Answer:** All Family Court records are considered confidential.

**Question #6:** Are there any images larger than 17" legal size?

**Answer:** No.

**Question #7:** Since the RFP was pulled and re-bid, can the March 31, 2019 completion date be viewed as a preference and not a firm requirement?

**Answer:** The project must be completed by March 31, 2019.

**Question #8:** Our experience with previous NYS UCS contracts is a requirement to provide a **microfilm back up of digitized records**. These specifications are silent to any microfilm back up requirement is this correct?

**Answer:** Correct. We do not need or request microfilm.

**Question #9:** We are a **preferred source vendor**, bidding independently from NYSID. How should we designate that fact in our bid response? If our bid is selected, we would work through the NYSID mechanism.

**Answer:** You should bid independently from NYSID unless NYSID and you agree that you can bid under their banner.

**Question #10:** Are you able to take a share a photo of a few of the files so we can review the layout before the bid opening date?

**Answer:** We are not able to do this at this time.

**Question #11:** Should each paper folder be scanned to create one PDF document?

**Answer:** The contents of each case file should be scanned to create one PDF document, as noted in the RFP under Required Files.

**Question #12:** Is the Docket Number, Last Name and First Name for each paper also on the first image within that paper folder.

**Answer:** Yes, the docket number and names should be on most of the papers within the file.

**Question #13:** In Section VII.3, under the heading “Rejected and Unacceptable Bids/Proposals”, it states, “UCS also reserves the right to reject any bidder... whose facilities are... too remote from the UCS locations to render services in a timely manner. Is Albany, NY too remote?”

**Answer:** No, it is not.

**Question #14:** Can a data file be created and provided to the Contractor that includes the docket number, along with the corresponding Last Name and the First Name for each paper folder? This would be used to validate the file naming to improve accuracy

**Answer:** We will not be creating a data file.

**Question #15:** Can the agency identify why this is being rebid and what has changed?

**Answer:** The bid was withdrawn due to a technical error with the first RFP. Vendors must review the entire RFP to ensure they do not miss any details within it.

**Question #16:** Both of the links for Records Management Policy 9 and Compliance with Storage Facility Standards seem not to be valid, can the agency provide new links?

**Answer:** Our website unit apparently revised the URLs doing a recent migration of the website. Here are the good links:

Policy 9

<http://ww2.nycourts.gov/sites/default/files/document/files/2018-04/Policy9.pdf>

Essential Components of an Efficient Records Storage Facility

<http://ww2.nycourts.gov/sites/default/files/document/files/2018-04/essential-comp-rec-storage.pdf>

**Question #17:** The imaging requirements limit vendors to 1bit color depth, severely hamstringing the vendor's ability to faithfully and reliably guarantee a match to the source particularly on low quality originals. In addition, any post processing is disallowed, leaving only perpetual rescanning as an option. Can vendors propose grayscale jp2 scanning at the same price to insure images are legible and a faithful representation of the original?

**Answer:** Grayscale is allowable as needed, but JPEG-2000 is not an allowable file format because it is not universally viewable.

**Question #18:** There seems to be no color scanning requirement however the SOW requires scanners and monitors be color calibrated. Can these requirements be removed since they are not applicable?

**Answer:** Those general requirements are in place because some of our projects require color calibration. Since you will not be scanning in color, color calibration is not needed and you should ignore that requirement.

**Question 19:** Section 4 mentions an index structure but does not define any fields to capture. Can we assume that the fields match that which is captured in the file name. Docket, Last, First?

**Answer:** Index Structure in Section 4 notes that “The only metadata field will be the filename.”

**Question #20:** Does the agency have an electronic list of Docket numbers and can this list also include last and first name electronically?

**Answer:** No, there is no list.

**Question #21:** The SOW lists “Overall, the paper records are dry and in generally good shape. Many of the documents contained within folders have been folded, stapled, bound by rubber bands and/or have notes affixed to them and will require simple document preparation before digitizing.” Since vendors cannot review documents before bidding how can vendors assess how much time it will take to remove staples? Can the agency estimate how long it will take to remove binding, or can the agency change the units from prep per box, to prep per hour and an hourly rate? Without doing so the Agency is forcing the vendor to take a wild guess and putting the project and the customer at significant risk. Prep times could be as little as 30min per box or as much as 6 hours for a box of stapled receipts.

**Answer:** These records are case files, and individual documents are stapled together. However, the number of staples per box is not high, averaging approximately 960 per box.

**Question #21:** In order to assess how much time it will take to index the records by docket, last, first, vendors need to know how many keystrokes are required. This can be obtained by knowing the total number of dockets or the average docket size in images. Can the agency estimate these numbers for vendors or consider listing a cost per keystroke in the bid response?

**Answer:** The filename will consist of a single letter, a six-digit number, a surname, and a last name. The known of these consist of 7 digits, so we estimate filenames will average 25 letters in length, including hyphens. The estimate number of case files is 40. We are unable to determine at this time the total number of keystrokes.

**Question #22:** Under file integrity, it is stated that vendors must check file integrity before digitization to ensure proper order. What does this entail, are vendors expected to ensure specific documents are present, specific document order (like a special file at the front), look at every page for page numbers, read the documents. How can vendors assess how much time this will take and can this be listed as a separate line item if it is considered complex? Most commonly agencies specifically restrict vendors to maintain the files in the order they are received for scanning.

**Answer:** The primary purpose of this section is to ensure the vendor ensures the file are in the proper order as received. However, if the vendor encounters loose documents—

which we do not expect—the vendor must insert them into the proper location in the sequence. Ensuring proper order before digitization consists simple of scanning folder headings to ensure folders are properly sequenced.

**Question #23:** Please confirm vendors are creating a single pdf file for each file, not individual files for each document. If the latter, vendors need to know

- a. How many documents (either total, or average documents per file) as this requires document separation which is prep time which must be estimated as a cost
- b. How vendors will determine the start of a new document. By staples, or by reading the documents
- c. How files will be named since they cannot follow the structure docket#-last-first.pdf without an additional delimiter
- d. If the vendors are classifying the document type and if so how to do so and estimate the cost for this effort

**Answer:** It is a single PDF for each file, as noted under Required Files.

**Question # 24:** Please define if a page is one side of a piece of paper meaning the project will yield 1,237,599 estimated images or if the agency defines a page to be a piece of paper which could create an image on the front and the back sides yielding more than 1,237,599 images and if the latter what the total number of images would be in that instance.

**Answer:** A page means one side of a sheet. A sheet consists of two pages. The number of estimated pages provided in the RFP is the number of estimated images to be produced by the vendor.

**Question #25:** The SOW states that Open records must be delivered separately from Confidential records. How will the vendor determine the security classification and are these boxed separately or intermixed. Can a single file have both Open and Confidential records or does the security level apply to the entire docket? Does the agency have a list of docket numbers which are considered confidential?

**Answer:** The entire file is considered confidential. There is no list.

**Question #26:** So that we can be competitive based on domestic labor rates, please confirm that due to the confidential nature of the documents, vendors will be specifically restricted from allowing any overseas workers on the project.

**Answer:** The records must remain within New York State.

