

OCA/RM-253 APPELLATE DIVISION 1ST JUDICIAL DEPARTMENT DIGITAL
IMAGING SERVICES

QUESTIONS & ANSWERS (Q&A)

AND

AMENDMENT

QUESTIONS	ANSWERS
BID RESPONSE & GENERAL QUESTIONS	
1. Can we submit the proposals via email?	No. Only sealed hardcopy proposals sent by regular mail will be accepted.
2. Is a NYS Vendor ID# required for submission of bid or upon award?	Upon award.
3. Will there be a bidders conference to allow vendors to inspect a sample of the records and the binding method?	There will be no pre-bid conference. There will be no time set aside for viewing the records.
4. Will we be allowed to inspect the records prior to providing a bid?	See answer # 3.
5. Will the court provide a public facing copy of an existing records and briefs case file?	Bidders may view previously scanned records and briefs via this public link: https://iapps.courts.state.ny.us/search/begin?0
6. Is there a loading dock at the pickup location?	Yes. The records may be picked up at OCA Records Center, 20 Corporate Circle, Albany, NY 12203.
7. Can all material be picked up at once?	Yes
8. Will there be a bidders conference to allow vendors to inspect a sample of the records and the binding method?	There will be no pre-bid conference. See also answer # 3.
9. Section V .1– Program Requirements – Description of Records indicates ‘Disbinding will be required’. If no bidders conference, then will the court provide a sample photo of the record binding to assist in estimates of time/labor required to perform the “disbinding” requirement step?	See Answer # 3.
10. Will the court provide a public facing copy of an existing records and briefs case file?	Bidders may view previously scanned records and briefs via this public link: https://iapps.courts.state.ny.us/search/begin?0

TIME LINE	
<p>11. Section III Award - The Term of Award indicates the project completion “on or around August 31, 2019”. The ability to complete project by this date is subject to when the records are released for pick up. How soon after the bid due date of April 24, 2019 will the winning bidder be able to pick up the records? What is the minimum amount of time the winning bidder will have to complete the bid?</p>	<p>The RFB specifications are amended:</p> <ol style="list-style-type: none"> 1. The project completion date has been moved from August 31, 2019 to March 31, 2020. 2. The bid opening date is postponed from April 24, 2019 to <u>May 9, 2019 at 4:00 pm.</u> <p>It is estimated that a new contract with the awarded vendor will be approved by the NYS Comptroller’s Office (OSC) by August 1, 2019. After the contract is approved by OSC, the awarded vendor my pick up the records. The project completion is March 31, 2020, as indicated under 1.</p>
<p>12. With questions due on 4/15 and the proposal due date a little over 1 week away from that, would your office consider granting an deadline extension of 2 weeks from the current due date to allow contractors adequate time to finalize their proposals based on the information provided in the Q&A?</p>	<p>Yes. The bid opening date is postponed from April 24, 2019 to <u>May 9, 2019 at 4:00 pm.</u></p>
<p>13. What is the estimated project start date?</p>	<p>August 1, 2019.</p>
<p>14. Does the Court have a specific timeline in mind to complete this project?</p>	<p>March 31, 2020.</p>
<p>15. What is the projected contract period of performance?</p>	<p>It is estimated to be eight (8) months, from August 1, 2019 to March 31, 2020. It will be preferable if the work is completed in less than eight (8) months.</p>
<p>16. What is the anticipated contract length?</p>	<p>Start of the project is estimated to be August 1, 2019, and the project must be completed by March 31, 2020, but it is allowable and preferable if the work is completed sooner.</p>
DESCRIPTION OF RECORDS	
<p>17. Will the Non-Confidential and Confidential records be clearly marked?</p>	<p>Confidential records will be marked “Confidential.” Non-confidential records will be unmarked.</p>

<p>18. Is the indexing information found in a consistent place on the documents: always on the first page of a new document?</p>	<p>Yes.</p>
<p>19. Is the name of the document type always printed on the first page of the document?</p>	<p>Yes.</p>
<p>20. Do all documents have a similar header or format from which file naming can be derived?</p>	<p>Yes.</p>
<p>21. What percentage of the collection has paper clips/staples etc? (every document?)</p>	<p>Below 1%.</p>
<p>22. How are the documents bound (hard back, paperback, glue, metal prongs, etc.)?</p>	<p>Approximately 99.99% of files are perfect-bound, thus paperback and bound with glue.</p> <p>Approximately 0.01% are small stapled documents.</p> <p>Nothing is hardback.</p>
<p>23. What is the length of the margins from the binding to the print? Is there enough space to cut the binding without damaging the print?</p>	<p>Margins are wide enough. Yes, this has been done thousands of times without problems.</p>
<p>24. Are sticky notes, if they exist, to be scanned?</p>	<p>Yes, but none are known to exist.</p>
<p>25. Will the boxes be shrink-wrapped and palletized?</p>	<p>No.</p>
<p>26. Is the document type always "Appeals"? If not, how do we determine the document type?</p>	<p>No, there are many document types. The document type appears on the cover of each document. See answer # 30 for the list of document types.</p>
<p>27. Where is the information for file naming located on each record (i.e. front page)?</p>	<p>On the front page of the document.</p>
<p>28. Where is the "confidential" designation applied in file or folder naming convention (top level, preceding file naming convention, etc)?</p>	<p>On the front page of the document.</p>

<p>29. Section V.1 Program Requirements and Scope of Services; Description of Records, states that disbanding will be required. Would a small table top paper cutter be adequate or would a large paper guillotine be required?</p>	<p>Many documents are a number of inches thick. The method of disbanding is to be determined by the bidder/awarded contractor.</p>
<p>30. Section V.5 Program Requirements and Scope of Services; Indexing and Metadata, states that a Document Type is required to be identified for each document. How many different Document Types are there roughly?</p>	<p>Nineteen:</p> <ol style="list-style-type: none"> 1. Amicus Brief 2. Appellants Appendix 3. Appellants Brief 4. Appellants Brief and Appendix 5. Appendix 6. Excessive Sentence 7. Letter Brief 8. Miscellaneous Supplement 9. Other (For any document type not listed) 10. Record on Appeal 11. Record on Review 12. Reply Brief (For any document with “Reply” in name) 13. Respondents Appendix 14. Respondents Brief 15. Respondents Brief and Appendix 16. Supplemental Appendix 17. Supplemental Brief 18. Supplemental Record 19. Sur-Reply
<p>31. How many document types are there ("Record on Appeal" is an example in the bid)?</p>	<p>See above (answer #30).</p>
<p>32. Section VI. Exhibit A/Pricing Sheet lists a price Per Page instead of a price Per Image for Digital Imaging. In the Digital Imaging industry when the word “Page” is utilized it is commonly understood that one page is equal to a sheet of paper with information on 1 side as it creates 1 image.</p>	<p>This is both our understanding and intention.</p>

<p>Also, it is understood that 2 pages is equal to one sheet of paper with information on both sides as it created 2 images. Please confirm if this is the courts understanding as well.</p>	
<p>33. Can the court provide an estimate of the average number of pages/images count per case file? Are all pages double sided?</p>	<p>The average number of pages per case file has not been calculated, but neither is it a relevant datum for this project. A single case file will include various numbers of documents, almost all of which will need to be disbound, and this number varies widely by case. Documents are predominately double-sided.</p>
<p>34. Will the court confirm the definition of a page(s) for bid purposes? Specifically, does the court consider a double sided page, as two pages or images for billing purposes?</p>	<p>A page is one side of a two-sided sheet of paper.</p>
<p>35. What are the approximate amount of pages in each manual/brief?</p>	<p>See answers # 36 and 37 below.</p>
<p>36. What is the average number of pages per document?</p>	<p>This is unknown, but range is from 4 pages to hundreds per document.</p>
<p>37. How many pages (on average) does each document contain?</p>	<p>The average number of pages per case file has not been calculated, but neither is it a relevant datum for this project. A single case file will include various numbers of documents, each of which will need to be disbound, and this number varies widely by case. Documents are generally double-sided.</p>
<p>38. Are the sheets double sided? If so can you provide the approximate percentage of double-sided sheets?</p>	<p>Yes. Approximately 99.99%.</p>
<p>39. What percentage of materials are duplex (double-sided)?</p>	<p>99.9%.</p>
<p>40. Is the 1,420,725 estimated quantity reflect total number of pages or total number of images (where a double sided page = 2 images)?</p>	<p>The number of pages equals the number of images, not the number of sheets. PLEASE SEE AMENDMENT FOR REVISED QUANTITIES.</p>

<p>41. How many record types are there? What are the names of each record type? How does vendor determine the record type?</p>	<p>See answer # 30.</p>
<p>42. Regarding the Folder Structure referenced on page 11, where are the respective month, date, and year information found? Are the materials boxed by year, month, and day?</p>	<p>These appear on the front page. This is how the files are boxed.</p>
<p>43. The scope of work mentions that the documents are bound. Can you provide an approximate average number of bound manuals/briefs per box?</p>	<p>Roughly 8 to 15 on average.</p>
<p>CONTRACT PERFORMANCE: LOCATION</p>	
<p>44. Can companies from Outside USA can apply for this? (like, from India or Canada)</p>	<p>No. The performance of services must be located within the continental United States.</p>
<p>45. Section V.7 Program Requirements and Scope of Services; Handling, Transfer, Storage, and Security states that, “All work must be performed at the Contractor’s facilities”. Does all work need to be completed in New York State? If no, does all work need to be completed in the USA?</p>	<p>All work must be completed in the continental United States.</p>
<p>46. 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?</p>	<p>No. Albany is not too remote.</p>
<p>47. Are there any geographic restrictions regarding where scanning is performed? Specifically, can scanning be performed in Bristol, PA?</p>	<p>Yes, work must be done within the continental United States. So scanning can occur in Bristol, Pennsylvania.</p>
<p>SCOPE OF WORK</p>	
<p>48. Can a 3rd party vendor such as FedEx pick up the boxes?</p>	<p>As indicated in the RFP provision entitled “Subcontracting,” the awarded contractor may engage a third party for pick-up and delivery services in accordance with the requirements stated therein.</p>

<p>49. Are perfect bound covers to be scanned?</p>	<p>Yes.</p>
<p>50. What binding method is used for the records?</p>	<p>Perfect-binding.</p>
<p>51. In the past, the NY UCS (ex. Contract OCA/RM-151) produced microfiche from the digital images as part of the requirement. Does the Court intend to produce microfiche from the digital images in this requirement?</p>	<p>No, this is a project to scan paper.</p>
<p>52. How many years are covered under this requirement? (The specification only mentions 2017 and 2018 as an example)</p>	<p>The years covered by the records have no bearing on the scanning of them.</p>
<p>53. Please confirm that you will allow the use of high-speed rotary scanners for this project?</p>	<p>Such scanners may be used.</p>
<p>54. Section V.5 Program Requirements and Scope of Services; Indexing and Metadata, does not request that the documents are processed by OCR to enable the for text searching. The 1st Department of the Appellate Court required this in the past. Are you sure they do not want the documents OCR'ed to be text searchable?</p>	<p>OCR processing is not required for this project.</p>
<p>55. Filenaming requirement – “two digit number indicating the position of the document in its case file sequence” – Is this a requirement to provide a unique pdf file for each document in each case file? As per example, if the record on appeal created in 2018 for case number 05101N had 4 documents,then would the following Filenaming convention apply? If not, please provide corrected sample. 1-2018-05101N-01-RECORD-ON-APPEAL.pdf 1-2018-05101N-02-RECORD-ON-APPEAL.pdf 1-2018-05101N-03-RECORD-ON-APPEAL.pdf 1-2018-05101N-04-RECORD-ON-APPEAL.pdf</p>	<p>Yes, if there were four documents identified as records on appeal. However, this number continues through the entire sequence of documents within a case, regardless of the document types.</p>

<p>56. The scope of work also indicates that the documents would need to be reassembled and boxed prior to destruction approval. Do the manuals need to be re-bound?</p>	<p>No.</p>
<p>57. When the pages are unbound can we scan as is or do the sheets need to be photocopied?</p>	<p>You may scan as is.</p>
<p>58. Given that the files will ultimately be destroyed, is re-binding required?</p>	<p>No.</p>
<p>59. Does a database exist that contains all or some of the information for file naming?</p>	<p>No.</p>
<p>60. Is OCR in scope for this engagement?</p>	<p>We do not require any OCR processing.</p>
<p>61. Typically sealed records and non-scannable items are set aside, recorded, and returned; all other records are securely shredded. Is this the process the Court would follow for this project?</p>	<p>Yes</p>
<p>62. Each document within a case file requires to be named?</p>	<p>Yes</p>
<p>63. Is required information typically found on a certain page of the file?</p>	<p>Yes, the cover page (front page).</p>
<p>64. On average, how many files are there for each case to be renamed?</p>	<p>The number of files varies considerably by case, as does the size of cases, so the answer to this will not provide you with useful information. However, answer # 36 provides a useful data point: the approximate average number of documents per box.</p>
<p>65. What is an example of a "minor error" or "significant error" in the metadata, and how will UCS communicate these errors?</p>	<p>Minor errors would be a small number of misspellings. Significant errors would be many misspellings and otherwise inaccurate data entry issues. Errors will be communicated in writing to avoid confusion and to create a record of notification.</p>

<p>66. Is the contractor expected to "digitize," index and deliver alternative mediums' contents (ie, convert tape to video files); or is only cataloging required?</p>	<p>The only medium is paper.</p>
<p>67. Will the court accept secure digital file transfer of the final images and metadata?</p>	<p>That is allowed, as is explained in the RFP.</p>
<p>68. In the event the requested unrestricted records digital size are greater than the industry standard of 20MB total email size (<=15MB attachment, base64 encoded), what alternative methods are acceptable?</p>	<p>We currently store individual files up to 100MB. If a paper file exceeds 100MB, the vendor will have to make two or more digital files to represent the original paper one.</p>
<p>69. In the event the requested restricted records page count are greater than the accepted standard of 50 pages (49 pages + cover/sending page), what alternative methods are acceptable?</p>	<p>Our documents frequently exceed 50 pages in length, so this is not an issue.</p>
<p>70. What is the frequency, over the past year, of digitally emailed/faxed document requests?</p>	<p>Less than one per month, on average.</p>
<p>71. In reference to page 9, File Integrity: What are the parameters for which contractor is to verify that records are in their proper sequence?</p>	<p>Visual review to ensure records from one case are not found between records from a single other case.</p>
<p>72. How many boxes of records are confidential vs non-confidential?</p>	<p>Approximately 5% of the boxes will consist of confidential records, so we estimate about 8 boxes hold confidential records.</p>
<p>73. Are materials to be processed so that each book is scanned to generate output as 1 PDF file?</p>	<p>Yes.</p>
<p>74. With regard to the Filenaming requirements on page 11: Where are each of the filenaming components found within each file?</p>	<p>First page of document.</p>
<p>75. With regard to the Filenaming requirements on page 11: This section states that "The contractors must label each individual document or file with a filename according to the following requirements". Approximately how many documents (files) will require naming?</p>	<p>See answer #43.</p>

STORAGE	
76. After the files have been scanned and delivered, what is the anticipated amount of time that the boxes will need to be stored prior to receiving the authorization to shred?	One month.
77. Will an electronic inventory database be made available to vendors?	No. We do not have any such database.
78. Will the Court provide a data-dump for the files that will be scanned?	This appears to be asking if we have a database identifying each of the case files. We do not.
79. How long do documents need to be stored at the vendor’s storage facility?	For the entirety of the period of time it takes to complete the project and for an estimated one month additional.
DESTRUCTION	
80. What are the Court’s requirements related to document disposition post-scanning	Records must be destroyed in a manner that ensures the security and confidentiality of the information contained therein. Permissible methods, as stated in the RFP provision entitled, “Records Destruction,” are witnessed destruction by shredding and pulping.
81. Are documents to be returned once conversion process is complete or are they to be destroyed?	Destroyed.
MISCELLANEOUS	
82. In the past, we performed (CRS) these services for the other 3 Appellate Departments. Will there be separate requirements issued for the other Departments?	All requirements for services are as stated in the RFP.

AMENDMENT

The following provisions of RFB# OCA/RM-253 (“RFP”) are amended:

Description of Records, p.8.

The sentence “Records will be available for pickup at 27 Madison Avenue, New York, New York.” is changed to “**Records will be available for pickup at OCA Records Center, 20 Corporate Circle, Albany, NY 12203.**”

Volume, p.8

The sentence “The estimated volume of Records is 285 boxes and 1,420,725 pages.” is changed to “**The estimated volume of Records is 155 boxes and 772,675 pages.**”

VI. Exhibit A/Pricing Sheet is AMENDED to reflect 155 boxes and 772,675 pages.

BIDDERS MUST COMPLETE AND SUBMIT THE AMENDED EXHIBIT A/PRICING SHEET AVAILABLE ON THE NEXT PAGE IN PLACE OF THE PRICING SHEET CONTAINED IN THE ORIGINAL RFP.

AMENDMENT

BIDDERS MUST COMPLETE AND SUBMIT THE AMENDED EXHIBIT A/PRICING SHEET OR THEIR BID RESPONSE WILL BE DISQUALIFIED.

VI. AMENDED Exhibit A/Pricing Sheet

Service by Type	Price	Per	Estimated Quantity	Overall Cost
Transportation (of Records to and from vendor's facility)	\$	Box	155	
Digital Imaging (including document preparation and all other requirements set forth in the Scope of Work)	\$	Page	772,675	
Document Destruction	\$	Box	155	
Total Cost				\$

Company Name: _____

Authorized Officer's Name and Title: _____

Signature and Date: _____