

## **RFB-8JD-1901-ErieFam: Questions and Answers**

Q -Do all file types (Adoption, Juvenile, Adult Fat Files) have a similar header or format so that the data to be indexed is easy to locate in each file?

A-Yes

Q-The RFP states: "All work must be performed at the Contractor's facilities." Can the work be done anywhere in the state of New York?

A - Yes

Q-Who is the current contractor for these kinds of digitizing services?

A-There are many

Q-What is the estimated contract award date?

A-Sealed Bids will be open on July 31, 2019 and the contract will be awarded once all necessary due diligence is completed.

Q-Will the Court provide the contractor with a manifest of materials to be picked up? Will it list boxes? Will it list the file numbers within each box?

A-Yes to all

Q-Do the file folders themselves need to be scanned?

A-Yes, please scan the front of each folder only. This can be used as a divider.

Q-Can the files be picked up all at one time?

A-Yes

Q-Is there a loading dock at the Erie County Family Court building?

A-Yes

Q-How would the boxes exit the building to a waiting truck, via an alley or on the street?

A-Street parking outside of the loading dock

Q-Is there an area where boxes could be placed on pallets and shrink wrapped before shipping?

A-Yes, at the loading dock

Q-Are the boxes of files on the first floor of the building?

A-They will be brought down to the loading dock upon a scheduled pickup

Q-If files are not on the first floor, is there a freight elevator for the contractor to use?

A-N/A

Q-If Sealed files are found, what is the expectation of the contractor? Should the files be returned immediately, or securely stored until destruction?

A-Any sealed files should be returned

Q-Is there a time limit for UCS review of files/images?

A- Until completion of third-party review (average time frame is 90-days)

Q-Will the court allow us to pick up all the boxes at one time?

A-Yes

Q-Will the contractor invoice or work completed each month be sufficient to satisfy the monthly volume progress report mentioned on page 12 of the request of bid?

A-A monthly progress report will be sufficient to identify the work that has been completed.

Q-Will the court have all files boxed and inventoried at pick up or will the contractor be required to box and inventory the files when they are picked up?

A-The court will have them boxed and provide a listing of those boxes upon arrival

Q-Would it be possible to have a site visit to examine the boxes prior to submitting the bid?

A-NO

Q-When would you like the scanning to be completed?

A-6-months

Q-After the scanning is completed how long would you like us to store the boxes prior to destruction?

A-Until completion of third-party review (average time frame is 90-days)

Q-Thank you for the estimated page/box count but you happen to have an estimated document count per box? Due to the unique/extensive naming per document this is very imperative to providing the best price possible?

A-NO, the size of each file varies

Q-Do you expect any documents larger than 11x17?

A-NO

Q-Do you expect any of the documents to be in color? If so, do we scan color for color or is b/w okay?

A-Everything can be in black and white

Q-Are the records stored in a building with dock access?

A-Yes

Q-Are all the records boxed and ready to be picked up?

A-Yes

Q-Will the boxes be palletized and ready to be picked up?

A-The boxes will be ready, but they will not be palletized.

Q-In what order are the files boxed?

A-They will be in sequential order by File Number

Q-Will there be an electronic manifest provided for each box?

A- There will be a sheet listing the documents included in each of the boxes

Q-Approximately how many dockets are contained within each folder per file type?

A-It varies

Q-Can all boxes be picked up at one time?

A-Yes

Q-How long will hardcopy records need to be stored before approved destruction?

A- Until completion of third-party review (average time frame is 90-days)

Q-Family court records vary from court to court in the way that they are stored. Why has it been decided to not allow vendors to make a visit to view the documents?

A-Due to timing restraints and the fact that we have previously had a pre-bid conference for this same project that resulted in a "No Award".

Q-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?

A-All work must be completed in the Continental US

Q-Section VI. Exhibit A/Pricing Sheet lists a price per Page instead of a price per Image for Conversion, Imaging Paper. In the 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. 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.

A-A page is one side of a sheet of paper.

Q-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?"

A-NO, anywhere in the Continental US is acceptable

Q-Can a data file be created and provided to the Contractor that includes the File Number for Juvenile and Adult Fat Files and the associated Docket Numbers for each File Number folder? This would be used to validate the file naming to improve accuracy

A-NO

Q-For this bid, is there a geographical limitation for the contractor's location?

A- Anywhere in the USA

Q-Would you consider a third party offshore vendor for coding, the documents will remain onshore however it will be viewed by a third party on a secure sever

A-We would not

Q-Is there a sense of pages per document?

A-NO, it varies

Q-Since we don't have a representative in NY, in order for us to complete this project, the materials must be shipped to Wisconsin. Will shipping the materials be permitted?

A-No, but the vendor can pickup via their delivery truck.

Q-If these can be shipped, would Court personnel be able to ship the materials? I did see on page 12 of the RFB it states 'under no circumstances will Court personnel perform or assist with any work required of contractor'. I wasn't sure if this would also apply to shipping the boxes.

A- It is the responsibility of the vendor as is stated in the RFB.