

City of Chattanooga

Addendum #1

R136164

Records Management Services

- (1) The due date for Proposals has been changed. Proposals should be delivered to the Purchasing Office by 4:00 PM on July 5, 2016.
- (2) The attached clarifications (6 pages) are issued in response to questions submitted

## **Records Management Services (Req. No. R136164) Questions on City of Chattanooga RFP**

### **General Questions**

1. What is the anticipated start date for this project?

Fall 2016.

2. How many copies are required to be delivered to the City Purchasing Department?

Two hard copies are requested, along with an electronic version.

3. Will an electronic copy of the Provider's proposal be required?

Yes.

4. Will an extension to the proposal due date be provided, if questions require additional time to formulate responses?

We have extended the due date to July 5, 2016.

### **Section I. Scope**

I. 1 The Introduction and Scope reference destruction services, but the services are not in Section IX Services or in Section XII Pricing. Please clarify.

### **Section II. Background**

II. 1 What is the status of the City's previously solicited Records Management Services project (i.e. Has a complete report of record types been created?, Has the training of City employees been completed?, When is this project's anticipated completion date?)?

All deliverables for the previous RFP have been met.

II. 2 Has the City already concluded its development of the City Records Management Policy and Retention Schedules as part of the previous Records Management Services project?

Yes.

II. 3 What are the oldest dates of the current physical record stored?

We may potentially have records dating 100 years.

II. 4 What is the projected rate of annual growth of the City's physical records?

We cannot estimate the projected rate of growth at this time.

II. 5 Is it the intent of the City to staff and manage the ongoing operation of the record storage center including pick-up/delivery, indexing, storing, retrieving and destroying records or does the City want the Proposer to staff and manage the operations once the establishment of

the records center is complete?

The Proposer's response should address both scenarios--City staffed and staffed by a vendor.

*Section II. Proposal Specifications (Note: Duplicated Roman numeral as in RFP.)*

II. 6 Proposal Specifications: States that " each proposal shall address and respond to each and every requirement set forth in this RFP." However, page 5 of 10, states in IX Services , proposal is to describe in detail its approach to providing the services under either Service Model A, Service Model B, or both.? Which is correct?

Both. You are to respond to every requirement, but the Service Model section specifically allows you to select which option you are providing a response to. The Proposer may, at its discretion, provide a response to both models.

#### **Section VI. Cost of Proposal Preparation**

VI. 1 States, "Please refrain from using special binding or binders" Does "special binding or binders" include three ring notebooks and/or comb binders?

#### **Section VII. Qualifications/Experience**

*D. Prior Contract / Sub-contractor Termination.*

VII. 1 Please clarify the meaning of the wording "have been terminated" as it relates to this statement. Does this mean termination for cause or termination as successfully completed?

The Proposer should identify any instances in which the services were terminated for cause. This does not refer to the natural conclusion of a project due to meeting the required deliverables.

#### **Section VIII. Key Positions**

VIII. 1 Paragraph A. "...including the proposed employees handling the scanning, transportation and retrieval of records " Why is it required to have staff at this level be considered key positions?

The Proposer should identify who will handle the scanning, transportation and retrieval. Will these services be provided by full-time staff of the Proposer? If so, who will handle these services. Will the Proposer have to contract for these services, and if so, with whom.

VIII. 2 Paragraph D. "Attach a resume.. ". Can the resume requirement be amended to include only Key managers or positions requiring certification? The resume should be attached

for the personnel who will oversee the project as well as the personnel who will oversee the daily operations/management of the records facility. Proposer may omit resumes for individuals handling transportation and retrieval.

## **Section IX. Services**

### *Service Model B*

IX. 1 Are items F & G (Imaging and Remote Access of Images) only applicable to Service Model B (offsite storage), not applicable to Service Model A (onsite storage)?

Items F & G should be discussed as part of both Service Models. If warehousing services are provided offsite, the Proposer should discuss the company's imaging and remote access services. If the Proposer is addressing the onsite service model, the Proposer should address how the company will go about establishing these services in the onsite storage set-up process.

IX. 2 Item F – Why are the original copies being returned to the City after scanning if the goal is to reduce costs of storage? There would then be an electronic copy of the records, plus the temporary archived copy in addition to the physical copy. Have retention periods been determined for each different record type?

IX. F should be amended to read as follows:

F. **Imaging of records as requested by City.** Proposer shall provide a means for imaging and storing electronic records. Proposer shall pick up the requested City records from designated locations and transport them to the Proposer's facility for scanning. In performing these services, the Proposer shall comply with the applicable records management policies and procedures. Proposer shall be able to perform any of the following, depending on the record type: (i) scan City records using OCR technology into multi-page Adobe PDF files in searchable format with high quality resolution and proper orientation, (ii) maintain quality control by reviewing each scanned document for accuracy and readability and rescanning if necessary, (iii) index City records in accordance with the labels and instructions on the documents, (iv) format onto the external storage devices requested by the City, (v) archive the scanned records on the Proposer's system for at least 120 days to allow the City to verify accuracy of scanning (if the records will not be scanned to an external storage device, the Proposer should have the capacity to store scanned images and provide the necessary online accessibility, and (vi) if required by law to retain the original, physical record, reassemble the records into original organization and provide storage for the physical record. City will designate in writing which imaged records should also be retained in physical form at the time that imaging is requested. Proposer shall take necessary measures to ensure the security and confidentiality of the documents and to maximize image quality.

IX. 3 If Service Model A is selected by the Proposer, can (F&G) in Service Model B be proposed to perform these services as well?

Yes.

## Section XI. Pricing

XI. 1 Items 1 and 2 require pricing for "External Drive/CD/DVD" and "Online Access". The delivery method is not a function of the services listed. Please clarify the requirement. Typically, delivery would be based on a milestone or frequency.

Proposer should provide pricing for the requested items and explain its pricing model/basis for its pricing.

XI. 2 Are costs relating to the set up and establishment of Service Model A or Service Model B to be itemized in the same Service-Price table format that is provided for ongoing services or is it acceptable to use a different format, if the alternative format provides itemized pricing for all start-up costs as required in the RFP?

Proposer may use a different format to itemize its pricing model, provided said format covers all of its costs associated with the selected service model, whether or not those items are specifically itemized in the pricing table set forth in Section XI. The table provided in Section XI. Pricing is not intended to be exhaustive.

RE: DOCUMENT SCANNING

Are these Banker Boxes (1.2 cu ft. or 2.4 cu ft.) cartons?

The boxes vary in size. There 1 and 2 cu ft. boxes as well as larger plastic storage tubs. Going forward, the City intends to use only 1 cu ft boxes.

What type of documents are these?

The documents vary depending on the Department of origin and include court citations, financial journal vouchers and collection reports, maps and other project and planning documents.

Paper size or sizes?

What is the average number of files per carton for each document type?

It varies. Each Department boxes its own documents and is not required to count files per box.

What is the average number of pages per file for each document type?

It varies. Each Department boxes its own files, and the Department is not required to count pages per file.

What is the % of Duplex for each document type?

We're not sure what % of Duplex means.

Are these to be scanned at the file level as one multiple page searchable pdf, or at the document level?

The records can be scanned at the file level, as long as the multi-page PDF is searchable. Documents that are not part of a specific file should be scanned individual.

What is the level of preparation required for each document type?

We're not sure what this question means.

Is there a data file available to perform a match/merge index process?

The City currently retains a data file of all indexed, off-site records. This file can be provided to the Proposer awarded this contract. However, the extent to which it facilitates the Proposer's match/merge process would have to be determined by the Proposer.

What type of re-assembly is required? (Full assembly –put back exactly the way it was found. Partial –put paper back in binders. Simple – put it back in loosely, but in the order found.)

The Proposer should plan to return the items to their original state, unless otherwise specified.

How many users will need access to the electronic repository?

Each of the City's 18 departments has a records liaison. At minimum, 25 users will need access to the electronic repository.

How many application groups (document types) will be required? (Ex. HR, Finance, Public Works, etc., And how many users per application group?)

The Proposer may review the City's retention schedule and make an appropriate determination.

Each Department is considered a Records Custodian and is responsible for maintaining the Records identified for that Department. This listing of Custodians may expand as the City performs a retention analysis for quasi-City entities and/or hybrid City-County entities.

RE: RECORDS STORAGE

Are all boxes labeled with a City internal box number?

If so, will the City provide an Excel spreadsheet with corresponding box level descriptions to be uploaded into our system? Or, will vendor need to fill out transmittal sheets capturing the box level description?

Alternatively, if the vendor labels the box with the vendor barcode and captures the City's internal box number, will that be sufficient?

Every box has a City barcode. It is expected that the Proposer will be able to provide its own inventory system and capture the City's barcode number in order to facilitate search by Proposer number or City number.

There are different levels of climate control solutions. What is the estimated volume of CDs and DVDs looking to be stored?

Currently, the City does not have an accurate estimate of the volume. The Proposer should provide price estimates for particular volumes (.e.g 0-100 CDs = \$X) to the best of its ability.