



COLLIN COUNTY

Office of the Purchasing Agent
2300 Bloomdale Road
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McKinney, Texas 75071
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ADDENDUM No. One (1)

Services, Digital Imaging RFP No. 2013-155

Effective: April 29, 2013

You are hereby directed to make changes to the Request for Proposal in accordance with the attached information:

Make the following changes to line items:

Item No. 2013-155-01-05

Delete: Description: Cost per page for scanning pages larger than 8.5" x 11".

Replace with: Description: Cost per page for scanning pages larger than 8.5" x 14".

Item No. 2013-155-01-06

Delete: Description: Cost per page for indexing and vendor validation.

Replace with: Description: Cost per page for document index field.

Add Line Item:

Item No. 2013-155-01-09

Add: Description: Cost per page for vendor validation.

Add Document:

Attachment C-Pre-Proposal Q&A and Attendee List

Revisions to Special Conditions and Specifications document:

Delete: Digital Imaging-FY2013-RFP Final.doc

Replace with: Special Conditions and Specifications– Revised (Revisions are made in red)

Added to Special Conditions and Specifications document:

5.14.1.7 MISCELLANEOUS:

For this particular project, the vendor will be required to re-staple documents together prior to returning.

6.2.5 Describe how your company will provide images to Collin County?

Change Pricing Line Items in Specifications:

Delete: 6.4.1.5 Cost per page for scanning pages larger than 8.5" x 11".

Replace with: 6.4.1.5 Cost per page for scanning pages larger than 8.5" x 14".

Delete: 6.4.1.6 Cost per page for indexing and vendor validation.

Replace with: 6.4.1.6 Cost per page for document index field.

Add: 6.4.1.9 Cost per page for vendor validation.

Please note all other terms, conditions, specifications drawings, etc. Remain unchanged.

Sincerely,
Michalyn Rains CPPO, CPPB
Purchasing Agent

4.1 The award of the contract shall be made to the responsible offeror whose proposal is determined to be the lowest and best evaluated offer resulting from negotiation, taking into consideration the relative importance of price and other factors set forth in the Request For Proposals in accordance with Vernon's Texas Code Annotated, Local Government.

4.1.1 Qualification of the Firm - 25%

4.1.1.1 References with Similar Needs

4.1.2 Knowledge & Experience (See Section 6.2) - 35%

4.1.3 Pricing/Fees - 40%

4.1.3.1 Shot Record Project

4.1.3.2 Unit Pricing-evaluation will be on cost per page 300 dpi b/w.

5.1 Authorization: Proposals will be received for Services: Digital Imaging.

5.2 Intent of Request for Proposal: Collin County's intent of this Request For Proposal (RFP) and resulting contract is to provide offerors with sufficient information to prepare a proposal which will include services to convert paper documents to digital images for electronic storage.

5.3 Term: Provide for a term contract commencing on the date of the award through September 30, 2013 with the option of three (3) annual renewals.

5.4 Pre-Proposal: A pre-proposal conference will be conducted by Collin County on Wednesday April 24th, 2013 at 10:00 a.m. at 825 N. McDonald, Suite 100, McKinney, TX 75069 in the Record's Department. This is to provide an opportunity for all interested vendors to ask questions. All prospective offerors are requested to have a representative present. It is the offeror's responsibility to review documents to gain a full understanding of the requirements of the RFP.

5.5 Funding: Funds for payment have been provided through the Collin County budget approved by the Commissioners' Court for this fiscal year only. State of Texas statutes prohibit the County from any obligation of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or other obligations that arise past the end of the current Collin County fiscal year shall be subject to budget approval.

5.6 Price Reduction: If during the life of the contract, the vendor's net prices to other customers under the same terms and conditions for items/services awarded herein are reduced below the contracted price, it is understood and agreed that the benefits of such reduction shall be extended to Collin County.

5.7 Delivery/Completion/Response Time: Vendor shall place product(s) and/or complete services at the County's designated location in accordance with each project, agreed to by each party within the scope of work. Any cost for shipping/transportation shall be included in the price per page. Refer to section 6.4 for pricing/fees.

5.8 Testing: Testing may be performed at the request of Collin County, by an agent so designated, without expense to Collin County.

5.9 Samples/Demos: When requested, samples/demos shall be furnished free of expense to Collin County.

5.10 PROJECT OVERVIEW:

The goal of this multi-year project is to convert the paper documents to digital storage in accordance with Texas Local Government Code, Chapters 201-205 and the Texas Administrative Code, chapter 7, Sections 7.71-7.9. Collin County's goal is to create a digital electronic warehouse for county records that will provide both long term preservation and greater public access to the current and historical records of the County.

Records to be considered as part of this effort include:

- Records with permanent retention periods as per Texas State Library & Archives local government retention schedules.
- Records with long term retention – at least 8 years.
- Records with high volume usage and/or records where the ability to share documents among departments is critical.
- Records with retention periods of 4+ years that the volume of the documents is best managed in an electronic format.
- Records with a high visibility for public access.

Collin County IT/Records department will be converting approximately 1.2 million pages/images of paper records over the life of the contract. Most records are contained within 1.2cu.ft. standard records center boxes. These images are to be imported into our enterprise electronic document/content management system (Laserfiche). These boxes include documents from over 23 departments and represent at least 55 different records series. Approximately 90% of these pages are single sided, letter size documents. Paper size varies from small receipts to drawings up to 17x23. Since the actual number of pages/images varies within each box, Records is using an average of 2000 pages/images per box to arrive at the above total.

5.11 DEFINITIONS:

- **Records Series** - the folder structure that identifies the type of record to which retention is applied.
- **Image/Page** - an individual page when scanned becomes a single image.
- **Document** - a file or group of pages that form a single set of similar pages within a record. For example motions within a case file; Inspections within a permit file. All records do not have separate documents within them (for example Accounts Payable check copies/backup contains multiple pages that make up the single record for that check number).
- **Record** - Complete group of pages and/or documents that make up the unique file that is processed and indexed as a single entity.
- **Metadata/Indexing** - data about the record that becomes the source for identifying the record and its contents. This is to be furnished to Collin County in a format easily imported into our SQL database.
- **Validation** - process of testing and checking the accuracy of the work performed. Several validation steps are included in this process. Such as proof of concept test/sample, vendor to perform complete quality control image and indexing review, and Collin County review.
- **Proof of Concept Test** - After the Scope of Work document is approved, a small sample (normally less than one box equivalent) of the records series will be processed by the vendor and returned to Collin County records for validation and user testing by the department. Changes, issues to the Scope of Work document will be made at this time on an as needed basis.

- **Scope of Work Document** - detailed document to be prepared describing the project description, number of boxes, estimated number of pages, scanning requirements, indexing requirements, specialized document preparation requirements, after-scanning document handling requirements, data output, and Records department staff contacts for each departmental records series to be included in this project. This scope of work must be approved by the department's elected official/department head, Collin County records manager, and vendor prior to starting the specific phase of the project.
- **RMS (Records Management System)** - internal name given to Collin County's enterprise electronic document management system

5.12 BASE REQUIREMENTS:

5.12.1 Delivery of the images and indexing would be either by CD/DVD, FTP or other electronic delivery method.

5.12.2 Vendor validated output (both images and metadata) will be submitted to Collin County records on a mutually agreed date based upon the assigned project. The paper documents will be returned to Collin County.

5.12.3 County records to be processed cannot be transported more than 150 miles from McKinney, Texas for scanning and/or processing. County records must be available during normal business hours.

5.12.4 All vendor employees that work on Collin County records must pass a background check performed by Collin County.

5.12.5 Compliance with State of Texas requirements: Offeror must comply with electronic standards and procedures in Texas Administrative Code, Title 13, Chapter 7 and Local Government Code, Chapter 205 and Local Government Bulletin C. These requirements can be obtained from the Texas State Library & Archives Commissions at <http://www.tsl.state.tx.us/slr/recordspubs/lo1.pdf>.

5.12.6 Collin County responsibilities:

5.12.6.1 Records Department will identify records series to be processed.

5.12.6.2 Records Department will prepare estimate of volume in this records series.

5.12.6.3 Records Department will prepare draft scope of work.

5.12.6.4 A draft scope of work will be reviewed and approved by the department requesting services.

5.12.6.5 IT/Records Department will create spreadsheet from existing data, if available.

5.12.6.6 Records Department will create detailed indexing/ template schema.

5.12.6.7 Records Department will identify and remove from shelves boxes to be sent.

5.12.6.8 Records Department will serve as contact for retrieval of needed documents.

5.12.7 Vendor responsibilities:

5.12.7.1 Pick-up boxes from Collin County on a mutually agreed date based upon the assigned project.

5.12.7.2 Sign Verification Form verifying contents of box before box leaves the County.

- 5.12.7.3 Supply “proof of concept” results at start of records series.
- 5.12.7.4 Provide Collin County Records with a progress report within 10 business days.
- 5.12.7.5 Once “proof of concept” is approved, prepare the documents for scanning, scan documents, index (create the metadata) and validate their work.
- 5.12.7.6 Return CD/DVD or other electronic file containing the images and the metadata as well as the paper boxes to Collin County records.
- 5.12.7.7 Documents must be kept in order, placed back into file folders and returned to box in order. No need to re-staple or clip documents.
- 5.12.7.8 Failure to place documents back in order into box will result in vendor picking them up again at vendor’s cost and correcting any issues at vendor’s cost.
- 5.12.7.9 If a document or record is needed, the vendor must be able to supply an electronic copy within one business day. If classified urgent, scanned data must be available electronically within 4 hours of notification.

5.13 SCOPE OF WORK:

5.13.1 Prior to initiating any records series scanning, a detailed scope of work specific to that records series will be approved by the elected official/department head, Collin County’s records manager, and the awarded vendor. Refer to attachment A to see a sample statement of work.

5.13.2 Estimated quantities are given for each departmental records series. Approximate usage does not constitute an order, but only implies the probable quantity the County will scan. Records series will be prioritized and ordered on an agreed upon schedule.

5.13.3 Metadata required varies with each records series. Field name, size, special formatting, etc. will be agreed upon prior to starting a specific records series and identified in the record series scope of work. Once approved in the records series scope of work, these requirements cannot be changed without approval from Collin County’s records manager.

5.13.4 A “proof of concept” or sample will be completed at the beginning of a records series project and no additional scanning will be authorized until the elected official/department head or their representative approves the final output. IT/Records will be responsible for importing the images and metadata from this test into Laserfiche for user acceptance testing.

5.13.5 Completed images and metadata will be imported into the County’s enterprise electronic records management system, Laserfiche. The records and metadata will be imported into Laserfiche 8.3x (9.0 if upgrade is implemented by project start) using SQL for the database. Documents are to be scanned at 300 dpi black and white (b/w) into a multi-page tiff format. Exceptions to the 300 dpi b/w requirement will be detailed in the records series scope of work. Indexing (metadata) will be quoted on a per document basis using the following averages for each records series:

Number of fields	6
Average size/number of keystrokes per field	50
Dates will be entered as mm/dd/yyyy	
Image path	

If grayscale, color, or preservation quality (600dpi) images are required, this will be detailed in the records series statement of work.

5.14 UPCOMING PROJECTS:

Department	Records Series	Approx. # boxes	Approx. pages	Paper size
Health Care	shot records	75	430,000	3 3/8" x 7 1/4 to 5" x 6"
Health Care	employee clinic	53	106,000	Standard, 8.5" x 11"
Health Care	indigent	115	230,000	Standard, 8.5" x 11"
Development Services	permits	77	154,000	Standard, 8.5" x 11" to Maps & drawings which can be up to 17" x 23"
Purchasing	construction building	35	70,000	Standard, 8.5" x 11" to Maps & drawings which can be up to 17" x 23"
Facilities	construction building	20	40,000	Standard, 8.5" x 11" to Maps & drawings which can be up to 17" x 23"
Medical Examiner	autopsy case files	99	198,000	Standard, 8.5" x 11"
SUBTOTAL			1,228,000	

5.14.1 SHOT RECORDS PROJECT:

This will be one of the first projects to be completed. Please provide pricing for the following project, based upon section 6.4 pricing/fees. This price will also be used in the evaluation process.

5.14.1.1 MEASUREMENTS:

Measurements for the shot records average page size are as follows:

3 3/8" x 7 1/4"

3 3/8" x 7 1/2"

3" x 5"

5" x 6"

5.14.1.2 SETTINGS:

Scanners will need to be set on duplex to capture front and back images. Default setting is b/w @ 300dpi. Some hand written images might need grayscale setting.

5.14.1.3 PROJECT SIZE:

Approx. 75 Boxes – Average image count per box – 34 small boxes @ 3,680 images / 41 standard records boxes @ 7,360 images.

5.14.1.4 INDEXING:

There will be 2 indexed fields provided for this project; this will allow records to upload the data into the system.

Estimate - 50% are hand written.

Field 1 - 25 character average - Last name, first name

Field 2 - birthdate - mm/dd/yyyy

5.14.1.5 PICK UP REQUIREMENTS:

For this particular project, there will be a one-time pick up on a mutually agreed date.

5.14.1.6 DELIVERY REQUIRMENTS:

For this particular project, Delivery will be every 2 weeks on a mutually agreed date. Vendor will be required to return documents in portions as completed.

5.14.1.7 MISCELLANEOUS:

For this particular project, the vendor will be required to re-staple documents together prior to returning.

5.15 ADDITIONAL INFORMATION:

5.15.1 If applicable, Collin County Records will furnish a spreadsheet containing any existing metadata information for boxes as they are retrieved by the vendor. Refer to attachment B, sample excel sheet with existing metadata.

5.15.2 Project benchmarks will be agreed upon prior to the start of any project.

5.15.3 Invoices are to be submitted to the County Auditor for payment once the output is delivered to Collin County Records.

6.0 PROPOSAL FORMAT

6.1 The proposal shall, at a minimum, include a Table of Contents detailing sections and corresponding page numbers, and shall be printed on letter-size (8 1/2"x 11") paper and if submitting manually, assembled with spiral-type bindings or staples. DO NOT USE METAL-RING HARD COVER BINDERS.

6.1.1 FIRM OVERVIEW

Offeror is requested to define the overall structure of the Firm to include the following

6.1.1.1 A descriptive background of your company's history.

6.1.1.2 State your principal business location and any other service locations.

6.1.1.3 What is your primary line of business?

6.1.1.4 How long have you been selling product(s) and/or providing service(s)?

6.1.1.5 State how many and the locations where your product/services are in use.

6.2 STAFF QUALIFICATIONS/EXPERIENCE/CREDENTIALS & ADDITIONAL INFORMATION

6.2.1 Offeror is requested to provide qualifications as well as experience information on Offeror's key personnel that will be assigned to this project.

- 6.2.2. How does your company handle historical documents?
- 6.2.3 Does your company have a Certified Document Imaging Architect (CDIA+)?
- 6.2.4 How does your company comply with electronic standards and procedures in Texas Administrative Code, Title 13, Chapter 7 and Local Government Code, Chapter 205 and Local Government Bulletin C.? Refer to section 5.12 to see how these requirements can be obtained.

6.2.5 Describe how your company will provide images to Collin County?

6.3 REFERENCES

6.3.1 Offeror is requested to include at least three (3) references with names, addresses, email addresses, and telephone numbers.

6.4 PRICING/FEES

6.4.1 Provide an explanation of the total cost of the service(s) showing a breakdown by item. Be sure to include all items necessary to render project complete and operational.

Pricing should include the following:

- 6.4.1.1 Cost per hour for document preparation.
- 6.4.1.2 Cost per page for scanning at 300 dpi b/w.
- 6.4.1.3 Cost per page for scanning at 300 dpi color.
- 6.4.1.4 Cost per page for scanning at 600 dpi color.
- 6.4.1.5 Cost per page for scanning pages larger than 8.5" x 14".
- 6.4.1.6 Cost per page for document index field.
- 6.4.1.7 State price for CD/DVDs.
- 6.4.1.8 State price for FTP delivery of images and indexing.
- 6.4.1.9 Cost per page for vendor validation.

6.4.2 Please refer to Section 5.14.1 and provide pricing based upon shot records project. Please upload your pricing detail.

Questions & Answers:

- 1) How do you want to handle poor quality documents?
It is acceptable to have an insert sheet that states "The following sheet is of poor quality."
- 2) Can we include document preparation in our cost per page price?
Yes, but be aware this will be used to evaluate pricing.
- 3) Does Collin County Records have a template available for indexing?
Yes.
- 4) Are there several maps/drawings?
No, there is a very small amount.
- 5) What is the average size of the maps/drawings?
The size varies based upon the map/drawing.
- 6) Is it ok to pick up all of the boxes at once and then provide a test sample?
For the shot record project, yes. All other projects we will agree upon a date for pickup and delivery.
- 7) Is there any order we need to put the shot records in prior to returning?
Not for this particular project.
- 8) Do we destroy the records?
No, return to Collin County.
- 9) How would you like us to deliver the images and indexing?
We prefer DVD but we will accept FTP or other electronic delivery method.
- 10) What format would you like us to scan the documents in?
Documents are to be scanned at 300 dpi black and white (b/w) into a multi-page tiff format.
- 11) Do you have an FTP Site and is it secure?
Yes and Yes.
- 12) On average, how often is a record requested for immediate return?
Records are not requested very frequently. However, it can vary sometimes it is once a month sometimes a couple requests a day.
- 13) Also, how do you prefer we send you the document?
If a document or record is needed, the vendor must be able to supply an electronic copy within one business day. If classified urgent, scanned data must be available electronically within 4 hours of notification.
- 14) Do you require that we reassemble the documents prior to returning?
No reassembly is required. However, we do ask that you put the documents in order and in the folders they came in. For the shot record project only, we request that you re-staple the documents together prior to returning since they are so small.

Attendees:

Tom Chilton, MCCi

Rick Hightower, DataBank

Lance Gonzales, Cogniserv

Shauna Brown, ImageTek

Carol Marchewka, Armstrong Archives

Ed Pearce, Paragon Digital

Carl Lamsfuss, ARC

Jane Wilson, USACI

Edie Jolley, Collin County Records

L'Cena Parsons, Collin County Records

Paul Garrison, Collin County Records

Lisa Robnett, Collin County Records

Leilani Judd, Collin County Records

Sara Hoglund, Collin County Purchasing

Courtney Wilkerson, Collin County Purchasing