

ADDENDUM No. 01

SUBJECT Questions and Answers

DATE ISSUED May 26, 2021

Questions are numbered below with answers listed in bold.

Important Note to Bidders:

Only the items referenced in this addendum shall be revised. All other provisions, requirements, and terms and conditions of ITB ESD 112-08-21 shall remain the same.

Instructions to Bidders:

Bidders shall sign, date and submit the form on this page with the rest of your company's bid materials.

Name of Company _____

Name of Authorized Representative (Please print) _____

Signature of Authorized Representative _____

Date Signed _____



Questions and Answers

1. ESD 112 willing to sign a vendor's agreement?
 - A. **We can do this and have in the past but would have to ensure the terms and conditions as acceptable to the ESD and the State of Washington.**
 2. Is ESD 112 willing to negotiate any terms and conditions?
 - A. **Same as the above answer.**
 3. How many Boxes per pallet?
 - A. **We do not have a set count for the boxes. Our hope is some of our Districts would also participate with this bid and we do not have visibility into their needs.**
 4. What are the sizes of boxes on each pallet?
 - A. **Usually bankers boxes**
 5. What types of Files and Documents are on each pallet?
 - A. **Special Education, Accounting, HR**
 6. Any idea on the exact number of total files?
 - A. **No**
 7. Any idea on the exact number of document types?
 - A. **No, but likely around 100**
 8. Any idea on the exact number of images?
 - A. **No**
 9. Are we able to view the pallets and boxes in person prior to submitting a proposal?
 - A. **That could work for the ESD but it will not cover the documents at the district level should others want to participate.**
 10. What are the Document Types?
 - A. **Special Education, Accounting, HR**
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11. What are the Metadata requirements?
- A. File name via barcode or keyed in unique ID. We only need the vendor to name the file what is on the barcode unique ID. We will populate any fields we need based on the unique ID.**
12. What are the Indexing requirements?
- A. OCR only**
13. Is there a preference on phasing the scanning project, or is picking up all documents at once an option?
- A. We would prefer they all be picked up at once but phasing the picked could be worked out if necessary.**
14. Are companies from Outside USA able to apply for this (like, from India or Canada)?
- A. We would be concerned about companies from outside the USA because the FERPA, etc. rules would not apply.**
15. Will onsite meetings be required?
- A. Not necessarily**
16. Can the tasks be performed outside USA (like, from India or Canada)?
- A. We would not like the documents to leave the USA for scanning.**
17. Can we submit the proposals via email?
- A. No, proposal hard copies must be received at ESD 112 either in person or via UPS, USPS, Fedex, etc.**
18. There's mention of "Bonding" in a couple of places and mention of "plumbing services" – under the list of Supporting Documentation and on page 9. That doesn't seem like it would be applicable to this project. Please clarify.
- A. This was a mistake that was not caught during proofreading of the document.**
19. There's mention of "Clean Up" on page 6. I don't see a requirement for on-site scanning, so this seems to also be non-applicable?
- A. This would apply to pickup of the documents should any mess be made loading boxes, etc.**
20. On Page 13, ESD 112 is asking how the vendor handles the following situations:
- Define throughput timelines
 - 3. How to handle color documents
 - o Example: do your machines auto-detect if a page is in color and scan it in color?
 - 4. How to handle grayscale documents



- o Example: do your machines auto-detect if a page is in grayscale and scan it in grayscale?
- 5. How to handle document issues
 - o Post It notes, staples, taped pages, etc.
 - o Damaged pages

These issues would typically be part of the customer's requirements document **OR** we would schedule a discovery meeting to determine how to handle each situation.

A. A general description of how this has been typically handled by the vendor or options for handling these issues should be listed in the RFP response. We could then discuss what works best for all parties at a discovery meeting.

21. If there are color documents, do they need to be scanned in color? If so, only documents with color information? Ignore color logos? Ignore colored paper? Are there color photos?

A. The question is regarding the equipment. Can your equipment auto-detect color at a certain threshold? Can it detect grayscale at a threshold? Or will these documents need to be scanned separately. This will impact the throughput and timeline. If you could speak to how different document color types will (or will not) impact the throughput/timeline that would be helpful.

22. Same question for grayscale.

A. See above.

23. Should post-it notes be scanned or not? This is a yes or no question. A vendor can't make determinations about which ones should or shouldn't be scanned.

A. All post it notes need to be scanned. How do you handle doing so? Do you tape it to a blank page and scan or do you scan it on the document? How does this affect double page feed detection?

24. Are there items taped to pages? If so, are they covering other important information? Can they be scanned as-is? Do they need to be removed and taped to a blank sheet of paper?

A. Yes they should be taped to the back if blank or scanned separately.

25. Are these archival records? If so, then special archival tape needs to be used if records are damaged.

A. We would assume some documents are archival given the vast volume.

26. Can you provide the indexing requirements for each type of file?

A. File name provided via barcode or keyed in.

27. Can you describe the approximate number of boxes for each type of file?

A. We are not able to be that specific.

28. Can you estimate the number of pages per file for each type of file?



B. A. We are not able to be that specific.

29. Can you provide a general description of the condition of each type of file – are there staples or other fasteners?

A. There will be some staples, but we plan to remove all fasteners.

- Any bound documents? If so, can the bindings be cut?

A. We will remove bindings.

- Any documents larger than ledger (11" X 17" size)?

A. No

- If so, what is the average size and largest size?

A. Majority will be legal and letter size.

- Do the files contain color or grayscale documents that need to be scanned in color/grayscale? If they have post it notes or taped down documents, how are these to be handled?

A. No color, everything can be converted to grayscale.

- Do they contain fragile documents that can't be fed through a scanner?

A. We do not believe we have any of these type.

- Are there any sealed envelopes, if so should they be scanned, and if so, should just the exterior be scanned or the contents and the envelope?

A. We do not believe we have any envelopes.

30. If the records can't be provided in a LaserFiche Briefcase, what is the preferred delivery format?

A. Tiff multipage abiding by the WA state scanning recommendations as referenced in the RFP.

31. Are all of the records eligible for destruction, or only some? If some can be destroyed, and some need to be returned, approximately how many boxes need to be returned.

A. The current idea is that all will be returned to check quality control. If a level of trust can be established after the first year we can reassess.

32. Is it possible to make a site visit to review the files in person? If so, we can gather most of this information through interviews with someone knowledgeable about the records.

A. It is possible but we would need to schedule very soon.



33. The RFP asks for throughput timelines. What is the expected start date? What expectations does ESD 112 have for a completion timeline? Do budget or other factors influence the timeline? It's easier to work back to customer needs and important to know if we can realistically achieve them.
- A. We want a rough estimate if we provide X square feet of documents it will take X number of months to complete. Of course, a reasonable amount of grace period can be allowed. We would love to hear an increment for grace period as well if possible.**
34. What version of Laserfiche does ESD 112 use and is it cloud based or on-premise?
- A. We are on version 10.4 for our on-premises install.**
35. Are the documents 2 sided documents?
- A. Approximately 90% are one-sided**
36. Color?
- A. Approximately 10%**
37. Approximately what % is stapled and paper clipped?
- A. 50%**
38. Do you have space at your other facility to store the 20 pallets and we pick them up a few at a time or do you want us to pick the pallets up all at once?
- A. We would prefer they all be picked up at once but phasing the picked could be worked out if necessary.**
39. What are the Document Types?
- A. An assortment of document types including Special Education, Accounting, Payroll, and HR documents**
40. What are the document dimensions?
- A. Mostly Letter but there is a small amount of larger format**
41. What is the File naming structure?
- A. Barcode or unique ID provided**



42. How are the document stored?

- Boxed
 - A. Yes
- Crates
 - A. Yes

End of Questions

Thank you.

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