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**Web Site: [www.purchasing.ri.gov](http://www.purchasing.ri.gov)**

**21 Nov 2011**

**Addendum #7**

RFP #7449118

Title: Electronic Scanning / Indexing – DMV Accident Division

Submission Deadline: **13 December 2011 @ 11:30 AM** (Eastern Time)

- Questions received during, and after the pre-proposal meeting are posed and answered in this addendum.
- Q & A for both solicitations, 7449097 & 7449118, are released in this addendum.
- No additional questions shall be entertained.
- Interested parties are advised to peruse this website, on a regular basis, for the latest information regarding this solicitation.

A handwritten signature in black ink, appearing to read "J. Moynihan".

Jerome D. Moynihan, C.P.M., CPPO  
Assistant Director for Special Projects

**RFP # 7449118 and RFP # 7449097** Questions received after the pre-bid conference

Vendor 1:

RFP# 7449118 (Accident Files):

1. Estimates on volume:
  - a. Total number of boxes and/or file cabinet drawers. Total estimated number of linear feet would be ideal. Just as long as all bidders are working off the same volume totals. While the numbers do not appear to be accurate, they are sufficient to allow all bidders to work off the same volumes. Therefore we will use the original approximated document counts posted in the original bids: Accident = 1,000,000 | Reg/Lic = 300,000
  - b. Average number of pages per accident file. 20 pages
2. Can an export be done from the mainframe system that matches up the Case File # to the Date of Accident? Even an export to Excel would work, with two columns, one for each field. Unfortunately, this cannot be done. The indexing must be done with lookups into the mainframe systems as demonstrated.
3. Please confirm that all files need to go back in the folders/envelopes exactly as is. The files need to go back into the folders but do not have to be exactly as they were, IE: no paperclips or staples need to be replaced, etc. The DMV will need to know which batches are in each box so therefore need the files put back into the folders and re-packed into the boxes. The DMV may decide to change this process and have the "Banker Boxes" packed directly into "NOVA or Cornerstone Boxes".

Vendor 2:

**RFP # 7449118 and RFP # 7449097 QUESTIONS**

1. Please confirm that 7449118 is for scanning and indexing of Accident reports, and that 7449097 is for the scanning and indexing of Licenses and Registrations **That is correct**
2. Please confirm images count for both bids. Accident, License, Registration. Please estimate the average number of images per file for each type: Accident, License, Registration. While the numbers do not appear to be accurate, they are sufficient to allow all bidders to work off the same volumes. Therefore we will use the original approximated document counts posted in the original bids: Accident = 1,000,000 | Reg/Lic = 300,000. There are approximately 20 pages per file for Accidents. The Reg/Lic files are mixed in. Most of the documents are all Reg files (approx 95%) there are approximately 5-10 pages per registration and 3-4 pages per license file. NOTE: THERE ARE SEVERAL FILES IN ONE FOLDER!!!

3. How many licenses/seats for KnowledgeLake Capture are currently available through the State for use on this project? **8 however we may be able to have other licenses reassigned to this project if needed.**
4. What technical support will be provided by the State relative to the State's own equipment (e.g., IT, scanner repair)? **The State's IT desktop support group will be the first point of contact for service calls and will contact and/or coordinate help with vendors as needed.**
5. RFP refers to this volume as a "back-log".
  - a. What is the State's target timeline to finish the scanning /indexing? **ASAP there is no set timeline but the DMV is looking to having everything scanned as fast as possible.**
  - b. How will day-forward scanning work- is this to be done by DMV internally? **Yes**
6. Are documents (pages) simplex or duplex (single-sided or double)? If mixed, can the % of each be estimated? **The documents are mixed simplex and duplex. It is too difficult to accurately estimate the percentage.**
7. Are sizes of pages to be scanned all 8/12 X 11"? **No there are documents of various paper sizes.**
8. Page 5/19 states that the State "prefers" the vendor(s) to use State's (Fujitsu) scanners. Can the State confirm that alternative better and faster scanners can be used--as long as the Knowledge Lake Capture interface is tested fully supported, and all scanners meet "minimum scanner specifications" in the RFP attachment? **That is correct a non-state scanner can be used as long as It can interface with the KnowledgeLake software. Please note that all non-State equipment must be tested with State IT staff present to ensure the quality of the scanned images is acceptable.**
9. Please cite the actual scanning speed and experience that the State is actually achieving using the existing Fujitsu fi 5900 scanners (pages-per-minute throughput) **The State has never done a time study on the speed of the equipment. We also did not have the scanners running at full capacity due to the fact that it takes considerably longer to index the images than to scan them. Therefore, when a certain threshold of scanned documents was reached, that person(s) were always moved to indexing images.**
10. Page 5/19 states that vendor will be responsible for "scanner consumables". Please clarify the term "responsible". For example, does this specifically mean: purchasing and paying for the consumables, inventory etc. Does this refer to the State's Fujitsu scanner, or only to other scanners provided potentially by the vendor? **This refers to the vendors OWN equipment. The vendor is responsible for purchasing, paying for, maintaining, etc any equipment that is not OWNED by the State. If a vendor chooses to use their own equipment and that equipment fails, the VENDOR is solely responsible for providing EXACTLY the same equipment that had been previously approved for use by the State. Down time may be no longer than 24 hours.**

11. Does maintenance of the Fujitsu scanner remain the responsibility of the State? **Any State owned equipment will be covered by State maintenance contracts.**
12. Do software upgrades and maintenance of State workstations remain the responsibility of the State? **Yes**
13. After document are scanned, indexed and verified ,how are they to be re-constituted back in files and batches to be then placed in boxes to be sent to storage . That is do they have to be re stapled etc? This would be very costly and prone to error. **The files do not have to be restapled and/or paper clipped. They simply have to be put back into the folders and repacked into the boxes. The DMV may choose to have the vendor pack the folders into NOVA or CORNERSTONE boxes instead of repacking the banker's boxes.**
14. Performance Bond: On pp. 1 of 19, it says no bond required. On page 7 of 19 it is stated that a performance bond is required? Please confirm actual requirements and the value. **No performance bond will be required. Professional Liability Insurance will be required.**
15. Can the state provide an overview of the functionality of RIMs ( Ref. to p. 2/19) **No, this is not necessary for submitting a proposal on scanning. It simply states that the images must ultimately be retrievable in that system via the KnowledgeLake system (SharePoint). This will be done thru web service calls.**
16. What are "NOVA" boxes? Size? (Ref. to page 7/19) **They are the boxes that are used for off-site storage. They are 16 x 12 x 10.**
17. If the vendor chooses to provide its own scanner(s), what IT/infrastructure support would be provided/available by the State to configure/install? For example wiring/cabling to network. **The State's IT dept will provide whatever resources are necessary to assist in configuring, installing and testing vendor provided equipment.**
18. If the bids are awarded to two different vendors, how will the use of the Fujitsu scanner and workstations be managed/coordinated between the two vendors? **The 5900 scanner would be primarily used by the vendor awarded bid number 7449097. However, the State can also provide several of the smaller, model number 6130, scanners (6-8) for use by both vendors. Because the Indexing portion consumes far greater time than the actual scanning of the documents, the State feels that the two vendors would both be able to work in cooperation with each other should the two bids be awarded to two separate vendors and therefore the State expects that both vendors will HAVE to work out a schedule that works for both. Vendors also have the option of using their own scanners.**
19. Please confirm the square footage of the new Warwick location as well as the proposed layout for the State's existing equipment. This would be useful in case the vendor wishes to supply additional workstations for either of these projects. **The space allocated is approximately 1000 sq ft. The State is supplying 6-8 workstations and possible could have more allocated. The vendor can also bring in equipment. The room will accommodate approximately 20-25 workstations.**

20. Is there any advantage recognized for WBENC business enterprises? **No**

Vendor 3

**QUESTIONS FOR RFPs 7449118 and 7449097**

1. The vendor understands that we may provide additional scanners to complete the project. How many workstations does the DMV have that will be available for the vendor to connect our scanners to throughout the production? **Currently the State has 6-8 pcs available for both of these scanning projects. If it is determined that more are needed, the State's IT staff will ask the DMV if more pcs should be re-allocated.**
2. How many workstations (dedicated to indexing) will be available for the vendor to use? **Currently the State has up to 8 pcs available for both of these scanning projects. If it is determined that more are needed, the State's IT staff will ask the DMV if more pcs should be re-allocated. The State recommends have one Scanning station and the rest set up as Indexing stations. However, the scanning station can be configured to do both Scanning and indexing. Infact, if some of the smaller scanners are going to be used then all of the workstations can both scan and index. It depends on how the vendor would like the equipment configured.**
3. Will DMV personnel be available to assist in the drafting of an indexing manual or standard operating procedures prior to project implementation? **The State's IT staff can assist with this if needed.**
4. What are the hours of operation for the location where scanning/indexing will take place? **The facility operates 24/7 and the vendor or vendors will also have 24/7 access. However, the State would require the names of employees and their corresponding work hours so that card entry badges can be programmed accordingly.**

Vendor 4

Reference RFP 7449094 & 7449087

1. Would you consider extending the RFP deadline since there are many questions that arose from the pre bid meeting. Specifically, the amount of volume of images (both from and back would be 2 images) and the amount of actual documents to be indexed. We really need clarification on volumes. **The deadline has been extended and the volumes will remain the same as originally quoted. Accidents – 1,000,000 documents | Reg/Lic – 300,000 documents**
2. There was confusion with the two bids since the 7449094 also included Accidents. Please amend this category from RFP 7449094. **Bid 7449118 is for Accidents documents alone and Bid 7449094 is for Reg/Lic documents.**
3. There are concerns about only having one scanner available. If there are two separate vendors for both 7449094 & 7449087 which vendor can use the one scanner. **The 5900 scanner would be primarily used by the vendor awarded bid number 7449097. However, the State can also provide several of the smaller, model number 6130, scanners (6-8) for use by both vendors. Because the Indexing portion consumes far greater time than the actual scanning of the documents, the State feels that the two vendors would both be able to work in cooperation with each other should the two bids be awarded to two**

**separate vendors and therefore the State expects that both vendors will HAVE to work out a schedule that works for both. Vendors also have the option of using their own scanners.**

4. The cost to put all documents back in the folders increases the cost significantly. Can you check to see if this needs to be done. **The files do not have to be re-stapled and/or paper clipped. They simply have to be put back into the folders and repacked into the boxes. The DMV may choose to have the vendor pack the folders into NOVA or CORNERSTONE boxes instead of repacking the banker's boxes.**

5. Can we get an ascii data file from the main frame system? **No**

6. Would you consider having the scanning, indexing done off site if the vendor has a secure facility and can furnish you with references of other highly confidential documents have been done at the vendor's facility. This option would decrease your costs as well as giving you a much faster turnaround. **NO, ALL WORK MUST BE DONE AT 50 SERVICE RD, WARWICK.**

7. Please check on the performance bond. **No performance bond will be required. Professional Liability Insurance will be required.**

8. If do not use the Knowledgelake capture software and are able to export the images and data into either Knowledgelake or directly into Sharepoint, would this be acceptable. **Because we have experienced HUGE problems with both configuring our equipment to successfully image the various types of documents contained in these batches, and more importantly; because it has already proved extremely difficult and costly to IMPORT images and data into this system, the State absolutely prefers using the KnowledgeLake system directly.**

RE: standard business hours, can they be expanded to 2 or 3 shifts? **YES**

Vendor 5

RFP# 7449097 (License & Registration Files)

1. Estimates on volume:

a. Total number of boxes and/or file cabinet drawers. Total estimated number of linear feet would be ideal. Just as long as all bidders are working off the same volume totals. The are boxes of documents that are stored off-site so it is not cost affective to have these boxes retrieved solely for the purpose of estimating the document count. Because the State will be charged by the image, the 300,000 original document count will be the one that ALL vendors will bid on.

b. Average number of pages per file. 5-10 documents per FILE. However, there are multiple FILES per folder.

c. Breakdown of volume between License Files and Registration Files. In the meeting, it was mentioned that 95% were Registration and 5% were License. Can this be confirmed? The only way to get an exact amount would be to go thru each box. Therefore, the 95% estimate should be used for each vendor's bid.

2. Is there any unique index value for each file that is to be scanned? This can either be a single field that is going to be indexed (such as the TIN), or a combination of two or more numbers that create a unique identifier. NO, there is no unique value or set of values. The demo showed that there are several ways to identify the correct transaction that contains the images' corresponding index values.
  - a. The way I understand it, each file has a unique TIN. Is this correct? The TIN number is not a unique number but is the best way to identify that the transaction is correct. There are duplicate TIN numbers for each year. IE: 2009, 2010, 2011 can all have the same TIN as: 035-144-0319
3. Can an export be done from the mainframe system that matches up the index fields that are being captured for both the License Files (Lic #, Last Name, First Name, DOB, Lic Type) and Registration Files (VIN, Plate#, and Plate Type)? Even an export to Excel would work, with one column for each field, and then an extra column for the TIN (if that is in fact the unique identifier) NO, each record must be retrieved thru data lookups as shown at the demo.
4. Can you please provide some sort of cheat sheet that the vendor can use that would allow them to easily determine which Plate Number is which Plate Type? YES, we will supply the vendor with a document that explains helps identify plate numbers to plate types and also which are the most often used plate types.
5. Please confirm that all files need to go back in the folders/envelopes exactly as is. The documents simply need to go from the scanner back into the folders. No staples and/or paper clips need to be reattached.

**End**