Metropolitan Washington Council of Governments

RFP 22-007 – DOCUMENT MANAGEMENT SERVICES
(DIGITIZATION & DISPOSAL)
ADDENDUM 1
QUESTIONS & ANSWERS

This addendum answers questions submitted by the deadline. No further questions shall be accepted at this time.

Questions are in bold, Answers are in red. Where multiple questions that were materially similar were submitted, they have been grouped together.

1. **Can companies from outside the USA apply for this?**
   Will the contractor need to come over there for meetings?
   Can we perform the tasks (related to RFP) outside USA?
   Can indexing be done offshore or does it have to be done in the U.S.?
   a. The contractor will be required to either pick up the documents or provide the personnel to scan them on site. See Section V, Paragraph A, Subparagraph 3.

      It is unlikely, though not impossible, that a Proposer can perform the tasks required in this RFP (picking up documents, scanning and shredding them) in a cost and time-effective manner from outside the local area.

2. **Can we submit the proposals via email?**
   a. See Section XI, Paragraph E of the RFP, on page 8 for the method to submit a proposal.

3. **Will respondent questions and COG responses be shared with other Contractors who are responding, or are they kept private?**
   a. All questions are answered via Addendum, and are available to all potential Proposers.

4. **Is there a list of other companies who have also registered, and will that list be shared or posted on the RFP website?**
   a. No list of potential Proposers shall be released.

5. **Is the Contractor required to provide scanning services onsite at the COG's office located at 777 North Capitol Street NE, Washington, DC (insourced model)? Or, can the Contractor bid only on providing the scanning services at its full-service processing site (outsourced model)?**
   a. See Section V, Paragraph A, Subparagraphs 3 and 4. Proposals will be accepted for either or both methods.

6.   What type of training is required for the COG staffing if the scanning takes place on the Contractor's site?
        If we plan to scan and shred offsite; what will be the onsite training for the staff off COG?
        a.   No onsite training of COG staff is necessary if scan and shred done offsite. Coordination of pickup, drop off and other activities that require COG participation will be necessary. The contractor's scanning and shredding process will also need to be documented and clarified for COG staff.

7.   Are all pages 8.5" x 11"? If not please list types including percentages of each.
        Are all the documents 8.5 x 11 or are some legal or other sizes?
        a.   Not all pages will be letter-sized, but at this time there is no estimate of how many other sizes of paper will be contained within the files.

8.   What percentage of the pages are duplex?
        a.   This information is not available.

9.   Can you provide an estimated number of pages per box?
        a.   It is estimated between 1500 and 2500 pages per box.

10.   Can you provide an estimated number of files to be scanned?
        a.   No.

11.   Are any files, books, three ring binders, drawings, etc. included?
        a.   It is possible.

12.   Are bindings able to be cut into separate documents?
        a.   Yes.

13.   Do the file folders need to be scanned?
        a.   If the document is enclosed in a folder (i.e. manila folder) with information inscribed on it, then yes, the folder may need to be scanned with the documents inside it and saved as part of the file. Suggest that vendor reach out to COG with these kinds of questions during scanning process.

14.   After scanning, do all the files need to be placed back into the folders?
        a.   Some papers may be required to be kept; this will be advised on a case by case basis.

15.   What are the reporting requirements for scanning? Please provide a list of the types of required reports.
        What are the reporting requirements for shredding? Please provide a list of the types of required reports.
        a.   Daily and weekly reports could include Number of Pages scanned/shredded, Number of Boxes scanned/shredded, Scanned/shredded documents by type, Number of documents scanned/shredded by department.

16.   Is indexing required? It does not state any in the RFP, nor is there a line item for pricing. If so, what are the index values that will need to be captured per file? Please provide names of the fields and average keystrokes per field.
        What is the indexing scheme for all the documents?
        What are COG indexing requirements (e.g. box, document, file level)?
        a.   An index file is not required. COG will index scanned documents. However, scanning should ensure documents are indexable.

17.   Can Contractor base scanning and indexing pricing on "File level" indexing with assumption there will be 20 images per file, and three (3) index fields?
        a.   Pricing on a per-page basis should be inclusive of any indexing costs.

18.   How many drives will be provided by COG? How often will the COG provide an external drive? Weekly, monthly?
        a.   COG will initially provide external drives for each department's scanned documents. Additional external drives will be provided as needed.

19.   If COG is providing the external storage devices, is there any reason why Contractor should include this cost in their pricing?
        a.   No reason for contractor to include external storage cost in their pricing if COG is providing the devices. However, contractor may include that cost for consideration.

20.   Are boxes required to be shredded onsite at 777 North Capitol Street NE, Washington, DC?
        a.   No.

21.   Will all documents be in a standard records storage container before shredding, or will loose documents need to be shredded?
        a.   There will be some loose documents.

22.   What type of bin is COG referring to in Section VI for the documents that need to be scanned, since they should already be in boxes?
        a.   Some documents to be scanned may be sorted and placed in bins, if, for instance, the original boxes are damaged. At this time no boxes are evident of that requirement.

23.   If Contractor is providing shredding bins, will COG staff place files that do NOT need to be scanned or indexed into these bins for retrieval and shredding?
        a.   Only documents to be shredded will be placed in those bins.

24.   Are the 1000 boxes available for pick up during one week site pickup?
        a.   All boxes should be available for pickup by the time the awarded Contractor begins work.

25.   Is there a specific recurring frequency for picking up the shred bins that COG would like Contractor to follow (e.g. weekly, monthly, etc.)?
        a.   See Question #24, above. It is expected that the vast majority of documents will be able to be sorted shortly after work begins.

26. What type of identification will be used to differentiate documents to be shredded vs scanned vs both? Will each box be marked, will there be a manifest, or a combination thereof?
    a. Each box shall be marked by COG with the required disposition.

27. What percentage of these documents will need to be shredded after scanning? What percentage of the 1000 boxes will be returned versus shredded?
    a. Approximately sixty percent are expected to be returned rather than shredded.

28. Instead of returning the boxes once they are scanned, would you store these boxes remotely and shred as the retention schedule has lapsed?
    a. Scanned documents will require immediate shredding (if categorized as scan/shred). No offsite retention or offsite storage will be required.

29. Is Contractor required to deliver original hard copy documents back to COG that are NOT tagged for shredding? If so, is it the same location where documents were retrieved (777 North Capitol Street NE, Washington, DC)?
    a. Yes to both questions.

30. Do the documents in the boxes have folders, staples and folder hangers etc, that needs to be removed for scanning? Do you need these refiled for storage and return?
    a. Many are stapled or clipped.

31. If we are scanning offsite; do we need to put an onsite scanning station, and shredding service for day forward and potential other needs?
    a. No onsite scanning/shredding stations shall be necessary if the proposal includes only offsite scanning/shredding.

32. What size are the boxes for pickup?
    a. Standard bankers' boxes.

33. Do you have a budget?
    a. COG declines to provide a budget figure for this project.