



Lower Connecticut River Valley Council of Governments

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Questions on RiverCOG RFP for Regional Document Digitization

12/21/21 Question: We would like to know what municipalities are seeking a consultant so we can get the correct representation from our company to represent us.

Answer: As stated in the RFP doc the municipalities that are interested in joining the regional effort are: Chester, Clinton, Deep River, Durham, Essex, Killingworth, Lyme, Middlefield, Old Lyme, Old Saybrook, Westbrook. Please note that the ultimate choice to participate and the level of implementation for each municipality will be dependent on price. Also additional towns may express interest to join later, so pricing needs to be flexible.

12/22/21 Questions (Answers are in red)

Please confirm – is this RFP solely for the provision of consulting or is RiverCOG seeking proposals and pricing to perform the actual services described in each phase? **We are seeking proposals/pricing to perform the services.**

Will award for scanning/hosting be made to more than one bidder? **We are intending to award to one bidder if possible, though we are open to teams of consultants submitting to the request.**

What is RiverCOG's basis for proposal evaluation and vendor selection? **A decision will be made based on a combination of factors including: price, experience, and the desirability of the proposed approach**

What is the anticipated contract length? **This will be decided as part of the contracting process. We expect municipalities to want different amounts of scanning which will take differing lengths of time.**

Will additional municipalities, aside from those mentioned in the RFP, be participating on the resulting contract? If yes approximately how many? **At this time we do not anticipate additional municipalities joining the contract, though they will have the option to do so if they wish, within the selected contractor's capacity. There also may be fewer municipalities joining the contract depending on pricing. There are 17 municipalities total in our region.**

Can RiverCOG provide the funding available for this project by year? **There is no budget set aside for this project at this time. We are trying to determine pricing from the RFP responders. Please try to itemize each cost as much as possible so that services are clearly understood.**

Please provide a timeline for this project that includes vendor selection, contract negotiations, and kick-off. **We expect to complete a contract by February and start this project in the Spring of 2022.**

Phase 1

Are documents in Phase 1 already boxed? **In most cases, no**

RiverCOG

Will each box be accompanied by a shipping manifest? If yes is the manifest available electronically? **We do not know, however if a template is provided we can assess the municipalities' ability to provide such an electronic manifest.**

If documents are not boxed, will the vendor be responsible for boxing? **If that is a service that the vendor provides, municipalities may choose to use the vendor to do so based on the itemized cost for that service.**

Are docks available at each pickup location? **No, most pickup locations would be town halls.**

What is the total volume of documents to be scanned? **This will be determined during the scoping of the contract.**

Are sample documents available for bidder review? **Sample documents could be anything such as land records, deeds, maps, licenses, certificates, pretty much anything that resides in town halls.**

How old are the documents? **Varying age**

Are the documents actively used and refiled? **Some will be live documents and some will be archival**

What is the physical condition of the typical document? **Unsure. These are documents that have been kept in files by town halls so we should assume they are mostly good, unless they are severely old.**

What is the physical condition of the worst case document? **unknown**

What % does the worst case documents represent? **unknown**

What % of documents are 8.5 x 11? **unknown**

What % of documents are 8.5 x 14? **unknown**

What % of documents are 11 x 17? **unknown**

What % of documents are larger than 11 x 17? **unknown**

What % of documents are smaller than 8.5 x 5.5? **unknown**

What % of documents are checks? **unknown**

What % of documents are not provided on standard bond paper (NCR, onion skin, etc.)? **unknown**

What % of document may require color scanning? **unknown**

On average, how many fasteners (staples, paper clips, binder clips, etc.) are there per file? **unknown**

What % of pages are duplex? **unknown**

Please specify if any pre-sorting is required. **unknown**

Please specify if any document purging is required. **No, there are strict rules about purging documents for municipalities.**

Is document re-assembly required? **unknown**

What is document disposition following scanning (return or shred)? **Return**

What is the turnaround time for digitization (from time of pickup to delivery of images)? **We would like you to give us that information.**

Is document typing required? If yes **do not know**

- How many different document types are there?
- How many document types may be identified by a Form ID on the 1st page?
- How many document types must be identified by content?

Please provide index fields to be captured, by document type. **Establishing a best practice indexing system is part of this project**

Is a client-provided database available which contains any of the require indexing data? **unknown**

What is the SLA for index quality (99.5%, 99.5%, etc.)? **unknown**

What is index quality measured on (Image, Document, etc.)? **unknown**

Do critical fields have a higher SLA for index quality? If so, please specify. **unknown**

Because each municipality will have unique business needs, are bidders to provide not-to-exceed pricing for digitization/capture? **Yes, the more information that can be provided on pricing, the better for making a decision.**

Phase 2

What is the anticipated number of internal users for the new document management solution (DMS)? How many concurrent users? How many external users will access the platform? **unknown**

Is integration to any existing platforms required? If yes, please identify the number of and names of those platforms. **Some towns have existing PDFs which will have to be incorporated**

What is the volume of images/data to be migrated? From what platforms? **unknown**

Phase 3

Is RiverCOG interested in outsourcing the day-forward digitization needs for each municipality? **We are interested in pricing options**

What scanning equipment is currently in place? **unknown**

What data capture systems are currently in place? **unknown**

Are documents received electronically? If yes, what volume and what sources? **unknown**