



STATE OF TENNESSEE  
DEPARTMENT OF GENERAL SERVICES, CENTRAL PROCUREMENT OFFICE

**REQUEST FOR PROPOSALS # 32110-17101  
AMENDMENT # 3  
FOR DIGITAL IMAGING SERVICES**

**DATE: May 9, 2017**

**RFP # 32110-17101 IS AMENDED AS FOLLOWS:**

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE	Updated/Confirmed
1. RFP Issued		April 6, 2017	Confirmed
2. Disability Accommodation Request Deadline	2:00 p.m.	April 11, 2017	Confirmed
3. Pre-response Conference	11:00 a.m.	April 12, 2017	Confirmed
4. Department of Safety & Homeland Security Site Visit	2:00 to 4:00 p.m.	April 12, 2017	Confirmed
5. Notice of Intent to Respond Deadline	2:00 p.m.	April 13, 2017	Confirmed
6. Written "Questions & Comments" Deadline	2:00 p.m.	April 21, 2017	Confirmed
7. State Response to Written "Questions & Comments"		May 9, 2017	Confirmed
8. Response Deadline	2:00 p.m.	June 6, 2017	Confirmed
9. State Schedules Respondent Oral Presentation		June 15, 2017	Confirmed
10. Respondent Oral Presentation	9 a.m. - 4:30 p.m.	June 21, 23, 26, 2017	Confirmed
11. State Completion of Technical Response Evaluations		June 27, 2017	Confirmed
12. State Opening & Scoring of Cost Proposals	2:00 p.m.	(same time as #8)	Confirmed
13. Negotiations (Optional)	4:30 p.m.	June 6, 2017 thru June 27, 2017	Confirmed

14. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	June 29, 2017	Confirmed
15. End of Open File Period		July 6, 2017	Confirmed
16. State sends contract to Contractor for signature		July 7, 2017	Confirmed
17. Contractor Signature Deadline	2:00 p.m.	July 10, 2017	Confirmed

**2. State responses to questions and comments in the table below amend and clarify this RFP.**

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

QUESTION / COMMENT		STATE RESPONSE
1	Cost Evaluation Model - Tab 5, Group 3 Microform Services Item 18, Bates Stamping. This service applies to source document (paper) scanning, not microform scanning.	It is possible that an End User would want an electronic stamping on the output file, which would be applicable to microform scanning.
2	Cost Evaluation Model - Tab 5, Group 3 Microform Services Item 19, Item 23 requires shredding of source media (paper documents). This would not be applicable to microform services.	It is possible microform Source Media will be enclosed in paper envelopes or other items, which may need to be shredded at the request of the End User.
3	Cost Evaluation Model - Tab 5, Group 3 Microform Services Item 20, Items 38 & 39 references on-site scanning from a "Secure Mobile Scanning Unit." Please provide a more detailed description for the reference to the "Secure Mobile Scanning Unit".	Secure Mobile Scanning Unit is a standalone mobile vehicle which allows a Supplier to perform the services at the End User's location providing the basic equipment, materials and software necessary to digitize Source Media from within the vehicle.
4	Cost Evaluation Model, Group 2 Backlog Scanning. Please explain what a "secure carrier charge" is (line 7 on the pricing sheet)	See Pro Forma Contract, A.10. Pickup/Delivery. The Contractor or a subcontractor is solely responsible for the transport of all Source Media in secure vehicles. A subcontractor could be a secure courier delivery service which would maintain the same level of security pickup and delivery as the Respondent would under the Terms and Conditions of the Pro Forma Contract.
5	Cost Evaluation Model, Group 3 Microform Services Line 20-22. Can Indexing charges be modified to Per Keystroke instead of Per Image? There is no ability to determine at this time the indexing requirements that may be applicable at an image level for each image. Per keystroke would better accommodate a variety of future indexing options.	The State considered the requested change and declines making the change. The State modifies the Cost Evaluation Model Tab 5 Indexing, Lines 20-22, to add the following, "(Limit of 12 index fields and 100 keystrokes per field)"

QUESTION / COMMENT	STATE RESPONSE
6 Cost Evaluation Model - Tab 4 Digital Imaging Services Group 2 Backlog Scanning. What is the mileage based on? The distance from where to where?	Mileage is based on the distance from the End User's specified pick up location to the location of scanning. Conversely for the trip back, it would be based on the distance for returning items requested by the End User; scanning location back to the return location.
7 Cost Evaluation Model - Tab 4 Digital Imaging Services Group 2 Backlog Scanning. Is this charge for the cost of the box and the cost of labor to load the files into boxes?	This line item is for the labor to box and label Source Media.
8 Cost Evaluation Model - Tab 4 Digital Imaging Services Group 2 Backlog Scanning. Is this on 100' or 2015' 16mm film? What is the required reduction ratio? Will there be any 35mm Archive Writer Projects?	Please refer to A.19. Output. "...Formats include but are not limited to 16mm rolls, 35mm rolls, and microfiche cards." The End User's Source Media will vary in reduction ratio and length of film. State agencies perform varying State functions. No one agency is the same as another and therefore create varying Source Media to be digitized.  At this time there are not any 35mm Archive Writer Projects.
9 Cost Evaluation Model - Tab 4 Digital Imaging Services Group 2 Backlog Scanning. Is this on 100' or 2015' film 16mm film? What is the required reduction ratio? Will there be any 35mm Archive Writer Projects?	Same as Response #8.
10 Cost Evaluation Model - Tab 4 Digital Imaging Services Group 2 Backlog Scanning. What size boxes are you referring to?	Standard size banker's box dimensions, which are 12 x 10 x15.
11 Cost Evaluation Model - Tab 4 Digital Imaging Services Group 2 Backlog Scanning. Is a piece referring to one document within a box?	Yes.
12 Cost Evaluation Model - Tab 4 Digital Imaging Services Group 2 Backlog Scanning. An unlimited number of retrievals is extremely hard to price fair for both to the bidder and the state. Can you rephrase to a maximum (even if it's a large number such as 1,000 or more)?	The State declines the requested change. The State has provided a per piece or an unlimited monthly fee line item. State agencies perform varying State functions. No one agency is the same as another and therefore create varying Source Media to be digitized. The size of projects and business processes will vary and it may be possible for large projects to exceed a maximum. An End User's Statement of Work will provide a specified volume and estimated number of retrievals required for each project.
13 Cost Evaluation Model - Tab 4 Digital Imaging Services Group 2 Backlog Scanning. An unlimited number of keystrokes is extremely hard to price fair for both the bidder and the state. Can you set a maximum number of	The State modifies as follows to Cost Evaluation Model Tab 4 Digital Imaging Services Group 2 Backlog Scanning, Line 27: "Indexing/Data Entry - per field over 101 to 300 keystrokes".

QUESTION / COMMENT	STATE RESPONSE
keystrokes such as 101-256? Unlimited keying could be keying an entire lifetime for one employee.	
14 Cost Evaluation Model - Tab 4 Digital Imaging Services Group 2 Backlog Scanning. An unlimited number of keystrokes is extremely hard to price fair for both the bidder and the state. Can you set a maximum number of keystrokes such as 101-256?	The State modifies as follows to Cost Evaluation Model Tab 4 Digital Imaging Services Group 2 Backlog Scanning, Line 85: "Indexing/Data Entry - per field over 101 to 300 keystrokes".
15 Cost Evaluation Model - Tab 5 Digital Imaging Services Group 3 Microform Services. What is the mileage based on? The distance from where to where?	Mileage is based on the distance from the End User's specified pick up location to the location of imaging. Conversely, it would be based on the distance for returning items requested by the End User; imaging location back to the return location.
16 Cost Evaluation Model - Tab 5 Digital Imaging Services Group 3 Microform Services. Is this charge for the cost of the box and the cost of labor to load the files into boxes?	This line item is for the labor to box and label Source Media.
17 Cost Evaluation Model - Tab 5 Digital Imaging Services Group 3 Microform Services. Is this on 100' or 2015' 16mm film? What is the required reduction ratio? Will there be any 35mm Archive Writer Projects?	Please refer to A.19. Output. "...Formats include but are not limited to 16mm rolls, 35mm rolls, and microfiche cards." The End User's Source Media will vary in reduction ratio and length of film. State agencies perform varying State functions. No one agency is the same as another and therefore create varying Source Media to be digitized.  At this time there are not any 35mm Archive Writer Projects.
18 Cost Evaluation Model - Tab 5 Digital Imaging Services Group 3 Microform Services. Is this on 100' or 2015' film 16mm film? What is the required reduction ratio? Will there be any 35mm Archive Writer Projects?	Same as Response #17
19 Cost Evaluation Model - Tab 5 Digital Imaging Services Group 3 Microform Services. What are the dimensions of the box are you referring to?	Standard size banker's box dimensions, which are 12 x 10 x15.
20 Cost Evaluation Model Tab - 5 Digital Imaging Services Group 3 Microform Services. Indexing refers to capturing a DLN. If there are multiple pages per DLN, how will the vendor be compensated for looking at each image and merging multiple images associated with the same DLN?	The vendor will be compensated per image.
21 What is the current "Document Management System" that the State has in place today? If none, when will the State have one in place?	The State currently uses FileNet and SharePoint for file management. However, State agencies use varying document management systems.

QUESTION / COMMENT	STATE RESPONSE
22 What software does Print Media currently utilize for capture/scanning?	ScandAll PRO 2.0
23 If a company does not provide “on-site” scanning for any or all groups in this RFP, is the company still able to respond and be considered?	<p>Yes, a company may still respond and be considered.</p> <p>See instructions on individual tabs in the Cost Evaluation Model. For example, Respondents would enter zero "0" if you do not provide the service and enter "N/A" as a Clarification.</p>
<p>24 A. Can the state provide a few “sample” PDF documents of some of the documents that have been scanned in the past and/or that the State is considering scanning?</p> <p>B. It would help if we knew what exactly the State is looking to digitize in regards to digital mail and backlog scanning. For example, are these standardized forms in some cases that do not change in format at all or are we dealing with all types of random incoming mail/documents?</p> <p>C. Most up to date capture software have intuitive learning capabilities for specific forms that do not change in format and it would be beneficial to know how much of the work will be standardized vs. random samplings.</p>	<p>A. Yes, sample documents have been added to the RFP as Attachment 6.10.</p> <p>B. State agencies perform varying State functions. No one agency is the same as another and, therefore, each create varying Source Media that will be digitized following their specific RDA requirements. For digital mail scanning, Source Media will vary by End User’s incoming mail needs but may include scanning the envelope, opening and scanning of the contents, and indexing various fields from forms. For Backlog Scanning, Source Media will vary upon the function of the agency and their RDA requirements.</p> <p>C. It is unknown how much of the work will be standardized vs. random samplings.</p>
25 What are the retention requirements after the documents are scanned? Are all kept for 30,60, or 90 days typically, or are they kept for longer or shredded?	<p>Each digital imaging project will have different retention requirements which takes into consideration the End User's business practice and RDA requirements.</p> <p>The State publishes RDAs from all State agencies on the Secretary of State's website: <a href="http://sos.tn.gov/">http://sos.tn.gov/</a></p>
26 Out of the records listed for each department, are there any departments that are in greater need or higher priority for the State to digitize more quickly?	The State gives priority under this statewide contract to AWS agencies. See A.3.d., "Contractors are to prioritize workload giving AWS projects first priority as identified by the End User in the SOW."
27 Are there any specific departments that have “rogue” document management systems or software that has already been deployed? If so, what are they using?	The State currently uses FileNet and SharePoint for file management. However, State agencies use varying document management systems.
28 What are the top three things the State hopes to accomplish by digitizing the information detailed in this RFP?	In conjunction with the Alternative Workplace Solutions (“AWS”) initiative, the State will use this contract for services to convert documents into

QUESTION / COMMENT	STATE RESPONSE
	digital images while ensuring workflow compatibility and integration of data into the State's workflow solution(s). Please refer to our website for more information regarding the AWS initiative: <a href="https://www.tn.gov/serem/section/alternative-workplace-solutions">https://www.tn.gov/serem/section/alternative-workplace-solutions</a>
29 Will the State provide a list of the April 12th pre-solicitation attendees?	No.
30 Will the State provide a list of potential vendors who have submitted a notice of intent to bid response?	No.
31 Would the State please confirm that all questions and answers submitted in connection with the solicitation are binding on the parties, and become part of the final Contract?	Yes, the State's official, written responses and communications with Respondents are binding with regard to this RFP.
32 Can we mark specific contents of the proposal response as confidential and proprietary?	No, the proposal should not contain confidential or proprietary information. All response documents will be open for review by the public, with only a few narrow exceptions, in accordance with Tenn. Code Ann. 10-7-504(a)(7).
33 At this stage, we only need to review RFP attachment 6.6., Pro Forma Contract. This will be signed only upon contract award. Please confirm.	Respondents should read all RFP documents and attachments and all amendments and sign all RFP attachments requiring signature for responding to the solicitation.  Confirmed, the Pro Forma Contract will be signed after award (See RFP Section 2., Schedule of Events.)
34 Do we need to do the Black white and/or color scanning? If it is the mixed approach, please provide with details on Black & white and color Scanning.	State agencies perform varying State functions. No one agency is the same as another and, therefore, each create varying Source Media that will be digitized following their specific RDA requirements and business processes.
35 Number pickups needed on daily/weekly/monthly basis?	State agencies perform varying State functions. No one agency is the same as another and, therefore, each create varying Source Media that will be digitized following their specific RDA requirements and business processes.
36 Kindly let us know with the Turn Around requirements to process the documentations.	State agencies perform varying State functions. No one agency is the same as another and, therefore, each create varying Source Media that will be digitized following their specific RDA requirements and business processes.
37 Number of named users from the TN state/departments for document retrieval?	State agencies perform varying State functions. No one agency is the same as another and, therefore, each create varying Source Media that

QUESTION / COMMENT	STATE RESPONSE
	will be digitized following their specific RDA requirements and business processes.
38 What is the final output needed? They discuss OCR'd PDF but they don't really discuss indexing requirements.	Final output will vary per project and be defined in the Statement of Work (SOW).
39 What indexing is needed? Please better define the indexing requirements (fields, keystrokes) per expect doc type (microfilm, microfiche, com, paper docs, etc.)	Indexing parameters will vary per project and be defined in the Statement of Work (SOW).
40 Group 1: Digital Mail Scanning. Would the Brentwood, TN office would qualify for all 3 Grand Divisions as far as the 4 hour distance requirement?	The State will make a determination based on the Respondent's response to RFP Section A.9. using the provided addresses of service locations. For example, Brentwood to Bristol is more than a four-hour drive, and would not qualify for the East Tennessee Grand Division. However, Brentwood to Memphis is within a four-hour drive, and would qualify for the Middle and West Tennessee Grand Divisions.
41 Group 1: Digital Mail Scanning. Can you clarify if the State wants digital mail services provided on-site, within a Grand Division or within 4 hours of the Grand Division, or a combination of each? Bottom of Page 1 suggests vendor must be within 4 hours and Section 5.3.3 suggested that the Respondent must be within the Grand Division.	<p>The State requires the service facility to be capable of providing Digital Mail Services and for that facility to be within a four-hour drive of every county. It is acceptable for the service facility to be in another state, as long as it is within a four (4) hour drive of every county in the Grand Division (Group 1 only).</p> <p>RFP 1.1. Statement of Procurement Purpose is modified as follows: "... Respondent must have a facility location capable of providing Digital Mail Scanning services within a four (4) hour drive of every county within its awarded Grand Division."</p> <p>RFP 5.3.3. is revised as follows: "Group 1, Digital Mail Scanning will be awarded by group to one best-evaluated Respondent in each of the three Grand Divisions. Respondent must have a facility location capable of providing Digital Mail Scanning services within a four (4) hour drive of every county within its awarded Grand Division."</p> <p>Pro Forma Contract A.3.b. a. is modified as follows: "... Contractor must have a facility location capable of providing Digital Mail Scanning services within a four (4) hour drive of every county within its awarded Grand Division.</p>
42 Group 1: Digital Mail Scanning. Would the State be open to having the Respondent's facility located on-site at a State of TN facility	On-site services are at the discretion of the End User and will vary by project.

QUESTION / COMMENT	STATE RESPONSE
within a Grand Division?	
43 Group 1: Digital Mail Scanning. Would the State be open to having the Respondent services all Grand Divisions from one location?	The State considered having a Respondent service all Grand Divisions and declines revising the requirement for Group 1. State agencies have varying statutory timeframes; therefore, the location of a Contractor within a four (4) hour drive of each county in the awarded Grand Division is mandatory.
44 Group 1: Digital Mail Scanning. Please confirm if the following is true: TDHS currently has a respondent that provides digital mail services to two counties; Shelby and Davidson?	Confirmed.
45 Group 1: Digital Mail Scanning re A.40. Disaster Recovery/continuity of Operations Plan. Can we locate the Disaster recovery site outside Tennessee as long as it is within 4 hours?	Yes.
46 Group 1: Digital Mail Scanning. For the digital mail, where does the mail end up digitally once it is scanned?	State agencies perform varying State functions. No one agency is the same as another and, therefore, each create varying Source Media that will be digitized following their specific RDA requirements and business processes.  See Section A.19. Output, outlines acceptable means of output.
47 Group 1: Digital Mail Scanning. Is the bidder required to have a facility capable of providing digital mail services within the Grand Division for which they are providing a response at the time of bidding or would a willingness to set up the facility if awarded be sufficient?	Respondent must have a facility capable of providing digital mail services within four hours of the Grand Division at the time of bidding for Group 1.
48 Group 1: Digital Mail Scanning; specific to DHS Mail Project. Is receiving of mail in Shelby and Davidson counties centralized or decentralized?	Centralized to Shelby County. Currently, the vendor picks up mail from a Shelby County post office, scans the documents for SFTP transfer to each TDHS county for processing of incoming mail.
49 Group 1: Digital Mail Scanning; specific to DHS Mail Project. Are there specific types of mail being received (i.e. invoices, checks, general mail correspondences, junk)?	Specifically regarding the TDHS mail project, the mail consist of applications, voter registration forms, change report forms, six-month interim report forms, and supporting documentation.
50 Group 1: Digital Mail Scanning; specific to DHS Mail Project. Is the current vendor picking up and couriating the mail from the local post office(s) or is the mail being delivered by the Post Office and the vendor sorting at their facility or at the county's mail room?	The vendor is picking up mail from the local post office box in Shelby County.



QUESTION / COMMENT	STATE RESPONSE
51 Group 1: Digital Mail Scanning; specific to DHS Mail Project. How frequently is mail picked up from these locations? Daily, every other day, weekly, etc.?	Mail is picked up each weekday, except for State Holidays when the post office is closed.
52 Group 1: Digital Mail Scanning; specific to DHS Mail Project. Does the current vendor also manage sending out mail and packages?	The vendor only sends or mails packages that must be returned to the customer or TDHS.
53 Group 1: Digital Mail Scanning; specific to DHS Mail Project. Are documents scanned in color or all B/W?	Black and white.
54 Group 1: Digital Mail Scanning; specific to DHS Mail Project. Does the state have an average number of mail pieces (envelopes) delivered in a month?	The State provided a record count and an average of images per piece of mail during September 2016 to February 3, 2017. See RFP Attachment 6.8, DHS Contract Volume Summary, Chart 2.
55 Group 1: Digital Mail Scanning; specific to DHS Mail Project. Are there an average number of images (pages) per envelope?	Same as Response #54.
56 Group 1: Digital Mail Scanning; specific to DHS Mail Project. Would respondent need to scan the envelope?	Yes.
57 Group 1: Digital Mail Scanning; specific to DHS Mail Project. Will these images be uploaded to a database or document management system?	The images will be loaded to a database.
58 Group 1: Digital Mail Scanning; specific to DHS Mail Project. What specific index values do the counties or state require for each envelope?	Currently, TDHS' barcode index values include first and last name, address, and case number.
59 Group 1: Digital Mail Scanning; specific to DHS Mail Project. Can the State please clarify its statement; "read and interpret envelope and form bar coding"? What specific pieces of data need interpreting? What specific bar codes need to be read?	Currently, TDHS' barcode index values include first and last name, address, and case number which may be included in a barcode located on the envelope or application form.
60 Group 1: Digital Mail Scanning; specific to DHS Mail Project. What is the line of business applications this information will be loaded into?	Data will be loaded into an internal application.
61 Group 1: Digital Mail Scanning; specific to DHS Mail Project. The RFP mentions "6 fields up to 20 keystrokes per field", what are names of these fields?	Field names are first name, last name, address (street, city, and zip), SSN (last 4 digits), case number, date of birth.
62 Group 1: Digital Mail Scanning; specific to DHS Mail Project. Does the vendor or the State handle returned mail?	The vendor scans the returned mail into the database application and identifies it as such for inclusion in the returned mail report. The vendor returns directly to the TDHS customer items which may include: a. Check stubs and/or separation notices

QUESTION / COMMENT	STATE RESPONSE
	<p>b. Work IDs  c. School IDs  d. Hospital wristbands for newborns  e. Leases  f. Utility bills  g. Banks statements  h. Tax documents  i. Shot records  j. Driver's Licenses or other state issued identification cards  k. Social Security Cards  l. Birth Certificates  m. Death Certificates  n. Insurance Cards  o. Ultrasounds  p. Passports  q. Alien registration cards</p> <p>For the Voter Declination forms, currently the vendor stores these items for two years, and then they are destroyed by the vendor.</p>
63 Group 2 Backlog Scanning. What is the Document Management System images will be stored?	<p>State agencies perform varying State functions. No one agency is the same as another and, therefore, each create varying Source Media that will be digitized following their specific RDA requirements, business processes and document management system.</p> <p>See Section A.19. Output, outlines acceptable means of output.</p>
64 Group 2 Backlog Scanning. Backlog Scanning projects that are completed by Respondent, will these documents be shredded or returned or held for a specific amount of time before shredding?	<p>State agencies perform varying State functions. No one agency is the same as another and, therefore, each create varying Source Media that will be digitized following their specific RDA requirements and business processes.</p>
65 Group 2 Backlog Scanning. Under Historical Spend Data – it states the Print Media's capacity is 400,000 images per month and the respondent's contract will take affect once this capacity is met. Is it feasible that the respondent and the State could be working on the same project at one time.	<p>It is possible that the State and the Contractor could be working on phases of the same Digital Imaging project.</p>
66 Group 2 Backlog Scanning. How does the State/Print Media determine what may or may not be outsourced to the Respondent?	<p>Print Media makes a determination based on the services requested, staffing and its capacity to complete the project by the requested completion date.</p>
67 Group 2 Backlog Scanning. Will the State share production schedules of current and	<p>No. RFP 1.1 Statement of Procurement Purpose details the State's current and potential projects.</p>

QUESTION / COMMENT	STATE RESPONSE
potential backfile projects in order to collaborate a best in class approach and deliverable?	
68 Group 3 Microform Services. Could you provide us an example of a Document Locator Number? Is there a database that contains current DLNs; would this be available to us? How many DLN's could there be on one image?	Document Locator Numbers (DLN) and Document Control Numbers (DCN) vary across End Users. Safety uses DCNs, as "DLN" refers to Driver's license Numbers. Safety's locator numbers are 11 numbers long, ex.00000000000, typically one locator number per document. Suppliers should keep in mind each project is unique and will have varying identifier numbers. There is no database containing DLNs or DCNs.
69 Group 3 Microform Services; Specific to Safety. Given their film is all small blipped and they don't have a database, are we to assume we have to look at every image to determine document breaks?	Yes.
70 Group 3 Microform Services; Specific to Safety. Is the State open to having microforms processed out of state, if they meet industry standards?	Yes, if the Contractor(s) meets all terms and conditions of the RFP Solicitation, contract, amendments and attachments.
71 Group 3 Microform Services; Specific to Safety. Do any of the microfilm contain blips?	Yes.
72 Group 3 Microform Services; Specific to Safety. Are there any COM fiche within the population?	Safety has been creating various Microforms from 1936 to the present with varying types and sizes. It is possible there may be some COM Microfiche. RFP Attachment 6.9 Chart 3 and 4 have been revised to strike through the words, "COM microfiche".
73 Group 3 Microform Services; Specific to Safety. Driver's License microfilm volume does not seem accurate. Average applications per roll = 49,000. Is there more than one driver's license per frame? If yes, how many per frame? Does each application need to be indexed?	The number of documents per frame will vary. Each application will be indexed. Some applications have corresponding documentation behind it.
74 Group 3 Microform Services; Specific to Safety. Safety Microfilms – Avg. 10,000 per roll. What reduction ratio was used and what format are the images on the film? Duplex – front and back side by side Simplex – front followed by back Duo Duplex – two rows of front and back images	Reduction ratios will vary. All microfilm rolls are duplex except for the negative image microfilm rolls. The negative image rolls (Aug. 1989 thru Aug. 1996) are only front images and no back images.
75 Group 3 Microform Services; Specific to Safety. Definitions of Indexing. What would be the average number of fields required to index each document type:	A determination of the index fields has not been made at this time. However, possible index fields may include year, driver's license number, name, street address, city, state, zip, birth date, race, sex,

QUESTION / COMMENT	STATE RESPONSE
<p>Drivers licenses Applications?            Driver's License Microfiche?            Safety Microfilm?</p>	<p>and license expiration date.</p>
<p>76 Group 3 Microform Services; Specific to Safety. Would it be possible to get a sample of each document type to price more accurately?</p>	<p>Suppliers should keep in mind while providing their cost proposals that contract(s) awarded from this RFP are intended to allow End Users to purchase from pre-qualified Suppliers who have previously agreed to established terms and conditions and provided not-to-exceed rates during the RFP process.</p> <p>At this time Safety is in the beginning stages of identifying their specific imaging project needs and has not identified the document types to be able to provide a sample. Once Safety issues a Statement of Work (SOW), Suppliers will be able to adequately provide a Project Quote based on a defined scope, volume and complexity.</p>
<p>77 Group 3 Microform Services; Specific to Safety. What is the plan for the digitized images? Put in a document management software? Just put on shared drive?</p>	<p>The output method has not yet been defined. Safety uses Document Direct as its document management software.</p>
<p>78 Pro Forma Contract. Do we need to include the Pro Forma Contract as-is with our response?</p>	<p>No. The contract for signing will be sent to the awarded Contractor(s) according to the RFP Section 2, Schedule of Events.</p>
<p>79 Pro Forma Contract, A.15 Image rotation. Will 100% of the images need to be viewed for rotation?</p>	<p>The State expects image enhancement processes to be performed and included within the Group's service fee. Project parameters will be defined in each Statement of Work (SOW) at the End User's discretion.</p>
<p>80 Pro Forma Contract, A.18.i. Shall not scan blank images. If this film is duplex, are we to manually remove blank images?</p>	<p>Business processes will vary by project and End User. Each End User will make a determination regarding the output file including or not including blank images. Common practice would be to use blank page detection while imaging.</p>
<p>81 Pro Forma Contract, A.18.k. If the OCR searchable PDF does not produce an exact duplicate of the original a second image must be provided; What does this mean?</p>	<p>End Users may have a statutory requirement to have an exact copy of Source Media. If Source Media contains a handwritten image, the OCR searchable PDF conversion may not produce an exact copy. In that instance, a PDF containing the exact copy and an OCR searchable PDF copy would be required and the End User would identify that requirement within the Statement of Work (SOW).</p>
<p>82 Pro Forma Contract, A.22.g. NAID certification, does that apply to all vendors or just the destruction vendor?</p>	<p>Respondent's shredding solution must be NAID certified. If Respondent intends to perform the shredding function, then Respondent would be required to have NAID certification. Likewise, if Respondent chose to subcontract the shredding</p>

QUESTION / COMMENT	STATE RESPONSE
	function, then the subcontractor would be required to have NAID certification.
83 Pro Forma Contract, A.6.a. says 65-72 degrees, the last section says 45-65 degrees. What if storage rooms are 70 and production room are 75 or so?	Source Media must be safeguarded at all times. The State has provided optimal temperature ranges for the safeguarding of the various Source Media. Temperatures outside of these ranges are not acceptable.
84 Pro Forma Contract, A-E. Do we need to include our response in the proposal to the individual requirements mentioned in the Pro-forma contract sections A to E?	The Pro Forma Contract substantially represents the contract document that the successful Respondent(s) must sign. Respondents should refer to RFP Section C. when responding to the contract requirements.
85 Pro Forma Contract, A.14.l. After we shred/returning the documents to state or departments, do we need to send the paper clips, boxes and additional belonging items to the respective departments?	Business processes will vary by project. Each End User will make a determination regarding the return of Source Media, paper clips, boxes, et cetera.
86 Pro Forma Contract, A.14.m. Please confirm the location of the bates, date etc. in the scanned document.	Business processes will vary by project and End User. Each End User will make a determination regarding the location of stamping. The Pro Forma Contract states, "not to apply any image overlay on existing data." The integrity of the Source Media must be maintained.
87 Pro Forma Contract, A.19. Output. Please define how you will measure indexing quality and how you will measure the OCR quality of the PDF. What are the quality requirements?	Pro Forma Contract A.9. Sampling, A.18., Scanning Quality and Production Requirements and A.19. Output specify quality requirements and sampling period. End Users will perform a quality check on Source Media. See Pro Forma Contract A.18.o. Corrections.
88 Pro Forma Contract, A.18.e. Kindly let us know with volume or percentage details for low, moderate and high difficulty indexing?	The State does not guarantee volume. Future project volume percentage details are unknown. However, Safety has provided an estimate of their microfilm/microfiche by indexing difficulty on Page 5 of RFP Section 1.1 Statement of Procurement Purpose.
89 Pro Forma Contract, A.4.j (Task Order – Termination) & D.5 (Termination for Convenience). Would the State agree to modify these sections so that the compensation rights upon termination are negotiated at the TO level? There may be instances where Contractor incurs upfront or set-up costs in connection with a TO. The current language in the Contract would not allow Contractor to recoup such costs, thereby resulting in a loss to Contractor.	No, the State must reserve the right to terminate at the TO level and the contract level.
90 Pro Forma Contract, C.9. Prerequisite Documentation. The State “may make	Use of the State Purchasing Card is optional for the Contractor.

QUESTION / COMMENT	STATE RESPONSE
<p>payments to Contractor by automated clearing house ("ACH") or the State Purchasing Card ("P-Card"). If a vendor is unable to process P-Cards, will the State agree to waive this payment option?</p>	
<p>91 Pro Forma Contract, D.19. Hold Harmless. Would the State please confirm that Contractor's duty to indemnify under Sec. D.19. is limited to those circumstances where Contractor is negligent or at fault?</p>	<p>Confirmed.</p>
<p>92 Pro Forma Contract, E.8. Software License Warranty. E.8. states that "Contractor grants a license to the State to use all software provided under this Contract in the course of the State's business and purposes."</p> <p>Would the State please confirm that the license granted pursuant to E.8. will only remain in effect during the term of the Contract?</p>	<p>Confirmed.</p>
<p>93 Pro Forma Contract, A.38. Will a vendor automatically be excluded if these certifications are not currently held but vendor is willing to get certified upon award?</p>	<p>Yes, it is a mandatory requirement that Respondent must have one of the minimum certifications at the time of submission of their proposal.</p>
<p>94 Pro Forma Contract, A.9. Requires that a respondent "hold at a minimum one of the following certifications: FedRAMP, ISO27001, or SOC-2 Type".</p> <p>Does the certification requirements eliminate capable firms and unduly restricting the pool of potential suppliers available to the State of Tennessee? Would the State consider revising the above certification requirements to make them desired, but not mandatory, requirements?</p>	<p>No. The State considered the request and declines making the revision.</p> <p>The State intends to ensure that State of Tennessee's information resources are adequately and appropriately protected against unauthorized access, modification, destruction or disclosure. The State will accept at a minimum one of three certifications, FedRAMP, ISO27001, or SOC-2 Type.</p>
<p>95 Pro-Forma Contract, A.3.b.a. &amp; A.41. Is the Contractor required to have a facility located within Tennessee or simply be able to meet the four-hour requirement with an out of state facility?</p>	<p>For Group 1, Digital Mail Scanning, the Respondent does not have to be located in TN. However, Respondent must have a facility location capable of providing Digital Mail Scanning services within a four (4) hour drive of every county within its awarded Grand Division.</p>
<p>96 Pro-Forma Contract, A.45. Do incentives apply to all Groups awarded to an individual contractor or individual group awards? Can the respondent proposal alternate incentives?</p>	<p>Volume incentives would apply to all Groups awarded to a Respondent. Yes, Respondent may propose an alternative incentive. See Cost Evaluation Model, Tab 6, Volume Incentive. Respondents should use Columns K-S to propose alternative incentive structures.</p>

QUESTION / COMMENT	STATE RESPONSE
97 Pro Forma Contract, A.9. Will a SOC 1 Type 1 compliance suffice or will the other certifications be a requirement for the winning bid?	The State considered the SOC 1 Type 1 alternative requested and declines making that revision. Respondent must have one of the minimum certifications at the time of submission of their proposals.
98 Pro Forma Contract Section, A.9. Are there any other approved accreditations for security and compliance requirements outside of what is listed in the RFP?	At this time, no.
99 RFP Section D. Do we need to include our answers to the requirements mentioned in the Oral Presentation Section D of RFP Attachment 6.2 within our proposal response?	No. Respondents will be invited to Oral Presentations according to the Schedule of Events. See RFP Section 5.2.1.5.
100 RFP. Do we need to attach the signed addenda which gets released as part of our proposal response?	Respondent should respond to or address specific requirements detailed in the RFP, RFP Attachments, and RFP Amendments. The contract for signing will be sent to the awarded Contractor(s) according to the RFP Section 2, Schedule of Events.
101 RFP. Do we need to attach a blank copy of RFP Attachment 6.5. Score Summary Matrix with our proposal response?	No.
102 RFP. Do the required forms need ink or digital signatures?	Either ink or digital signatures are acceptable. See T.C.A. § 47-10-102.
103 RFP, re Safety. Please verify microfilm roll count.	Safety estimates microfilm roll count to be approximately 30,000.
104 RFP 1.1. Although the State indicates there are no methods for anticipating potential volumes and no volume guarantees, does the State currently have any projects identified to be competed using this new statewide contract?	Current projects that have been identified are for Safety and TDHS. Safety's project is in the developmental/research stages currently. TDHS's project is under a current contract and it is unknown whether they will utilize the statewide contract. The State does not guarantee that the State will buy any or all estimated amounts of any specified item or any total amount.
105 RFP 1.1 & Pro Forma Contract A.3.f. Is this vehicle available to Tennessee county and local governments and quasi-governmental agencies (i.e. public utilities)?	<p>No. Pro Forma Contract A.44. refers to are other states and other state local governments and entities who have requested and are approved by the CPO Contract Administrator to utilize this statewide contract.</p> <p>RFP Section A.10. has been added for Respondents to provide a statement that Respondent agrees to extend or not to extend the contract to all authorized users. Pro Forma Contract Section A.45. Statewide Contract will be added to the Contractor(s) who agree to extend to all authorized users.</p>

QUESTION / COMMENT	STATE RESPONSE
106 RFP 3.1. Page 13. Can font sizes be smaller for Headers/Footers, Tables, Graphics and Requirements?	No.
107 RFP Attachment 6.2, A.8. Specifies the requirement for vendor certifications. The FedRAMP, ISO 27001 and SOC-2 Type 2 certifications relate to cloud products and services and information risk management. For Group 3 Microform Services, will the CPO accept proposals from vendors that do not have these certifications?	No. It is a mandatory requirement that Respondent must have one of the minimum certifications at the time of submission of their proposals.
108 RFP Attachment 6.8. How was this data acquired? Where did it originate?	The Supplier invoices were compiled and the data was used for Chart 1. TDHS staff provided data regarding processed record counts.
109 RFP Attachment 6.8, DHS Contract Volume Summary, Chart 1. In the index line item (index up to six field/20 keystrokes), what do the numbers represent? For example – 3,546 – does this represent Keystrokes, Index Fields, or both?	This is Supplier provided data that represents the number of fields indexed.
110 RFP Attachment 6.8. "\$11,958.25 for document scanning," did this include the 594 hours of document prep and indexing?	Yes.
111 RFP Attachment 6.9, Chart 1: Regular Microfilm. What reduction ratio was used for the microfilm?	The reduction ratio varies.
112 RFP Attachment 6.9, Chart 1: Regular Microfilm. Is the term "tape" being used to represent a microfilm roll? If not, what is the length of a "tape"?	Each microfilm roll is 215 feet of microfilm tape.
113 RFP Attachment 6.9, Chart 2: Driver License Application Microfilm. Your column titles show 99 batches/tape and 500 docs/batch. This is 50,000 driver's licenses per tape. a. If this is correct, what is the reduction ratio of each tape? b. If this is correct, what is the length of each tape? c. If this is not correct, could you please clarify the number of licenses per tape?	Safety has provided a summary estimating the possible number of images per roll of film and number of batches per tape.  a) The Reduction ratio is varied and unknown. b) The length of most tapes are 215 feet. c) The number of licenses per tape is unknown.
114 RFP Attachment 6.9, Chart 3: Driver License Application Microfiche. What is meant by the term "tapes"? We assumed that the microfiche was filmed at 48x, which would give you 208 squares (images). What is meant by "50 per square"?	Safety used the word, "tape" for microfilm tapes, cards or sheets, interchangeably.  Safety has provided a summary estimating the possible number of tapes/sheets per year and number of documents.  Safety at a minimum estimated there would be 50



QUESTION / COMMENT	STATE RESPONSE
	documents per square. The number of documents will vary. Some microfiche contain one document, whereas others have 50 or more documents per sheet within those 208 squares (images).
115 RFP Attachment 6.9, Chart 4: Microfiche Books 1-9. Is this fiche or roll film? The chart references both.	Microfiche.
116 RFP points A.2, A.6, A.7. Do these written statements need to be on a company letter head or are these simple explanatory statements?	It is not required to be on company letterhead. Explanatory statements are acceptable. The Respondent must address all items in sequence and detail the response page number for each item in the appropriate space.
117 RFP points B.6, B.7, B.8, B.9, B.10, B.18, and B.20. Do these written statements need to be on a company letter head or are these simple explanatory statements?	It is not required to be on company letterhead. Explanatory statements are acceptable. The Respondent must address all items in sequence and detail the response page number for each item in the appropriate space.
118 RFP Section 1.1. Purpose, Historical spend data. The RFP section that addresses the historical spend data states that "Any work submitted under this Contract would be directed through Print Media after their capacity has been met...." Does this apply to Group 3 Microform Services?	Yes, this applies to Group 3, Microform Services. RFP 1.1. Statement of Procurement Purpose has been revised as follows, "Scanning of Source Media by a Supplier will occur when workload exceeds capacity (overflow). Print Media also produces 16 mm microfilm and converts microfilm to digital files. All other microform services are outsourced."
119 RFP Section 3.3, paragraph 3.3.4, and 3.6. This section states "a response must not propose alternative goods or services (i.e. offer services different from those requested and required by this RFP) unless expressly requested in this RFP. The State may consider a response of alternative goods or services to be non-responsive and reject it". However, in section 3.6, it suggests that if additional goods and services can be proposed by respondent, but we must not list rates, amounts or information about those services. If a respondent can meet the specifications of the State's RFP, but wants to offer a different approach/solution can you please direct the respondents how to respond to the RFP?	<p>RFP C.6. allows the Respondent the opportunity to discuss no cost services. The Cost Evaluation Model Attachment 6.3 for each group allows Respondents to provide a description of additional services, UOM and cost of those items.</p> <p>Cost must be listed only on Cost Proposal spreadsheet, RFP Attachment 6.3 Cost Proposal &amp; Scoring Guide.</p> <p>The State may or may not add additional service(s) to the awarded contract(s).</p>
120 Volume. We need to know exactly what we're bidding on, there seems to be some conflicting information.	This is a statewide contract utilizing not to exceed rates in which the End User will provide a statement of work (SOW) to the each Respondent awarded in the Group. At the time of the Project Quote, the scope and volume will be known to the Respondent to provide quotes based on

QUESTION / COMMENT	STATE RESPONSE
	complexity and a known volume.
121 Volume. The estimated images total comes to 567,210,500. Are there 16,200 rolls or 43,110 rolls?	Regarding the project for Safety, there are approximately 43,110 rolls.
122 Is the evaluation factor on the pricing spreadsheet an average of each of the 3 divisions?	No.  Evaluation factors do not represent usage. These shall not be construed as a minimum or a maximum quantity of service that may be needed. See RFP 1.1 Statement of Procurement Purpose and RFP Attachment 6.3.Cost Proposal & Scoring Guide.
123 Are the evaluation factor numbers monthly figures?	No.
124 Group 1: Digital Mail Scanning. Is it a requirement to respond to the Onsite questions 26-38?	Yes. Contractor(s) are expected to provide on-site services, if requested by an End User.  See instructions on individual tabs in the Cost Evaluation Model. Respondents must respond on every line within the group and may be considered non-responsive if all line items within a proposed group have not been entered.  If Respondent does not provide a particular onsite service, then Respondents should enter zero "0" if you do not provide the service and enter "N/A" as a Clarification.
125 If we will not offer Onsite scanning services, will this exclude us from responding?	Yes. Contractor(s) are expected to provide on-site services, if requested by an End User. If Respondent does not provide a particular onsite service, then Respondents should enter zero "0" if you do not provide the service and enter "N/A" as a Clarification.  See instructions on individual tabs in the Cost Evaluation Model. Respondents must respond on every line within the group and may be considered non-responsive if all line items within a proposed group have not been entered.
126 Pre-response conference question. Are the volume incentives for all groups?	Yes. However, Respondent may propose an alternative incentive. See Cost Evaluation Model, Tab 6, Volume Incentive. Respondents should use Columns K-S to propose alternative incentive structures.  See Response # 96.
127 Pre-response conference question. Group 2 and 3, are there any location requirements?	For Group 2 and 3, Contractors are to be able to service the entire state. See Pro Forma Contract

QUESTION / COMMENT	STATE RESPONSE
	A.42. Service Locations.
128 Pre-response conference question. Will you be publishing the questions that come in to the entire group?	The State's response to Questions and Comments will be posted through an amendment to the RFP.
129 Pre-response conference question. Will you send an attendees list out to the public from today's meetings?	See Response #29.

3. **Delete RFP # 32110-17101, in its entirety, and replace it with RFP # 32110-17101, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
4. **Delete Pro Forma Contract, in its entirety, and replace it with Pro Forma Contract, Release # 2, attached to this amendment.** Revisions of the original Pro Forma Contract document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
5. **Delete RFP 32110-17101 Digital Imaging Services Cost Evaluation Model, in its entirety, and replace it with RFP 32110-17101 Digital Imaging Services Cost Evaluation Model, Release # 2, attached to this amendment.** Revisions of the original Cost Evaluation Model are emphasized within the new release. **See highlighted text in Tab 1, Instructions for summary of revisions.**
6. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.