On-Site Document Preparation and Imaging Services

PROJECT NO. 11-19

To: Prospective Respondents

From: Houston Community College

Date: December 10, 2010

Subject: Informational Letter # 1 – Requests For Proposals, HCC Project No. 11-19

The following questions regarding the Request For Proposals, HCC Project No. 11-19 were received in the Procurement Operations Department within the time period stated in the RFP:

Question #1: Prospective proposer wanted to check that they read the project correctly. Is the bid only for personnel to do the prepping and imaging? Will HCC supply the equipment and office?

HCC Answer: Yes, HCC will provide the equipment and office space for this project.

Question #2: Can you give us some idea of the volume of documents that need to be handled? By type if you have that detail.

HCC Answer: Approximately 4,000 records. These records consists of forms such as student's I-20's, financial documents, immigration papers, SEVIS/Homeland Security related documents, degree plans, student applications, letters, faxes, etc.

Question #3: Prospective proposer wants to find out, whether or not HCC has any sort of estimated quantity of documents that you all are looking to scan.

HCC Answer: Each record contains an average of 20-60 pages. However, there are a few records that contain up to 150 pages, but those are not typical of OISS records. We anticipate scanning all documents as noted in the answer to question #2.

Question #4: Is there a specific and particular reason that you all are not seemingly entertaining an off-site conversion?

HCC Answer: Yes, (1) these are active files that are constantly accessed; (2) HCC's ownership of software license and equipment that will be used to perform the scanning process. On-site conversion allows HCC to use its existing enterprise software.

Question #5: What is the total document population for this project? (Estimate of the number of boxes)

HCC Answer: The estimated number of boxes is approximately 100 boxes.

Question #6: How is the average amount of student files contained in each box?

HCC Answer: All records are in manila folders filed alphabetically. Each box contains approximately 40-70 folders.

Question #7: What is the quality of the documents within the student files? (i.e. Will the documents require a lot of disassembly before scanning?)

HCC Answer: The documents will require some disassembly prior to scanning such as removal of staples, paperclips, rubber bands, etc. The quality of the documents will vary according to the age of the documents as well as how the documents were produced and provided to HCC.

Question #8: The documentation states that HCC will furnish the equipment necessary to perform the imaging services: How many scanners will HCC provide for this project and/or will you allow the vendor to provide additional scanners to fulfill the time requirements of the project?

HCC Answer: HCC will provide 4 computers and 4 scanners (3 Fujitsu 6140's and 1 Fujitsu FI6770). The selected vendor can purchase additional equipment if necessary to complete the project. However, HCC feels the equipment as listed above will be sufficient. As such, HCC will not incur the cost should the selected vendor purchase additional equipment for this project.

Question #9: Will HCC allow the vendor to work double shifts to meet the time requirements of the project?

HCC Answer: Yes. Certain arrangements will have to be made for entrance into the building, etc. after hours that will be made available upon award of a contract, if necessary to complete the job.

Question #10: Could you please tell me who I need to contact to get a list of potential small business so I may contact them about the proposal?

HCC Answer: HCC does not have a list of potential small businesses that you may contact. However, the City of Houston, Metropolitan Transit Authority (METRO) and /or the State of Texas may have a list of small businesses that you may contact.

Question #11: In Attachment No. 3, section III, Imaging Services it states: Look up student's name in Peoplesoft to verify that individual is currently in Peoplesoft; What needs to be done if the information is not in Peoplesoft at the time of lookup?

HCC Answer: It will have to be manually entered and stored into ImageNow.

Question #12: In Attachment No. 3, section III, Imaging Services it states: Look up student's name in Peoplesoft to verify that individual is currently in Peoplesoft; What specific identifier will be used to look up the student's name in Peoplesoft? (Social Security Number or Last Name, First Name)

HCC Answer: The student I.D. number will be used for searches.

Question #13: In Attachment No. 3, section III, Imaging Services it states: Records Management will arrange storage of boxes upon completion of imaging services. Will the boxes need to be moved again prior to Records Management storing the boxes?

HCC Answer: The boxes will only be moved from the Office of International Student Services (11th floor) to the 4th floor for scanning. Upon completion, Records Management will pick the records up from the 4th floor for transfer to storage.

Question #14: In Attachment No. 3, Section VI, Place of Performance of Services it states: HCC will furnish the equipment necessary to perform the imaging services. Does this include scanners and computers? If so, how many scanners and computers will be provided? Could you also please list the manufacture and model number of the scanner and specifications on the computer to be used?

HCC Answer: Please see answer to question #8.

Question #15: In Attachment No. 3, section II, Relocation and Document Preparation Services it states: Retrieve boxes from Office of International Student Services (11th Floor) and move them to project location in the HCC conference room located on the 4th floor; Will a two wheeler or cart be available, or does vendor need to provide their own?

HCC Answer: The selected vendor will need to provide their own means of moving the records from the 11th floor to the 4th floor.

Question #16: On page number 4 of the proposal, Introduction, it states the project is 12 weeks long. Will personnel be able to access the work area outside of regular work hours? Please give times and days the work area will be available?

HCC Answer: Arrangements will be made with the selected vendor for access to the work area outside of regular work hours as needed in order to complete the project.

Question #17: There are typically 2,200 pages in a box. Does this sound like an accurate estimate of the page numbers in your boxes?

HCC Answer: Yes

Question #18: Approximately how many student files will each box contain?

HCC Answer: Please refer to the answer to question #6.

Question #19: May we bid the project according to the sheet/image?

HCC Answer: Respond to the RFP as it is stated in Attachment No. 2, Schedule of Items and Prices.

Question #20: Will you provide training on how to purge the student files and what to purge?

HCC Answer: Yes

Question #21: What is the number of sheets expected to be converted in the 12-week turnaround period?

HCC Answer: Approximately 220,000

Question #22: What is the number of boxes expected to be processed in the 12-week turnaround period?

HCC Answer: Approximately 110

Question #23: Typical fields for import into Image Now software are as follows:

       ^f1^f2^f3^f4^f5^f6^f7^f8^
       f1 = Drawer –
       f2 = Tab1 – Key field
       f3 = Tab2 –
       f4 = Tab3 –
       f5 = Tab4 –
       f6 = Tab5 –
       f7 = Tab6 – empty or unique sequential folder number for Drawer or Project
       f8 = image number for folder 1 thru x, restart at 1 for each folder
       f9 = image number for project 1 thru x do not restart at folder, do not restart at media

We can key some of the above data and auto-populate the rest or we can key it all. What is HCC's preference?

HCC Answer: There will be three (3) drop-down boxes and everything else will be auto populated.

Question #24: What are the estimated character lengths of the index fields?

HCC Answer: 40 characters; however, this information is already set up in the index fields.

Question #25: Where is the index data coming from?

HCC Answer: PeopleSoft

Question #26: Attachment 3 item VI of the Scope of Work states: "HCC will furnish the equipment necessary to perform the imaging services". Would you please specify exactly what equipment will be provided (i.e., copiers, scanners etc…)? If scanner(s) would you please specify the model?

HCC Answer: Please refer to the answer to question #8.

Question #27: Attachment 3 item III states "Image and link the documents into ImageNow. Would you please explain if the "link" activity is indexing information such as student ID, name etc? If it is indexing information from the file would you please specify exactly what would need to be captured?

HCC Answer: When you are linking, you are indexing the document and attaching the documents to the students file in PeopleSoft.

Question #28: Is HCC open to accepting the scanned images and associated index fields for import into ImageNow (as opposed to someone manually linking as stated in item II of the Scope of Work)?

HCC Answer: No