

**Addendum No. 1  
RFP-24-005OCS**

**DIGITAL IMAGING SERVICES**

May 20, 2024

This addendum is hereby made a part of RFP-24-005OCS and it shall amend said document by the Office of Council Services, County of Maui, providing responses to questions submitted by prospective vendors for this RFP.

**RE: Office of Council Services, County of Maui, RFP-24-005OCS for Digital Imaging Services**

Subject: Response to a request for clarifications relating to the above RFP.

Q #1. **Request for Clarification:** Are the Committee Document Files backfile documents? Do you require access to the records at all while scanning? If so, how many times/week?

Response: Yes, the documents are backfile documents. We currently do not require access to the records while scanning. However, if we receive a request from the public to view certain documents, we may require access to the boxes/files and will contact the vendor.

Q #2. **Request for Clarification:** Are all the materials (other than building and architectural plans) sturdy and suitable for high speed, auto-feed scanning (no onion skin, thin, brittle or fragile paper)? Or do they require manual scanning using an overhead scanning system?

Response: Yes, most of the documents are sturdy and suitable for high speed, auto-feed scanning. However, for older documents (starting from 1975), it may require manual scanning because the documents may be on fragile paper (thin, brittle paper). We are not certain of a specific percentage of these types of fragile documents.

Q #3. **Request for Clarification:** What are the measurements of the largest building and architectural type plans?

Response: We are not certain.

## **Addendum No. 1 to RFP-24-005OCS**

May 20, 2024

Q #4. **Request for Clarification:** Are all the pages within file folders or are some of the documents “loose”?

Response: All of the documents are within folders in bankers boxes and are not “loose.”

Q #5. **Request for Clarification:** On average how many file folders in one box?

Response: The amount of file folders in one box varies. We are not certain of an average.

Q #6. **Request for Clarification:** Is the indexing strictly at ‘folder level’ or must we logically go through all the pages within the folder to split and create individual documents? (This can be time consuming equating to added costs)

Response: Pages must be split and created into individual documents.

Q #7. **Request for Clarification:** Does the content of one physical file = one PDF file?

Response: The content of one file or box will equate to multiple PDF files (not one PDF file).

Q #8. **Request for Clarification:** Do you require previous work in the State of HI and counties of HI, or can we provide other similar projects performed that may be outside of HI?

Response: No, we do not require previous work in the State of Hawaii.

Q #9. **Request for Clarification:** What percentage of the documents are two-sided?

Response: A rough estimate is that 75 percent of the documents are two-sided.

Q #10. **Request for Clarification:** Can the larger documents such as building and architectural plans be placed at the back of the folder in which they were found, after being digitized?

Response: All documents (no matter the size) should be placed in their original location in the file folder/box after being digitized. This will help OCS verify the documents that are digitized.

## **Addendum No. 1 to RFP-24-005OCS**

May 20, 2024

Q #11. **Request for Clarification:** What percentage of the collection consists of electronic media? (CD, floppy disks)

Response: We are uncertain of the percentage of CD, floppy disks.

Q #12. **Request for Clarification:** What type of files are on the CD and floppy disks? Note: it's possible some formats may be obsolete.

Response: We are uncertain of the percentage of CD, floppy disks. Yes, we understand that some formats may be obsolete, and would require that OCS be notified if this happens.

Q #13. **Request for Clarification:** Confirming that "Recycling" as noted the end disposition of records be "Shredding" as these are sensitive records.

Response: The documents do not need to be shredded (they are not sensitive, confidential records).

Q. #14. **Request for Clarification:** Will the OCS allow shipment of the boxes off island to be scanned in a facility on Oahu?

Response: No, OCS will not allow shipment of the boxes off-island to be scanned. The boxes must remain on Maui.

Q. #15. **Request for Clarification:** Is this bid a lump sum price for the entire 709 Bankers Boxes of records regardless of how many actual images are to be scanned?

Response: No, payments will be made in increments subject to acceptance of progress reports or delivered services, as set forth in the RFP.

Q. #16. **Request for Clarification:** What range of dates are these records from? (i.e. 1945 thru current). We are trying to get a feel for the quality and paper types (onion skin/bond paper/fragile/brittle/discolored/dusty) and whether the staples/fasteners may be rusty.

Response: The records start from 1975. Some of the older documents will not be of great quality and paper types may be fragile. Yes, some staples and fasteners may be rusty. Also, some documents that were rubber banded may be stuck on some paper documents.

Q. #17. **Request for Clarification:** How will answers be published? Is there a registration that must be completed for interested bidders to receive Sealed Bid Solicitations? We became aware of this solicitation by means other than the Public Purchase system, direct email from the County, or

## **Addendum No. 1 to RFP-24-005OCS**

May 20, 2024

the State HIEPRO System which is supposed to display all State of Hawaii and all County bids?

Response: The answers to all questions of this RFP will be published on the Hawaii Awards & Notices Data System (HANDS) website for everyone to view as an addendum to the RFP.

Q. #18. **Request for Clarification:** How should we document/index unreadable CD or Floppy disk?

Response: Documentation should be submitted via a letter from the selected vendor to OCS.

Q. #19. **Request for Clarification:** What is the percentage of the documents within each box larger than 11"x 17"?

Response: We are not certain of the percentage of the documents within each box larger than 11x17.

Q. #20. **Request for Clarification:** If document needs to be in color at 600 dpi, PDF might be more than 200MB. How should we handle this situation?

Response: Yes, documents in color needs to be scanned in color at 600 dpi to ensure the quality of the scan. We understand that the PDF file might be more than 200 MB. We will handle this on case-by-case basis on how to transmit these files to OCS.

Q. #21. **Request for Clarification:** Do you need a file index listing of all scanned documents? If so, what format should it be in? Excel, csv, txt, etc.? Metadata requirements?

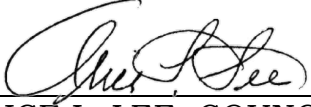
Response: Yes, a file index listing of all scanned documents would be beneficial. The file format should be in Excel.

Q. #22. **Request for Clarification:** What will happen to boxes after they are scanned? Will they be destroyed or returned to storage?

Response: OCS will need to check the actual file boxes (hard copies) with the scanned documents to ensure all documents were scanned. Then OCS will need to upload all scanned documents into our system (SharePoint) and fill-in the metadata fields. OCS will either return or leave the boxes with the vendor to dispose of documents, once the documents have been digitized and checked.

**Addendum No. 1 to RFP-24-005OCS**

May 20, 2024

Approval:   
ALICE L. LEE, COUNCIL CHAIR  
Council of the County of Maui

Issued: May 20, 2024

**Addendum No. 1 to RFP-24-005OCS**

May 20, 2024

**RECEIPT**

Receipt is acknowledged for Addendum No. 1 of the solicitation entitled “Digital Imaging Services,” RFP-24-005OCS.

Please acknowledge receipt of this addendum by mailing this receipt page with your proposal to the Office of Council Services, 200 South High Street, Room 703, Wailuku, Hawaii, 96793.

Received by:

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SIGNATURE

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NAME OF FIRM

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ADDRESS OF FIRM

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DATE RECEIVED