



U N I V E R S I T Y O F
SOUTH CAROLINA

AMENDMENT NO.1 TO SOLICITATION

TO: ALL VENDORS
FROM: Kevin Sanders, Procurement Manager
SUBJECT: SOLICITATION NUMBER: USC-IFB-2568-KS
Document Scanning/Management

DATE: March 25th 2014

This Amendment **No.1** modifies the Request for quote only in the manner and to the extent as stated herein.

Vendor Questions/Answers

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT **NO.1** IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

Authorized Signature

Name of Offeror

Date

How many boxes are in the collection?

ANSWER:Initially, we are planning to have 100 boxes. We could potentially need more than that.

Is this a backfile project, or day forward for scanning?

ANSWER:It is a backfile project

Is scanning to be bitonal (black and white) or is there a need for color/grayscale?

ANSWER:Need color/grayscale

Can you provide an example of the file naming requirement?

ANSWER:File names will vary depending on user.

Will you ship materials using a 3rd party carrier, or do they have to be picked up/dropped off by vendor?

ANSWER:The files can be sent by 3rd party carrier but the fees are included in the vendor price and the handling of managing those shipments is handled by the vendor.

1) What is the estimated number of boxes to be scanned over the 1st 12 months of the contract.

ANSWER:Estimate of first year is 100 boxes but could be more than that.

2) What is the estimated number of boxes to be scanned over the life of the contract?

ANSWER:Estimate of boxes over the life of contract is 250.

3) VIII. BIDDING SCHEDULE / PRICE – BUSINESS PROPOSAL - What is the difference between line item 3 and line item 5.

ANSWER: Item #3 is a requirement during conversion, Item #5 is to store/maintain items after conversion.

1. Whether companies from Outside USA can apply for this?? (From India or Canada)

ANSWER: Yes. There is no restriction of companies from countries outside the USA responding to the solicitation.

2. Whether we need to come over there for meetings??

ANSWER: There are no meetings associated with the solicitation itself. Occasional meetings with University staff for updates/training may be required of the contractor. We are open to exploring alternatives if available.

3. Can we perform the tasks (related to RFP) outside USA ?? (From India or Canada)

ANSWER: Yes.

4. Can we submit our proposals via email?

ANSWER: No, proposals can't be submitted via email. Please refer to the Submitting Your Offer or Modification clause in Section II-A of the solicitation.

1. How many total 10x"12X15" boxes does USC plan to store?

ANSWER: Estimating 100 boxes.

2. Will the vendor be expected to pick up and store all the boxes at one time or in several pick-ups over a course of time? What is the anticipated schedule for picking up the documents?

ANSWER:Several pick-ups over a course of time. Begin immediately.

3. What is the time frame that the scanning of records is expected to take. Is there a required completion date?

ANSWER:30 days to process but will be made available before then if task has been completed.

4. Is local area storage a requirement?

ANSWER:No

If so what allowed distance that documents can be stored away from the USC campus?

5. Will the records storage site be physically inspected by USC for compliance prior to awarding the contract?

ANSWER:No

6. Please better describe what is meant by “5 pulls per week free of charge?”

ANSWER: During the scanning process, before files are made available through the document management system, USC has five document pulls per week free of charge for quick retrieval. This would be an instance where the documents were needed and had not been processed at that time.

7. Please provide an amount of file storage that is included with the bid, our experience suggest that an average document size is 0.5 MB.

ANSWER:Vendor scan of boxes does not count towards overall storage.

8. Does the Document Records/Document Management system need the ability to store digital files in their native format for later recall(i.e. word, excel, pot, pdf, dwg. Etc.)

ANSWER: The files will need to be converted to pdf. However, the Document Management system should be able to hold word, excel, etc.

9. Is training to be provided for USC’s employees to use and access their stored files.

ANSWER:Yes

How much training, how many participants, how many hours?

ANSWER:17 departments must be trained. Must trading be available with a live onsite instructor or locally assessable classroom environment?

ANSWER: Live onsite.

10. How many hours of professional services are required by USC to be provided with this implementation for project coordination?

ANSWER:What is meant by professional service?

11. Is a locally available onsite project manager a requirement for this project or given preference over a remote project manager (via the internet or phone)?

ANSWER:Onsite manager will be available when needed.

12. Please provide more detail to the document indexing requirement? Do individual documents need to be indexed?

ANSWER:Yes

How will the indexing fields be defined?

ANSWER:Index will be created as is given to the vendor.

13. Does the Document Records/Document Management application need to be active so that new records can be entered into the system and indexed by USC employees while the back scanning of old records is in progress.

ANSWER:Yes

14. Is the Document Records/Document Management expected to be used by The Moore Schools of Business employees after the back scanning is complete.

ANSWER:Yes

15. Will the Document Records/Document Management systems become a primary records management system for The Moore School of Business employees?

ANSWER:Yes

16. Does The Moore School of Business envision using the Document Records/Document Management system for advanced features and work flow automation such as mobile access, Outlook integrations, access from any program, workflow management and task tracking?

ANSWER:Yes

17. Will the top contenders of the bid be expected to present their Document Records/Document Management system to USC officials and provide a live demo of the product as part of the pre-award criteria?

ANSWER: Yes

18. Are the dimensions of the box a typo? It says 10 x 12 x 1 inch (standard) Page 20 (Description)

ANSWER:Yes. Should state: 10" x 12" x 15" standard file boxes

19. Is all indexing going to be performed by the bar coded sheets?

ANSWER:Yes

20. Who is responsible for creating and inserting the bar-coded sheets?

ANSWER:The vendor

21. How many bar coded sheets are there?

ANSWER:Each user will be assigned a bar code, expect no more than 200 users.

22. What is the volume of loose documents not in folders?

ANSWER:We do not have an estimate for this.

23. Can the contractor receive an electronic file of all the folders being picked up?

ANSWER:Yes

24. Will all boxes be picked up at one time?

ANSWER:No

25. How is Item 3 of the pricing page different then Item 5?

ANSWER: Item #3 is a requirement during conversion, Item #5 is to store/maintain items after conversion.

Is a site visit allowed?

ANSWER:Yes

26. What is the average number of pages per folder?

ANSWER:We do not have an estimate for this.

27. Please supply us with a general idea of the condition of the documents (i.e. staples, dog eared etc.)

ANSWER:Could be all of those

28. Can we price per image instead of per box due to the fact that some boxes may be more or less than the stated 2500 per box.

Answer: Estimate of 2500 per box is the standard to be used for competitive bidding. Per Image price will not be considered

29. What percentage of documents is two sided?

ANSWER: All documents should be scanned at their native size in duplex mode to ensure that the front and back of all documents will be captured. Blank page dropout should be applied to documents with a threshold setting of 500 bits/image.

1. Are all records to be picked up at one location?

ANSWER:Yes

2. Will all records be released at one time, meaning able to pick-up in one shipment?

ANSWER:No, there will be multiple pick-ups over the life of the contract

3. Will the University supply their own boxes?

ANSWER:No, boxes should be supplied by the vendor

4. Will the University box records for shipment?

ANSWER:Yes

5. Please confirm records are to be scanned at 300 DPI black and white.

ANSWER:Yes, unless otherwise noted.

6. Is FTP an acceptable delivery method of completed work?

ANSWER:No.

7. Does the University have a preference regarding the method documents become searchable PDF.

a. The service bureau can convert documents at the time of paper conversion to searchable PDF to be loaded in hosted solution.

ANSWER:Yes

b. The software technology can be provided as part of the hosted solution to the customer. The customer would then receive tiff documents and be able to process the current work to searchable PDF and any future work?

ANSWER: No

8. RFP notes 5 retrieval pulls to be expected per week. Please confirm acceptable method of delivery for these requests.

a. Is secure email (can be encrypted)

ANSWER:No

b. Is expediting the conversion of these records and loading them to the hosted solution w/l 24 hours of request acceptable?

ANSWER:Yes

c. Does the physical file need to be sent back?

ANSWER:No, but the files will still need to be stored.

9. Indexing Requirements – RFP states to use the folder naming convention for the index value(s).

a. Can you provide an example of the folder naming convention?

ANSWER:Cabinet name, folder name, and individual records

b. Will a document type(s) be required, if so how many document types?

ANSWER:Standard size, legal size, magazine articles, receipts, etc.

c. Will a document date be required to be assigned to each document?

ANSWER:Yes

10. Please elaborate on secure systematic coding specifications?

ANSWER:AICPA, HIPAA, PCI, DSS Secure

11. Is Banner (or other system of record) being updated with any information related the scanning of documents?

ANSWER:All files should be compatible with Banner.

12. Are there certain identifying information (student ID, staff ID, etc) that documentation will need to be indexed with? If so, is there a business application that will be able to provide this information?

ANSWER:We do not have a business application that we can provide.