



Q1. Can we obtain a healthy sample? You can then have some images from us for inspection and we can run some images to uncover any unknowns which typically helps drive prices down.

R1. No, due to the sensitive nature of the material, DHR cannot provide a sample.

Q2. What do you think the least amount of pickups could be?

R2. This information is not available at this time.

Q3. What do you think is the most amount of rolls you would allow out per pick up?

R3. See R2.

Q4. What do you think is the most amount of fiche you would allow out per pick up?

R4. See R2.

Q5. Are you set on the 2 week deliverable or can that be adjusted to maybe monthly or 3 weeks?

R5. See R2.

Q6. Will you have any document request while the vendor has your microfilm?

R6. Yes.

Q7. How many document request on average during that two week period do you believe you would have for the microfilm rolls?

R7. Document requests vary each week, DHR is unable to determine an average.

Q8. How many document request on average during that two week period do you believe you would have for the fiche?

R8. See R7.

Q9. If you do have document request during the two weeks would a password protected emailed link be acceptable to get the documents to you?

R9. No.



Q10. Will you be giving the vendors a chance to ask clarifying questions after you post the answers to the first round of questions?

R10. No.

Q11. Are any of the microfiche in envelopes?

R11. No.

Q12. Are any of the microfiche stapled together?

R12. No.

Q13. Regarding the microfiche are the images all negative or all positive or mixed?

R13. To the best of DHR's knowledge, all images appear to be negative.

Q14. If mixed is it mixed on an individual card or some cards negative and some positive?

R14. No, DHR does not have any cards that are mixed.

Q15. If mixed please give us an average of percent of positive vs negative images?

R15. This information is not available.

Q16. Regarding the microfiche are the images all rotated properly or a mixture of right side up or upside down?

R16. Microfiche images are all turned the same way.

Q17. Regarding the microfiche can you give us an idea of percent on average of upside down images?

R17. To the best of DHR's knowledge, the microfiche is right side up or right side down.

Q18. If mixed is it mixed on an individual card or some cards right side up and some upside down?

R18. See R17.

Q19. Regarding the microfiche can you give us an idea of percent on average of images that need skew correction?



R19. DHR is not sure of the percentage that needs skew correction.

Q20. Regarding the microfiche image orientation would you prefer us to just capture images as they lay on the card to keep pricing down?

R20. DHR prefers vendor to capture the microfiche image orientation as they appear on the card to keep pricing down.

Q21. Would you say the fiche are similar throughout the volume in quality and layout or do they differ?

R21. Yes, but they do not differ within a given frame.

Q22. If the fiche differ in either layout or quality throughout the volume please explain how they differ?

R22. See R21.

Q23. Regarding the microfilm are the images all negative or all positive or mixed?

R23. The microfilm images are mixed but the majority are negative.

Q24. If mixed is it mixed on an individual roll or some rolls negative and some positive?

R24. This information is not available. Per roll, the images appear to be consistent.

Q25. If mixed please give us an average of percent of positive vs negative images?

R25. See R15.

Q26. Regarding the microfilm are the images all rotated properly or a mixture of right side up or upside down?

R26. The images are rotated properly but appear to be right side up and upside down.

Q27. If mixed orientation is it mixed on an individual roll or some rolls right side up and some upside down throughout?

R27. See R26.



Q28. Regarding the microfilm can you give us an idea of percent on average of upside down images?

R28. See R15.

Q29. Regarding the microfilm can you give us an idea of percent on average of images that need skew correction?

R29. See R15.

Q30. Regarding the microfilm image orientation would you prefer us to just capture images as they lay on the roll to keep pricing down?

R30. Yes.

Q31. Are the rolls duplex or simplex?

R31. Most of the rolls are simplex, but there are some rolls that are duplex.

Q32. Do you require the vendor to be local?

R32. DHR does not require the vendor to be local.

Q33. Can this conversion be done out of state?

R33. DHR will allow the conversion to be done out of state.

Q34. Is there a bond required? If so please define the requirement amounts, etc.

R34. No bonds are required.

Q35. When would you like this project completed?

R35. In one year.

Q36. We assume when you say vendor picks up and delivers that you will not allow any 3rd party shipping like FedEx or UPS is this correct?

R36. No, due to the sensitive nature of the material and the possibility of the microfilm/fiche being lost, DHR requires the vendor to maintain possession of the physical media at all times.



Q37. Just to confirm you do wish all images to be processed thru OCR (Optical Character Recognition) software to produce searchable text in the image correct?

R37. No.

Q38. As you do not have a line item for the OCR cost should we assume you just want us to build that cost into the cost per roll and cost per card price?

R38. See R37.

Q39. We assume the (CA/N) Background Checks and the non-disclosure agreements are not needed until after the award, correct?

R39. Yes.

Q40. In section 4.2.5.2"Vendors must submit an audited financial statement for year 2014 and letters from the auditor(s) who performed the 2013 and 2012 financial audits". Does the State mean to request from 2016, 2015 and 2014?

R40. No.

Q41. Section 5.2 you discuss holdbacks but do not state a specific hold back amount or portion. What is the expected hold back portion expected to be and how long (after project completion) will it be until such a hold back is released?

R41. Holdbacks will be discussed post award.

Q42. Would a 1 year warranty by the vendor replace the holdback from section 5.2?

R42. No.

Q43. As the certificate of authority for doing business in Alabama is fee based and merely a registration process, may the vendor wait until awarded to complete? Or must this be done prior to responding to this RFP?

R43. Yes.

Q44. Can we use FedEx or UPS for pickup and delivery?

R44. See R36.



Q45. Do you want individual PDF files for every image in a roll or fiche? If not, is there some type of document grouping?

R45. No. DHR requires all images on a roll or fiche to be grouped together. DHR does not want individual PDFs for every image in a roll. DHR is open to the PDF being at a minimum of 1000 pages. Fiche containing multiple cards for one record can be grouped into one PDF.

**Q46. Whether companies from Outside USA can apply for this?
(like, from India or Canada)**

R46. Yes, but the vendor would have to have presence in Alabama. The vendor must have an office in Alabama as well as an address.

Q47. Whether we need to come over there for meetings?

R47. Yes.

**Q48. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)**

R48. See R46.

Q49. Can we submit the proposals via email?

R49. No.

Q50. Page 15 – Section 3.0 –

Would DHR entertain monthly instead of bi-weekly pickups if the completed images would be available to DHR while in the vendors possession via SFTP?

R50. No, See RFP Section 3.1, page 15. SFTP is not allowed.

Q51. Page 15 – Section 3.1 Would DHR entertain monthly returns of the provided Hard Disk Drive to match the pickup/return frequency in question 1?

R51. See RFP, Section 3.1. page 15.

Q52. Page 15 – Section 3.1 Would DHR entertain images being transferred to DHR via SFTP instead of Hard Disk Drive? This would allow a more frequent exchange of images for QA review and access by DHR.

R52. See Requirements listed in Section 3.1 page 15.



Q53. Section 3.0 Page 15 – Condition of the film varies, will the state give a description of varying reels and estimated counts of good, fair, poor condition reels?

R53. See R15.

Q54. Section 3.1 Page 15 - Will images be uploaded into an existing document repository, a windows file share, or would the state be open to a viewing software that will allow quality enhancements as part of this solution? There would be a cost to the viewing software, but we would be able to drastically lower the cost per reel.

R54. No.

Q55. Section 3.2.7 Page 17 – Indexing – Confirm that indexing is at the reel or card level and no additional classification, separation or individual document indexing is required.

R55. Yes, the indexing will be at the reel/card level.

Q56. Section 4.2.5.2 Page 21 – Will the state consider accepting financial statements only for short listed vendors or the awarded vendor?

R56. Clarity is needed to provide response.

Q57. Pg.16-17,Section 3.2

Item 1 –

The vendor must pick up a new batch of microfilm/microfiche to be digitized from the DHR facility every two weeks.

Item 2 - The vendor must deliver a batch of digitized images and the original microfilm/microfiche every two weeks.

To help keep costs down, we would like to have less frequent data retrievals/deliveries. Would you be open to a monthly pick-up schedule or perhaps even a longer duration. Data could be made available on a secure FTP site or private VPN for instances in which staff has requests for document retrievals. Would UPS or FedEx be acceptable media shipping methods?

**R57. Item 1 and 2, See RFP Section 3.1, page 15.
See R36.**



Q58. Pg.8, Section 3.2, Item 5 -

The vendor must digitize the microfilm/microfiche records in an industry standard format. DHR prefers digitized images be in PDF format but is open to vendor suggestions.

Based upon the inferences in the RFP, the vendor would produce a single PDF file per roll of microfilm. May the vendor recommend a method of splitting of rolls into a more manageable document/file size? For example, a full roll of microfilm might produce a PDF document that contains 3000 pages or more. A PDF file with this many pages would likely be unmanageable both from the vendor's perspective and the customer's perspective, making the document difficult to search within for the end user.

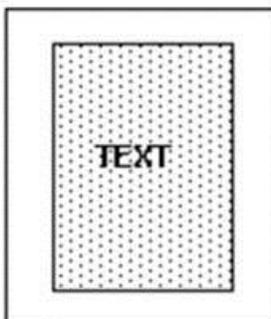
R58. See R45.

Q59. Pg.17,Section 3.2,Item 6 –

The vendor must ensure that the size of the digitized PDF is equal to the original image size. Images can range from standard letter size, 8.5 x 11 inches to legal size 8.5 x 14 inches.

Microfilmed images were typically scanned on two types of microfilm cameras, stationary/planetary and rotary.

Stationary/planetary cameras had a white background on which the documents were placed to capture. Regardless of the page size, the background will always be the same size as shown in the illustration below.





Rotary cameras did not place a background on the image, they were typically shown as the true size of the document as shown in the illustration below.



All microfilm images are scanned at one setting and do not adjust to size. Based on the type of microfilm, in order to “digitize the PDF to the original image size”, we would need to crop each scanned image which would incur additional cost and time. Is this the intent for all images?

R59. No boarder or cropping to page edge is required, only original image size. No, this is not the intent for all images but the images should include matching frame number and page number and an estimate can be provided for the cost of cropping.

Q60. Pg.17, Section 3.2

Item 9 - The vendor’s digitization process must not damage or destroy the original microfilm/microfiche records.

What percentage of the source film is original vs duplicate? If duplicate, has the film been used on a daily bases? Can you describe the average quality of the film?

Are the images on film numbered in anyway?

Is the film Blipped?

Is any of the film in color? If so, what is the expected percentage?

R60. This information is not available.

Yes, there are duplicates but they are not used on a daily basis.

The average quality of the image varies.

Information is not available.

Some of the images are numbered.



Yes.
No.

Q61. Pg.17, Section 3.2,Item 12.C – DHR data must not traverse the public internet at any time.

While the files are to not be posted on the public internet, is SFTP or private VPN acceptable if the files are encrypted?

R61. No. See R57.

Q62. Pg.37,Appendix H Naming Convention and Deliverable Output Format (1 PDF per Roll)

Is there a corresponding Database in use? We find that many clients have a database that has already been built that is used as a library system to locate the images on the rolls. This type of data can be leveraged to build out the filenames creating a more efficient workflow.

R62. Yes.

Q63. General Questions regarding the source media.

How often and how many requests do the staff have to access the rolls each month?

What is the current method of document retrieval by the DHR?

R63. Approximately 12 requests each month. DHR's current method of document retrieval is using a microfilm/microfiche reader located offsite.

Q64. Page 7 1.1 Can vendors outside of Alabama bid on this RFP?

R64. Yes.

Q65. Page 7 1.1 Can Microfilm/Microfiche be transported outside of Alabama to another state (like Texas for example) if in Vendor vehicles/staff.

R65. Yes.

Q66. (Page 15, Item 3.2 states "Vendor Pick-up) Will DHR consider shipping original source microfiche (via commercial carrier) to vendor, at vendors expense?



R66. See R36.

Q67. Page 21, Item 4.2.5.2)

"4.2.5.2 VENDOR FINANCIAL STABILITY

Vendors must submit an audited financial statement for year 2014 and letters from the auditor(s) who performed the 2013 and 2012 financial audits." Are these the correct years for audit requirements?

R67. Yes.

Q68. 3. (Page 21, Item 4.2.5.2)

Would an Internal Statement be acceptable?

R68. No.

Q69. 4. (Page 37, Wards-Microfiche example)

Wards - Microfiche - Index example (W, Fiche number, Last Name, First Name, Middle Name, 1 of 1.pdf) (e.g. W5461-Rabon_Eddie Ray_1 of 4.pdf) Is "W5461- Rabon_Eddie Ray_1 of 4.pdf" the eye readable label at the top of the sheet of fiche?

R69. Yes, the fiche has a readable label across the top.

Q70. 5. (Page 37, Wards-Microfiche example)

The label "W5461-Rabon_Eddie Ray_1 of 4.pdf" implies there are 4 sheets of fiche for "Rabon_Eddie Ray". Example "W5461-Rabon_Eddie Ray_1 of 4.pdf" "W5461-Rabon_Eddie Ray_2 of 4.pdf" "W5461-Rabon_Eddie Ray_3 of 4.pdf" "W5461-Rabon_Eddie Ray_4 of 4.pdf"

is this correct?

R70. Yes.

Q71. Is this a new requirement? If not, can you please provide the name of the vendor, the current contract value and eligibility criteria to re-compete?

R71. Yes.

Q72. We have seen below mentioned forms on the website with RFP documents. Is it mandatory to submit them ? Please confirm.

- **[CAN Central Registry Clearance Request \(Form 1598\)](#)**



• [CAN Central Registry Clearance Request \(Form 1598\)](#)
[INSTRUCTIONS](#)

R72. Yes.

Q73. Is budget for this RFP already available?

R73. No, each vendor must prepare a budget utilizing the forms in Appendix E.

Q74. Page 15, #3.1, Page 17, #11, Appendix H. Will the file name criteria always be on the roll film box, or with in the fiche header? If not, is the information at least on the first several images?

R74. Yes, It will always be on the box or header of the card.

Q75. Page 16, #3.1 Will there be any type of manifest that comes with the material?

R75. Yes, there will be a manifest to verify each box or fiche.

Q76. Page 16, #6. Will the vendor be applying any border to the images, or will we be cropping to page edge?

R76. No, boarder or cropping to page edge is required, only original images.

Q77. Page 16, #2 describes that the vendor will pick up batches from DHR every two weeks; will DHR consider shipping the materials via a secured 3rd party such as FedEx or UPS with tracking?

R77. See R36.

Q78. Appendix H, Microfiche. Are there ever occurrences in which multiple fiche will be combined into a multipage searchable PDF (ex: one record on fiche contains more than 70 frames, or multiple fiche)?

R78. Yes.

Q79. Appendix H, Microfilm. A 3,000 page multipage searchable PDF file per each reel will provide a large file size; is there a file size restriction? Does DHR want to consider multiple PDFs per reel named as described, but with a sequential number?

R79. See R45.

Q80. Appendix H. What image resolution are you requesting: 200dpi, 300dpi?



R80. Image resolution must be no less than 300dpi.

Q81. Appendix H. Is the DHR requesting grayscale or bitonal images? If there are image or film/fiche quality issues due to the original document, aging media, scratched film etc., would DHR find value in receiving both grayscale and bitonal images?

R81. Both. DHR is open to both options but only one option will be selected.

Q82. Appendix H, Microfiche. Does the indexing / naming convention for the fiche always appear in the fiche header? (or does it need to be found in the images themselves?)

R82. Yes, but the naming convention for the fiche will always appear in the fiche header.