



## Department of Hawaiian Home Lands

RELEASE DATE: March 4, 2013

ADDENDUM A  
TO  
REQUEST FOR PROPOSALS  
No. RFP-13-HHL-003

Enterprise Content Management System  
(Document Imaging)  
STATE OF HAWAII  
DEPARTMENT OF HAWAIIAN HOME LANDS

---

Jobie M. K. Masagatani  
Procurement Officer

## **CLARIFICATIONS TO RFP-13-HHL-003**

### **2.08 TERM OF CONTRACT (page 12)**

Replace first paragraph with: The contract term shall be in accordance with the accepted best and final offer and will be included as part of the contract (Time of Performance, Attachment S3, form AG-013). Upon completion of the installation, DHHL requires post-implementation support for twelve (12) months after installation. The cost of post-implementation support shall be a separate line item in the Key Dates and Deliverables section of the proposal and the cost included as part of the total in Section Six, Attachment 2, Offer Form OF-2.

### **5.01 SCOPE (page 17)**

The State contract General Conditions can be found on the State Procurement Office web site by clicking on the *Contract General Conditions (issued by Dept. of the Attorney General)* link. (<http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts>)

### **5.04 TERM OF CONTRACT (page 17)**

“contract, Attachment S3 – Time of Performance” is referring to the formal written contract attachment (Time of Performance, Attachment S3, form AG-013). “proposal” is referring to the accepted best and final offer.

### **5.20 PRICING (page 23)**

Change GET rate from 4.0% to 4.5% for Honolulu. The maximum tax rate allowed to cover General Excise and County Surcharge tax liability is 4.712%.

### **5.34 LIABILITY INSURANCE (pages 26 & 27)**

Replace entire section with:

The Contractor shall maintain in full force and effect during the life of this contract, liability and property damage insurance to protect the Contractor and his subcontractors, if any, from claims for damages for personal injury, accidental death and property damage which may arise from operations under this contract, whether such operations be by himself or by a subcontractor or anyone directly or indirectly employed by either of them. If any subcontractor is involved in the performance of the contract, the insurance policy or policies shall name the subcontractor as additional insured.

As an alternative to the Contractor providing insurance to cover operations performed by a subcontractor and naming the subcontractor as additional insured, Contractor may require subcontractor to provide its own insurance which meets the requirements herein. It is understood that a subcontractor's insurance policy or policies are in addition to the Contractor's own policy or policies.

The following minimum insurance coverage(s) and limit(s) shall be provided by the Contractor, including its subcontractor(s) where appropriate.

#### **Coverage**

**Commercial General Liability  
(occurrence form)**

#### **Limits**

**\$1,000,000 per occurrence and  
\$2,000,000 in the aggregate for  
bodily injury or property damage**

**Basic Motor Vehicle Insurance  
and Liability Policies**

**\$1,000,000 per accident**

Each insurance policy required by this contract, including a subcontractor's policy, shall contain the following clauses:

1. "The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."
2. "It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy."

The minimum insurance required shall be in full compliance with the Hawaii Insurance Code throughout the entire term of the contract, including supplemental agreements.

The Contractor will immediately provide written notice to the contracting department or agency should any of the insurance policies evidenced on its Certificate of Insurance form be cancelled, limited in scope, or not renewed upon expiration.

Upon Contractor's execution of the contract, the Contractor agrees to deposit with the State of Hawaii certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this contract have been complied with and to keep such insurance in effect and the certificate(s) therefore on deposit with the State during the entire term of this contract, including those of its subcontractor(s), where appropriate. Upon request by the State, Contractor shall be responsible for furnishing a copy of the policy or policies.

Failure of the Contractor to provide and keep in force such insurance shall be regarded as material default under this contract, entitling the State to exercise any or all of the remedies provided in this contract for a default of the Contractor.

The procuring of such required insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this contract.

Notwithstanding said policy or policies of insurance, Contractor shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this contract.

**5.37 CAMPAIGN CONTRIBUTIONS BY STATE AND COUNTY CONTRACTORS**

HRS Section 11-205.5 reference should be replaced with HRS Section 11-355.

**5.38 ADDITIONS, AMENDMENTS AND CLARIFICATIONS**

Remove the following paragraphs:

- Correctional Industries
- Year 2000 Compliance

**5.39 HAWAII PRODUCTS PREFERENCE**

Please remove this subsection including the Printing Preference. It is not applicable to this solicitation.

**Please replace Offer Form OF-1 and OF-2 with the following pages:**

**OFFER FORM**

**OF-1**

ENTERPRISE CONTENT MANAGEMENT SYSTEM  
STATE OF HAWAII  
DEPARTMENT OF HAWAIIAN HOME LANDS  
RFP-13-HHL-003

Procurement Officer  
Department of Hawaiian Home Lands  
State of Hawaii  
Honolulu, Hawaii 96813

Dear Sir:

The undersigned has carefully read and understands the terms and conditions specified in the Specifications and Special Provisions attached hereto, and in the General Conditions (Form AG-008, rev. 4/15/2009), by reference made a part hereof and available upon request; and hereby submits the following offer to perform the work specified herein, all in accordance with the true intent and meaning thereof. The undersigned further understands and agrees that by submitting this offer, 1) he/she is declaring his/her offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and 2) he/she is certifying that the price(s) submitted was (were) independently arrived at without collusion.

Offeror is:

- Sole Proprietor     Partnership     \*Corporation     Joint Venture
- Other \_\_\_\_\_
- \*State of incorporation: \_\_\_\_\_

Hawaii General Excise Tax License I.D. No. \_\_\_\_\_

Payment address (other than street address below): \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_

Business address (street address): \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_

Respectfully submitted:

Date: \_\_\_\_\_

(x) \_\_\_\_\_  
Authorized (Original) Signature

Telephone No.: \_\_\_\_\_

\_\_\_\_\_  
Name and Title (Please Type or Print)

Fax No.: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

\*\* \_\_\_\_\_  
**Exact Legal Name of Company (Offeror)**

\*\*If Offeror is a "dba" or a "division" of a corporation, furnish the exact legal name of the corporation under which the awarded contract will be executed:

\_\_\_\_\_

**OFFER FORM  
OF-2**

Total contract cost for accomplishing the development and delivery of an Enterprise Content Management (ECM) System for document imaging and records management. This grand total should tie in to the proposals *Key Dates and Deliverables* (Subsection 3.06) and *Timing and Fees* (Subsection 3.07).

\$ \_\_\_\_\_

**Note: Pricing shall include labor, materials, supplies, all applicable taxes, and any other costs incurred to provide the specified services.**

Offeror \_\_\_\_\_  
Name of Company

## QUESTIONS AND ANSWERS

### Group 1 questions:

1. Does DHHL have any limitations on where the vendor can be located? (i.e. is California ok)  
DHHL has no limitations on where the vendor is located. As long as the vendor can meet all requirements in the RFP, including Section Five, Special Provisions.
2. Does DHHL have a preference to work with a Hawaii-based vendor?  
DHHL has no limitations on where the vendor is located. As long as the vendor can meet all requirements in the RFP, including Section Five, Special Provisions.
3. It seems that Section 5.39 Hawaii Products Preference would not apply to ECM software and scanning services. Can you confirm if this is the case or not?  
Section 5.39 will be removed from the RFP.
4. How many total employees/users should be included for this proposal?  
DHHL employee count is listed in Section Two, Section 2.01 Background.
5. Out of the total users how many will be read-only? (able to search, retrieve, e-mail, print; but, not able to scan, import, modify, participate in workflow, etc.)  
It will depend on how many users need full access. We are leaving it up to the Offeror to recommend the number of users requiring full access. If there are price differences between the two, please provide separate cost line items. Final determination will be made for the best and final offers.
6. Out of the total users, how many need to have full access (add/change/delete)?  
Please see answer above.
7. Which ECM systems has DHHL investigated?  
None.
8. Which ECM systems has DHHL seen any demonstrations or presentations of?  
DHHL has previously seen “general” demonstrations but nothing specific to our needs.
9. Which vendors (scanning and/or software) has DHHL spoken to?  
None.
10. In round numbers, what is the budget for this initiative?  
At this time, we cannot disclose the total budget reserved for this project. The project will be funded by another state agency and total cost will be determined by acceptance of the best and final offer.
11. For the back-file scanning portion, what reimbursements and accommodations can DHHL provide the Vendor? (i.e. is there local hotel with pre-negotiated discount rates, meals, per-diem and other travel and expense reimbursement)?  
Vendor is responsible for any travel allowances. It is up to the vendor to include the cost(s) in their proposal.
12. What is DHHL’s preference around sub-contractors? For example, what if bidder provided ECM software and sub-contracted local temporary employees? Or subcontracted local scanning company?  
DHHL does not have a preference regarding use of sub-contractors. However, they need to meet all requirements pertaining to them (or their duties) in the RFP and should be identified in the Offerors proposal including duties they will be responsible for.
13. What is DHHL’s preference around ECM software being on-premise or hosted/Cloud-based?  
Please see 2.02 Scope of Work, line items 2.02.15 and 2.02.16

**Group 2 Questions:**

1. The RFP mentions that as many as 7 indexes will be required per file. Can you be more specific as to the information that will need to be indexed, how many characters each of these indexes is likely to require and how easily this information is to identify from the original records?  
**DHHL desires that the Offeror suggest how many indexes (including number of characters) will be required and preferably the reason(s) why based on the information provided in the RFP. The maximum 7 indexes statement was included because we felt exceeding that number would greatly reduce the efficiency/benefit ratio.**
  
2. Is there an existing index file or database that connects a unique identifier (perhaps even the barcode on these files) to some or all of the additional desired index values? If so we can automate a match-and-merge, which is more efficient and which guarantees accuracy of indexing if the autopopulated values match the contents of each doc (reviewed in QC stage along with image quality).  
**The Homestead Services Division currently utilizes Applicant/Lessee databases and a barcode system. Ability to match-and-merge will be determined by the final selection of index values.**

**Group 3 Questions:**

#	Questions	Ref. Section in RFP	Page # in RFP
1.	<p>RFP states “In this first phase, the Contractor is to bring in their own staff and equipment to convert, from an analog media to a digital media, the 52,000 back files (as listed in the Document Information section below), preferably completed within 9 months...”</p> <p>Please confirm our understanding:            Approximate total linear feet of documents for this phase (applicant and lessee files): 2,840 feet comprising a total volume of 52,000 files (42,000 application files and 10,000 lessee files)</p> <p><b>That is correct.</b></p>	Section - 2.02 Scope of Work Sub Section - 2.02.01 and 2.05 Document Information	5 & 9
2.	<p>Will DHHL procure document management system from the vendor and own it or looking for a hosted solution from the vendor?</p> <p><b>DHHL desires to purchase the document management system from the vendor.</b></p>	2.02.03	5
3.	<p>Is DHHL open to just have imaging and indexing manager and supervisor from the vendor and use DHHL staff to do document preparation, document scanning, indexing and QC based on training provided by the vendor at the start of the contract?</p> <p><b>No. DHHL does not have to manpower to input the backfiles. DHHL responsibilities are limited to the listing in RFP Section 2.07, DHHL Responsibilities.</b></p>	2.02.06	5
4.	<p>Will DHHL provide access to some of the physical files to be digitized to estimate document preparation efforts? If not, can DHHL provide following information:</p>	2.02.06	5



#	Questions	Ref. Section in RFP	Page # in RFP
	<p>a) How are document pages organized in the files?  b) Are there bindings that need to be cut/removed to scan document pages?  c) Are most of the documents stapled within each file?  d) Approximate volume of damaged/ripped pages  e) Do any of the documents contain personal information?  An appointment to view the files can be arranged with the Contract Administrator. Most documents are stapled and almost all documents contain personal information.  Answers to the additional questions can be found in the RFP, Section 2.05, Document Information.</p>		
5.	<p>RFP states “Contractor to provide manpower and equipment to scan and index documents individually (maximum of 7 indexed fields per document; preferably using double blind entry) into the system.”  <b>Application files:</b>  a) Please provide the complete list of fields for indexing.  b) What would be the average number of characters per field?  <b>Lessee files:</b>  c) Please provide the complete list of fields for indexing.  d) What would be the average number of characters per field?  Please see Group 2 Questions/Answers.</p>	Section - 2.02 Scope of Work Sub Section - 2.02.07	5
6.	<p>RFP states “Contractor to provide manpower and equipment to scan and index documents individually (maximum of 7 indexed fields per document; preferably using double blind entry) into the system. Each individual document type shall be an individual digital file. <b>Documents to remain on-site in DHHL at all times.</b> Contractor to make arrangements with DHHL if any oversized documents cannot be scanned on-site.”  Is it acceptable if we scan the documents on-site and transfer the scanned images to our offsite location for indexing?  It may be acceptable if the Offeror can provide information regarding data security and how DHHL will be able to perform random audit checks.</p>	Section - 2.02 Scope of Work Sub Section - 2.02.07	6
7.	<p>RFP states – “Document preparation to be performed by the Contractor which includes...repair of damaged/ripped pages and re-assembly of the documents after conversion.”  What percentage of the total number of documents needs to be repaired?  Repair of damaged/ripped pages are necessary only if the Contractor damages the pages. If there are existing damaged documents, the Contractor should confer with DHHL to determine further steps necessary.</p>	Section - 2.02 Scope of Work Sub Section - 2.02.06	5

#	Questions	Ref. Section in RFP	Page # in RFP
8.	<p>a) Does the scope include scanning of paper as well as microfilms? If so, can vendor scan microfilms offsite? Will DHHL be able to provide copy of microfilms created from the master copy?  <b>Please see Q6 answer. DHHL has a working copy but all microfilm rolls need to be returned to DHHL at the end of the project.</b></p> <p>b) For phase I, what would be the ratio of paper documents and documents on microfilm?  <b>All documents are hard copies for Phase 1.</b></p> <p>c) How many users will use the proposed system for accessing the documents?  <b>Please see Group 1, Question 4 &amp; 5 answers.</b></p>	2.03.01	7
9.	<p>Is vendor expected to generate full-text using OCR for all the scanned pages? Will scanned document images be searched using index data or both - index data and full-text?  <b>Documents should be searchable both ways.</b></p>	2.03.02	7
10.	<p>a) Do all documents within applicant files contain barcode on the first page?  <b>The barcode is only on the file folder.</b></p> <p>b) Who would be responsible for inking embossed notary seals in the document - Vendor or DHHL staff?  <b>Vendor</b></p> <p>c) Does DHHL currently maintain document and document page counts?  <b>No</b></p>	2.05.01-03	9
11.	<p>a. RFP states “Some older correspondence may be on thinner/fragile stock similar to tracing paper and will require special handling (i.e. they cannot be sent through a document feeder)”  What would be the percentage of documents that are not suitable for a document feeder?  <b>Less than 5%.</b></p>	2.05 Doc Info Sub Section - 2.05.03 Addtl doc info for both Applicant Files and Lessee files	10
12.	<p>RFP states “Based on the prior phase cost, we may wish to include the following phases. Please provide a separate line item for each additional phase...”  Please provide the volume (number of pages) for Phase 2, 4, and 5 in order to arrive at the pricing.  <b>Volume is provided in each phase paragraph. See subsections listed in next column.</b></p>	2.06 Additional Work Sub Sections - 2.06.06, 2.06.08 & 2.06.09	11
13.	<p>What would be the size of workspace? Will DHHL provide the following to the vendor?</p> <p>a) Electrical power source for equipment.  b) File cabinets to securely store documents in the</p>	2.07	12

#	Questions	Ref. Section in RFP	Page # in RFP
	<p>scanning room.</p> <p>c) Network/Internet connectivity.</p> <p>We are trying to secure a conference room (20'x11') with 6 tables (4'x2' each) on our 2<sup>nd</sup> floor or 2-3 workstations (64 sq. ft. each) in close proximity to the file room. There will be Internet connectivity.</p>		
14.	<p>Can DHHL provide more details on the pricing format expected from the vendor?</p> <p>Our understanding is that the proposed scope includes services for (a) document imaging and indexing, (b) providing document management solution and (c) DHHL staff training and future work planning. Please confirm if our understanding is correct.</p> <p>Should vendor quote per page pricing for imaging and indexing, and separate pricing for document management solution and other services?</p> <p>Yes. Additionally, Offerors should itemize as much as possible per RFP Subsection 2.02.12. (e.g. services, software, licenses, rental charges, etc.)</p>	Attachment 2	
15.	<p>Was the RFP developed with the assistance of outside resources- If so, are they allowed responding to this RFP?</p> <p>RFP was developed by DHHL.</p>	General	
16.	<p>Will there be enough space and access available at DHHL building to perform the pre-scanning, document handling, document preparation and scanning operation onsite?</p> <p>The records in Phase 1 cannot be taken out of the building. DHHL will do it's best to provide necessary space (see Q13 answer). Building access will be limited to normal business hours (Monday through Friday from 7:45am to 4:30pm. DHHL will make adjustments to the time frame if the selected Vendor feels it is necessary.</p>	General	
17.	<p>Will there be direct access to all the documents directly to perform the doc prep and scanning operation?</p> <p>Yes. The DHHL File Clerk will pull and re-file the folders as necessary.</p>	General	
18.	<p>How many shifts / or what are the hours that we can operate onsite?</p> <p>Please see answer to Q16.</p>	General	
19.	<p>Will there be enough staging area available with enough power (electricity) and access available?</p> <p>DHHL will try to accommodate the Vendor's request. However, if DHHL is unable to provide the space, we will work with the Vendor to extend the time frame accordingly.</p>	General	

#	Questions	Ref. Section in RFP	Page # in RFP
20.	What is the current volume of microfilms – does DHHL have both the original and copies of the microfilms? Can the copies of the microfilm be shipped to an offsite location for scanning? <i>See answers to Q6 and Q8. Shipped? Probably not.</i>	General	
21.	Is the project been funded and encumbered? <i>See Group 1, Q10 answer. Encumbrance will be done once the best and final offer is accepted.</i>	General	

**Group 4 Questions:**

Q#	RFP SECTION	QUESTION
1	1.02 – ECM System	Will ECM software and hardware be purchased and installed before back file conversion begins? <i>This should be stated by the Vendor in their proposal.</i>
2	2.02 – Daily Scanning	Will each office be scanning their own documents? If so, do they need a system with automated data capture, meaning something that will get data off the documents for automated indexing, naming, and filing? <i>Yes, each division will be responsible for scanning their documents going forward. Vendor to propose if data capture is feasible.</i>
3	2.02 - General	Do you expect any automated business processes to be created? If so, what are the specifics for those processes? And would those be in phase one or a later phase? <i>Yes, it will be determined starting in Phase 1. Vendor is to work with DHHL to create it based on their proposal and system.</i>
4	2.02 – General	In the first phase, how many users need access to the lessee and applicant files when they're in the ECM system? <i>The Homestead Services Division has up to 31 staff on Oahu and up to 16 on the neighbor islands.</i>
5	2.02 – General	Which departments will use the software in the first phase? <i>The Homestead Services Division</i>
6	2.02 – General	Do you want an on-premise or a cloud-based solution? <i>Please see RFP, Subsections 2.02.15 and 2.02.16</i>
7	2.02 – General	If on-premise, is running one or more Windows Servers on virtual machines acceptable? <i>Please see RFP, Subsection 2.02.15 and 2.02.16</i>
8	2.02 – General	Do you have additional Windows Servers licensing, or do we need to include that in our cost? <i>Please include the cost in the proposal</i>

Q#	RFP SECTION	QUESTION
9	2.02 – General	Is SQL Server an acceptable DBMS? If so, do you have SQL Server licensing or do we need to include that in our cost? <b>Please include the cost in the proposal</b>
10	2.02 – General	What kind of network exists between the servers and between the servers and clients together? <b>Please see RFP, Subsection 2.01 Background, pages 4-5. If more clarification is needed, please provide more details of what information you will need.</b>
11	2.02 – General	What types of scanners and multifunctional devices do you have throughout your enterprise (brand, model)? <b>None. We currently lease two Xerox 4595CP copiers but we will be replacing our entire fleet of copiers shortly.</b>
12	2.02.07 – Indexed Fields	RFP asks for 7 indexing fields. What is the average number of characters for each indexing field? <b>Please see Group 2 answers.</b>
13	2.02.09 – Daily Incoming Documents Volume	How many standard paper forms are received at each office daily/weekly? <b>Probably less than half.</b>
14	2.02.09 & 2.07.03 – Training	Where is training expected to be done for all the offices? In one location or multiple? <b>One location; DHHL Kapolei Office</b>
15	2.02.10 – User Guides	Do you want DHHL-specific user guides or the user guides that come with the products? <b>Both. User guides will need to be created for DHHL procedures.</b>
16	2.03.02 – Scanned Document Specifications	Is this related to the back file conversion or the ECM software? <b>For the back file conversion. The ECM software has to be able to process it also.</b>
17	2.04 - Desirables	For the items that are desirable, can we list the products and services that support those as optional in our pricing? <b>Please see RFP Subsection 2.04. Desirables should be listed as separate line items.</b>
18	2.04.01 – File Checkout	Do you want to continue using their handheld barcode scanners to checkout and return physical files? <b>If possible. If not, please include the new equipment in your proposal.</b>
19	2.05.01 – Applicant Files	What is the average number of pages in an Applicant back file? What is the average size of a Lessee back file? <b>Please see RFP Subsection 2.05 Document Information.</b>

**Group 5 Questions:**

Requirement questions:

	<b>Requirement</b>	<b>Comments</b>
2.02.3	The document imaging solution should be able to interface with existing (and future) DHHL applications and other state and county initiatives such as geographic information systems (GIS), archives, etc. Contractor to explain capabilities and methods available in the system.	What kind of integration is required? Will this be a part of Phase I?  <b>This question is to determine if your system is capable of integrating with other systems or if it is a proprietary system.</b>
2.02.9	Contractor to provide a separate section/line item in their proposal to address the input of incoming daily documents (average of about 12 documents daily; most documents are 1-4 pages) including training DHHL staff due to the volume of documents and manpower to be used in digitizing the back files. DHHL staff will input the incoming daily documents.	How many scan stations would be required for daily scanning?  <b>Offeror to provide recommendation.</b>
2.02.16	The Contractor shall provide recommended hardware and storage requirements based on information provided in this RFP and for future scalability.	Is the solution required to be highly available (load balanced) from the beginning or this would be implemented at a later stage?  <b>Offeror to provide recommendation.</b>
2.03.3	Ability to import existing PDF documents with index fields. For example, documents scanned and indexed from a copy machine. Contractor to explain the system's capability.	Where are the index values for existing PDF documents stored? Are they in a file or database? Will this be done only initially to import the existing documents in the ECM system or is required to be a feature in ECM system?  <b>Offeror to specify how/what format their system will accept. Intention in the future is to scan non-critical documents at a copier and import into system.</b>
2.03.8	Indexed information should be exportable in a standard format that can be recognized by other systems. Contractor to explain capability and methods available in the system.	The indexes are stored in RDBMS and can be accessed directly or using APIs by any other system. Is it then required to build a tool to export the indexes? <b>Not at this time. However, in the future, we may transfer files to DAGS-Archives.</b>

### Conversion/Backfile Questions:

1. Are the documents and film ready to be scanned?  
**Yes.**
2. Do you have a data base that can be used for match and merge for indexing?  
**Please see Group 2 Q2 answer.**
3. Is the film original or duplicate film?  
**Microfilm will probably be the working copy.**
4. Is the film 16mm and 35mm?  
**I believe they are all 16mm.**
5. How many of each?  
**n/a**
6. How many images per roll?  
**Images per roll varies. Please refer to the total counts in Phase 3 and 4 (RFP, Subsection 2.06.07 and 2.06.08)**
7. Is the film blipped?  
**No.**
8. Where is the information located on the documents for indexing?  
**Indexing information is probably not located on the document and will probably need to be keyed in manually.**
9. Do you have documents larger than 11 X 17?  
**Not to our knowledge. However, if larger documents are found, the Vendor should confer with DHHL to determine further steps.**
10. If larger than 11 X 17 how many do you have?  
**n/a**
11. How much space do you have available for onsite scanning services?  
**Please see Group 3, Q13 answer.**
12. How many older documents would you estimate that are thinner/fragile?  
**Please see Group 3, Q11 answer.**
13. Can the indexing be done off site at a secure location?  
**Please see Group 3, Q6 answer.**
14. For the applicant and lessee files what data information is tied in with the barcode?  
**All data in the folder(s) is/are tied to the barcode.**
15. How many different document types are there?  
**Please see RFP, Subsection 2.05 Document Information. Not all folders have all the document types listed.**
16. Are the document types separated by staples or are they separated by dividers?  
**Both. Please see RFP, Subsection 2.05 Document Information.**
17. Are the different document types easy to identify?  
**That would be subjective. However, DHHL will provide staff to determine document type if necessary.**

### Additional Questions:

1. What phase does the software implementation happen in?  
**That is up to the Offeror to recommend in their proposal.**
2. We wanted to clarify that our pricing for conversion/scanning is per image, NOT per page  
**That is fine. Please note that in your proposal.**
3. Do you have physical servers which the vendors would implement the software on? Or virtual (i.e. Cloud servers). If they are cloud servers, do you have your own cloud server or have a third party which could provide cloud server space?  
**Currently, no. Please see RFP, Subsection 2.02.15 and 2.02.16**
4. How many users are there? Performing scanning and retrievals, etc.

Staff count is provided in the RFP, Subsection 2.01 Background. Please also see Group 1, Q5 answer.

5. How many scanners do you have?  
None.
6. Does the software implementation have to be done on-site as well?  
That is up to the Offeror and should be stated in their proposal.

### **Group 6 Questions:**

#### General Questions:

1. How much has been allocated for this project?  
Please see Group 1, Q10 answer.
2. Does DHHL have access to Microsoft SharePoint 2010 through current licensing?  
no
3. Current recordation system for leases, mortgages, contracts & loans etc,
  - a. What Index field/method is used in this system to correspond to physical documents files and subsequent scan images?  
None.
  - b. Is the current genealogy library linked to GIS, or will applicant file genealogy records be used?  
No.
  - c. Are Subdivision Maps and plans cataloged currently?  
No.

#### Scope of Work Questions

4. 2.02.02. In conjunction with preservation of original documents, are any additional historical preservation criteria/steps necessary for documents 50 years or older (1963 and before)  
no.
5. 2.02.03. Interface with Existing (and future) DHHL Applications. Do any Current DHHL Applications have any special, none open source access issues?  
Please see Group 5, Q2.02.3 answer.
6. 2.02.04: Does the DHHL currently follow a protocol for document management and retention?  
Please see Group 4, Q3 answer. We have procedures for records retention, however Phase 1 documents are permanent records.
7. 2.02.06: Is the Contractor responsible for repairing existing damage/ripped pages or only those that occur during the course of work?  
Please see Group 3, Q7 answer.
8. 2.02.07: Double Blind Entry.
  - a. Functionality 2.03.02, Does automated OCR count as one blind entry?  
No.
  - b. Would Validation against matching records/index fields be applicable to QA/QC?  
Yes, per RFP Subsection 2.02.08
9. 2.02.08: Largest expected file size/dimensions?  
11x17. Please see RFP, Subsection 2.05 Document Information.
10. 2.02.09: Will neighboring island Branch staff need to have access/functionality to enter current daily inflow of documents, or only at central Homestead Applications Branch in Kapolei?  
Inflow of documents will only be done in Kapolei.
11. 2.02.16: Future Scalability. Does DHHL anticipate increased applicants in the future beyond current records inflow estimate of 12 documents daily (average 4 pages) = 48 pages daily?  
Not at present.



Functionality:

12. 2.03.01: Has DHHL determined required/desired indexes per document type  
**Please see Group 2 answers.**
13. 2.03.02: Does Full Text search ability apply to hand written documents as well as digital printed documents?  
**DHHL does not expect hand written docs to have full text search but if it's possible, Offeror to provide recommendations**
14. 2.03.03: Are the existing PDF documents full-text searchable and are existing index fields available?  
**DHHL does not currently have PDF documents to import in this project.**
15. 2.03.05: Ability to duplicate files and enter new index information.
  - a. Does DHHL wish for duplication/replication of records, or establishment of a one to many relationship for documents/records used for multiple applications?  
**Offeror to provide recommendation based on best practice (and preferably the reason for selection).**
16. 2.03.06: Levels of security anticipated for access consideration?  
**Please see RFP, Subsection 2.03.06 Security levels. Access will depend on user security levels.**
17. 2.03.07: Are there desired formats or examples of audit reports (simple File, or individual Document level).  
**Offeror to provide their formats and samples of their audit reports.**
18. 2.03.09: What are current DHHL & DAGS Retention Schedules  
**The general records retention schedule can be found on the State of Hawaii government web site in the Dept. of Accounting and General Services, Archives Division.**  
**<http://ags.hawaii.gov/wp-content/uploads/2012/09/GRS-2002-revised-5-061.pdf>**  
**However, Phase 1 documents are permanent records.**

Desirables:

19. 2.04.02: Any specific data/indexes pertaining to Calls/visits?  
**no.**

Additional Document information:

20. 2.05.03: Some Older correspondence may be thin/fragile requiring special handling.
  - a. Anticipated % of documents that meet this threshold?  
**Please see Group 3, Q11 answer**
  - b. Any special criteria for mounting of small/ irregular sized documents?  
**no.**
21. 2.05.04: Document Handling
  - a. Do you have a preservation plan?
  - b. How are you addressing long term care for the physical collection?  
**This is one of the objectives of this project. To reduce the wear and tear of the physical documents.**

Additional Work:

22. 2.06.07: Phase 3 consists of HSD recordation (buke) files. Are these files required to be scanned with OCR Full Text Readable format as well? (Historical 1848 time frame?)  
**yes, if possible. Offeror to state feasibility on best and final offer.**
23. 2.06.08: Phase 4, 80 Linear Feet (80% on Microfilm rolls)... What is current storage method and of microfilm rolls and will these also be retained as permanent records?  
**Yes, these records are permanent records.**
24. 2.06.09: Phase 5, Desired Index fields to be captured for linking with existing databases  
**Offeror to recommend index fields. There are no existing databases to link the files.**

DHHL Responsibilities:

25. 2.07.01: Staff assistance by other DHHL staff as required: What are allowable uses of DHHL staff?

For consulting purposes. (e.g. determine document type, how to handle a damaged document, create protocols for daily workflow)

26. 2.07.04: DHHL will provide workspace for Contractor.

a. Anticipated size of workspace and availability of power and network connectivity?

b. Any security/access requirements for contractors to access work site?

Please see Group 3 Q13 and Q16 answers.

**Group 7 Questions:**

2.02.03 – What are the existing DHHL applications that the ECMS system should be able to integrate / interface with? If possible please provide specifics including database platforms.

Please see Group 5, 2.02.3 answer.

2.02.04 – In the best interest of the government, and to provide better cost management, can the consulting labor for phase 1 (Creating the Policies, Procedures and Protocols) be quoted at an hourly rate?

Yes, the consulting labor can be quoted at an hourly rate. The Offeror shall also provide a per page/image cost for processing the back files.

2.02.08 – What percentage of paper to image quality inspection does the government desire? (100%, 50%, 10 %) Should we provide quotes for different levels of paper to image QC? (The paper to image QC Audit is extremely labor intensive, and adds considerable cost to the project. Typically most projects have a 100% image QC Audit and a 10%+ page to image QC Audit.)

For purposes of this initial proposal, please keep it at 100%. If we determine that we can reduce the percentages we will notify the Offerors so they can make the adjustment in their best and final offers.

2.03.02, 2.03.07 & 2.06.07 – In both of these sections it is mentioned that there are approximately 500,000 images on microfilm. However there is no information provided on what type, size, condition, format, etc., the microfilm is or is in. Can you please provide additional information including, size, type, format and condition, so that we may be able to provide you with pricing per your request?

I believe they are all on 16mm rolls and in good condition.

2.05.01 and 2.05.02 In both of these sections the files are listed as ‘Approximately ¼” to 3” thick’ can you please provide an estimated average thickness of the files and possibly some pictures of the files and how they are currently stored?

Please see Group 3 Q4 answer. Phase 1 contains approximately 2,840 linear feet. We cannot provide pictures of the files due to the sensitive information contained on them.

2.07.04 - “DHHL will provide the workspace for the contractor” Can you please describe the workspace including square footage, any furniture, the power, any provided internet and / or phone connectivity, to include days and hours of access for our personnel.

Please see Group 3 Q3 and Q16 answers.

3.02, (1) - “Provide a complete, related and currently client listing.” We have been in business (collectively) for over 18 years and have had hundreds of clients, can we provide a current list and a “highlight” list?

Yes, that is acceptable. However, DHHL reserves to right to request additional information if the highlight list is too brief.

**Group 8 Questions:**

1. What are the specific index fields needed? Are they on the small format docs and the large format documents?  
Please see Group 2 answers
2. Are these fields found on the title page?  
Please see Group 2 answers
3. Can we get samples of the small format and large format documents?  
Please see Group 3 Q4 answer. We cannot provide samples of the documents due to the sensitive information contained on them.
4. How many users will be accessing the system?  
Staff count is provided in the RFP, Subsection 2.01 Background. Please also see Group 1, Q5 answer.
5. What file format will be published on an ongoing basis to the system?  
DHHL is leaving it up to the Offeror to recommend based on best practices.
6. Would it be of benefit to manage native file formats?  
DHHL is leaving it up to the Offeror to recommend based on best practices.
7. Can we get a copy of the document retention schedule?  
Please see Group 6 Q18 answer.

**Group 9 Questions:**

1. Please clarify section 2.02.12. Does the per page cost imply a simplex page counts as a one page and a duplex page counts as two pages?  
Offeror should state what constitutes a page/image cost. (e.g. charge for each page or charge for each image which may contain multiple pages but is considered one document)
2. Does DHHL have any desktop scanners? If yes, could we get a list of the make and models?  
none.
3. Can the awarded vendor bill for the number of pages processed during the month or does the vendor need to wait until the first phase is finished?  
Billing can be done on a monthly basis and should also include milestones reached during that time.
4. Does the Amazon Cloud meet section 2.02.15 requirements?  
If DHHL finds that the private cloud information provided by the Offeror is satisfactory, it should not be a problem.

**Group 10 Questions:**

1. Does the implementation of the electronic document imaging management system begin “after” all the files are scanned, or it is being implemented during the scanning period (9 months)?  
That is up to the Offeror to recommend in their proposal.
2. How many microfilm reels are there for digitizing (in phase 1)?  
none.
3. What are the estimated number of documents for scanning (besides knowing it is 2,840 linear feet)?  
Our estimate is from 5.0 to 8.5 million images, is it correct?  
Our calculation is approximately 5 million pages.

4. Pricing for scanning: is DHHL's pricing evaluation based on the total estimated price for scanning or price per image?  
**Scanning price for the best and final offers will be looked at in totality. DHHL will have Offerors base their final pricing on comparable counts (dependent on what determines an "image").**
5. Page 5; 2.02.07: index fields  
 Take applicant files for example, would the 7 indexes be the following items?
  - 1) Application forms
  - 2) Kumu Ohana Chart
  - 3) Birth, marriage death certificates etc.
  - 4) Consent to release info
  - 5) Designation of successor application
  - 6) Correspondence
  - 7) HHC submittals
  - 8) Previous lease

**Please see Group 2 answers**
6. What is the estimated number of characters for each index?  

**Please see Group 2 answers**
7. Where can the indexes be found on the documents?
  - 1) On the first page of the folder
  - 2) First few pages on the folder
  - 3) Anywhere in the text of the folder. Do we need to search for indexes from all 2,840 linear feet of files?

**Please see Group 2 answers and RFP, Subsection 2.05 Document Information.**

**Group 11 Questions:**

1. Indexing: Does DHHL have a database for indexing validation. For example if we type in a id number or SSN number can we reference a database to pull in the first and last name, etc..? This will cut down on the possible errors in manual indexing and provide an extra level of quality control.  
**Please see Group 2, Q2 answer.**
2. Re-Assemble: 2.02.06: Re assembling documents can be very expensive. Does DHHL want the vendors to re staple documents or re bind folders/binders? If so what percentage of the files would need this special handling?  
**100% of the folders need to be re-assembled.**
3. Large Format: 2.02.07: Are there documents that are larger than 12x18 inches? If so do you the percentage?  
**Not to our knowledge. However, if larger documents are found, the Vendor should confer with DHHL to determine further steps.**
4. File format: 2.03.02: In this section it states that DHHL would like 200 DPI Grayscale, and OCR. From our experience we would recommend the following format for the following reasons. **Black and White, 300 DPI.** For OCR to work properly 300 DPI is the AIIM standard. Also since these documents are going to the Cloud we would want to keep the files sizes small. Grayscale images can become very large especially since some of the folders have many pages (100-1,000 pgs). These large files will affect the access speed when searching for the files in the imaging system. They would also be hard to email if needed.  
**Please state this recommendation in your proposal.**

5. We can offer compression software. This would make the images smaller, however we still recommend that we scan in black and white (300 DPI) for the best OCR results.  
Please state this recommendation in your proposal and also note if there are any limitations if compression software is utilized.
6. For the other optional phases: Phase 3,4 and 5. It talks about microfilm in linear feet. In order to give you the best quote can you provide the total number of rolls for each section and the estimated images per roll? In regards to the indexing for the rolls. Is batch indexing by the roll number and description ok?  
We cannot currently provide the number of rolls and estimated images per roll (it varies) at this time. Batch indexing by roll number and description will probably not be acceptable because there are multiple sets of files in one roll (e.g. commission minutes contain multiple years and the recordation files contain multiple sets of “bukes” on one roll).

**Group 12 Questions:**

2.02.06 Will any documents be shredded after scanning? After scanning will all documents be placed into storage?

All documents will be kept and need to be re-assembled in their folders and will go back to the Homestead Services Division File room.

2.02.07 What are the index fields?

How many oversize documents do you have?

What are the sizes of the oversize documents?

Please see Group 2 answers and RFP, Subsection 2.05.03 Additional document information. Also, please see Group 11, Q3 answer.

2.02.09 Please confirm that the average daily page count for day forward scanning is approximately 48 pages per day.

Based on an average of 12 documents per day with a maximum of 4 pages per document.

Yes.

2.02.15 What is your definition of the private cloud?

Is a virtual private cloud acceptable?

Offeror to provide information per RFP, Subsection 2.02.15 and 2.02.16.

2.03.01 How many total users require searching and viewing?

Approximately how many concurrent users at one time?

Please see Group 1, Q4 and Q5 answers. Offeror to recommend concurrent user count based on their experience and DHHL’s purposes.

2.03.03 What software is used to index from your copy machines?

What is the data format of the indexed data in?

DHHL does not currently index from copiers. However, it is something we may wish to do in the future.

Offeror to state capabilities/requirements if able to import this type of data.

2.03.04 Who will determine the legal validity of the electronic documents?

Offeror to provide guidance to ensure compliance.

2.03.05 What is your expectation on the process to duplicate image files?

What is the estimated volume of this type of transaction?

Offeror to state the systems ability (or procedures necessary) to duplicate files and re-index. At this time we cannot provide estimated volume. However, this will be done going forward (not part of the back file conversion).

2.04.02 What do you mean by “allow staff to input information on clients phone/walk-in servicing on a daily basis.”?

Ability to type notes in the system regarding phone calls or interviews and ability to retrieve those notes when querying an individual.

2.04.03 Approximately how many mail merged letters are created at one time?

How often is a mail merge performed?

100's of letters are created at a time. Mail merges are done whenever offerings are issued to lessees.

2.05 How are the files physically filed or stored? Are Applicant Files separate from the Lessee Files? Are they filed alphabetically, by date, by a number, etc.?

Will all files be pulled from and returned to the same location on the file shelves or drawers?

Are any files stored in boxes? On site or off site?

Can we take a look at the documents for average physical content and condition?

Are there documents or pages that are required to be scanned in color? Photos?

Are there bound documents? Spiral, comb, book, other?

How far back in time are these files from?

Applicant and Lessee files are stored separately by name in the Homestead Services Division File Room. The File Clerk will pull and re-file folders. All files are on-site. Please see Group 3, Q4 answer for more info.

2.05.01 & 2.05.02

Are only the items (document types) indicated to be scanned?

Are there some document types that will not be scanned?

What information is in the barcode?

Is there a database of the index data that you require to be captured?

Are the items (document types) clearly labeled with a title, form number other?

All documents in the folders need to be scanned. Barcode system includes: last name, first name, category, type, barcode, id, tmk, count, checked out to, division of employee, check out date, due back date. There is no database of index data required to be captured.

2.05.03 Will DHHL allow the original paper document to be "inked" or altered to image embossed seals, etc.?

Yes. In accordance with acceptable methods in Offerors proposal.

If there is any unopened return mail what is your handling requirement?

Will probably not encounter unopened return mail. If there is, consult with DHHL to determine further steps.

What is the approximate percentage of fragile stock?

Less than 5%.

2.07.04 Will DHHL provide desks/tables and chairs?

Yes.

Will occasional use of a copy machine be allowed?

Acceptable use of the copy machine will depend on the purpose and approved by DHHL.

Will the vendor be provided with a broadband internet connection for uploading to the cloud solution?

Please see Group 3, Q13 answer.