

RFP TITLE: *HCRC Scanning Services*
RFP NUMBER: *HCRC – SS – 052015*

**HABEAS CORPUS RESOURCE CENTER
QUESTIONS AND ANSWERS
JUNE 3, 2015**

- 1. Q: Could you please help me with following question: Whether companies from Outside USA can apply for this? (From India or Canada)**

A: All bidders are encouraged to review the RFP and attachments in depth, including RFP Section 2, Section 6, and Section 7.
- 2. Q: Could you please help me with following question: Whether we need to come over there for meetings?**

A: Please refer to the RFP Paragraph 2.3.2, 2.4, and 2.5
- 3. Q: Can we perform the tasks (related to RFP) outside USA? (From India or CANADA)**

A: Please refer to the RFP Paragraph 2.3.2, 2.4, and 2.5
- 4. Q: Can we submit our proposals via email?**

A: All bidders are encouraged to review the RFP and related attachments in depth. In doing so, you'll note RFP Section 6 outlines the instructions for submitting proposals.
- 5. Q: My question is if the department will be able to ship the documents in archive boxes to our location in NJ?**

A: RFP Paragraph 2.3.2.1 and 2.4.5 both require the Contractor to pick up and deliver to and from the HCRC office.
- 6. Q: Best number to reach you?**

A: Please refer to Attachment 1, Section 1, Section 2, AND Section 7, Paragraph D.
- 7. Q: What zip code is your scanning at?**

A: 94107
- 8. Q: How many pages do you have to scan (approximate number of boxes or file drawers)?**

A: Please refer to RFP Paragraph 1.3, 2.4.1 and 2.4.2.

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9. **Q: What are the nature of the documents? e.g. medical, legal, accounting etc.**

A: Please refer to RFP Paragraph 1.4

10. **Q: Are your pages primarily single-sided or both single and double-sided?**

A: Primarily single-sided, but double-sided documents may be included and will not be marked. Approximately 25% of the total volume of pages to be scanned may be double-sided.

11. **Q: Are your documents prepped and ready to scan (free of staples, paperclips, etc.)?**

A: No. Please refer to the RFP Services required of the Contractor, Paragraph 2.2.6.

12. **Q: When will you be ready to scan?**

A: Please refer to RFP Section 1.5.

13. **Q: Are all documents small format (less than 11" x 17")?**

A: Documents are a mix of page sizes, predominantly letter-sized pages but may also include legal-sized pages as well as ledger size, envelopes, cards, newspaper, post-it® notes, and other miscellaneous sizes. Please refer to the RFP, Paragraph 1.4.

14. **Q: What % of the documents are smaller than 8.5" x 11"? If yes, what % of the documents are larger than 11" x 17"**

A: It depends on the scanning batch but historically approximately 95% letter-size, 3% of sizes larger than that (predominantly legal-size), and 2% various page sizes smaller than letter-size. Please refer the RFP, Paragraph 1.4.

15. **Q: Where are the documents located?**

A: Documents are located at the Habeas Corpus Resource Center, 303 Second Street, San Francisco, CA 94107.

16. **Q: Are all documents in standard sized banker's boxes? If no, will the vendor be required to pack the documents?**

A: No. Most documents are in standard-size banker's boxes, but other box sizes may be used, and smaller scanning batches may be in Redweld® folders. The Contractor will not be expected to pack the documents.

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17. **Q: Can you provide an example of the index requirement for each document type?**

A: All document types use the same type of index file (iPro LFP load files). Please refer to the RFP, Paragraph 2.2.8.

18. **Q: Are the document types in folders or are they all separate?**

A: Document types are not specifically delimited by folder. Please refer to the RFP, Paragraph 1.4, and 2.2.6.

19. **Q: What is the HCRC's expectation on Rush pickup and return**

A: For occasional rush projects, same-day pickup is required. Turnaround time may vary and is determined by HCRC prior to pickup.

20. **Q: 'Be responsive to customer phone or email inquiries, requests for information and clarification, and troubleshooting.' Please elaborate on the expectation of the vendor for the above statement. How many requests? What info will they be requesting?**

A: Telephone and email availability during HCRC's standard business hours. The purpose is to afford the HCRC the ability to resolve project related issues with the Contractor, including but not limited to technical problems, quality control, change in project requirements.

Considering the nature of this project, the HCRC is unable to predict how many requests will be made.

21. **Q: Are you currently working with a scanning vendor? If yes, who is the vendor?**

A: Yes, however disclosure of the current Contractor is not relevant to this solicitation process.