Records Digitization RFP #220018 Questions and Answers:

Date of Posting: November 2, 2022

1. *Whether companies from Outside USA can apply for this? (like, from India or Canada)*   ○ At this time, TRPA is only accepting applications from U.S.-based companies. The initial phase of this project will be funded from federal American Rescue Plan Act funds and any contractors are required to be enrolled in federal System Award Management (SAM.gov).
2. *Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)*   ○ See answer to Question #1.
3. *Whether we need to come over there for meetings?*   ○ TRPA is open to both conducting vendor interviews in-person at the TRPA offices or via online meetings (e.g., Zoom, Teams, etc.). Ongoing project management meetings with the selected contractor(s) will be conducted online or in person as necessary.
4. *Are the boxes allowed to be processed out of state?*   ○ Yes. The cost and time to transport boxes out of state should be included in the cost estimate.
5. *Can we submit the proposals via email?*   ○ As outlined in the RFP, all proposals must be submitted electronically to bids@trpa.gov. Please review the RFP for all the submittal requirements.
6. *For the submission deadline date, it has Monday November 9, 2022. That date does not coincide with the calendar. Can you please clarify the correct submission date?*   ○ The introduction section of the RFP incorrectly states that November 9, 2022 is a Monday. The submission deadline is November 9. 2022 which is a Wednesday.

7. *How does TRPA intend to store the documents? On a network drive, document management system, other storage system?*
    ○ In the near-term, TRPA will be storing the scanned documents on a network drive. Long-term, these documents will be uploaded to Accela, our permitting software system. We will also consider proposals that include a separate document management software (pricing should be broken out separately) as long as it offers API access to documents from Accela and/or other TRPA systems.
    ○ TRPA is open to a variety of document delivery techniques to access/receive the scanned documents from the selected contractor(s), however if there are cost differentials for different types of document delivery, the proposal should clearly state the related costs for delivering electronic documents to TRPA.

8. *Does TRPA have an interest in providing the public with access to designated documents to search and view only?*
    ○ These records will be available to the public to search and view.
    ○ Documents will be available to the public for searching, viewing, & downloading.

9. *Would TRPA be interested in learning about the Cloud-based Document Management platform we offer?*

	o Yes, we will consider proposals that include a separate document management software. Pricing for the document management system should be broken out separately, including any costs associated with access, uploads, downloads, and storage. The proposal should also describe the methods for direct and/or programmatic access (e.g., Rest API) to documents from Accela and/or other TRPA systems.
10. *Out of 200,000 documents, how many are larger than 11" x 17" documents i.e. drawings/maps etc.?*	o We do not have a verified number but we would estimate that approximately 30 percent of the pages will be larger than 11" x 17" in size.
11. *Can we assume each document is one image i.e. total of 200,000 images?*	o No, each document is made up of a number of pages. The initial batches of files will contain, on average, between 5-10 pages of 8.5" x 11" and 1-2 site plans (generally 18" by 24" but sometimes plans are larger or smaller). But there may be files that contain more pages and plans. We anticipate that later batches of files will contain more pages.
12. *The volume listed indicates an estimated 200,000 records. Does this mean 200,000 individual records containing multiple pages? Or does this mean 200,000 estimated individual pages?*	o TRPA has an estimated 200,000 records containing multiple pages.
13. *Can you please share the picture of the current storage of documents and maybe an image of documents of each type?*	o The current storage is in file folders on shelves, but TRPA will be placing the files in banker boxes for pick-up. See photos of example documents at the end of this document.
14. *What percentage of the documents, if any, are double sided?*	o There are some double-sided pages within file records, and it is impossible to estimate what percentage are double-sided.
15. *Is TRPA able to provide estimated volumes for each document size and format? For example, how many pages are estimated to be 8.5" x 11", 11" x 17", large format, etc.?*	o It is not possible to provide this estimate. o TRPA requests that prospective bidders provide a range of costs for digitizing each document size.
16. *Alongside historical paper files, what other types of documents should we expect to see in the boxes? Are there multiple types of media (CDs, microfilm, etc.) that need to be digitized as well?*	o The files may contain photos, but the files primarily contain paper records. The scanning at this time will not include CDs or microfilm.
17. *What is the ratio of pages double or single sided?*	o See Question #14.
18. *What percentage of documents are larger than 11" x 17"?*	o See Question #15.

19. *What percentage of documents are larger than 36" x 48"?*   ○   See Question #15.
20. *Could we please see a few images of the various documents and their sizes?*   ○   Images of sample documents are provided at the end of this document.
21. *Do you have any idea of how many documents or boxes of each size are as follows? Or the total number of boxes to be scanned in a year? Document sizes include, but are not limited to, 8½" x 11". 8½" x 14". 11" x 17", 18" x 24", 24" x 36", 30" x 42", 36" x 48", and other odd sizes.*   ○   All files will be provided to the contractor within banker boxes and we are not able to estimate the total number of boxes to be scanned in a year. See Question #15 for information on document sizes.
22. *Do you know how many boxes may require fragile flatbed scanner requirements versus standard productions scanning?*   ○   We are unable to provide this estimate. If there is a cost differential for flatbed scanning vs production scanning, please provide these costs separately in the proposal.
23. *Does the vendor need to digitize the file folder itself?*   ○   No, the file folder itself does not need to be digitized.
24. *What type of file folders are in use?*   ○   Most file records are in legal sized outer file folders with a two-prong top of page hole punch folder within. Large sized plans are folded to fit within these legal sized folders. See the end of this document for photos of typical file folders and content storage.
25. *Of the 200,000 paper records are they mostly single sided or double sided and do you know what percent of the pages are large pages/maps (18" x 24", 24" x 36", 30" x 42", 36" x 48"), and what might be of standard size (8 ½" x 11", 8 ½" x 14", 11" x 17").*   ○   See Question #15.

26. *Will the customer allow us to pick up all documents in one trip?*
    ○   Not all files will be ready to go at the start of the contract. TRPA is making an effort to get as many documents boxed up for the start of the contract, but this is a multi-year project for which we only have funding for the first phase . The selected contractor will need to work with TRPA for a schedule for pick-up of the documents.
    ○   TRPA anticipates that we will have approximately 100 banker boxes of prepared files ready to provide to the selected contractor(s) at the start of the contract, and that additional boxes will be made available for delivery to the contractor(s) on a regular basis throughout the project. Proposals should include the broken down costs for document pick-up.

27. *Alternatively, Will the customer allow to ship the document to our facility through FedEx?*   ○   Yes, we can allow the documents to be shipped through FedEx (and other carriers) and this cost should be reflected in the proposal. Also, if proposing to use FedEx, the proposal shall include an outline of how FedEx will keep these documents secure, the

	chain of custody for the documents, and how TRPA's confidentiality requirements described in the RFP will be met throughout the process.
28. *How are the records and documents currently stored? In banker boxes, filing cabinets, rolled plan canisters, etc.?*	o Documents are stored in a variety of ways but will be placed in banker boxes for the contractor. Most file records will be in legal sized file folders with two-prong top of page hole punches. Large sized plans are folded to fit within these legal sized folders. There may be some documents within binders or in plastic comb binding or other types of binding.
29. *Will the customer pack the documents in boxes or are we expected to pack the documents?*	o TRPA will be packing the documents in banker boxes so the contractor is not expected to pack the documents. o TRPA anticipates that we will have approximately 100 banker boxes of prepared files ready to provide to the selected contractor(s) at the start of the contract, and that additional boxes will be made available for delivery to the contractor(s) on a regular basis throughout the project. Proposals should include the broken down costs for document pick-up.
30. *Are third party pick-ups allowed (e.g. UPS) from your office(s) for items to be shipped and scanned in our NC facility?*	o See Question #27.
31. *Can we arrange for transportation of all boxes at one time, or will you require pick up to be staggered and scheduled at multiple pick-ups?*	o See Question #26.
32. *Will the TRPA provide photographs of representative samples of the project inventory? Can the TRPA please include photographs of the standard file folders mentioned that are housing the records?*	o See samples of file folders at the end of this document. Also see Question #28.
33. *May prospective bidders visit the TRPA for an onsite inspection of the files prior to the RFP deadline?*	o We can arrange a visit for prospective bidders to see the files in person. Please note though that all files will be boxed in banker boxes for the selected vendor to pick up.
34. *Will the TRPA require access to records while in the vendor's custody undergoing services? What is the required turnaround for records requests?*	o TRPA may require access to a record when it is with a vendor but this will be a very rare occurrence if necessary. It is expected that the documents will be scanned within a month of pick up so this should reduce the need to access records.
35. *What is the preferred schedule of inventory pickups and deliveries? Will the TRPA consider a one-time pickup to reduce overall costs?*	o We do not have enough records prepped in order to do a one time pick up. We would prefer a pick up of prepped boxes at least monthly.
36. *Will the vendor be allowed to pick up the records at one time rather than multiple pickups?*	

	o See Question #26.
37. *Are we expecting to scan the documents at 300 dpi as B&W?*	o As outlined in the RFP the contractor is expected to do black and white scanning as well as some color or grayscale digitization. o TRPA requires that these documents are scanned to archival quality.
38. *Is TRPA able to provide detail on which document types require color, gray scale, and black and white conversion?*	o It is not possible to provide this detail and the contractor should expect to provide color, gray scale, and black and white conversion for every sized page. See samples of some types of pages to be scanned at the end of this document.
39. *What digital delivery method is preferred? Are digital document storage and document management system hosting of interest for the project?*	o TRPA is open to a variety of document delivery techniques to access/receive the scanned documents from the selected contractor(s), however if there are cost differentials for different types of document delivery, the proposal should clearly state the related costs for delivering electronic documents to TRPA. o TRPA is open to proposals for hosted document management packages. o We will also consider proposals that include a separate document management software (pricing should be broken out separately) as long as it offers API access to documents from Accela and/or other TRPA systems.
40. *What is the minimum DPI required for this project?*	o 300.
41. *RFP Page 2 state, "These will require black and white scanning as well as some color or grayscale digitization." Is it the TRPA or vendor that is responsible to determine grayscale, b/w, and color? Or, is it pre-determined?*	o If a document contains any color, it will need to be scanned in color. Vendor is responsible for scanning documents in their original format – grayscale, black and white, or color.
42. *Will any of the records require physical repairs to capture without damage?*	o There may be pages that require minor physical repairs prior to scanning such as torn pages/corners.
43. *Will any of the images require image correction and enhancement?*	o No image correction and enhancement will be required. Documents should be scanned to the best quality of the original.
44. *Will any of the historical documents require preservation or repair to image?*	o See Question #42.
45. *Are any of the documents water damaged?*	o A small number of documents may have some water damage.
46. *Is the vendor required to digitize post-it notes and other attachments? If so, how are these to link to the associated document?*	

o Some pages will have post-it notes affixed to them and these should be scanned when the page is scanned. Post-it notes should not cover original document info on final scanning of document.
47. *What is the acceptable level of quality assurance for imaging services? Will the TRPA require a comparison of the electronic record to the paper record and certification of the digital image?* o Proposals should outline the proposed quality assurance and quality control processes that will be followed by the vendor to ensure that the completed scans are accurate, legible, complete, and meet TRPA requirements for archival. o All original items must be scanned and verified to be as legible as the original document. A comparison should be performed to ensure acceptable quality of the scanned documents*.*
48. *Do we need to perform Indexing for all 200,000 pages? If NO then please provide the total # of Indexing required.* o It is not expected that each page is indexed however each unique file (made up of multiple pages) shall be indexed.
49. *Can you please provide the total keystrokes per index and the fields required to be indexed for each index?* o When the documents are scanned, the file folders shall be indexed as scanned using the following format which equates to between 26 to 32 keystrokes: ▪ Assessor's Parcel Number (APN), comma, space, and file number: example 116-070-013, ERSP2022-0457. The majority of APNs are in the format XXX-XXX-XXX however one jurisdiction's APNs are in the format XXXX-XX-XXX-XXX and will require additional keystrokes. ▪ Dashes in the APN/file number are <u>preferred</u> but if not an option it would reduce the number of keystrokes.
50. *What labeling/indexing is required for categorizing each document or record type?* o See Question #49.
51. *Is there a specific naming convention that needs to be followed or are you looking to rely on the file indexing and OCR capabilities to find what you need?* o See Question #49.
52. *Given the goals understood from the RFP, can you confirm you are interested in meta tag/indexed field creation for the work scope? Will you require the document index to be spatially aware?* o The indexed data does not need to be spatial. The index for documents shall include the Assessor's Parcel Number (APN) and TRPA File number that is listed on the file jacket.
53. *Are any of the indexed fields intended to be used for confidentiality and retention purposes, or will the management of these and other information governance compliance activities fall outside of scope?* o That is outside of the scope of this project.
54. *What are the indexing requirements?*

o See Question #49.	
55. *For the indexing requirement, can the agency provide annotated examples for data entry that show the fields to record?* o *See* question #49.	
56. *For the indexing requirement, how many fields are required per imaged document?* o See Question #49.	
57. *For the indexing requirement, what data is used to link images to GIS (for instance, Parcel ID Number)?* o The connection of scanned images will be handled by TRPA. The index requirement is based on Parcel number, which will then be used by TRPA staff to associate these records to the GIS system and to our permitting software (Accela).	
58. *Can you let us know how you want these files "indexed" and how many fields of entry there may be for each file? One, two…? Can you give an example?* o See Question #49.	
59. *What is the period of performance expected?* o It is preferred that the documents be scanned within one month of pick up from our offices. Pick up will occur in batches.	
60. *Will vendors be able to deliver and invoice upon completion and acceptance by the TRPA in phases?* o It is preferred if vendors deliver and invoice in phases.	
61. *Did TRPA want to have all 200,000 plus pages scanned within the years' time frame of the contract?* o No, given the budget and the timeframe, it will not be possible to scan all 200,000 records within a year.	
62. *When it comes time for billing, will we be able to bill monthly for what has been completed?* o Yes, monthly billing for work completed will be acceptable.	

63. *For the below statement in RFP, can you please advise/ elaborate on the services expected for each document?*
*This project may also include the associated data entry and **geographic information system (GIS) data creation to digitize the development rights and land coverage information stored in these records for agency and public use.***
    o For the initial phase of this project, TRPA is focusing on the scanning of documents; data entry may be considered as part of a future phase of this project.
    o The Data Entry would include the entry of 10-15 fields of alphanumeric information that is read from the document. The creation of GIS data would include heads-up digitizing of information from site plans that would be digitized into ArcGIS in addition to the data entry described above.	

64. *Is the uploading of documents for public record within the scope of the project?* o At this time, this is not within the initial scope of the project.	

65. *Do you have a database storage type requirement for the tabular data as part of the data entry of this project?*   o No.
66. *Will the digitization of land records include polygon, point or a combination of features? Will this digitization be based on historical land surveys in map form, legal descriptions, or location addresses? Do you have an estimate of the number of unique land records that will be digitized? Will the associated data entry need to be associated with the digitized land parcels?*   o See question #63.
67. *In what format will spatial and/or database files need to be delivered for ease of upload into the TRPA GIS network? What is the underlying software system for this network? Will this effort require any spatial visualization creation?*   o See question #63. TRPA utilizes ESRI ArcGIS products for GIS. There will not be any requirements for data visualization creation.
68. *What format does the Geographic Information System (GIS) data need to be for the upload to the TRPA GIS network? Do you have to create the GIS maps for uploading? Do you have more information about the GIS?*   o See Question #63.
69. *What sort of data entry is acceptable for the optional task of recording the development rights and land coverage information stored in the records? Dates? Does the Land coverage information include mapping?*   o See question #63.
70. *1.c. Optional Tasks: i. Data entry to record the development rights and land coverage information stored in these records. Can you expand on this please? Is this referring to indexing?*   o See Question #63.
71. *2.ii. Geographic information system (GIS) data creation to be uploaded to the TRPA GIS network. Can you expand on this please as to what is needed, we are not familiar with this system?*   o See Question #63.
72. *For any documents where destruction is required, are third party shredding services allowed if it takes place at our office?*   o Yes. Please provide the name and address of the third-party shredding service.
73. *Upon return, are these records designated for storage or destruction? If the latter, is the vendor responsible for the destruction of the plans? Is there any required sorting or identification of permanent retention files?*   o TRPA anticipates that the selected contractor(s) will securely destroy all hard copy files once contractor-staff and TRPA-staff have verified the QA/QC review on all scanned documents.
74. *Was this work previously contracted? If so, who was the previous vendor and will the TRPA provide a copy of that contract?*

|	
	o A similar scanning project was contractor with a previous vendor, High Desert Scanning, over 25 years ago. Because this occurred so long ago, we are unable to provide a copy of that contract.
75. *As these are confidential files, can vendors offshore any portion of this project or permit offshore remote access to the files?*	
	o While these records will eventually be provided to the public, until they have been reviewed and items redacted, if necessary, these should be considered confidential files.
76. *What physical level of security, climate control, chain of custody is required for the vendor's facility? Will the TRPA consider evaluating this facility for inspection of work?*	
	o TRPA will not need to inspect the facility. Files shall remain confidential and shall be stored to avoid any damage from the elements while in the vendor's hands.

Individual files will be placed within banker boxes with lids. The number of files within each banker box depends on how thick each file is. Plan sized sheets are folded inside each file jacket.
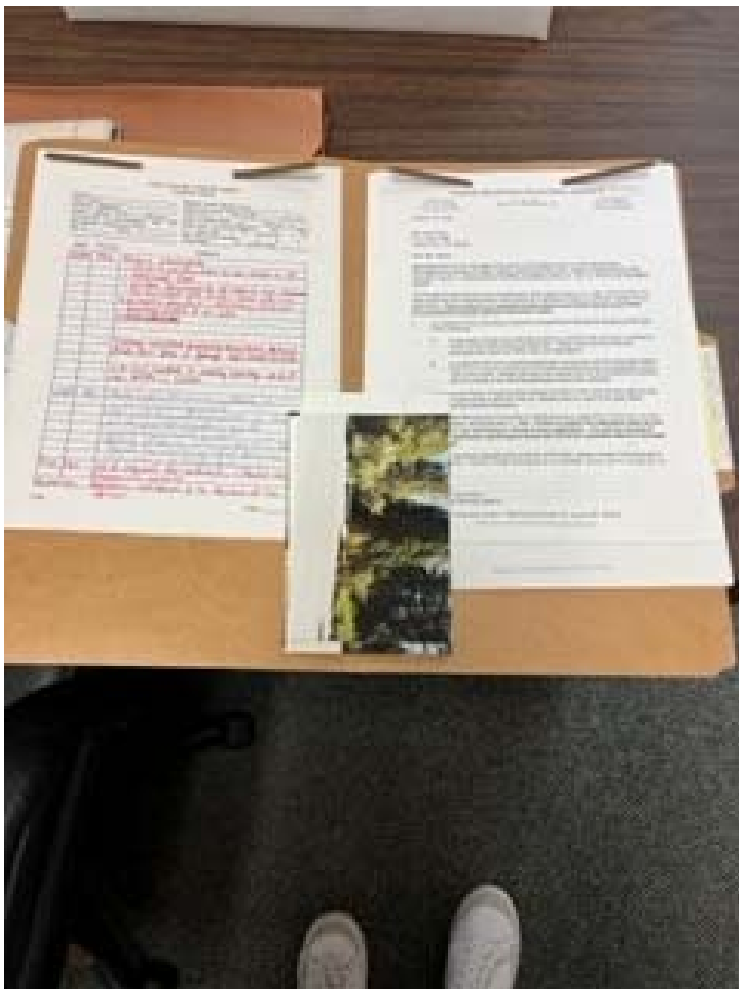
Inside the file jacket are legal-sized two-pronged folders with pages hole-punched on the top. Any pages larger than 8 ½" x 14" will be folded, some within the two-pronged folder, some within the file jacket. Files may contain items smaller than 8 ½" x 11" size such as photographs.

Samples of Plans for Scanning: Some plan sheets may be black & white and some may contain color (e.g. approval stamps) which will need to be scanned in color. Note that some plan sheets will be blueprinted. See below for examples.
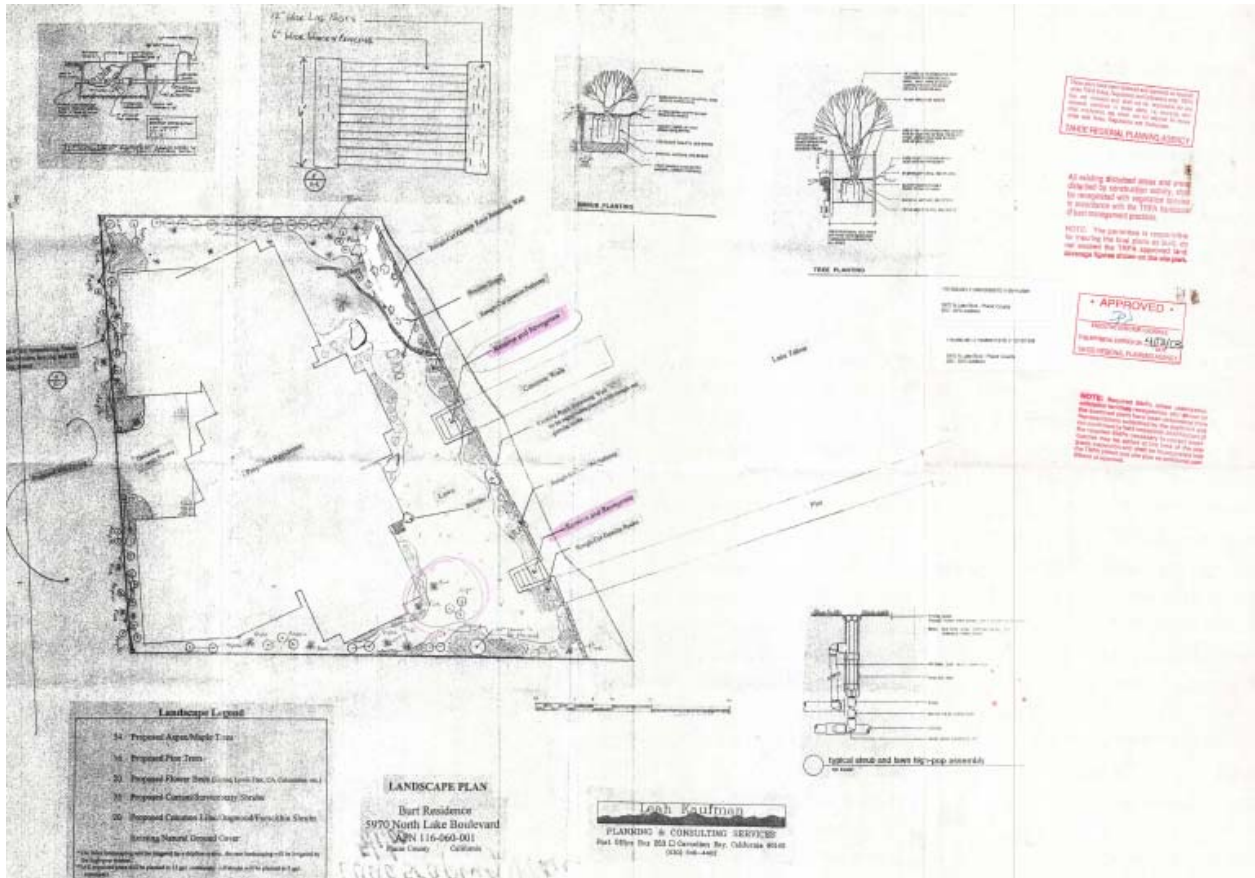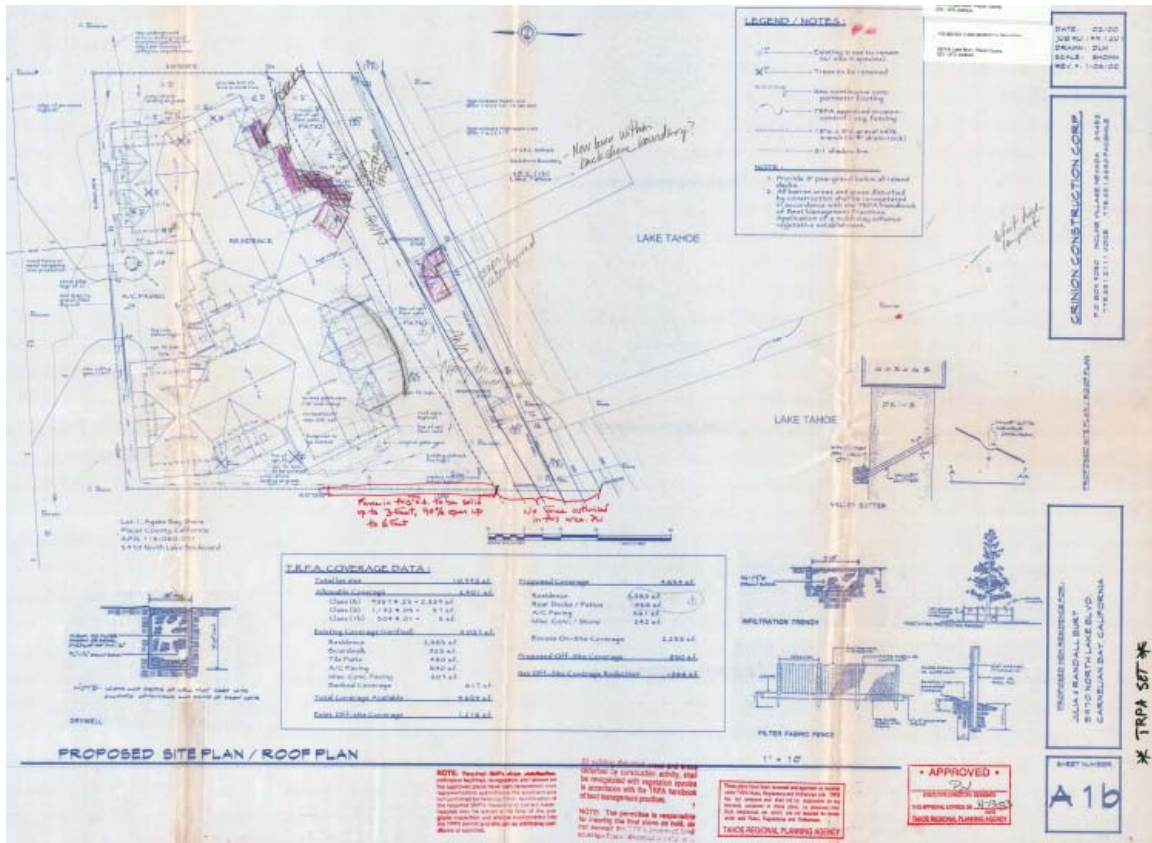
PROPOSED SITE PLAN / ROOF PLAN

(E) NORTH ELEVATION (VIEW OF HOUSE)

(E) SOUTH ELEVATION

MCCLAIN RESIDENCE
HOME ADDITION

A1.3

Example of types of documents within files to be scanned:

Hand-drawn site plan:

1" = 20'
N

50'

SEZ

SEZ...
- NEAR SFC. GWTR: MOTTLES/GLEYED SOILS ≤ 20" IN DEPTH; PRIMARY AND SECONDARY RIPARIAN VEG, INCLUDING WILLOWS, SEDGES, "MARSHY" GRASSES, POSSIBLE RUSHES.
- 10" SETBACK (CHANNEL ABSENT)
- AREA OF SEZ: 3000 A² 2600∅
- AREA OF SETBACK: 1000 A² 800∅

10' SET-BACK

100'

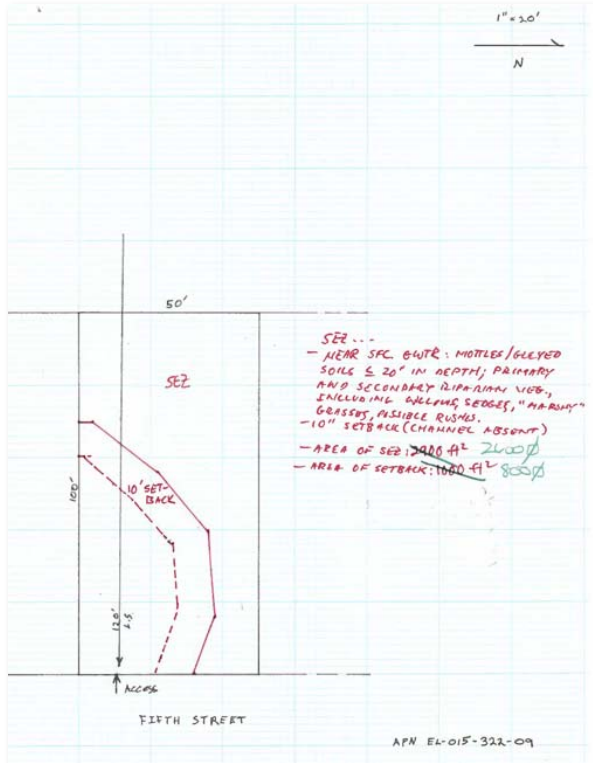120' 1.5

↑ ACCESS

FIFTH STREET

APN EL-015-322-09

Figure 2 Overview of temporary deck posts, existing patio

Schedule

Given there are only two post bottoms, that can be hand dug, and the limited scope of concrete work, the project post bottoms and ground area should only be disturbed or unfinished for approx. 1 week.

Concrete forms will be removed just a few days after concrete pour. Posts will not be secured and loads will not be applied to the foundations for at last 2 weeks, or as approved by project structural engineer.

If plans are approved, if contractors are available and if work can be done in compliance with TRPA requirements then construction will occur before April 2022.

Costs

John Kane / Kane Construction has provided an estimate to the Incline Pines community, putting the budget for a replacement of a complete deck structure, deck surface and railings at lump sums of $26,500 – 31,000 per unit.

This pricing was provided as complete, for demolition, permitting, replacement materials, labor and contractor overhead. A feasible outline is provided below:

Steelwork and footings	$ 9,500
Deck railing cables and posts	$ 4,500
Deck solid surface	$ 4,000
Deck repairs – Materials	$ 12,000
Budget total	$ 30,000

TAHOE REGIONAL PLANNING AGENCY
PLANNING NOTES

APN(s) 116-060-01
Applicant _____
Project Address _____
Scenic Shore. Unit ___, Rating ___
Shorezone in Attainment? Yes No
Shorezone Tolerance Dist. ___
PAS # ___, Name ___

Mapped Land Capability ___
Verified Land Capability ___
IPES Score ___, % Allow. ___, <1/3, >1/3
Scenic Road Unit ___, Rating ___
Road Unit in Attainment? Yes No
S.I. Species? Y N, Historic? Y N
BMP Priority Group: 1 2 3
1:400 Map ___, or 1:2000 Map ___

Date	Planner	Comments
6/30/99	TA	Suzanne took back the shores that we need the simulations from Time Edwards to July 30, 1999
7/15/99	PRC	Backshore boundary complete
8/3/99	PRC	App complete 7-30-99 Extension granted to September 30 for revised simulations
10-5-99	PRC	Extension granted to 11-15-99.
11/16/00	PRC	Received simulation 11/15/99. Application complete. Will need a "beefed-up" landscape plan to show screening.
4-19-00	PN	Permit Issued -
6-13-00	PN	- QE Approved + Permit Ack. - QE to face retaining wall with Granite Only - No structural modification to wall permitted.
9-28-01	PN	Spoke with Julia Burt regarding retaining wall. Told her modifications to wall are limited to facing the wall with granite only. No increase in height or backfilling of soil is permitted. She agreed not to modify wall until she receives TRPA approval to do so. See QE in File. Page 3 -Plan revision for changes to patio

7/92

TAHOE REGIONAL PLANNING AGENCY
PREGRADING/PRECONSTRUCTION INSPECTION

INSPECTOR BJ   DATE 7-11   DAY Tues   TIME 12

REQUESTED BY: Peter Angell   DATE: 7-7-00

PHONE # 775 858 9915   WORK OR MOBILE 775 843-0075
pages   775-831-2111
off

LOCATION OF FIELD CHECK:

APN: 116 260-001   FILE # 98 0911   COUNTY: PL

ADDRESS: 5970 N Lake

MEET AT:

TYPE OF PROJECT: 4D   New home - teardown

INSPECTION:

DATE FIELD CHECK COMPLETED: 7-11-00

FIELD INSPECTION CONDUCTED BY: B Judy

ITEMS TO CHECK AND REVIEW:

____ TEMPORARY EROSION CONTROL DEVICES

____ VEGETATIVE PROTECTIVE FENCING

____ PLANS AND PERMITS ON-SITE

____ REVIEW STANDARD CONDITIONS OF APPROVAL   Read "R"

____ REVIEW PLANS _____
                    Owner/Builder/Contractor

INSPECTION PASSED: Yes   DATE 7-11-00

ITEMS TO CORRECT:

COMMENTS
_____
_____
_____
_____
_____
_____