

Town of Portland, Connecticut
The Digitization of Town of Portland Land Use Files
RFP # 2023-11
Addendum #1

Follow on question for RFP:

Does your software solution have interoperability with other systems such as permitting or GIS?

Responses to Questions received:

Questions received from Junan Suthar, Global Solutions Inc.

1. Do we need to perform all the services onsite or offsite? If offsite. Can we pick up all the documents in a single visit?
2. Are you looking for document management software?
3. What is the level of preparation required? (Removal of fasteners, staples post-its, etc.)
4. Do we need to provide the digitized documents in a specific folder structure?
5. Do we need to apply any naming convention to files?
 - a. What is the size and quantity of the files that need to be scanned? Please provide the approximate quantity next to the below-given sizes:
8.5"x11" up to 11"x17":
11"x17" up to 18"x24":
18"x24" up to 24"x36":
24"x36" up to 36"x48":
6. What are the indexing criteria? (How many fields do we need to index for each file?)
7. Is there any expected timeframe within which you would like complete scanning?
8. What is the level of preparation required? (Removal of fasteners, staples, post-it's, etc.)
9. What level of reassembly is required? (Do we need to apply fasteners, post-it's and rearrange the documents in the same order after scanning?)
10. Do we need to scan B&W or Color? If color, then what % of documents are color?
11. What is the expected output format?

Is it TIFF or PDF?

Is it a single page or multi-page?

12. Can you please provide us with a pricing format to enable us to give you pricing as per your requirement? or Shall we prepare it ourselves?

13. Is there any expected timeframe within which you would like to complete conversion?

Answers to Junan Suthar, Global Solutions Inc.

1. Digitization can be done offsite. Preference would be to have a few rounds of pickups but depending on cost may be open to negotiation.
2. We are looking for document management software with a 1 year solution included.
3. Removal of fasteners and staples should be included.
4. Documents should be in a usable street file structure
5. Files should be named per address categorized via street
 - a. Majority of documents in the 8.5 x 11 range. We do have larger 24x36 but that is most likely only a few percent of the files.
6. Should be indexed per street name and number
7. Would like it complete by end of summer
8. See above #3
9. Documents should be placed back in individual files in general order
10. B&W is fine
11. Open to output format, PDF or TIFF
12. Prepare pricing format yourself
13. See above #7

Questions received from Valerie Lazzari, UBE0 Business Services

1. Is estimated count from June 2022 Page or Document based; If document what is the estimated pages to document ratio?
2. What is the estimated Wide Format count?
3. Can we schedule to have a walk through to view the documents?
4. What will the naming convention look like?
5. Will we index on a Folder level or Document level?

Answers to Valerie Lazzari, UBE0 Business Services

1. The count from 2022 was image based.
2. Estimated wide format from Scanoptics review was 12,600
3. You can schedule a walk through to view documents

4. The naming convention should be broken down into street and street number. If application number for Planning
5. Indexing would occur at the folder level

Questions received from Nick Schuberth, Cannon Solutions America, Inc

1. Can the Town provide a breakdown of existing documents in scope of the RFP by size?
2. Looking at a day forward workflow and equipment recommendations, can the Town also provide an estimate of how many pages will need to be scanned annually by size each year in a future state?
3. Can the Town advise what equipment it would need to scan paper to digital images in a proposed future state?
4. What is total estimated volume now since it was 510,000 in June 2022?
5. What is the count for all sizes Ledger/Tabloid and smaller?
6. What is the count for all oversize documents (Arch C,D, E, etc.)?
7. What is the average number of pages per folder for non-oversize documents?
8. Do you need the vendor to shred the physical documents after scanning or do the physical documents need to be returned to you?
9. Will the Town box all of the documents?
 - a. If so, will the oversize documents be rolled up or laid flat?
10. Do you have a dock for our transportation carrier to use?
11. What equipment do they need for day forward scanning of documents and large format drawings?
12. For Phase 2, how many internal users will need access to the system (Administrators, and daily Users)?
 - a. How Many estimated users need Write Access Privileges?
 - b. How Many estimated users will need Read Only access?
13. For Public Accessed Documents how many users or how many views per month or per year
14. What are your security requirements for documents stored electronically?
15. What are your compliance requirements for documents stored electronically?
16. Does the Town of Portland have a preferred Cloud Platform Provider (Microsoft Azure or Amazon

Web Services)?

17. For Phase 3, how many employees need training for this project?

Answers to Nick Schubert, Cannon Solutions America

1. Per June 2022 estimate of documents by Scanoptics is 500,000 small format images and 12,600 large format images.
2. Estimate town will scan several hundred documents a week.
3. The town currently can scan using it's copy machine and has a wide format scanner.
4. Estimate and additional 10,000 to 20,000 images since time of estimate
5. The estimated count size for small format is 520,000 to 530,000 images.
6. Around 13,000 at this time for large format images.
7. The average number of pages per folder varies greatly from several images to hundreds. Hard to quantify for all files.
8. We would like the documents returned to the town.
9. The town is open to boxing the documents but is interested in solutions provided by vendor.
 - a. Oversized documents are interspersed with small documents. In the remaining most lie flat but we do have some rolled up.
10. We do not have a dock.
11. The town should be set with equipment for scanning but is open to recommendations.
12. We estimate 9 internal users and then the outside public.
 - a. All internal users should have write access.
 - b. Any users from the public would be read only.
13. I can't give you an estimate on public users or views, it is unknown
14. These documents are all publicly available and we just want to follow best practices for storage.
15. We have no compliance requirements except those required by the state library for record retention.
16. The town does not have a preferred cloud platform.
17. I think 4 employees for training and we can then train co-workers.

Questions received from Mark Spitz, GRM Information Management Services, INC

1. How were preliminary figures of images produced?
2. Is an addendum to be released and when?
3. Are paper copies required for RFP submission?

Answers to questions from Mark Spitz, GRM Information Management Services, INC

1. Image count estimate was provided by Scanoptics in June 2022.
2. Yes, hopefully Friday or Monday.
3. Yes, paper copies are required of RFP.

Questions received from Kenny Saritelli and Kevin Perry, Joseph Merrit & Company

1. What is the driving force behind the project.
2. How do documents need to be indexed.
3. Are files single sided pages or double.
4. How many file cabinet drawers.
5. How deep are the vertical file cabinets.
6. Are we providing boxes.
7. Who is packing boxes.
8. What will happen to paper files after scanning.
9. Does funding have an end period.
10. How many internal users will need to access files.
11. How do files need to be reassembled.
12. Do we need demonstration of software.
13. How could wetland files be indexed.
14. What is the breakdown of small and large format files.

Answer to questions from Kenny Saritelli and Kevin Perry, Joseph Merrit & Company

1. Need for documents to be digital for eventual move to online permitting system.
2. The documents need to be indexed by street address (street and number).
3. Majority are single sided but some are double.
4. There are 186 vertical file cabinet draws and 30 lay flat horizontal.
5. The vertical cabinets are 24 inches deep.

6. This is open to negotiation.
7. This is open to negotiation.
8. Files will be returned to the town.
9. Funding needs to be expended by end of 2024.
10. There will be 9 or 10 internal users
11. The files need to be placed in general order back in file but do not need to be reassembled with staples or paper clips.
12. Do not need to demonstrate software, just talk about capabilities.
13. Files need to be indexed by address(Street and number). The wetlands may also depending on budget be indexed by application number.
14. Scanoptics estimated 500,000 small format images and 12,600 large format.