**JUNE 9, 2016**

# ADDENDUM C

# TO

# INVITATION FOR BIDS (IFB)
# NO.: PSD 16-HPA-45
# FOR
# DOCUMENT IMAGING AND DOCUMENT MANAGEMENT

1. Is there an old or existing contract for the Document Imaging (Scanning) and Document Management Services
    - If yes, we would like a copy for review

    *Yes, a redacted copy is attached.*

2. Would it be possible to visit your site to review the documents subject to this bid
    - If no, can we get samples of each file category or document type

    *Refer to Addendum B, Item 2.1.*

3. Will the State of Hawaii be responsible for pulling and boxing the documents for conversion

    *The winning vendor will be responsible with the pulling of boxes from State Archive but will have to coordinate with Hawaii Paroling Authority for necessary approval from PSD (Department of Public Safety) and State Archive.*

4. Will the State of Hawaii provide an inventory list of all documents prior to shipping to vendor

    *HPA can provide the winning vendor with the spreadsheet of the Archive documents.*

5. When original or copies of documents are not clear to be scanned what is the process

    *Scan the document anyway using the image quality (an option of making document darker), if it doesn't work, write a note stating "document received not clear, scanned as is"*

6. How often will the State of Hawaii request documents that are in the Vendor's possession

    *It varies, for example, when Administrator needs to respond to any letter, case or inactive client files become active.*

7. How many documents (number of pages) at one time will be requested by the State of Hawaii while the documents are at the Vendor location

   *It varies per case.*

8. Will the State of Hawaii assign a daily primary contact person (PM) for questions/concerns/exceptions

   *Yes*

9. Do you know at this point how many fields you will require for the indexing for each category or document type

   *4 indexes*

10. How many characters per field will there be on average for indexing for each category or document type

    *40 or more*

11. Will the State of Hawaii provide a database or metadata containing the index values required for each document category or document type

    *No, but HPA can show a sample folder with categories.*

12. What is the percentage of double-side pages per category

    *Unknown*

13. What is the total number of files per category

    *It varies per case.*

14. What is the average number of pages per file per category

    *It varies per case*

15. What are the mix of document sizes within each category

    *Majority will be letter size. Some legal size documents & envelopes*

16. Is there any special handling needed on any of the documents

    *All documents to be scan should be CONFIDENTIAL and handle with extra care*

17. Will PDF searchable files be required to be separated or split into multi-page files per document type

    *Yes. Documents are scan by category*

18. Is there a limited annual budget that the State of Hawaii is expecting to use for this project and can this be disclosed

    *Yes, budget is limited to $73,296.00 . Based on the original contract in 2013*

19. Is the State of Hawaii looking to have all documents picked up or in phases

    *Yes. Arrangements can be made with approval through PSD and State Archive*

20. What is the timetable schedule expected by the State of Hawaii for completion

    *12 months or less*

21. What constitutes color scanning – can this be clearly defined and explained

    *Some documents are hi-lighted in different colors plus the date and time stamp. If documents in color, it can be scan in black and white, provided it is still readable.*

22. Can documents be placed back in the file with bar code sheets and rubber banded - or do you need complete re assemble back to original condition including place back on prongs, etc?

    *Please refer to Section 2 – Project Description on the RFP (Request for Proposal)*

23. What are the estimated pages per folder?

    *It varies per case.*

24. Does the vendor needs to re-staple the files after scanning?
    *Yes*

25. What are the estimated number of boxes to be shredded (page 20, OF-2)?

    *It varies.*

26. Can HPA provide a database that we can pull the rest of the information? For example: By typing the SID number, can we pull the rest of the index field like the first name and last name?

    *We can provide the excel spreadsheet with password to the awarding vendor with proper authorization*

27. Is Dokmee the mandatory required software management for this IFB?

    *Refer to Addendum B, Item 2.4*

28. If Dokmee is the mandatory software, could the vendor bid only on the document scanning side of the IFB?

    *No*

29. If Dokmee is the mandatory software, which Dokmee edition is currently being implemented?

    *Version 4.7.2*

30. If Dokmee is the mandatory software, is there a reoccurring software subscription fee that the new vendor has to pay on the monthly or annual basis?

    *Maybe*

31. 5.2, 1, Can another document management program other than Dokmee be offered?

    *Dokmee is the current software and is preferred.*

32. 5.2, II, Does "open architecture" mean that scanned images and data must be non-proprietary and able to migrate to another document management system?

    *Researching item.*

33. 5.2, XI, What does "from the interface of external application link" mean? What applications would need the link?

    *Researching item.*

34. 5.2, XIV, What does "on screen interfacing with multifunctional product" mean?

    *Researching item.*

35. 5.2, XVI, Does e-mail management mean being able to store and view e-mail messages and attachments? What e-mail formats will be required?

    *Yes, PDF format*

36. 5.3, II, What kind of support will be required 24/7? Will there be users regularly on the system 24/7?

    *Technical support from 8:00 am -5:00 pm Hawaii time will be required not 24/7. No users on the system 24/7*

37. 5.3, IV, What is the amount, time limit and ending date of onsite training and help? Is this billable as needed or as projects?

*Please refer to RFP, page 20, Offer Form page OF-2: Item VII – Training charges of 7 Staff. The date and time shall be determined by the Contract Administrator.*

38. 5.3, V, What is the amount, time limit and ending date of training for the software? Is this billable as needed or as projects?

    *Refer to response to Question No. 37.*

39. 5.3, VI, What is the period of time for technical support?

    *8:00 am -5:00 pm Hawaii time*

40. 5.4, I, Who will certify that employees are HIPAA certified? What organizations are approved to certify HIPAA compliance?

    *There are a number of companies that offer HIPAA compliance certification, you can search the web for "HIPAA compliance certification".*

Department of Public Safety

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