



STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES, CENTRAL PROCUREMENT OFFICE

**REQUEST FOR PROPOSALS # 32110-17101
AMENDMENT # 8
FOR DIGITAL IMAGING SERVICES**

DATE: July 24, 2017

RFP # 32110-17101 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE	Updated/Confirmed
1. RFP Issued		April 6, 2017	Confirmed
2. Disability Accommodation Request Deadline	2:00 p.m.	April 11, 2017	Confirmed
3. Pre-response Conference	11:00 a.m.	April 12, 2017	Confirmed
4. Department of Safety & Homeland Security Site Visit	2:00 to 4:00 p.m.	April 12, 2017	Confirmed
5. Notice of Intent to Respond Deadline	2:00 p.m.	April 13, 2017	Confirmed
6. Written "Questions & Comments" Deadline	2:00 p.m.	April 21, 2017	Confirmed
7. State Response to Written "Questions & Comments"		May 9, 2017	Confirmed
8. 2 nd - Written "Questions & Comments" Deadline	2:00 p.m.	July 17, 2017	Confirmed
9. 2 nd - State Response to Written "Questions & Comments"		July 24, 2017	Updated
10. Response Deadline	2:00 p.m.	August 14, 2017	Confirmed
11. State Schedules Respondent Oral Presentation		August 28, 2017	Confirmed
12. Respondent Oral Presentation	9 a.m. - 4:30 p.m.	August 30, September 1, and September 6, 2017	Confirmed

13. State Completion of Technical Response Evaluations		September 7, 2017	Confirmed
14. State Opening & Scoring of Cost Proposals	2:00 p.m.	(same time as #10)	Confirmed
15. Negotiations (Optional)	4:30 p.m.	August 14, 2017 thru September 7, 2017	Confirmed
16. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	September 12, 2017	Confirmed
17. End of Open File Period		September 19, 2017	Confirmed
18. State sends contract to Contractor for signature		September 22, 2017	Confirmed
19. Contractor Signature Deadline	2:00 p.m.	September 25, 2017	Confirmed

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

QUESTION / COMMENT	STATE RESPONSE
1 Section 1.1 has newly added verbiage, mentioning "RDA compliance". Can you please explain in more detail how to meet this requirement?	<p>The addition of the highlighted section in the RFP Section 1.1 is the exact language from A.3.a. of the <i>pro forma</i> contract.</p> <p>See A.4.f. Statement of Work. The State will provide pre-approvals from Print Media and the RDA Contact within the Statement of Work. Once a Task Order is signed between the Supplier and the End User, both parties will create an implementation plan (See A.4.m. Project Implementation Plan) that clearly defines the RDA process to identify any federal, state and local statutes and policies which require specific Source Media retention be followed.</p> <p>Under A.18.n. Scanning Quality and Production Requirements, the Contractor must perform an additional random quality checks by someone other than the individual who initially scanned and indexed the Source Media and include a quality check of Source Media against every process outlined in the Project Implementation Plan to include accuracy of indexing, handling exceptions, special procedures, etc. This quality check would</p>

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	<p>include the RDA process outlined in the Project Implementation Plan.</p> <p>Each digital imaging project will have different retention requirements which will take into consideration the End User's business practice and RDA requirements.</p> <p>The State publishes RDAs from all State agencies on the Secretary of State's website: http://sos.tn.gov/</p>
<p>2 Chart 2: "Driver License Application Microfilm", says there are 99 batches per tape and 500 documents per batch. Is it correct to assume that a "tape" is a roll of film?</p>	<p>Each microfilm roll is 215 feet of microfilm tape.</p> <p>Safety used the word, "tape" for microfilm tapes, cards or sheets, interchangeably.</p>
<p>3 If so, the rolls are listed as being 125 feet in length. 99 batches X 500 documents per batch would be 49,500 documents per roll of film, which does not sound correct. Can you please verify this?</p>	<p>Safety has provided a summary estimating the possible number of images per roll of film and number of batches per tape.</p> <p>The length of most tapes is 215 feet. The number of documents per tape is unknown.</p> <p>The total of 471,685,500 in Chart 2 is arrived at by multiplying the number of tapes per year times 99 batches per year times 500 documents per batch.</p>
<p>4 What is the reduction ratio of this film? Is it filmed simplex, duplex, or duo? What is the blipping structure of this film?</p>	<p>Reduction ratios will vary. All microfilm rolls are duplex except for the negative image microfilm rolls. The negative image rolls (Aug. 1989 thru Aug. 1996) are only front images and no back images.</p>
<p>5 The total on this chart is 471,685,500 of "Driver License Application Microfilm" (by DL number). What does this number represent? 471 million driver's license applications in Tennessee from 1936 to 2009 seems high.</p>	<p>Safety has provided a summary estimating the possible number of images per roll of film and number of batches per tape. The number of documents per tape is unknown.</p> <p>The total of 471,685,500 in Chart 2 is arrived at by multiplying the number of tapes per year times 99 batches per year times 500 documents per batch.</p>
<p>6 Chart 3: "Driver License Microfiche", lists # of "tapes" per year. Please confirm if this means "fiche" per year.</p>	<p>Confirm.</p>
<p>7 If so, it lists 208 "squares" per fiche. We assume this is "frames". Additionally, 42X COM fiche has 208 data frames per fiche. Please confirm if this is correct.</p>	<p>Safety used the word, "squares" for frames. Safety has been creating various Microforms from 1936 to the present with varying types and sizes. It is possible there may be some COM Microfiche. The number of documents per frame will vary.</p>

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<p>8 If so, it then lists X50 per "square" (or frame). Is the figure of 50 referencing driver's license numbers? If so, are we to index each driver's license number? Please provide an example of a driver's license number.</p>	<p>Safety at a minimum estimated there would be 50 documents per square. The number of documents will vary. Some microfiche contain one document, whereas others have 50 or more documents per sheet within those 208 squares (images).</p> <p>Each application will be indexed. Some applications have corresponding documentation behind it.</p> <p>See RFP Attachment 6.11., Safety's Microform Summary, "Driver's License Numbers (DLN) began as seven (7) digit numbers. Currently, DLNs are nine (9) digits."</p>
<p>9 Chart 4: "Microfiche Books 1-9", says there are 99 batches per tape and 500 documents per batch. We are assuming a "tape" is a roll of film. Please confirm if this is correct.</p>	<p>See response to No. 2.</p>
<p>10 If so, 99 batches X 500 documents per batch would be 49,500 documents per roll of film. This does not sound correct. Can you please verify this?</p>	<p>See response to No. 3.</p>
<p>11 What is the reduction ratio of this film? Is it filmed simplex, duplex, or duo? What is the blipping structure of this film?</p>	<p>See response to No.4.</p>
<p>12 Have any of the answers provided to previous questions changed, or are all of those answers still accurate?</p>	<p>Yes, some questions and comments may have changed due to the updated RFP document and contract language updates. See Amendment 7 for the new release of the RFP and its attachments which have been identified as changed by highlighted text.</p>
<p>13 In section A.1; it states that the Statement of Certifications and Assurances be completed and signed by an individual empowered to bind the Respondent to the provisions of this RFP and any resulting contract and that the document must be signed without exception or qualification which states that we agree to all terms and conditions in the Pro Forma contract. Are we able to state exceptions we may have to the contract that can be negotiated further along in the process if needed?</p>	<p>No, the <i>pro forma</i> contract substantially represents the contract document that the successful Respondent(s) must sign.</p> <p>See also RFP 1.2 Scope of Service, Contract Period, & Required Terms and Conditions.</p>
<p>14 In section A.8; State of TN requests that the Respondent shall hold at a minimum one of the following certifications: FedRAMP, ISO27001, or SOC-2 Type 2, and that Respondent will present proof to the State on</p>	<p>No, the State cannot make this a non-mandatory requirement. The State considered the request and declines making the revision.</p> <p>See <i>pro forma</i> A.19. Output. Please review the</p>

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<p>an annual basis that the certification is maintained. These certifications are normally only applicable to a Cloud based solution which we are not proposing. Can this mandatory requirement be changed to non-mandatory?</p>	<p>State's acceptable output methods. "Output delivery through email or device mediums are not acceptable (e.g. encrypted email, flash drives, external drives or CD/DVDs). Acceptable output methods would be formats compatible with SQL databases, State repositories such as FileNet and SharePoint, SFTP file transfer, API, OwnCloud, Digital Archive Writer, STS approved alternatives, and published State standards as updated."</p> <p>The State intends to ensure that State of Tennessee's information resources are adequately and appropriately protected against unauthorized access, modification, destruction or disclosure. The State will accept at a minimum one of three certifications, FedRAMP, ISO27001, or SOC-2 Type 2.</p>
<p>15 State of TN requests that the Respondent shall hold at a minimum one of the following certifications: FedRAMP, ISO27001, or SOC-2 Type 2, and that Respondent will present proof to the State on an annual basis that the certification is maintained.</p> <p>Does a SSAE-16 certification meet the minimum requirement? Can a supplier obtain one of the three minimum certifications within a certain period of time after contract award?</p>	<p>No, the State has determined that the SSAE-16 certification does not meet one of the three minimum certifications; FedRAMP, ISO27001, or SOC-2 Type 2.</p> <p>No, Respondents must have one of the minimum certifications to pass the mandatory requirements of the RFP.</p>
<p>16 The State states that all shredding facilities used during the performance of the Contract shall be an AAA-certified member in good standing with NAID.</p> <p>What NAID certificate must be provided to comply with A.5. if we subcontract shredding services? How do we charge for shredding services?</p>	<p>As all shredding facilities used during the performance of the Contract must be an AAA-certified member in good standing with NAID, the State requires proof that the Contractor's facility that will shred Source Media has this NAID certification.</p> <p>If the Contractor shreds within its facility, then the Contractor's facility would have to be NAID certified. If the Contractor plans to subcontract shredding, then the State requires proof of the subcontractor's NAID certificate for the facility that will perform the shredding.</p> <p>See also A.23. Shredding Subcontracting for more information on paying subcontractors for shredding services. The cost of shredding should be included in the Respondent's bid response. See Cost Evaluation Model Release 4 tabs for each</p>

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	<p>group labeled "Shredding/Destruction" for line items.</p> <p>Please review other shredding responsibilities discussed in the <i>pro forma</i> contract in A.3.a., A.4.m., A.5., A.12., A.17., A.22. and A.23.</p>
<p>17 Please clarify what is meant by <i>pro forma</i> contract A.22. Shredding/Destruction subsection b.: Contractor or the Contractor's subcontractor shall provide shredding services. In such instances where the State reserves the right to use a State shredding supplier as specified by the End User, shredding will not be included in the SOW or the resulting TO.</p>	<p>For instance where an End User requests on-site services, the End User may request to use the State's on-site shredding supplier instead of having the Digital Imaging supplier to provide this service.</p> <p>The End User would identify requested services in the SOW to indicate whether that project would require the Digital Imaging supplier to provide shredding services.</p>
<p>18 Group 1 Digital Mail Scanning is now divided into an (A) Time-Critical and (B) General subgroups. Can the same supplier be awarded for both subgroups?</p>	<p>Yes, it is possible that the same supplier could be one of the awarded Respondents in both subgroups.</p> <p>Subgroup (A) Time-critical would require a statement to be provided in RFP Section A.9. regarding their ability to perform under time-critical/expedited deliverables across all counties in TN using API capabilities or an STS-approved alternative output method that ensures End Users can process incoming mail within time-critical deliverable timeframes. In addition in RFP Section C.5., Respondents would describe in detail Respondent's requisite resources, industry experience and expertise in providing time-critical services.</p>
<p>19 RFP Section A.11. requests Respondents to state if the supplier agrees to offer on-site services. Does this mean that the on-site requirement is not mandatory?</p>	<p>Correct. Respondents have the option to provide on-site services.</p> <p>See RFP Mandatory Section A.11. and the Cost Evaluation Model Release 4. Cost items for on-site services are now optional line items and will not be evaluated.</p>

3. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.