



STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES
CENTRAL PROCUREMENT OFFICE

REQUEST FOR PROPOSALS
FOR
DIGITAL IMAGING SERVICES

RFP # 32110-17101

RELEASE # 5

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1. INTRODUCTION

The State of Tennessee, Department of General Services, Central Procurement Office (“CPO”), hereinafter referred to as “the State,” has issued this Request for Proposals (“RFP”) to define minimum contract requirements; solicit responses; detail response requirements; and, outline the State’s process for evaluating responses and selecting a contractor(s) to provide the needed goods or services.

Through this RFP, the State seeks to procure necessary goods or services at the most favorable, competitive prices and to give ALL qualified businesses, including those that are owned by minorities, women, Tennessee service-disabled veterans, and small business enterprises, an opportunity to do business with the state as contractors, subcontractors or suppliers.

Statement of Procurement Purpose

1.1.

The CPO manages statewide contracts and is procuring a new statewide contract (“SWC”) for multiple awards for Digital Mail Scanning, Backlog Scanning, and Microform services. The services provided should conform to the best in industry standards and practices which are adaptable to the specific needs of the State. In conjunction with the Alternative Workplace Solutions (“AWS”) initiative, the State will use this contract for services to convert documents into digital images while ensuring workflow compatibility and integration of data into the State’s workflow solution(s).

Through Contract(s) awarded from RFP# 32110-17101, End Users shall obtain Digital Imaging Services that include a Needs Assessment and Analysis (“NAA”), Project Implementation Plan, development of business rules, testing, RDA compliance for destruction of Source Media, shredding, use of barcoding for indexing autopopulation, output methods (e.g., SFTP, API, OwnCloud, State server, End User's database, FileNet, SharePoint, and STS approved alternatives), and file transfer integration using State approved methods.

An overview of these services is provided in greater detail below:

Multiple Awards of Contracts

Digital Imaging Service Category Groups include:

- GROUP 1)* Digital Mail Scanning: Automation of incoming mail processes using document scanning and document capture technologies. Source Media will vary by End User's incoming mail needs but may include scanning the envelope, opening and scanning of the contents, and indexing various fields from forms. Group 1 has two subgroups; (A) Time-critical and (B) General. A SOW will be sent to Respondents from pre-qualified subgroup (A) Time-critical for projects with expedited time requirements which will require an API or an STS-approved alternative output method to ensure End Users can process incoming mail within time-critical deliverable timeframes. For all other projects, End Users will send a SOW to subgroup (B) Respondents.
- GROUP 2)* Backlog Scanning: The process of scanning, indexing and storing a large backlog of paper documents in preparation of an electronic document management system, which may also include scanning for larger unique items which require specialized preparation and/or use of a larger scanner (e.g. photographs, engineering documents, historical items).
- GROUP 3)* Microform Services: The process of converting microfilm/microfiche to electronic means and electronic images into microfilm/microfiche means. Microforms are any forms, either films or paper, containing micro-reproductions of documents for transmission, storage, reading, and printing.

Contract(s) awarded from this RFP are intended to allow End Users to purchase from pre-qualified suppliers who have previously agreed to established terms and conditions and provided not-to-exceed rates during the RFP process. This process promotes the opportunity for the State to acquire resources at the best value and to establish additional services for End Users to be able to tailor digital imaging solutions to meet their unique needs.

In order for the State to manage contracts in a marketplace that has a large supplier pool across the state and receive the best value, the State will award in the following manner:

Group 1 (A) Time-critical, Digital Mail Scanning will be awarded by group and subgroup (A) to the top two Respondents for mandatory line items (See RFP Attachment 6.3.Cost Proposal & Scoring Guide). Respondent must have a facility location capable of meeting time-critical/expedited deliverables across all counties in Tennessee. Respondent must have API capabilities or an STS-approved alternative output method to ensure End Users can process incoming mail within time-critical deliverable timeframes. Respondent's response shall be calculated as follows: For each mandatory line item, the unit price shall be multiplied by the evaluation factor to obtain the line item total. Each mandatory line item total in the group shall be added together for a group total (See RFP Attachment 6.3.Cost Proposal & Scoring Guide). Optional line items will not be evaluated. Respondents must provide responses on all mandatory line items in a group to be considered for an award for that group and subgroup.

Group 1 (B) General, Digital Mail Scanning will be awarded by group and subgroup (B) to the top two Respondents for mandatory line items (See RFP Attachment 6.3.Cost Proposal & Scoring Guide). Respondent's response shall be calculated as follows: For each mandatory line item, the unit price shall be multiplied by the evaluation factor to obtain the line item total. Each mandatory line item total in the group shall be added together for a group total (See RFP Attachment 6.3.Cost Proposal & Scoring Guide). Optional line items will not be evaluated. Respondents must provide responses on all mandatory line items in a group to be considered for an award for that group and subgroup.

Group 2, Backlog Scanning will be awarded by group to the top two Respondents. Respondent's response shall be calculated as follows: For each mandatory line item, the unit price shall be multiplied by the evaluation factor to obtain the line item total. Each mandatory line item total in the group shall be added together for a group total (See RFP Attachment 6.3.Cost Proposal & Scoring Guide). Optional line items will not be evaluated. Respondents must provide responses on all mandatory line items in a group to be considered for an award for that group.

Group 3, Microform Services will be awarded by group to the top two Respondents. Respondent's response shall be calculated as follows: For each mandatory line item, the unit price shall be multiplied by the evaluation factor to obtain the line item total. Each mandatory line item total in the group shall be added together for a group total (See RFP Attachment 6.3.Cost Proposal & Scoring Guide). Optional line items will not be evaluated. Respondents must provide responses on all mandatory line items in a group to be considered for an award for that group.

Subsequent to the award of a contract resulting from this RFP, each Respondent awarded a contract will be considered pre-qualified to submit Project Quotes on Statements of Work (SOW) from End Users requesting professional services for Digital Imaging Services.

Due to the dynamic nature of digital imaging projects, the State cannot predict the overall number of SOWs or the number of SOWs within a category group that will be issued. The total purchases of any individual item on the Contract are not known. CPO has attempted to estimate probable purchases of each item from projected estimates for the contract period. CPO does not guarantee that the State will buy any or all estimated amounts of any specified item or any total amount. RFP Attachment 6.3.Cost Proposal & Scoring Guide's evaluation factors do not represent usage. These shall not be construed as a minimum or a maximum quantity of service that may be needed.

Estimated Funding New Contract Period: **August 2017 to August 2020**, with two options to renew

1st 12 MONTHS \$3,500,000

2nd 12 MONTHS \$3,500,000
3rd 12 MONTHS \$3,500,000
4th 12 MONTHS \$3,500,000
5th 12 MONTHS \$3,500,000

The contractor(s) will only be paid for products or services rendered hereunder pursuant to purchase order releases issued to contractor from the State. The contractor is not entitled to be paid the maximum liability for any one year under the contract or any extensions of the contract for product or service not requested by the state. Estimated liability does not guarantee payment of any such funds to the contractor per year under this Contract unless the State requests product or service and contractor provides said product or service. The State is under no obligation to request product or service from contractor in any specific dollar amounts per year under this contract and the State may not request any product or service at all from contractor during the contract period.

No contract(s) resulting from this RFP shall include the purchasing of data processing and communications equipment (e.g., scanning equipment, digital computers, display devices, software, LAN/WAN networks), which, for example, may be employed in a document imaging, retrieval, and storage system.

Background Information

The following information is the State's best attempt at identifying the current/existing conditions. Any data or factual information provided by the State (in this RFP, an RFP amendment or any other communication relating to this RFP) is for informational purposes only. The State will make reasonable efforts to ensure the accuracy of such data or information; however, it is the Respondent's obligation to independently verify any data or information provided by the State. The State expressly disclaims the accuracy or adequacy of any information or data that it provides to prospective Respondents. The Respondent is strongly encouraged to verify all information.

One of the State of Tennessee's initiatives is to work toward a paperless and mobile workforce. The Alternative Workplace Solutions (AWS) initiative hopes to utilize this new statewide contract to help State agencies become a paperless environment. AWS enhances workspace use, reduces the State's real estate footprint, improves energy management, and boosts workforce mobility and productivity. It is expected that the number of agencies using these services will gradually increase over the term of the Contract.

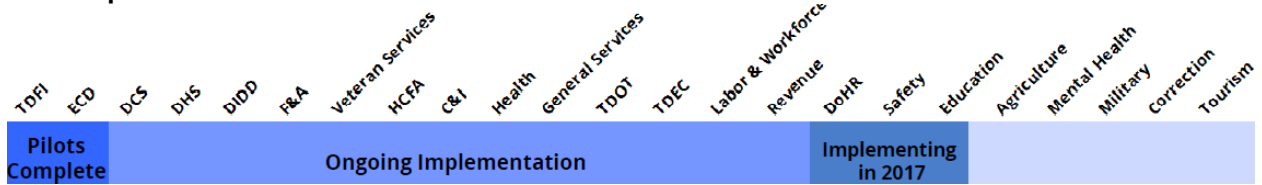
Currently, the Department of General Services Printing & Media Services ("Print Media") scans an average of 400,000 standard images a month, with an additional 3,000 wide format images a month, for the State. Print Media outsources Microform services. In June 2016, the Tennessee Department of Human Services ("TDHS") awarded a contract for a supplier under an agency term contract. TDHS' contract is a one-year contract with three options to renew. The supplier provides Digital Mail Scanning services only. Some line items contained in the RFP Attachment 6.3.Cost Proposal & Scoring Guide under **Group 1 (A) Time-critical** are representative of the services provided for Shelby and Davidson counties. In the future, TDHS plans to expand Digital Mail Services to the remaining Tennessee counties (95 in all). It is unknown as to whether TDHS will continue to use its current supplier or convert to this statewide solution. Shelby County comprises one-third of TDHS's volume for all 95 counties. (See Attachment 6.8 to the RFP, "DHS Contract Volume Summary").

Additional Information:

- There are approximately 23 executive branch agencies which may participate in AWS.
- Interest in AWS from other governmental departments include: Tennessee Higher Education Commission ("THEC"), Tennessee Alcoholic Beverage Commission, ("ABC"), TN Department of Treasury ("Treasury").
- Current agencies that have utilized AWS and scanning services include: Department of Economic & Community Development, Department of Financial Institutions, Department of General Services STREAM, Department of Commerce and Insurance, and ABC.

- The State envisions incrementally increasing volume as more agencies decide to join the AWS initiative (See AWS Implementation Chart below).
- End Users may request Contractor to provide on-site services at any location in TN. Respondent has the option to provide on-site services (See RFP Mandatory Section A.11.)
- Locations of State agencies: While a majority of State agencies have main office locations in Nashville, there are other locations throughout the state. For example, TDHS has locations in all 95 counties in the State.

AWS Implementation:



Upcoming estimated volume for Department of Safety & Homeland Security (“Safety”)

The Department of Safety has been creating various Microforms from 1936 to the present. Safety anticipates a need in FY18 – FY20 to begin converting approximately 16,200 tapes of 16mm microfilm, 24 filing cabinets and 9 books of microfiche. Safety intends to start the conversion with the newest items of microfiche (2010 thru present) moving to the oldest last. Safety has provided a summary estimating the possible number of images. (See Attachment 6.9 to the RFP, “Safety Microform Volume Summary”).

Safety: Estimated total amount of Microform holdings:

Total Microfiche	
Microfiche per holding report	483,600
208 squares per sheet	100,588,800
50 per square	5,029,440,000
Total Microfilm	
Microfilm per holding report	43,110
20 batches per microfilm	862,200
500 documents per batch	431,100,000

Safety: Microfilm/microfiche by estimated indexing difficulty:

MICROFILM		
BY YEAR	ESTIMATED INDEXING DIFFICULTY	ESTIMATED IMAGES
1965 thru 1978	N/A	N/A
1979 thru 1989	(1) Low Difficulty Indexing	86,086,500
1990 thru 1996	(3) High Difficulty Indexing	143,565,000
1997 thru 1999	(2) Moderate Difficulty Indexing	105,316,500
2000 thru 2009	(2) Moderate Difficulty Indexing	84,471,500
2010 thru Present	(3) High Difficulty Indexing	147,771,000
N/A	Picture Microfilm	693 tapes

MICROFICHE

BY YEAR	ESTIMATED INDEXING DIFFICULTY	ESTIMATED IMAGES
1965 thru 1978	(1) Low Difficulty Indexing	7,375,500
1979 thru 1989	(1) Low Difficulty Indexing	136,537,200
1990 thru 1996	(3) High Difficulty Indexing	89,122,900
1997 thru 1999	(2) Moderate Difficulty Indexing	60,389,300
2000 thru 2009	(2) Moderate Difficulty Indexing	5,699,200
2010 thru Present	(3) High Difficulty Indexing	1,797,000

Historical spend data:

Any work submitted under this Contract would be directed through Print Media, after their capacity has been met, which is approximately 400,000 pages a month. In FY2016, Print Media scanned 4,671,573 images. In addition, Print Media sought outside Digital Imaging Services for the following:

ECD (Economic & Community Development) – 679,648 images (Invoice \$63,356.68 2/8/16)

ECD (Economic & Community Development) – 14,467 images (Invoice \$1,085.03 3/18/16)

TDFI (Tennessee Department of Financial Institutions) – approximately 50,000 images – services were scanned on site and billed by the hour – (Invoice \$2,412.50 12/28/15)

Current in-house projects include:

TABC (Tennessee Alcoholic Beverage Commission) – In December 2016, initiated the process to scan 800 cu. ft. of images, estimated to be 2,024,000 images.

TDOT (Department of Transportation) – (Estimated project in progress \$100,000)

Every year the Records Management Division of the Secretary of State's office prepares a report for the volume of records kept by agency (See Attachment 6.7 to the RFP, "Records Holding by Agency" PDF). Again, please note any information regarding estimated volume is not a guarantee of usage under this Contract and the State is under no obligation to request products or services from contractor in any specific dollar amounts.

* All Tennessee Agency/Departments:

Attorney General	Board of Law Examiners
Board of Parole	Board of Regents
Bureau of TennCare	Children Services
Commission on Aging & Disability	Comptroller of the Treasury
Dept. of Agriculture	Dept. of Commerce & Insurance
Dept. of Correction	Dept. of Economic & Community Dev.
Dept. of Education	Dept. of Environment & Conservation
Dept. of Executive	Dept. of Finance and Administration (includes STS)
Dept. of Financial Institutions	Dept. of General Services
Dept. of Health	Dept. of Human Resources
Dept. of Human Services	Dept. of Intellectual & Developmental Disabilities

Dept. of Labor	Dept. of Mental Health
Dept. of Military	Dept. of Revenue
Dept. of Safety	Dept. of Tourist Dev.
Dept. of Transportation	Dept. of Treasury
Dept. of Veterans Affairs	Health Services Development Agency
Post-Conviction Defender	Secretary of State
Supreme Court	TACIR
TN Alcoholic Beverage Commission	TN Arts Commission
TN Bureau of Investigations	TN Commission on Children & Youth
TN District Attorney Generals' Conference	TN District Public Defenders' Conference
TN Foreign Language Institute	TN Higher Education Commission
TN Housing Development Agency	TN Human Rights Commission
TN Regulatory Authority	TN State Museum
TN Student Assistance Corp.	TN Wildlife Resources Agency
TRICOR	

* Agencies that are in yellow highlight are AWS agencies.

1.2. Scope of Service, Contract Period, & Required Terms and Conditions

The RFP Attachment 6.6., *Pro Forma* Contract details the State's requirements:

- Scope of Services and Deliverables (Section A);
- Contract Period (Section B);
- Payment Terms (Section C);
- Standard Terms and Conditions (Section D); and,
- Special Terms and Conditions (Section E).
- Attachments
 - Attachment A – Attestation re Personnel used in Contract Performance
 - Attachment B – Federally Mandated Requirements For Technology Services Contracts With Access To Federal Tax Return Information
 - Attachment C – HIPPA Business Associate Agreement Compliance With Privacy And Security Rules
 - Attachment D – Draft Task Order
 - Attachment E – Pre-Qualified Category Group
 - Attachment F – Contractor's Volume Incentive
 - Attachment G - Go-DBE Diversity Letter of Commitment

The *pro forma* contract substantially represents the contract document that the successful Respondent(s) must sign.

1.3. Nondiscrimination

No person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of a Contract pursuant to this RFP or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, creed, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Contractor pursuant to this RFP shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

1.4. RFP Communications

1.4.1. The State has assigned the following RFP identification number that must be referenced in all communications regarding this RFP:

RFP # 32110-17101

1.4.2. Unauthorized contact about this RFP with employees or officials of the State of Tennessee except as detailed below may result in disqualification from consideration under this procurement process.

1.4.2.1. Prospective Respondents must direct communications concerning this RFP to the following person designated as the Solicitation Coordinator:

Kelly Johns, Category Specialist
Department of General Services, Central Procurement Office
3rd Floor, WRS Tennessee Tower
312 Rosa L. Parks Avenue
Nashville, TN 37243
Telephone: (615) 741-8852
Kelly.X.Johns@tn.gov

1.4.2.2. Notwithstanding the foregoing, Prospective Respondents may alternatively contact:

- a. staff of the Governor's Office of Diversity Business Enterprise for assistance available to minority-owned, woman-owned, Tennessee service-disabled veteran owned, and small businesses as well as general, public information relating to this RFP (visit <http://www.tn.gov/generalservices/article/godbe-general-contacts> for contact information); and,
- b. the following individual designated by the State to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and associated federal regulations:

Helen Crowley, Compliance Team Lead
Department of General Services, Central Procurement Office
3rd Floor, WRS Tennessee Tower
312 Rosa L. Parks Avenue
Nashville, TN 37243
Telephone: (615) 741-3836
Helen.crowley@tn.gov

1.4.3. Only the State's official, written responses and communications with Respondents are binding with regard to this RFP. Oral communications between a State official and one or more Respondents are unofficial and non-binding.

1.4.4. Potential Respondents must ensure that the State receives all written questions and comments, including questions and requests for clarification, no later than the Written Questions & Comments Deadline detailed in the RFP Section 2, Schedule of Events.

1.4.5. Respondents must assume the risk of the method of dispatching any communication or response to the State. The State assumes no responsibility for delays or delivery failures resulting from the Respondent's method of dispatch. Actual or digital "postmarking" of a communication or response to the State by a specified deadline is not a substitute for the State's actual receipt of a communication or response.

1.4.6. The State will convey all official responses and communications related to this RFP to the prospective Respondents from whom the State has received a Notice of Intent to Respond (refer to RFP Section 1.8).

1.4.7. The State reserves the right to determine, at its sole discretion, the method of conveying official, written responses and communications related to this RFP. Such written communications may

be transmitted by mail, hand-delivery, facsimile, electronic mail, Internet posting, or any other means deemed reasonable by the State. For internet posting, please refer to the following website: <http://tn.gov/generalservices/article/request-for-proposals-rfp-opportunities>.

- 1.4.8. The State reserves the right to determine, at its sole discretion, the appropriateness and adequacy of responses to written comments, questions, and requests related to this RFP. The State's official, written responses will constitute an amendment of this RFP.
- 1.4.9. Any data or factual information provided by the State (in this RFP, an RFP amendment or any other communication relating to this RFP) is for informational purposes only. The State will make reasonable efforts to ensure the accuracy of such data or information, however it is the Respondent's obligation to independently verify any data or information provided by the State. The State expressly disclaims the accuracy or adequacy of any information or data that it provides to prospective Respondents.

All statistical or fiscal data or information provided by the State in conjunction with this RFP, whether by way of exhibits, amendments or modifications to this RFP, are provided by the State "as is." The State expressly disclaims any warranty as to the accuracy or the adequacy of any statistical or fiscal data that it provides to Respondents. A Respondent's reliance upon the accuracy or adequacy of such data shall not be the basis of relief from contract performance or recovery of actual, consequential or punitive damages from the State.

1.5. **Assistance to Respondents With a Handicap or Disability**

Prospective Respondents with a handicap or disability may receive accommodation relating to the communication of this RFP and participating in the RFP process. Prospective Respondents may contact the Solicitation Coordinator to request such reasonable accommodation no later than the Disability Accommodation Request Deadline detailed in the RFP Section 2, Schedule of Events.

1.6. **Respondent Required Review & Waiver of Objections**

- 1.6.1. Each prospective Respondent must carefully review this RFP, including but not limited to, attachments, the RFP Attachment 6.6., *Pro Forma* Contract, and any amendments, for questions, comments, defects, objections, or any other matter requiring clarification or correction (collectively called "questions and comments").
- 1.6.2. Any prospective Respondent having questions and comments concerning this RFP must provide them in writing to the State no later than the Written Questions & Comments Deadline detailed in the RFP Section 2, Schedule of Events.
- 1.6.3. Protests based on any objection to the RFP shall be considered waived and invalid if the objection has not been brought to the attention of the State, in writing, by the Written Questions & Comments Deadline.

1.7. **Pre-Response Conference**

A Pre-response Conference will be held at the time and date detailed in the RFP Section 2, Schedule of Events. Pre-response Conference attendance is not mandatory, and prospective Respondents may be limited to a maximum number of attendees depending upon overall attendance and space limitations.

The conference will be held at:

Department of General Services, Central Procurement Office
312 Rosa L. Parks Avenue, 3rd Floor
Nashville, TN 37243

April 12, 2017 at 11:00 AM CST

Conference Room E - TN Tower - 3rd FL

Conference Line: (615) 253-0068 or (844) 885-6967

The purpose of the conference is to discuss the RFP scope of goods or services. The State will entertain questions, however prospective Respondents must understand that the State's oral response to any question at the Pre-response Conference shall be unofficial and non-binding. Prospective Respondents must submit all questions, comments, or other concerns regarding the RFP in writing prior to the Written Questions & Comments Deadline date detailed in the RFP Section 2, Schedule of Events. The State will send the official response to these questions and comments to prospective Respondents from whom the State has received a Notice of Intent to respond as indicated in RFP Section 1.8 and on the date detailed in the RFP Section 2, Schedule of Events.

1.8. **Site Visit – Department of Safety & Homeland Security**

The State will be conducting a site visit at the Department of Safety & Homeland Security to view its microform volume to be held at the time and date detailed in the RFP Section 2, Schedule of Events. The site visit is not mandatory. **This site visit only pertains to Group 3: Microform Services. For informational purposes only, see RFP Attachment 6.11, Safety's Microform Summary.**

The site visit will be held at:

Department of Safety & Homeland Security
Hardison-Browning, Room 134
1150 Foster Avenue
Nashville, TN 37243

Once Respondents arrive at the location, Respondents are to call 615-251-5205 in order to be escorted into the building.

Signing In. The Respondent will be required to sign in at the site. Each individual representing the Respondent must bring proof of identity at the time of signing in. By signing in, the Respondent agrees to adhere to this Section 1.8 and any subsections.

Only the State's official, written responses and communications with Respondents are binding with regard to this RFP. Oral communications between a State official and one or more Respondents are unofficial and non-binding.

Potential Respondents must ensure that the State receives all written questions and comments, including questions and requests for clarification, no later than the Written Questions & Comments Deadline detailed in the RFP Section 2, Schedule of Events.

Photographs and Other Reproduction Media. The State reserves the right to prohibit photographic and other media or electronic reproduction of any portions of the site. If the Respondent wishes to obtain photographs of the site, it must first obtain permission from the personnel supervising the site visit. The Respondent acknowledges that if this requirement is breached, the supervising personnel may ask both the Respondent and its representatives to immediately leave the site and the State will have the option to reject any Response submitted by that Respondent. If any photographs are taken, Respondent must ensure that no personnel are included. Any photographs taken are solely for the use of the Respondent, in relation to this RFP.

Waiver of Liability. The State shall have no liability related to this site visit. In no event will the State be liable to the Respondent or any other party for any lost revenues, lost profits, loss of business, decrease in the value of any securities or cash position, time, money, goodwill, or any indirect, special, incidental, punitive, exemplary or consequential damages of any nature, whether based on warranty, contract, statute, regulation, tort (including but not limited to negligence), or any other legal theory that may arise as a result of or in connection with the site visit.

Indemnity for Site Visit. The Respondent agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged out of or in connection with the site visit.

1.9. **Notice of Intent to Respond**

Before the Notice of Intent to Respond Deadline detailed in the RFP Section 2, Schedule of Events, prospective Respondents should submit to the Solicitation Coordinator a Notice of Intent to Respond (in the form of a simple e-mail or other written communication). Such notice should include the following information:

- the business or individual's name (as appropriate)
- a contact person's name and title
- the contact person's mailing address, telephone number, facsimile number, and e-mail address

A Notice of Intent to Respond creates no obligation and is not a prerequisite for submitting a response, however, it is necessary to ensure receipt of any RFP amendments or other notices and communications relating to this RFP.

1.10. **Response Deadline**

A Respondent must ensure that the State receives a response no later than the response Deadline time and date detailed in the RFP Section 2, Schedule of Events. A response must respond, as required, to this RFP (including its attachments) as may be amended. The State will not accept late responses, and a Respondent's failure to submit a response before the deadline will result in disqualification of the response. It is the responsibility of the Respondent to ascertain any additional security requirements with respect to packaging and delivery to the State of Tennessee. Respondents should be mindful of any potential delays due to security screening procedures, weather, or other filing delays whether foreseeable or unforeseeable.

2. RFP SCHEDULE OF EVENTS

2.1. The following RFP Schedule of Events represents the State's best estimate for this RFP.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		April 6, 2017
2. Disability Accommodation Request Deadline	2:00 p.m.	April 11, 2017
3. Pre-response Conference	11:00 a.m.	April 12, 2017
4. Department of Safety & Homeland Security Site Visit	2:00 to 4:00 p.m.	April 12, 2017
5. Notice of Intent to Respond Deadline	2:00 p.m.	April 13, 2017
6. Written "Questions & Comments" Deadline	2:00 p.m.	April 19, 2017
7. State Response to Written "Questions & Comments"		May 9, 2017
8. 2 nd - Written "Questions & Comments" Deadline	2:00 p.m.	July 17, 2017
9. 2 nd - State Response to Written "Questions & Comments"		July 28, 2017
10. Response Deadline	2:00 p.m.	August 14, 2017
11. State Schedules Respondent Oral Presentation		August 28, 2017
12. Respondent Oral Presentation	9 a.m. - 4:30 p.m.	August 30, September 1, and September 6, 2017
13. State Completion of Technical Response Evaluations		September 7, 2017
14. State Opening & Scoring of Cost Proposals	2:00 p.m.	(same time as #10)
15. Negotiations (Optional)	4:30 p.m.	August 14, 2017 thru September 7, 2017
16. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	September 12, 2017
17. End of Open File Period		September 19, 2017
18. State sends contract to Contractor for signature		September 22, 2017
19. Contractor Signature Deadline	2:00 p.m.	September 25, 2017

2.2. **The State reserves the right, at its sole discretion, to adjust the RFP Schedule of Events as it deems necessary.** Any adjustment of the Schedule of Events shall constitute an RFP amendment, and the State will communicate such to prospective Respondents from whom the State has received a Notice of Intent to Respond (refer to section 1.8).

3. RESPONSE REQUIREMENTS

3.1. Response Form

A response to this RFP must consist of two parts, a Technical Response and a Cost Proposal.

- 3.1.1. **Technical Response.** RFP Attachment 6.2., Technical Response & Evaluation Guide provides the specific requirements for submitting a response. This guide includes mandatory requirement items, general qualifications and experience items, and technical qualifications, experience, and approach items all of which must be addressed with a written response and, in some instances, additional documentation.

NOTICE: A technical response must not include any pricing or cost information. If any pricing or cost information amounts of any type (even pricing relating to other projects) is included in any part of the technical response, the state may deem the response to be non-responsive and reject it.

- 3.1.1.1. A Respondent must use the RFP Attachment 6.2., Technical Response & Evaluation Guide to organize, reference, and draft the Technical Response by duplicating the attachment, adding appropriate page numbers as required, and using the guide as a table of contents covering the Technical Response.
- 3.1.1.2. A response should be economically prepared, with emphasis on completeness and clarity. A response, as well as any reference material presented, must be written in English and must be written on standard 8 ½" x 11" pages (although oversized exhibits are permissible) and use a 12 point font for text. All response pages must be numbered.
- 3.1.1.3. All information and documentation included in a Technical Response should respond to or address a specific requirement detailed in the RFP Attachment 6.2., Technical Response & Evaluation Guide. All information must be incorporated into a response to a specific requirement and clearly referenced. Any information not meeting these criteria will be deemed extraneous and will not contribute to evaluations.
- 3.1.1.4. The State may determine a response to be non-responsive and reject it if:
- a. the Respondent fails to organize and properly reference the Technical Response as required by this RFP and the RFP Attachment 6.2., Technical Response & Evaluation Guide; or
 - b. the Technical Response document does not appropriately respond to, address, or meet all of the requirements and response items detailed in the RFP Attachment 6.2., Technical Response & Evaluation Guide.
- 3.1.2. **Cost Proposal.** A Cost Proposal must be recorded on an exact duplicate of the RFP Attachment 6.3., Cost Proposal & Scoring Guide.

NOTICE: If a Respondent fails to submit a cost proposal exactly as required, the State may deem the response to be non-responsive and reject it.

- 3.1.2.1. A Respondent must only record the proposed cost exactly as required by the RFP Attachment 6.3., Cost Proposal & Scoring Guide and must NOT record any other rates, amounts, or information.

- 3.1.2.2. The proposed cost shall incorporate ALL costs for services under the contract for the total contract period, including any renewals or extensions.
- 3.1.2.3. A Respondent must sign and date the Cost Proposal.
- 3.1.2.4. A Respondent must submit the Cost Proposal to the State in a sealed package separate from the Technical Response (as detailed in RFP Sections 3.2.3., *et seq.*).

3.2. Response Delivery

- 3.2.1. A Respondent must ensure that both the original Technical Response and Cost Proposal documents meet all form and content requirements, including all required signatures, as detailed within this RFP.
- 3.2.2. A Respondent must submit original Technical Response and Cost Proposal documents and copies as specified below.

- 3.2.2.1. One (1) original Technical Response paper document labeled:

“RFP # 32110-17101 TECHNICAL RESPONSE ORIGINAL”

and five (5) digital copies of the Technical Response each in the form of one (1) digital document in “PDF” format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive labeled:

“RFP # 32110-17101 TECHNICAL RESPONSE COPY”

The digital copy should not include copies of sealed customer references, however any other discrepancy between the paper Technical Response document and any digital copies may result in the State rejecting the proposal as non-responsive.

- 3.2.2.2. One (1) original Cost Proposal paper document labeled:

“RFP # 32110-17101 COST PROPOSAL ORIGINAL”

and one (1) copy in the form of a digital document in “XLS” format properly recorded on separate, blank, standard CD-R recordable disc or USB flash drive labeled:

“RFP # 32110-17101 COST PROPOSAL COPY”

In the event of a discrepancy between the original Cost Proposal document and the digital copy, the original, signed document will take precedence.

- 3.2.3. A Respondent must separate, seal, package, and label the documents and copies for delivery as follows:

- 3.2.3.1. The Technical Response original document and digital copies must be placed in a sealed package that is clearly labeled:

“DO NOT OPEN... RFP # 32110-17101 TECHNICAL RESPONSE FROM [RESPONDENT LEGAL ENTITY NAME]”

- 3.2.3.2. The Cost Proposal original document and digital copy must be placed in a separate, sealed package that is clearly labeled:

“DO NOT OPEN... RFP # 32110-17101 COST PROPOSAL FROM [RESPONDENT LEGAL ENTITY NAME]”

- 3.2.3.3. The separately, sealed Technical Response and Cost Proposal components may be enclosed in a larger package for mailing or delivery, provided that the outermost package is clearly labeled:

“RFP # 32110-17101 SEALED TECHNICAL RESPONSE & SEALED COST PROPOSAL FROM [RESPONDENT LEGAL ENTITY NAME]”

- 3.2.4. A Respondent must ensure that the State receives a response no later than the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events at the following address:

Kelly Johns, Category Specialist
Department of General Services, Central Procurement Office
3rd Floor, WRS Tennessee Tower
312 Rosa L. Parks Avenue
Nashville, TN 37243
Telephone: (615) 741-8852
Kelly.X.Johns@tn.gov

3.3. Response & Respondent Prohibitions

- 3.3.1. A response must not include alternate contract terms and conditions. If a response contains such terms and conditions, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it.
- 3.3.2. A Respondent shall not include in its response, or after contract award, any end-user license agreement, manufacturer's terms and conditions, service guide, clickwrap agreement, shrinkwrap agreement, online terms and conditions, or other terms and conditions that supplement, modify, or contradict the terms set forth in the *pro forma* contract.
- 3.3.3. A response must not restrict the rights of the State or otherwise qualify either the offer to deliver goods or provide services as required by this RFP or the Cost Proposal. If a response restricts the rights of the State or otherwise qualifies either the offer to deliver goods or provide services as required by this RFP or the Cost Proposal, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it.
- 3.3.4. A response must not propose alternative goods or services (*i.e.*, offer services different from those requested and required by this RFP) unless expressly requested in this RFP. The State may consider a response of alternative goods or services to be non-responsive and reject it.
- 3.3.5. A Cost Proposal must be prepared and arrived at independently and must not involve any collusion between Respondents. The State will reject any Cost Proposal that involves collusion, consultation, communication, or agreement between Respondents. Regardless of the time of detection, the State will consider any such actions to be grounds for response rejection or contract termination.
- 3.3.6. A Respondent must not provide, for consideration in this RFP process or subsequent contract negotiations, any information that the Respondent knew or should have known was materially incorrect. If the State determines that a Respondent has provided such incorrect information, the State will deem the Response non-responsive and reject it.
- 3.3.7. A Respondent must not submit more than one Technical Response and one Cost Proposal in response to this RFP, except as expressly requested by the State in this RFP. If a Respondent submits more than one Technical Response or more than one Cost Proposal, the State will deem all of the responses non-responsive and reject them.

- 3.3.8. A Respondent must not submit a response as a prime contractor while also permitting one or more other Respondents to offer the Respondent as a subcontractor in their own responses. Such may result in the disqualification of all Respondents knowingly involved. This restriction does not, however, prohibit different Respondents from offering the same subcontractor as a part of their responses (provided that the subcontractor does not also submit a response as a prime contractor).
- 3.3.9. The State shall not consider a response from an individual who is, or within the past six (6) months has been, a State employee. For purposes of this RFP:
- 3.3.9.1. An individual shall be deemed a State employee until such time as all compensation for salary, termination pay, and annual leave has been paid;
 - 3.3.9.2 A contract with or a response from a company, corporation, or any other contracting entity in which a controlling interest is held by any State employee shall be considered to be a contract with or proposal from the employee; and
 - 3.3.9.3. A contract with or a response from a company, corporation, or any other contracting entity that employs an individual who is, or within the past six (6) months has been, a State employee shall not be considered a contract with or a proposal from the employee and shall not constitute a prohibited conflict of interest.

3.4. **Response Errors & Revisions**

A Respondent is responsible for any and all response errors or omissions. A Respondent will not be allowed to alter or revise response documents after the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events unless such is formally requested, in writing, by the State.

3.5. **Response Withdrawal**

A Respondent may withdraw a submitted response at any time before the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events by submitting a written request signed by an authorized Respondent representative. After withdrawing a response, a Respondent may submit another response at any time before the Response Deadline. After the Response Deadline, a Respondent may only withdraw all or a portion of a response where the enforcement of the response would impose an unconscionable hardship on the Respondent.

3.6. **Additional Services**

If a response offers goods or services in addition to those required by and described in this RFP, the State, at its sole discretion, may add such services to the contract awarded as a result of this RFP. Regardless of any additional services offered in a response, the Respondent's Cost Proposal must only record the proposed cost as required in this RFP and must not record any other rates, amounts, or information.

NOTICE: If a Respondent fails to submit a Cost Proposal exactly as required, the State may deem the response non-responsive and reject it.

3.7. **Response Preparation Costs**

The State will not pay any costs associated with the preparation, submittal, or presentation of any response.

4. GENERAL CONTRACTING INFORMATION & REQUIREMENTS

4.1. RFP Amendment

The State at its sole discretion may amend this RFP, in writing, at any time prior to contract award. However, prior to any such amendment, the State will consider whether it would negatively impact the ability of potential Respondents to meet the response deadline and revise the RFP Schedule of Events if deemed appropriate. If an RFP amendment is issued, the State will convey it to potential Respondents who submitted a Notice of Intent to Respond (refer to RFP Section 1.8). A response must address the final RFP (including its attachments) as amended.

4.2. RFP Cancellation

The State reserves the right, at its sole discretion, to cancel the RFP or to cancel and reissue this RFP in accordance with applicable laws and regulations.

4.3. State Right of Rejection

4.3.1. Subject to applicable laws and regulations, the State reserves the right to reject, at its sole discretion, any and all responses.

4.3.2. The State may deem as non-responsive and reject any response that does not comply with all terms, conditions, and performance requirements of this RFP. Notwithstanding the foregoing, the State reserves the right to waive, at its sole discretion, minor variances from full compliance with this RFP. If the State waives variances in a response, such waiver shall not modify the RFP requirements or excuse the Respondent from full compliance, and the State may hold any resulting Contractor to strict compliance with this RFP.

4.4. Assignment & Subcontracting

4.4.1. The Contractor may not subcontract, transfer, or assign any portion of the Contract awarded as a result of this RFP without prior approval of the State. The State reserves the right to refuse approval, at its sole discretion, of any subcontract, transfer, or assignment.

4.4.2. If a Respondent intends to use subcontractors, the response to this RFP must specifically identify the scope and portions of the work each subcontractor will perform (refer to RFP Attachment 6.2., Section B, General Qualifications & Experience Guide, Item B.14.).

4.4.3. Subcontractors identified within a response to this RFP will be deemed as approved by the State unless the State expressly disapproves one or more of the proposed subcontractors prior to signing the Contract.

4.4.4. After contract award, a Contractor may only substitute an approved subcontractor at the discretion of the State and with the State's prior, written approval.

4.4.5. Notwithstanding any State approval relating to subcontracts, the Respondent who is awarded a contract pursuant to this RFP will be the prime contractor and will be responsible for all work under the Contract.

4.5. Right to Refuse Personnel or Subcontractors

The State reserves the right to refuse, at its sole discretion and notwithstanding any prior approval, any personnel of the prime contractor or a subcontractor providing goods or services in the performance of a contract resulting from this RFP. The State will document in writing the reason(s) for any rejection of personnel.

4.6. **Insurance**

From time-to-time, the State may require the awarded Contractor to provide a Certificate of Insurance issued by an insurance company licensed or authorized to provide insurance in the State of Tennessee. Each Certificate of Insurance shall indicate current insurance coverages meeting minimum requirements as may be specified by this RFP. A failure to provide a current, Certificate of Insurance will be considered a material breach and grounds for contract termination.

4.7. **Professional Licensure and Department of Revenue Registration**

- 4.7.1. All persons, agencies, firms, or other entities that provide legal or financial opinions, which a Respondent provides for consideration and evaluation by the State as a part of a response to this RFP, shall be properly licensed to render such opinions.
- 4.7.2. Before the Contract resulting from this RFP is signed, the apparent successful Respondent (and Respondent employees and subcontractors, as applicable) must hold all necessary or appropriate business or professional licenses to provide the goods or services as required by the contract. The State may require any Respondent to submit evidence of proper licensure.
- 4.7.3. Before the Contract resulting from this RFP is signed, the apparent successful Respondent must be registered with the Tennessee Department of Revenue for the collection of Tennessee sales and use tax. The State shall not award a contract unless the Respondent provides proof of such registration or provides documentation from the Department of Revenue that the Contractor is exempt from this registration requirement. The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation. For purposes of this registration requirement, the Department of Revenue may be contacted at: TN.Revenue@tn.gov.

4.8. **Disclosure of Response Contents**

- 4.8.1. All materials submitted to the State in response to this RFP shall become the property of the State of Tennessee. Selection or rejection of a response does not affect this right. By submitting a response, a Respondent acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of the State of Tennessee.
- 4.8.2. The State will hold all response information, including both technical and cost information, in confidence during the evaluation process. Notwithstanding the foregoing, a list of actual Respondents submitting timely responses may be available to the public, upon request, after technical responses are opened.
- 4.8.3. Upon completion of response evaluations, indicated by public release of a Notice of Intent to Award, the responses and associated materials will be open for review by the public in accordance with *Tennessee Code Annotated*, Section 10-7-504(a)(7).

4.9. **Contract Approval and Contract Payments**

- 4.9.1. After contract award, the Contractor who is awarded the contract must submit appropriate documentation with the Department of Finance and Administration, Division of Accounts.
- 4.9.2. This RFP and its contractor selection processes do not obligate the State and do not create rights, interests, or claims of entitlement in either the Respondent with the apparent best-evaluated response or any other Respondent. State obligations pursuant to a contract award shall commence only after the contract is signed by the State agency head and the Contractor and after the Contract is approved by all other state officials as required by applicable laws and regulations.

4.9.3. No payment will be obligated or made until the relevant Contract is approved as required by applicable statutes and rules of the State of Tennessee. The Respondent awarded the Contract resulting from this RFP may accept the State's Purchasing Card ("P-Card") as a form of payment at no cost to the State and provide level III data reporting information.

4.9.3.1. The State shall not be liable for payment of any type associated with the Contract resulting from this RFP (or any amendment thereof) or responsible for any goods delivered or services rendered by the Contractor, even goods delivered or services rendered in good faith and even if the Contractor is orally directed to proceed with the delivery of goods or the rendering of services, if it occurs before the Contract start date or after the Contract end date.

4.9.3.2. All payments relating to this procurement will be made in accordance with the Payment Terms and Conditions of the Contract resulting from this RFP (refer to RFP Attachment 6.6., *Pro Forma* Contract, Section C).

4.9.3.3. If any provision of the Contract provides direct funding or reimbursement for the competitive purchase of goods or services as a component of contract performance or otherwise provides for the reimbursement of specified, actual costs, the State will employ all reasonable means and will require all such documentation that it deems necessary to ensure that such purchases were competitive and costs were reasonable, necessary, and actual. The Contractor shall provide reasonable assistance and access related to such review. Further, the State shall not remit, as funding or reimbursement pursuant to such provisions, any amounts that it determines do not represent reasonable, necessary, and actual costs.

4.10. **Contractor Performance**

The Contractor who is awarded a contract will be responsible for the delivery of all acceptable goods or the satisfactory completion of all services set out in this RFP (including attachments) as may be amended. All goods or services are subject to inspection and evaluation by the State. The State will employ all reasonable means to ensure that goods delivered or services rendered are in compliance with the Contract, and the Contractor must cooperate with such efforts.

4.11. **Contract Amendment**

After contract award, the State may request the Contractor to deliver additional goods or perform additional services within the general scope of the contract and this RFP, but beyond the specified scope of service, and for which the Contractor may be compensated. In such instances, the State will provide the Contractor a written description of the additional goods or services. The Contractor must respond to the State with a time schedule for delivering the additional goods or accomplishing the additional services based on the compensable units included in the Contractor's response to this RFP. If the State and the Contractor reach an agreement regarding the goods or services and associated compensation, such agreement must be effected by means of a contract amendment. Further, any such amendment requiring additional goods or services must be signed by both the State agency head and the Contractor and must be approved by other state officials as required by applicable statutes, rules, policies and procedures of the State of Tennessee. The Contractor must not provide additional goods or render additional services until the State has issued a written contract amendment with all required approvals.

4.12. **Severability**

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, said decision will not affect the validity of the remaining RFP terms and provisions, and the rights and obligations of the State and Respondents will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

4.13. **Next Ranked Respondent**

The State reserves the right to initiate negotiations with the next ranked Respondent should the State cease doing business with any Respondent selected via this RFP process.

5. EVALUATION & CONTRACT AWARD

5.1. Evaluation Categories & Maximum Points

The State will consider qualifications, experience, technical approach, and cost in the evaluation of responses and award points in each of the categories detailed below (up to the maximum evaluation points indicated) to each response deemed by the State to be responsive.

EVALUATION CATEGORY	MAXIMUM POINTS POSSIBLE
General Qualifications & Experience (refer to RFP Attachment 6.2., Section B)	20
Technical Qualifications, Experience & Approach (refer to RFP Attachment 6.2., Section C)	35
Oral Presentations (refer to RFP Attachment 6.2., Section D)	10
Cost Proposal (refer to RFP Attachment 6.3.)	35

5.2. Evaluation Process

The evaluation process is designed to award **contract(s)** resulting from this RFP not necessarily to the Respondent offering the lowest cost, but rather to the Respondent deemed by the State to be responsive and responsible who offers the best combination of attributes based upon the evaluation criteria. (“Responsive Respondent” is defined as a Respondent that has submitted a response that conforms in all material respects to the RFP. “Responsible Respondent” is defined as a Respondent that has the capacity in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.)

5.2.1. **Technical Response Evaluation.** The Solicitation Coordinator and the Proposal Evaluation Team (consisting of three (3) or more State employees) will use the RFP Attachment 6.2., Technical Response & Evaluation Guide to manage the Technical Response Evaluation and maintain evaluation records.

5.2.1.1. The State reserves the right, at its sole discretion, to request Respondent clarification of a Technical Response or to conduct clarification discussions with any or all Respondents. Any such clarification or discussion will be limited to specific sections of the response identified by the State. The subject Respondent must put any resulting clarification in writing as may be required and in accordance with any deadline imposed by the State.

5.2.1.2. The Solicitation Coordinator will review each Technical Response to determine compliance with RFP Attachment 6.2., Technical Response & Evaluation Guide, Section A— Mandatory Requirements. If the Solicitation Coordinator determines that a response failed to meet one or more of the mandatory requirements, the Proposal Evaluation Team will review the response and document the team’s determination of whether:

- a. the response adequately meets RFP requirements for further evaluation;
- b. the State will request clarifications or corrections for consideration prior to further evaluation; or,
- c. the State will determine the response to be non-responsive to the RFP and reject it.

- 5.2.1.3. Proposal Evaluation Team members will independently evaluate each Technical Response (that is responsive to the RFP) against the evaluation criteria in this RFP, and will score each in accordance with the RFP Attachment 6.2., Technical Response & Evaluation Guide.
- 5.2.1.4. For each response evaluated, the Solicitation Coordinator will calculate the average of the Proposal Evaluation Team member scores for RFP Attachment 6.2., Technical Response & Evaluation Guide, and record each average as the response score for the respective Technical Response section.
- 5.2.1.5. The Solicitation Coordinator will invite Respondents to make an oral presentation as follows:

Group 1 (A): the top three (3) ranked Respondents

Group 1 (B): the top three (3) ranked Respondents

Group 2: the top three (3) ranked Respondents

Group 3: the top three (3) ranked Respondents

The ranking will be determined after the Technical Response score is totaled and ranked.

- 5.2.1.5.1. The oral presentations are mandatory. The Solicitation Coordinator will schedule Respondent presentations during the period indicated by the RFP Section 2, Schedule of Events. The Solicitation Coordinator will make every effort to accommodate each Respondent's schedules. When the Respondent presentation schedule has been determined, the Solicitation Coordinator will contact Respondents with the relevant information as indicated by RFP Section 2, Schedule of Events.
- 5.2.1.5.2. Respondent presentations are only open to the invited Respondent, Proposal Evaluation Team members, the Solicitation Coordinator, and any technical consultants who are selected by the State to provide assistance to the Proposal Evaluation Team.
- 5.2.1.5.3. Oral presentations provide an opportunity for Respondents to explain and clarify their responses. Respondents must not materially alter their responses and presentations will be limited to addressing the items detailed in RFP Attachment 6.2., Technical Response & Evaluation Guide. Respondent pricing shall not be discussed during oral presentations.
- 5.2.1.5.4. The State will maintain an accurate record of each Respondent's oral presentation session. The record of the Respondent's oral presentation shall be available for review when the State opens the procurement files for public inspection.
- 5.2.1.5.5. Proposal Evaluation Team members will independently evaluate each oral presentation in accordance with the RFP Attachment 6.2., Technical Response & Evaluation Guide, Section D.
- 5.2.1.5.6. The Solicitation Coordinator will calculate and document the average of the Proposal Evaluation Team member scores for RFP Attachment 6.2., Technical Response & Evaluation Guide, Section D, and record that number as the score for Respondent's Technical Response section.

- 5.2.1.5.7. The Proposal Evaluation Team will review the Technical Response Evaluation record and any other available information pertinent to whether or not each Respondent is responsive and responsible. If the Proposal Evaluation Team identifies any Respondent that does not meet the responsive and responsible thresholds such that the team would not recommend the Respondent for Cost Proposal Evaluation and potential contract award, the team members will fully document the determination.
- 5.2.2. **Cost Proposal Evaluation.** The Solicitation Coordinator's designee will open and evaluate the Cost Proposals at the same time as the Evaluation Team members are evaluating the Technical Responses. The Solicitation Coordinator and the Solicitation Coordinator's designee are not a member of the Evaluation Team. The Solicitation Coordinator's designee will open for evaluation all Cost Proposals (that are responsive to the RFP) of each Respondent and calculate and record each Cost Proposal score in accordance with the RFP Attachment 6.3., Cost Proposal & Scoring Guide.
- 5.2.3. Clarifications and Negotiations: The State reserves the right to award a contract on the basis of initial responses received, therefore, each response shall contain the Respondent's best terms and conditions from a technical and cost standpoint. The State reserves the right to conduct clarifications or negotiations with one or more Respondents. All communications, clarifications, and negotiations shall be conducted in a manner that supports fairness in response improvement.
- 5.2.3.1. Clarifications: The State may identify areas of a response that may require further clarification or areas in which it is apparent that there may have been miscommunications or misunderstandings as to the State's specifications or requirements. The State may seek to clarify those issues identified during one or multiple clarification rounds. Each clarification sought by the State may be unique to an individual Respondent, provided that the process is conducted in a manner that supports fairness in response improvement.
- 5.2.3.2. Negotiations: The State may elect to negotiate with one or more Respondents by requesting revised responses, negotiating costs, or finalizing contract terms and conditions. The State reserves the right to conduct multiple negotiation rounds or no negotiations at all.
- 5.2.3.3. Cost Negotiations: All Respondents, selected for negotiation by the State, will be given equivalent information with respect to cost negotiations. All cost negotiations will be documented for the procurement file. Additionally, the State may conduct target pricing and other goods or services level negotiations. Target pricing may be based on considerations such as current pricing, market considerations, benchmarks, budget availability, or other methods that do not reveal individual Respondent pricing. During target price negotiations, Respondents are not obligated to reduce their pricing to target prices, but no Respondent is allowed to increase prices.
- 5.2.3.4. If the State determines that it is unable to successfully negotiate a contract with the apparent best evaluated Respondent, the State reserves the right to bypass the apparent best evaluated Respondent and enter into contract negotiations with the next apparent best evaluated Respondent.
- 5.2.4. **Total Response Score.** The Solicitation Coordinator will calculate the sum of the Technical Response section scores and the Cost Proposal score and record the resulting number as the total score for the subject Response (refer to RFP Attachment 6.5., Score Summary Matrix).

5.3. **Contract Award Process**

- 5.3.1 The Solicitation Coordinator will submit the Proposal Evaluation Team determinations and scores to the head of the procuring agency for consideration along with any other relevant information that might be available and pertinent to contract awards.

5.3.2. The procuring agency head will determine the apparent best-evaluated Responses. To effect contract awards to Respondents other than the ones receiving the highest evaluation process score, the head of the procuring agency must provide written justification and obtain the written approval of the Chief Procurement Officer and the Comptroller of the Treasury.

5.3.3. Contract Awards will be by Group as follows:

Group 1 (A) Time-critical, Digital Mail Scanning will be awarded by group and subgroup (A) to the top two best-evaluated Respondents. Contractor must have a facility location capable of meeting time-critical/expedited deliverables across all counties in Tennessee. Contractor must have API capabilities or an STS-approved alternative output method to ensure End Users can process incoming mail within time-critical deliverable timeframes.

Group 1 (B) General, Digital Mail Scanning will be awarded by group and subgroup (B) to the top two best-evaluated Respondents.

Group 2, Backlog Scanning will be awarded by group to the top two best-evaluated Respondents.

Group 3, Microform Services will be awarded by group to the top two best-evaluated Respondents.

5.3.4. The State will issue a Notice of Intent to Award identifying the apparent best-evaluated responses and make the RFP files available for public inspection at the time and date specified in the RFP Section 2, Schedule of Events.

NOTICE: The Notice of Intent to Award shall not create rights, interests, or claims of entitlement in either the apparent best-evaluated Respondents or any other Respondent.

5.3.5. The Respondents identified as offering the apparent best-evaluated responses must sign contracts drawn by the State pursuant to this RFP. The contract shall be substantially the same as the RFP Attachment 6.6., *Pro Forma* Contract. The Respondents must sign the contract by the Contractor Signature Deadline detailed in the RFP Section 2, Schedule of Events. If the Respondent fails to provide the signed contract by this deadline, the State may determine that the Respondent is non-responsive to this RFP and reject the response.

5.3.6. Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited negotiations prior to contract signing and, as a result, revise the pro forma contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluations or negatively impact the competitive nature of the RFP and contractor selection process.

5.3.7. If the State determines that a response is non-responsive and rejects it after opening Cost Proposals, the Solicitation Coordinator will re-calculate scores for each remaining responsive Cost Proposal to determine (or re-determine) the apparent best-evaluated responses.

5.4. Statements of Work and Project Quotes

Contractors who are awarded contracts in accordance with RFP Section 5.3. above will be considered "pre-qualified Contractors." End Users will issue a Statement of Work ("SOW") to pre-qualified Contractors as follows:

Group 1 (A), to all pre-qualified Contractors

Group 1 (B), to all pre-qualified Contractors

Group 2, to all pre-qualified Contractors

Group 3, to all pre-qualified Contractors

The process for selecting Contractors for individual Statements of Work and Project Quotes is as described in RFP Attachment 6.4, *pro forma* Contract Sections A.3. and A.4.

RFP # 32110-17101 STATEMENT OF CERTIFICATIONS AND ASSURANCES

The Respondent must sign and complete the Statement of Certifications and Assurances below as required, and it must be included in the Technical Response (as required by RFP Attachment 6.2., Technical Response & Evaluation Guide, Section A, Item A.1.).

The Respondent does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Respondent will comply with all of the provisions and requirements of the RFP.
2. The Respondent will provide all services as defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma Contract* for the total contract period.
3. The Respondent, except as otherwise provided in this RFP, accepts and agrees to all terms and conditions set out in the RFP Attachment 6.6., *Pro Forma Contract*.
4. The Respondent acknowledges and agrees that a contract resulting from the RFP shall incorporate, by reference, all proposal responses as a part of the contract.
5. The Respondent will comply with:
 - (a) the laws of the State of Tennessee;
 - (b) Title VI of the federal Civil Rights Act of 1964;
 - (c) Title IX of the federal Education Amendments Act of 1972;
 - (d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government; and,
 - (e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
6. To the knowledge of the undersigned, the information detailed within the response submitted to this RFP is accurate.
7. The response submitted to this RFP was independently prepared, without collusion, under penalty of perjury.
8. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Respondent in connection with this RFP or any resulting contract.
9. Both the Technical Response and the Cost Proposal submitted in response to this RFP shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.
10. The Respondent affirms the following statement, as required by the Iran Divestment Act Tenn. Code Ann. § 12-12-111: "By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each Respondent is not on the list created pursuant to §12-12-106." For reference purposes, the list is currently available online at: <http://www.tn.gov/generalservices/article/Public-Information-library>.

By signing this Statement of Certifications and Assurances, below, the signatory also certifies legal authority to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the signatory is not the Respondent (if an individual) or the Respondent's company *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to bind the Respondent.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO BIND THE RESPONDENT

SIGNATURE:

PRINTED NAME & TITLE:

DATE:

**RESPONDENT LEGAL ENTITY
NAME:**

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION A: MANDATORY REQUIREMENTS. The Respondent must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below.

The Solicitation Coordinator will review the response to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Proposal Evaluation Team must review the response and attach a written determination. In addition to the Mandatory Requirement Items, the Solicitation Coordinator will review each response for compliance with all RFP requirements.

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
		The Response must be delivered to the State no later than the Response Deadline specified in the RFP Section 2, Schedule of Events.	
		The Technical Response and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., <i>et. seq.</i>).	
		The Technical Response must NOT contain cost or pricing information of any type.	
		The Technical Response must NOT contain any restrictions of the rights of the State or other qualification of the response.	
		A Respondent must NOT submit alternate responses (refer to RFP Section 3.3.).	
		A Respondent must NOT submit multiple responses in different forms (as a prime and a sub-contractor) (refer to RFP Section 3.3.).	
	A.1.	Provide the Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Respondent to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.	
	A.2.	Provide a statement, based upon reasonable inquiry, of whether the Respondent or any individual who shall cause to deliver goods or perform services under the contract has a possible conflict of interest (<i>e.g.</i> , employment by the State of Tennessee) and, if so, the nature of that conflict. NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	
	A.3.	Provide a current bank reference indicating that the Respondent's business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months.	
	A.4.	Provide an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a satisfactory credit rating for the Respondent (NOTE: A credit bureau report number without the full report is insufficient and will <u>not</u> be considered responsive.)	

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
	A.5.	Provide an official document or letter that verifies Respondent's proposed shredding solution is an NAID certified company.	
	A.6.	Provide a statement that Respondent's Account Manager to be assigned to this project is qualified and has a minimum of one (1) year experience working with enterprise scanning projects.	
	A.7.	Provide a statement that Respondent has occupied a bona fide place of business of at least three (3) years with suitable equipment, supplies, and trained staff capable of performing the services requested.	
	A.8.	Provide Respondent's most recent independent audit certifications. Respondent shall hold at a minimum one of the following certifications: FedRAMP, ISO27001, or SOC-2 Type 2, and Respondent's statement that Respondent will present proof to the State on an annual basis that the certification is maintained.	
	A.9.	<p>To be completed by Group 1 (A) Time-critical ONLY (Digital Mail Scanning)</p> <p>Provide a statement that Respondent has a service facility location capable of meeting 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.</p> <p>An example of an expedited deliverable: End User's project may require that mail picked up daily be returned to the End User by noon 12:00 p.m. that same day.</p>	
	A.10.	<p>Provide a Statement that either:</p> <ol style="list-style-type: none"> 1. The Respondent agrees to extend this Contract to all Authorized Users; or 2. The Respondent agrees to extend this Contract to Tennessee State Agencies <u>only</u> and not to all Authorized Users. Please attach a letter requesting an exemption to this requirement to your Response. 	
	A.11.	<p>Provide a Statement that either:</p> <ol style="list-style-type: none"> 1. The Respondent agrees to offer on-site services; or 2. The Respondent does not agree to offer on-site services. 	
		[RFP Item Ref. A.10. regarding providing a valid certificate of insurance was removed from Section A: Mandatory Requirements. See pro forma contract D.32. Insurance requirements.]	

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
<i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i>			

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE. The Respondent must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items.

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
	B.1.	Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the response.
	B.2.	Describe the Respondent's form of business (<i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).
	B.3.	Detail the number of years the Respondent has been in business.
	B.4.	Briefly describe how long the Respondent has been providing the goods or services required by this RFP.
	B.5.	Describe the Respondent's number of employees, client base, and location of offices.
	B.6.	Provide a statement of whether there have been any mergers, acquisitions, or change of control of the Respondent within the last ten (10) years. If so, include an explanation providing relevant details.
	B.7.	Provide a statement of whether the Respondent or, to the Respondent's knowledge, any of the Respondent's employees, agents, independent contractors, or subcontractors, involved in the delivery of goods or performance of services on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.
	B.8.	Provide a statement of whether, in the last ten (10) years, the Respondent has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
	B.9.	Provide a statement of whether there is any material, pending litigation against the Respondent that the Respondent should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Respondent's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Respondent's performance in a contract pursuant to this RFP. NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require the Respondent to submit proof of license for each person or entity that renders such opinions.
	B.10.	Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Respondent. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Respondent's performance in a contract pursuant to this RFP. NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require the

RFP ATTACHMENT 6.2. — SECTION B (continued)

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		Respondent to submit proof of license for each person or entity that renders such opinions.
	B.11.	Provide a brief, descriptive statement detailing evidence of the Respondent's ability to deliver the goods or services sought under this RFP (e.g., prior experience, training, certifications, resources, program and quality management systems, etc.).
	B.12.	Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to deliver the goods or services required by this RFP.
	B.13.	Provide a personnel roster listing the names of key people who the Respondent will assign to meet the Respondent's requirements under this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Respondent, and employment history.
	B.14.	Provide a statement of whether the Respondent intends to use subcontractors to meet the Respondent's requirements of any contract awarded pursuant to this RFP, and if so, detail: <ul style="list-style-type: none"> (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each; (b) a description of the scope and portions of the goods each subcontractor involved in the delivery of goods or performance of the services each subcontractor will perform; (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Respondent's response to this RFP; <u>and</u>, (d) prior projects completed by each proposed subcontractor that are similar to the work that the Respondent proposes the subcontractor conduct for any contract awarded pursuant to this RFP.
	B.15.	Provide documentation of the Respondent's commitment to diversity as represented by the following: <ul style="list-style-type: none"> (a) <u>Business Strategy</u>. Provide a description of the Respondent's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, Tennessee service-disabled veterans, and small business enterprises. Please also include a list of the Respondent's certifications as a diversity business, if applicable. (b) <u>Business Relationships</u>. Provide a listing of the Respondent's current contracts with business enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises. Please include the following information: <ul style="list-style-type: none"> (i) contract description; (ii) contractor name and ownership characteristics (i.e., ethnicity, gender, Tennessee service-disabled); (iii) contractor contact name and telephone number. (c) <u>Estimated Participation</u>. Provide an estimated level of participation by business enterprises owned by minorities, women, Tennessee service-disabled veterans, and small business enterprises if a contract is awarded to the Respondent pursuant to this RFP. Please include the following information: <ul style="list-style-type: none"> (i) a percentage (%) indicating the participation estimate. (Express the estimated participation number as a percentage of the total estimated contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics only and DO NOT INCLUDE DOLLAR AMOUNTS); (ii) anticipated goods or services contract descriptions; (iii) names and ownership characteristics (i.e., ethnicity, gender, Tennessee service-disabled

RFP ATTACHMENT 6.2. — SECTION B (continued)

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>veterans) of anticipated subcontractors and supply contractors.</p> <p>NOTE: In order to claim status as a Diversity Business Enterprise under this contract, businesses must be certified by the Governor's Office of Diversity Business Enterprise (Go-DBE). Please visit the Go-DBE website at https://tn.diversitysoftware.com/FrontEnd/StartCertification.asp?TN=tn&XID=9810 for more information.</p> <p>(d) <u>Workforce</u>. Provide the percentage of the Respondent's total current employees by ethnicity and gender.</p> <p>NOTE: Respondents that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and subcontractors. Response evaluations will recognize the positive qualifications and experience of a Respondent that does business with enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises and who offer a diverse workforce.</p>
	B.16.	<p>Provide a statement of whether or not the Respondent has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous five (5) year period. If so, provide the following information for all of the current and completed contracts:</p> <p>(a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract;</p> <p>(b) the procuring State agency name;</p> <p>(c) a brief description of the contract's scope of services;</p> <p>(d) the contract period; and</p> <p>(e) the contract number.</p> <p>NOTES:</p> <ul style="list-style-type: none"> ▪ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points. ▪ Each evaluator will generally consider the results of inquiries by the State regarding all contracts noted.
	B.17.	<p>Provide customer references from individuals who are <u>not</u> current or former State employees for projects similar to the goods or services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> ▪ two (2) accounts Respondent currently services that are similar in size to the State; <u>and</u> ▪ three (3) completed projects. <p>References from at least three (3) different individuals are required to satisfy the requirements above, e.g., an individual may provide a reference about a completed project and another reference about a currently serviced account. The standard reference questionnaire, which <u>must</u> be used and completed, is provided at RFP Attachment 6.4. References that are not completed as required may be deemed non-responsive and may not be considered.</p> <p>The Respondent will be <u>solely</u> responsible for obtaining fully completed reference questionnaires and including them in the sealed Technical Response. In order to obtain and submit the completed reference questionnaires follow the process below.</p> <p>(a) Add the Respondent's name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.</p> <p>(b) Send a reference questionnaire and new, standard #10 envelope to each reference.</p> <p>(c) Instruct the reference to:</p> <ol style="list-style-type: none"> (i) complete the reference questionnaire; (ii) sign and date the completed reference questionnaire; (iii) seal the completed, signed, and dated reference questionnaire within the envelope provided;

RFP ATTACHMENT 6.2. — SECTION B (continued)

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>(iv) sign his or her name in ink across the sealed portion of the envelope; and</p> <p>(v) return the sealed envelope directly to the Respondent (the Respondent may wish to give each reference a deadline, such that the Respondent will be able to collect all required references in time to include them within the sealed Technical Response).</p> <p>(d) <u>Do NOT open the sealed references upon receipt.</u></p> <p>(e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the Technical Response as required.</p> <p>NOTES:</p> <ul style="list-style-type: none"> ▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required. ▪ The State will not review more than the number of required references indicated above. ▪ While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Response package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references. ▪ The State is under <u>no</u> obligation to clarify any reference information.
	B.18.	<p>Provide a statement and any relevant details addressing whether the Respondent is any of the following:</p> <p>(a) is presently debarred, suspended, proposed for debarment, or voluntarily excluded from covered transactions by any federal or state department or agency;</p> <p>(b) has within the past three (3) years, been convicted of, or had a civil judgment rendered against the contracting party from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;</p> <p>(c) is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed above; and</p> <p>(d) has within a three (3) year period preceding the contract had one or more public transactions (federal, state, or local) terminated for cause or default.</p>
	B.19.	<p>Provide Respondent's information regarding the credentials and background information for all temporary staffing agencies that Respondent uses or has used that Respondent would use in the performance of any contract awarded from this RFP to include name of the staffing agency, names of employees, policy for vetting staff, background investigation/check verification, and drug testing, etc.</p>
	B.20.	<p>(Applies to Group 3) Provide a written statement, including supporting information, which confirms that the Respondent currently possesses the requisite resources and industry experience and expertise in providing the Microform services as requested in this RFP, if applicable to Respondent.</p>
	B.21.	<p>Provide additional details about the Respondent's ability to deliver the services sought under this RFP, specifically as it pertains to similar projects: the development of an output method (SFTP, API, OwnCloud, State server, End User's database, FileNet, SharePoint, Digital Archive Writer, and alternative output methods), implementation plans for similar projects, indexing requirements, providing support to the End Users, detailing business requirements, and project management plans to receive projects from multiple agencies concurrently. Also, describe the Respondent's relevant experience with Source Media that contains confidential data, PII or FTI.</p> <p>Additionally, include the list of clients to which the Respondent currently, or in the past five years,</p>

RFP ATTACHMENT 6.2. — SECTION B (continued)

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>has provided similar services. In connection with this list, please provide information on:</p> <ul style="list-style-type: none"> • Services or activities the Respondent has performed for other clients that may be instructive or that may possibly be replicated in Tennessee in assisting the State to meet its objective. • Examples of how the Respondent has integrated their scanning equipment and technology with client's existing databases for output transfer of Source Media to include any data Integrity issues with inconsistent files, interface dilemmas, additional programming requirements, and additional costs. • Explain the indexing process and provide examples of how the Respondent has utilized barcoded information or database export files for automating the indexing process. Describe indexing specific issues that resulted in the Respondent having to modify its processes to accommodate an End User. • Any corrective actions or complaints against the Respondent related to these projects to include any issues with staffing, power outages, outages with connectivity, and computer/equipment issues of any kind. • The timeline in which it took to provide similar services for each project.
		<p>SCORE (for <u>all</u> Section B—Qualifications & Experience Items above): (maximum possible score = 20)</p>
<p><i>State Use – Evaluator Identification:</i></p>		

RFP ATTACHMENT 6.2. — SECTION C

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH. The Respondent must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's Raw Weighted Score for purposes of calculating the section score as indicated.

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.1.	Provide a narrative that illustrates the Respondent's understanding of the State's requirements and process for submitting Project Quotes.		10	
	C.2.	Provide a narrative that illustrates how the Respondent will complete the scope of services, accomplish required objectives, and meet the State's multiple project implementations concurrently.		10	
	C.3.	<p>Implementation</p> <p>Provide a project implementation plan describing the steps that the Respondent will take upon approval of a contract resulting from this RFP to be prepared to assume all responsibilities described in the <i>Pro Forma</i> Contract (RFP Attachment 6.6) specified in <i>Pro Forma</i> Contract, Section A., include the following:</p> <ul style="list-style-type: none"> i. How the Respondent will ensure a seamless transition; ii. A roster of the implementation team members detailing each member's primary work location, roles, and responsibilities; iii. Details about the major implementation tasks and their owners to include output methods and support provided to meet deadlines; and, iv. Provide a draft implementation plan from a previous project. 		20	
	C.4.	<p>Staffing</p> <ul style="list-style-type: none"> a) Identify the designated account management team you propose to work on this account. Provide an organizational chart, including names and titles, of 		10	

RFP ATTACHMENT 6.2. — SECTION C (continued)

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		<p>management and key personnel that will be responsible for account management. Indicate whether the person who will fill each position is already employed by your firm or whether he/she will be recruited upon Contract award. If the person(s) are already employed, provide resumes and length of time with your firm.</p> <p>b) Detail the level of decision making authority available to the Account Team to resolve issues of importance to the State.</p>			
	C.5.	<p>(Applies to all groups) End Users for the Contract will be located throughout the State. Describe Respondent's ability to provide services across the geographic coverage area. This discussion should include office and processing locations, personnel availability, and any other location or delivery information that will assist End Users. Provide at least two examples of similar projects and Respondent's processes to ensure timely deliverables.</p> <p>Specific to Group 1 (A) Time-critical, describe Respondent's requisite resources, industry experience and expertise in providing time-critical services as requested, if applicable to Respondent.</p>		25	
	C.6.	<p>Additional Services</p> <p>Describe the additional services that your company provides at no cost to End Users and how these services will benefit the End User.</p> <p>NOTE: The Cost Proposal spreadsheet is Respondent's opportunity to describe additional related Digital Imaging Services that are available with a cost. Cost must be listed <u>only</u> on Cost Proposal spreadsheet RFP Attachment 6.3 Cost Proposal & Scoring Guide. The State may or may not add additional service(s) to the awarded contract(s).</p>		5	
	C.7	Describe any minimum or maximum quantities associated with digital imaging services.		5	
	C.8.	Describe your disaster recovery plan and procedure as described in the <i>pro forma</i> Contract Scope of Services Section A.40. Specifically, describe the back-up and recovery capabilities in place in case of a disaster. Provide details concerning the most recent test performed of the disaster recovery plan and results of the test.		15	

RFP ATTACHMENT 6.2. — SECTION C (continued)

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.9.	Describe Respondent’s security policies and understanding of the Tennessee Enterprise Information Security Policies (Security Policy), available at https://www.tn.gov/finance/topic/sts-security-policies , as it relates to the pro forma Contract Scope of Services Section A.		35	
<p><i>The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i></p>					<p>Total Raw Weighted Score: <i>(sum of Raw Weighted Scores above)</i></p>
<p>Total Raw Weighted Score</p> <hr/> <p>Maximum Possible Raw Weighted Score <i>(i.e., 5 x the sum of item weights above)</i></p>			<p>X 35 <i>(maximum possible score)</i></p>	<p>= SCORE:</p>	
<p><i>State Use – Evaluator Identification:</i></p>					
<p><i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i></p>					

RFP ATTACHMENT 6.2.— SECTION D

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION D: ORAL PRESENTATION. The Respondent must address ALL Oral Presentation Items (below).

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the presentation response to each item. Each evaluator will use the following whole-number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item’s raw, weighted score for purposes of calculating the section score as indicated.

RESPONDENT LEGAL ENTITY NAME:			
Oral Presentation Items	Item Score	Evaluation Factor	Raw Weighted Score
D.1. Present an overview to represent the Respondent’s understanding of the State’s requirements.		10	
D.2. Present an overview of the Respondent’s approach to ensure capability to successfully implement multiple agency projects concurrently.		5	
D.3. Describe an overview of the Respondent’s expertise, value and accountability it provides for the services under the Contract.		5	
D.4. Present two projects from the last three years that are similar in scope and discuss the Respondent’s role, best practices, lessons learned, and any risk mitigation strategies.		10	
Total Raw Weighted Score <i>(sum of Raw Weighted Scores above):</i> The Solicitation Coordinator will use this sum and the formula below to calculate the score. Numbers rounded to two (2) places to the right of the decimal point will be standard for calculations.			
total raw weighted score			
maximum possible raw weighted score <i>(i.e., 5 x the sum of item weights above)</i>		X 10 <i>(maximum section score)</i>	= SCORE:
<i>State Use – Evaluator Identification:</i>			
<i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i>			

RFP ATTACHMENT 6.3.

COST PROPOSAL & SCORING GUIDE

NOTICE: THIS COST PROPOSAL MUST BE COMPLETED EXACTLY AS REQUIRED

COST PROPOSAL SCHEDULE— The Cost Proposal shall indicate the proposed price for goods or services defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma* Contract and for the entire contract period. The Cost Proposal shall remain valid for at least one hundred twenty (120) days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract resulting from this RFP.

Please refer to Excel Worksheet titled “Digital Imaging Services RFP – Cost Evaluation Model- Release 4”.

NOTICE: The Evaluation Factor associated with each cost item is for evaluation purposes only. The evaluation factors do NOT and should NOT be construed as any type of volume guarantee or minimum purchase quantity. The evaluation factors shall NOT create rights, interests, or claims of entitlement in the Respondent.

Notwithstanding the cost items herein, pursuant to the second paragraph of the *Pro Forma* Contract section C.1. (refer to RFP Attachment 6.6.), “The State is under no obligation to request work from the Contractor in any specific dollar amounts or to request any work at all from the Contractor during any period of this Contract.”

This Cost Proposal must be signed by an individual empowered to bind the Respondent to the provisions of this RFP and any contract awarded pursuant to it. If said individual is not the *President* or *Chief Executive Officer*, this document must attach evidence showing the individual’s authority to legally bind the Respondent.

REFERENCE QUESTIONNAIRE

The standard reference questionnaire provided on the following pages of this attachment MUST be completed by all individuals offering a reference for the Respondent.

The Respondent will be solely responsible for obtaining completed reference questionnaires as required (refer to RFP Attachment 6.2., Technical Response & Evaluation Guide, Section B, Item B.17.), and for enclosing the sealed reference envelopes within the Respondent's Technical Response.

Please note: The technical response deadline has been revised. Respondents have the option of submitting additional references or have the State consider previously submitted references.

RFP # 32110-17101 REFERENCE QUESTIONNAIRE

REFERENCE SUBJECT: RESPONDENT NAME (completed by Respondent before reference is requested)

The “reference subject” specified above, intends to submit a response to the State of Tennessee in response to the Request for Proposals (RFP) indicated. As a part of such response, the reference subject must include a number of completed and sealed reference questionnaires (using this form).

Each individual responding to this reference questionnaire is asked to follow these instructions:

- complete this questionnaire (either using the form provided or an exact duplicate of this document);
- sign and date the completed questionnaire;
- seal the completed, signed, and dated questionnaire in a new standard #10 envelope;
- sign in ink across the sealed portion of the envelope; and
- return the sealed envelope containing the completed questionnaire directly to the reference subject.

(1) What is the name of the individual, company, organization, or entity responding to this reference questionnaire?

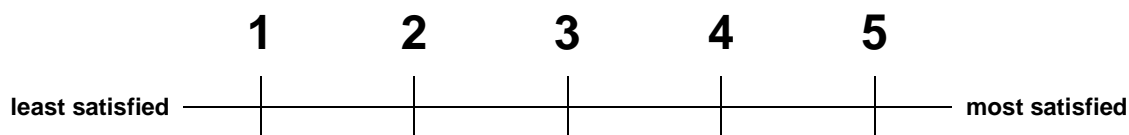
(2) Please provide the following information about the individual completing this reference questionnaire on behalf of the above-named individual, company, organization, or entity.

NAME:	
TITLE:	
TELEPHONE #	
E-MAIL ADDRESS:	

(3) What goods or services does/did the reference subject provide to your company or organization?

(4) What is the level of your overall satisfaction with the reference subject as a vendor of the goods or services described above?

Please respond by circling the appropriate number on the scale below.

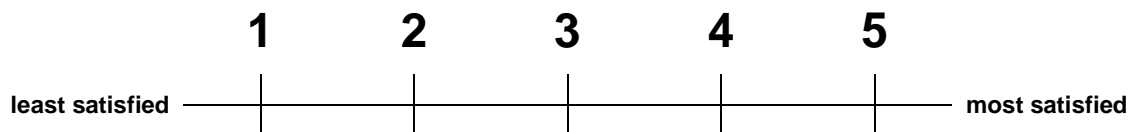


RFP # 32110-17101 REFERENCE QUESTIONNAIRE — PAGE 2

If you circled 3 or less above, what could the reference subject have done to improve that rating?

- (5) If the goods or services that the reference subject provided to your company or organization are completed, were the goods or services provided in compliance with the terms of the contract, on time, and within budget? If not, please explain.
- (6) If the reference subject is still providing goods or services to your company or organization, are these goods or services being provided in compliance with the terms of the contract, on time, and within budget? If not, please explain.
- (7) How satisfied are you with the reference subject's ability to perform based on your expectations and according to the contractual arrangements?
- (8) In what areas of goods or service delivery does/did the reference subject excel?
- (9) In what areas of goods or service delivery does/did the reference subject fall short?
- (10) What is the level of your satisfaction with the reference subject's project management structures, processes, and personnel?

Please respond by circling the appropriate number on the scale below.

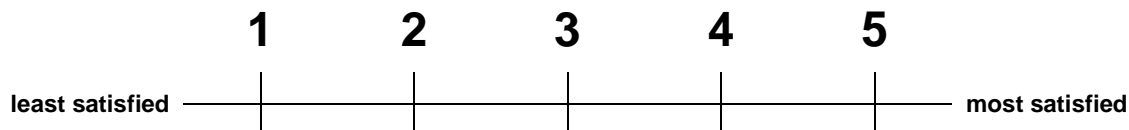


What, if any, comments do you have regarding the score selected above?

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- (11) Considering the staff assigned by the reference subject to deliver the goods or services described in response to question 3 above, how satisfied are you with the technical abilities, professionalism, and interpersonal skills of the individuals assigned?

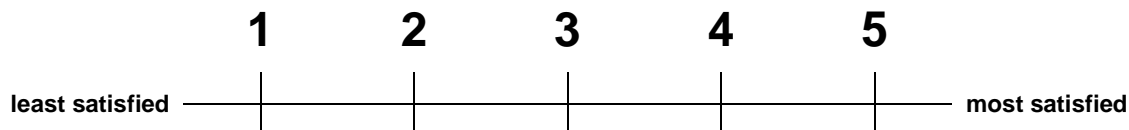
Please respond by circling the appropriate number on the scale below.



What, if any, comments do you have regarding the score selected above?

- (12) Would you contract again with the reference subject for the same or similar goods or services?

Please respond by circling the appropriate number on the scale below.



What, if any, comments do you have regarding the score selected above?

REFERENCE SIGNATURE:

(by the individual completing this request for reference information)

(must be the same as the signature across the envelope seal)

DATE:

SCORE SUMMARY MATRIX

	<i>RESPONDENT NAME</i>		<i>RESPONDENT NAME</i>		<i>RESPONDENT NAME</i>	
GENERAL QUALIFICATIONS & EXPERIENCE (maximum: 20)						
<i>EVALUATOR NAME</i>						
<i>EVALUATOR NAME</i>						
<i>REPEAT AS NECESSARY</i>						
	AVERAGE:		AVERAGE:		AVERAGE:	
TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH (maximum: 35)						
<i>EVALUATOR NAME</i>						
<i>EVALUATOR NAME</i>						
<i>REPEAT AS NECESSARY</i>						
	AVERAGE:		AVERAGE:		AVERAGE:	
ORAL PRESENTATIONS (maximum: 10)						
<i>EVALUATOR NAME</i>						
<i>EVALUATOR NAME</i>						
<i>REPEAT AS NECESSARY</i>						
	AVERAGE:		AVERAGE:		AVERAGE:	
COST PROPOSAL (maximum: 35)	SCORE:		SCORE:		SCORE:	
TOTAL RESPONSE EVALUATION SCORE: (maximum: 100)						

Solicitation Coordinator Signature, Printed Name & Date:

RFP # 32110-17101 *PRO FORMA* CONTRACT

The *Pro Forma* Contract detailed in the following pages of this exhibit contains some “blanks” (signified by descriptions in capital letters) that will be completed with appropriate information in the final contract resulting from the RFP.

**PRO FORMA CONTRACT [separate document]
DRAFTED IN COMPLIANCE WITH CURRENT APPLICABLE MODEL**

RFP ATTACHMENT 6.7.

RECORDS HOLDING BY AGENCY

Agency	Paper (Cubic Feet)	Microfilm (Rolls)	Microfiche (Sheets)	Storage Facility - Paper (Cu Ft)
1	4,924.00	472.00	146.00	0.00
2	119.00	0.00	0.00	0.00
3	10,481.00	0.00	0.00	0.00
4	82.00	0.00	0.00	0.00
5	1,611.00	7,851.00	1.00	0.00
6	12,174.00	0.00	0.00	341.00
7	5,479.00	0.00	0.00	0.00
8	256.00	0.00	0.00	0.00
9	172.00	0.00	80.00	0.00
10	86.50	0.00	0.00	0.00
11	328.00	0.00	0.00	0.00
12	59.90	0.00	0.00	0.00
13	873.00	0.00	0.00	0.00
14	234.00	0.00	0.00	0.00
15	202.00	0.00	0.00	0.00
16	2,025.40	0.00	0.00	0.00
17	198.00	0.00	0.00	0.00
18	95.00	0.00	0.00	0.00
19	509.00	0.00	0.00	0.00
20	284.00	0.00	0.00	0.00
21	125.00	0.00	0.00	0.00
22	2,457.00	0.00	0.00	0.00
23	6,164.00	0.00	0.00	0.00
24	1,272.50	2,568.00	234,999.00	0.00
25	6,515.00	269.00	0.00	0.00
26	301.00	0.00	0.00	0.00
27	3,607.50	76.00	0.00	0.00
28	2,925.00	0.00	0.00	0.00
29	75.00	0.00	0.00	0.00
30	26,579.00	6,060.00	9,000.00	0.00
31	2,709.00	0.00	0.00	0.00
32	65,085.00	6,330.00	12.00	0.00
33	1,339.41	0.00	0.00	600.50
34	4,335.50	2,087.00	180.00	0.00
35	321.00	0.00	0.00	0.00
36	396.00	0.00	0.00	0.00
37	90.00	0.00	0.00	0.00
38	1,780.50	0.00	0.00	0.00
39	16,822.00	1,420.00	3.00	0.00
40	1,452.50	0.00	0.00	0.00
41	7,813.00	4,694.00	20,256.00	0.00
42	33,037.00	791.00	101,900.00	0.00
43	4,875.50	185.00	0.00	0.00
44	51,504.00	361.00	196,556.00	0.00
45	22,412.00	6,500.00	0.00	0.00
46	15,606.00	0.00	1,782.00	0.00
47	7,143.00	0.00	0.00	0.00
48	11,356.00	0.00	0.00	0.00
49	8,467.00	43,004.00	483,600.00	0.00
50	55,105.00	0.00	0.00	0.00
51	52,168.00	1,836.00	105,100.00	0.00
	454,031.21	84,504.00	1,153,615.00	941.50

*Note: This list does not indicate any anticipated volume.

The State is under no obligation to request product or service from vendor/contractor in any specific dollar amounts per year under this Contract and the State may not request any product or service at all from vendor/contractor during the contract period.

RFP ATTACHMENT 6.8.

DHS Contract Volume Summary

Chart 1: DHS Volume by Line Item and Cost 8/29/16 thru 1/29/17

Chart 2: Record Count by County for the Period of September 2016 to February 3, 2017

DHS Volume by Line Item and Cost 8/29/16 thru 1/29/17									
Service Description	Amount and UOM	Line Item Price	September 2016 (Svrs 8/29 thru 9/25)	October 2016 (Svrs 9/26 thru 10/30)	November 2016 (Svrs 10/31 thru 11/27)	December 2016 (Svrs 11/28 thru 12/25)	January 2017 (Svrs 12/26 thru 1/29)	Qty SubTotals	Cost (Qty * Line Item Price)
Project Initial Setup Fee	No Cost-One Time Setup Fee per Project	\$ -	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Documentation Retrieval/Special Handling	Handling Fee per Piece .70	\$ 0.700	472	737	202	307	250	1,968	\$1,377.60
	Actual Postage Costs	\$ -	\$ 51.09	\$ 143.94	\$ 364.15	\$ 185.46	\$ 59.00	\$ 803.64	\$ 803.64
Back-Up of Electronic Media	0.001 Per Image	\$ 0.001	0	118,017	55,225	72,900	52,815	298,957	\$298.96
Document Scanning (Incoming Mail)- Includes Document Prep, Batching, Scanning, Quality Control and SFTP output in OCR conversion to text-searchable PDF file and metadata file, read and interpret envelope and form barcoding, index up to 6 fields with up to 20 keystrokes per field	.04 Per Image	\$ 0.040	28,016	90,001	55,225	72,899	52,815	298,956	\$11,958.24
(included in Document Scanning line item)	Index up to 6 fields/20 keystrokes	\$ -	3,546	16,313	10,203	18,026	12,480	60,568	\$0.00
(included in Document Scanning line item)	Prep per hour	\$ -	27	43	97	242	185	594	\$0.00
Bate or Date Stamping	.01 per image	\$ 0.010	10,987	10,393	11,366	13,772	9,619	56,137	\$561.37
Random Quality Checks (above the quality check included in document scanning fees- 20% of items are randomly checked.)	.01 per image	\$ 0.010	1	23,603	11,045	14,580	10,563	59,792	\$597.92
Secure Document Destruction- Shredding	1.00 per cubic foot	\$ 1.000	N/A	84	21	N/A	68	173	\$173.00
Extended Storage of Documents (only to be charged 90 days after quality checks have occurred by the State.	.16 per day per box	\$ 0.160	N/A	N/A	N/A	N/A	N/A	0	\$0.00
								Total	\$15,770.73

DHS Contract Volume Summary

Chart 2: Record Count by County for the Period of September 2016 to February 3, 2017

Period: September 2016 to February 3, 2017

County	Record Count
Davidson	38,034
Sep-16	9,553
Oct-16	8,278
Nov-16	7,499
Dec-16	8,206
Jan-17	3,959
Feb-17	539
Shelby	43,142
Sep-16	4,780
Oct-16	9,709
Nov-16	9,507
Dec-16	9,275
Jan-17	8,095
Feb-17	1,776
Grand Total	81,176

The number of images scanned by the supplier (298,956) divided by the record count (81,176) indicates one piece of mail has averaged of 3.68 images per piece of mail during September 2016 to February 3, 2017.

Additionally, during this period 305 pieces of mail were received for other counties or were not related to Davidson and Shelby Counties.

Safety Microform Volume Summary

Chart 1: Regular Microfilm 1981-2016 (Microfilm in the cabinets are 16mmx38.1 125ft long)

Regular Microfilm 1981-2016			
Year of Film	# of Tapes Per Year	x20 batches per tape	x500 documents per batch
1981	89	1780	890,000
1982	55	1100	550,000
1983	98	1960	980,000
1984	226	4520	2,260,000
1985	247	4940	2,470,000
1986	305	6100	3,050,000
1987	260	5200	2,600,000
1988	281	5620	2,810,000
1989	281	5620	2,810,000
1990	328	6560	3,280,000
1991	296	5920	2,960,000
1992	342	6840	3,420,000
1993	399	7980	3,990,000
1994	382	7640	3,820,000
1995	334	6680	3,340,000
1996	346	6920	3,460,000
1997	414	8280	4,140,000
1998	445	8900	4,450,000
1999	431	8620	4,310,000
2000	419	8380	4,190,000
2001	450	9000	4,500,000
2002	434	8680	4,340,000
2003	350	7000	3,500,000
2004	352	7040	3,520,000
2005	363	7260	3,630,000
2006	373	7460	3,730,000
2007	341	6820	3,410,000
2008	335	6700	3,350,000
2009	293	5860	2,930,000
2010	292	5840	2,920,000
2011	289	5780	2,890,000
2012	291	5820	2,910,000
2013	291	5820	2,910,000
2014	315	6300	3,150,000
2015	115	2300	1,150,000
2016	27	540	270,000
2017	0	0	-
total Regular Tapes	10,889	217,780	108,890,000

Note: Regular tapes consisted of batches of documents for Financial Responsibility, CDL, Handguns, Reinstatements, Bankruptcy, Trooper tickets, accidents and other non-renewals/applications/handgun documents.

Safety Microform Volume Summary

Chart 2: Driver License Application Microfilm (by DL# 1965-2009); (Microfilm in the cabinets are 16mmx38.1 125ft long)

Driver License Application Microfilm (by DL # 1965-2009)			
Year of Film	# of Tapes Per Year	x99 batches per tape	x500 documents per batch
Original 00000008-646291 (1972 only)	36	3,564	1,782,000
Original by Last Name (1936-65 only)	777	76,923	38,461,500
1965-70	129	12,771	6,385,500
1971	39	3,861	1,930,500
1972	43	4,257	2,128,500
1973	45	4,455	2,227,500
1974	40	3,960	1,980,000
1975	24	2,376	1,188,000
1976	81	8,019	4,009,500
1977	13	1,287	643,500
1978	140	13,860	6,930,000
1979	257	25,443	12,721,500
1980	389	38,511	19,255,500
1981	138	13,662	6,831,000
1982	25	2,475	1,237,500
1983	49	4,851	2,425,500
1984	254	25,146	12,573,000
1985	249	24,651	12,325,500
1986	250	24,750	12,375,000
1987	255	25,245	12,622,500
1988	271	26,829	13,414,500
1989	273	27,027	13,513,500
1990	263	26,037	13,018,500
1991	260	25,740	12,870,000
1992	268	26,532	13,266,000
1993	260	25,740	12,870,000
1994	262	25,938	12,969,000
1995	262	25,938	12,969,000
1996	292	28,908	14,454,000
1997	296	29,304	14,652,000
1998	341	33,759	16,879,500
1999	320	31,680	15,840,000
2000	300	29,700	14,850,000
2001	277	27,423	13,711,500
2002	269	26,631	13,315,500
2003	270	26,730	13,365,000
2004	288	28,512	14,256,000
2005	274	27,126	13,563,000
2006	274	27,126	13,563,000
2007	397	39,303	19,651,500
2008	442	43,758	21,879,000
2009	137	13,563	6,781,500
Total Applications on Microfilm	9529	943,371	471,685,500

Safety Microform Volume Summary
 Chart 3: Driver License Microfiche

Driver License Microfiche

Year of Film	# of Tapes Per Year	x208 squares	x50 per square
1979	11	2,288	114,400
1980	32	6,656	332,800
1981	34	7,072	353,600
1982	33	6,864	343,200
1983	39	8,112	405,600
1984	35	7,280	364,000
1985	39	8,112	405,600
1986	35	7,280	364,000
1987	49	10,192	509,600
1988	85	17,680	884,000
1989	76	15,808	790,400
1990	61	12,688	634,400
1991	79	16,432	821,600
1992	79	16,432	821,600
1993	95	19,760	988,000
1994	76	15,808	790,400
1995	68	14,144	707,200
1996	63	13,104	655,200
1997	82	17,056	852,800
1998	28	5,824	291,200
1999	47	9,776	488,800
2000	55	11,440	572,000
2001	62	12,896	644,800
2002	42	8,736	436,800
2003	50	10,400	520,000
2004	59	12,272	613,600
2005	61	12,688	634,400
2006	56	11,648	582,400
2007	53	11,024	551,200
2008	55	11,440	572,000
2009	55	11,440	572,000
2010	30	6,240	312,000
Total of Drivers License Microfiche	1,724	358,592	17,929,600

NOTE: Master of all driver license number issued to include purged and deleted DL numbers. -Soundex Letters/Notices generated for mandatory dispositions (2009-2010 was on Document Direct)

Safety Microform Volume Summary

Chart 4: Microfiche Books 1-9

Microfiche Books 1-9				NOTE: Driver License Indexes -used to find DCN (document control number) on microfilm
Year of Film	# of Tapes Per Year	x99 batches per tape	x500 documents per batch	
1978	149	14,751	7,375,500	
1979	364	36,036	18,018,000	
1980	535	52,965	26,482,500	
1981	185	18,315	9,157,500	
1982	53	5,247	2,623,500	
1983	57	5,643	2,821,500	
1984	246	24,354	12,177,000	
1985	252	24,948	12,474,000	
1986	250	24,750	12,375,000	
1987	249	24,651	12,325,500	
1988	245	24,255	12,127,500	
1989	224	22,176	11,088,000	
1990	233	23,067	11,533,500	
1991	248	24,552	12,276,000	
1992	248	24,552	12,276,000	
1993	244	24,156	12,078,000	
1994	241	23,859	11,929,500	
1995	239	23,661	11,830,500	
1996	238	23,562	11,781,000	
1997	103	10,197	5,098,500	
1998	993	98,307	49,153,500	
1999	91	9,009	4,504,500	
2000	30	2,970	1,485,000	
Total Microfiche in books 1-9	5,717	565,983	282,991,500	

Safety Microform Volume Summary

Chart 5: MVR Microfilm

MVR Microfilm	# of Tapes
Renewals	202
1990 MVE	33
MVR 7/12 thru 8/12	16
MVR 9 168410001 667501001	17
Log tapes & Trooper	70

Total 693 Tapes

“MVR” is Motor Vehicle Registration.

“MVE” is Motor Vehicle Equipment.

“Trooper” refers to citations issued by Troopers

Sample documents [separate document]

Safety's Microform Summary [separate document]