

Village of North Aurora
Document imaging RFP Vendor questions

Below are the questions the Village has received as part of the RFP process. I have copied and pasted these as presented (fixed spelling). *If a duplicate is asked, I still included the question.*

- 1) Do we need to upload the scanned documents on SharePoint?
 - a) **No not required. However I wouldn't mind seeing the cost on separate line item or in an alternative proposal.**
- 2) Are there data migration tasks required?
 - a) **Please further explain what you mean. (no additional information provided as of 2/12/2025)**
- 3) How many documents need to be integrated into the SharePoint DMS?
 - a) **Please see RFP**
- 4) Is there any other services required on Sharepoint?
 - a) **Not that Im aware of, can you please explain what you expected?**
- 5) How many pages in each Box?
 - a) **pages are in standard 4 drawer filing cabinets.**
- 6) Are the pages single sided or two sided?
 - a) **Estimate 15-20% duplex**
- 7) Is the page sizes are up to 8.5" x 14" (Legal) or larger? If larger then please [provide size and quantities of larger documents].
 - a) **Legal**
- 8) Are the boxes of standard banker's box sizes?
 - a) **pages are in standard 24" deep four drawer filing cabinets.**
- 9) Are we expected to scan the images at 300dpi as B&W?
 - a) **300dpi B&W**
- 10) Are we expected to perform OCR of each image?
 - a) **Yes**
- 11) How many files in each box?
 - a) **pages are in standard 24" deep four drawer filing cabinets.**

Village of North Aurora
Document imaging RFP Vendor questions

- 12) How many Indexing is required per box?
- a) **Please explain how to estimate this.**
- 13) Can you please provide the sample format of Indexing?
- a) **25 E STATE STREET 2025 07 PLAT
200 S LINCOLNWAY 1998 06 PLAN
416 BUTTERFIELD RD 2008 05 PERMIT**
- 14) Can you please provide number of keystrokes per each Index?
- a) **No**
- 15) Can we pick up all the boxes in one trip?
- a) **Yes**
- 16) What is the level of preparation required? (Removal of fasteners, staples, post-it's, etc.)
- a) **Paperclips and staples (please use walk through to estimate quantity)**
- 17) What level of reassembly is required? (Do we need to apply to fasteners, post-it's and rearrange the documents in the same order after scanning?)
- a) **No reassemble, preferred DOD certified disposal**
- 18) Do we need to scan B&W or Color? If color, then what % of documents are color?
- a) **DUPLICATE QUESTION**
- 19) What are the indexing criteria? (How many fields do we need to index for each file?)
- a) **Street Name, Steet Direction, Address Number
If you have additional questions, please specify**
- 20) Do we need to prepare any folder structure? If yes, can you please provide us.
- a) **We can provide folder structure**
- 21) Do we need to apply any naming convention to files?
- a) **Yes**
- 22) 372,000 standard size page files.
- a) **Yes**
- 23) How many Pages per each file?
- a) **Varies, but estimated 1-7**

Village of North Aurora
Document imaging RFP Vendor questions

- 24) Are we expected to perform Indexing at file level i.e. 372,000 indexing?
- a) **At a folder level not page level.**
- 25) Are we expected to scan at 300dpi as B&W
- a) **DUPLICATE QUESTION**
- 26) 4000 Large format drawings Can you please provide size of drawings? i.e 24x36 or any other?
- a) **Mostly A0-A1**
- 27) Are we expected to scan documents at 300dpi as B&W?
- a) **DUPLICATE QUESTION**
- 28) Are we expected to perform Indexing for each drawing? i.e total 4000 Indexing? If not then provide guidance
- a) **At a file level not page level. (I may not be understanding your question)**
- 29) Will customer box the documents and keep it ready for us to pickup or we have to bring the boxes and box the documents?
- a) **Vendor expected to pack and transport documents**
- 30) How many emergency file scanning requests can we expect per week?
- a) **0-1 per week**
- 31) Are we expected to provide final set of images in external USB HDD or file transfer through secure Sharefile is acceptable?
- a) **Either would be acceptable**
- 32) Are we expected to upload images to SharePoint directly?
- a) **Please see question 1**
- 33) Are the drawings to be combined into a multipage set or delivered as separate pages?
- a) **Multipage set if it is already a set.**
- 34) Do you want the individual files named by your index criteria? If the files are to be named, do you want a logical separator between fields ["_"] [25_E_STATE STREET_2025 07_PLAT or 25 E STATE STREET_2025 07_PLAT]? Do you also want a separate file [text, excel] of the index values and the name of the file?

Village of North Aurora
Document imaging RFP Vendor questions

- a) **yes and underscore is fine for the separator, a separate file would be a nice addition**

35) How are the physical files organized in the filing cabinets? This question is to determine how easy it will be to create a good inventory of files in boxes as we box the files—it is quicker to provide a range [Adams RD to Charles Street] versus individually inventorying each file. A good inventory is needed to find file requests once the documents are in our possession.

- a) **They are currently organized by Street then house number.**

A typical folder for a house would contain several permit applications packets and a plat of survey. The permit packets will have a cover sheet, and be around 1-7 (average) pages, with 1-3 staples in the packet.

If a perfect world I'd love to see each stapled packet be a single scan, but I also understand the logistics of this so if each folder is scanned a single PDF that is acceptable. If possible, I'd like to see 2 proposals one for each way.

36) What numbers should be used to estimate the cost and quantity of files?

- a) **Please use the numbers specified in the RFP**

37) What level of involvement will village staff play in the packaging and transportation of files?

- a) **The Village would prefer a hands-off approach regarding Village staff.**

38) Would the Village like blank pages removed from scanned files?

- a) **Yes please remove all blank pages**

39) Should the rolled-up plans and extra building plans located in the file room be included in the proposal

- a) **At this time no please use the numbers presented in the RFP**

40) **Packing/Boxing of Records:** Will the vendor box and pack the records, or will the Village of North Aurora handle this task?

- a) YES the Village would prefer a hands off approach.

41) **File Counting and Drawings:** Are the drawings separate files, or are they mixed with the individual files?

- a) They are mixed in with the files

42) **Folder Organization:** How are the documents organized—by folder, document type, or another method? Is each document a separate physical file? Also, could you estimate the average number of pages per document and per folder?

- a) The files are organized by Street Name House/Business Number

43) **Response Submission:** Should the response be submitted via both email and mail, or is one method preferred?

- a) Email is preferred.

44) **Insurance Requirements:** Could you specify the required insurance coverage levels? Additionally, is it mandatory to submit the Certificate of Insurance along with the proposal at the time of submission?

- a) **TBD, no but must be presented when contract is awarded.**

Village of North Aurora
Document imaging RFP Vendor questions

- 45) Minimum Mandatory Requirements: Are there any specific qualifications or criteria that bidders must meet to be eligible for this RFP?
a) See number 5 on the RFP
- 46) Business License Requirement: Is holding a business license in the Village of North Aurora a prerequisite for bidding?
a) NO
- 47) Award Structure: Will this RFP result in a single vendor award, or is there a possibility of awarding contracts to multiple vendors?
a) SINGLE
- 48) Budget Allocation: Has a budget been allocated for this RFP, and if so, could you provide any guidance on the expected range?
a) YES please provide your most competitive number.
- 49) Out-of-State Vendor Participation: Are vendors located outside the State eligible to participate in this RFP?
a) YES
- 50) Document Handling: Will the documents that need to be scanned be allowed to leave the City/County, or must all work be completed on-site?
a) YES
- 51) Can this work be completed outside the State of Illinois?
a) Yes
- 52) Background Checks for Contractual Employees: If contractual employees are utilized for this project, will background checks be required? If so, could you provide details on the specific background check requirements
a) YES, criminal background check
- 53) Under Scope of Work, it states that there are an estimated 372,000 individual standard page size files. Are you able to provide the average number of pages per each file? For example if each file holds an average of 10 pages then there will be at least 3.7 million pages that need to be digitized, not including the estimated 15% duplex pages.
a) 372000 is estimated page count not the file count
- 54) Under the Evaluation Criteria the following is listed *v. Timeline and ability to meet project deadlines*. Under Timeline the Project Completion is listed as TBD. Do you have a preferred timeline to complete this project? Are there specific deadlines that the Village would like to meet?
a) 6 months maximum
- 55) Regarding the separate line item from direct upload to the Villages SharePoint, Does the Village own a license of ShareGate
a) NO
- 56) Regarding the separate line item from direct upload to the Villages SharePoint, Will the Village create the SharePoint library and folder structure to house the files

Village of North Aurora
Document imaging RFP Vendor questions

a) YES we will create the library , we can if necessary create the subfolders via powershell

57) Would segmenting the contents of the file folder into Standard and LF doc types as noted meet indexing requirements, using a suffix for quick ID of plats, drawings, etc.?

315 W State St_1996-04.PDF

315 W State St_1996-04_LF.PDF

707 Harmony Dr_2007-05.PDF

707 Harmony Dr_2007-05_LF.PDF

707 Harmony Dr_2007-10_LF.PDF

a) YES

58) Does the Village have a cross-reference list or dataset of valid addresses for metadata validation?

a) YES we have an excel file with all addresses

59) Would using standard scanner/capture software settings to delete blank pages of office docs meet project requirements? (i.e. Under 1-3.5MB in file size)

a) I don't know what standard software settings exactly mean

60) Do all files include the standard cover sheet, or some other primary document, for use during indexing? (Or should the file be indexed by the value on the folder itself.)

a) The folder would be the best choice

61) Where is the Date index/metadata located? (Year/month)

a) The date requirement will be dropped due to inconsistent/contradictory information on files

62) Are vendors located outside the State eligible to participate in this RFP? Additionally, if an out-of-state vendor in our case we are located in Montana are selected, would it be permissible to transport the documents that need to be scanned to the our physical office located in Montana State for processing, or must all scanning be performed on-site?

a) Yes out of state is just fine, I anticipate the files having to be transported to a dedicated facility.

63) Using the automatic approach to delete 95%+ of blank letter size pages suffice. (Blank large format images all get deleted.)

a) Based on what you have stated, the automated approach is acceptable I am more concerned about deleting pages with content verses leaving in blank pages.

64) May the proposal be submitted in PDF format via email?

a) YES

65) Can the Village please provide samples of the large format drawings?

a) I can provide photo graphs of the drawers will that be sufficient?

66) Where will the contractor pick up the documents?

a) 25 E. State Street North Aurora IL 60542

67) Approximately how many records per month does the Village anticipate needing access to during scanning?

Village of North Aurora
Document imaging RFP Vendor questions

- a) 0-1
- 68) Will all records be destroyed after digitization?
a) **Preferred yes**
- 69) What is the Service Level Agreement (SLA) for digitization of files?
a) **RFP states Sigma six will get preference (not sure if that is what you are asking)**
- 70) What is the Service Level Agreement (SLA) for indexing?
a) **See #69**
- 71) In the RFP section 4.b.ii. it states there are 372,000 standard page size files. That would equate to 4,133 pages/drawer which seems like a lot considering all the drawings contained in the files. Does this that count include the oversize drawings ?
a) **These were figures provided to me during an assessment.**
- 72) In the RFP section 4..b.ii.1 the 90 standard file drawers, how many drawers are Residential and how many are Commercial?
a) **20 estimate**
- 73) In the RFP section 4.b.ii. 2. It states an estimated 15% backsides. Are the 15% backsides included in the estimated 372,000 estimate or in addition to that number.
a) **Included**
- 74) In order for the vendors to quote apples to apples , can you provide an average # number of pages and an average # of oversize drawings per drawer to bid on?
a) **Please use the number specified in the RFP**
- 75) The indexing is at the Folder Tab (address) level correct?
a) **Yes at the folder level**
- 76) Can you please provide accuracy/timeliness requirements for digitization and indexing?
a) **RFP indicates preference to Sigma Six certification.**
b) **6 months turnaround time maximum.**
- 77) Can you please provide samples of maps laid out on a table so bidders may get a sense of the size, condition, and whether they are simplex or duplex?
a) **Unfortunately, no that was the reasoning behind the walk through.**
- 78) Can you please provide accuracy/timeliness requirements for digitization and indexing?
a) **RFP indicates preference to Sigma Six certification.**
b) **6 months turnaround time maximum.**
- 79) Will the awarded contractor be assigned additional departments after the Community Development scanning, or will that go out for additional bidding?
a) **Yes the intention is to establish a relationship with a vendor and do additional departments, Finance would be next, Public Works, Possibly police**
- 80) Will the awarded vendor need to box the files for transport or will the department do that?
a) **The village would prefer a hands-off approach**
- 81) Who will supply the boxes? The contractor or the Village?
a) **Contractor**
- 82) Is scanning in black and white or color?

Village of North Aurora
Document imaging RFP Vendor questions

- a) **B&W 300 DPI**
83)