



DALLAS COUNTY PURCHASING DEPARTMENT

November 4, 2019

GENERAL INFORMATION NO. 1

BID No. 2018-071-6764

Request for Proposal for the Scanning/Digitizing of Records for the District Attorney's Office

*THIS DOCUMENT IS BEING PROVIDED FOR GENERAL INFORMATION PURPOSES ONLY
(THIS IS NOT AN ADDENDUM)*

The Dallas County Purchasing Department has received and hereby provides for general information purposes only the following questions and the County's responses. (Note: Due to time constraints, Dallas County will not be responsible for ensuring confirmation vendor receipt of this and/or any further acceptance of and/or responses to future questions prior to the solicitation opening date.)

Question No. 1: During the pre-proposal meeting, the mentioned years of files needing to be digitize were mentioned as 2007 to Present. There was also a mention comment of all files from 2015-present were currently being digitized internally. Also, during the initial walk through of the file room area there were files dating as far back as 1999. Would you please confirm years of files needing to be digitize.

Response: 2007 to present

Question No. 2: Is there a current incumbent working on present projects with regarding to scanning and digitization of files? If yes, may you please provide the name and years of scanning that they are managing.

Response:

District Attorney office is currently scanning in 2011 files in- house. DA Records Manager supervises the project with the help of temporary workers.

Question No. 3: Under the section for customer services, the contractor is required to provide a CSR 24/7 to respond to all DA request within 30 minutes. Can you please elaborate in detail on the need of this service?

Response: We will need this in case there is an emergency and we need to make adjustments or locate a file after normal business hours.

Question No. 4: It is mentioned that the DA office may request records for immediate delivery and records are to be delivered within 30 minutes. May we please have a better understanding or example of this request? For example, if records are in secure storage, staging/prep or completed delivery of scanned records should be attainable. If records are in the process of being completed would pose a bit of difficulty per the requested window time. Also, if records are requested, if it a scan or digital form of said records or will this be the actual physical copy of the entire case file?

Response: We can be a little more flexible on the time depending on the circumstance. That is why it is very important for us 24/7 CSR. Currently, we are able to place these files in our attorney's hands less than 30mins so we would like to have these files given to them no more than 1 hour.

Question No. 5: Under the section media duplication, the vendor is required to convert all media file into the DA Database. Does the DA have a required level of output for the media files, since there are copy of the original audio and video files, will any enhancement of sound be required?

Response: NO. All files will be as is.

Question No. 6: Under the section for facility pages 8-9. Can you please clarify the reason for the mentioned requirements of all storage boxes to be 10-12” off the floor? During the initial walk through of the DA file room, all racking systems were about 3-4”?

*Response: Our records are stored on the 10th floor so we are safe from any flooding or natural disaster. If your building has multiple floors where it can be safe from flooding than we can change our requirements******

Question No. 7: Does the county have a current list of all barcodes/boxes/files to track records that will be made available to the awarded vendor to compare during the Intake stage of this project?

Response: Not all boxes and barcodes are in the system. We can still provide you with what we have.

Question No. 8: Will the current barcode system be a form of indexing for the County

Response: No

Question No. 9: If a file is found without a barcode within a barcoded box, how should the vendor handle that scenario.

Response: Files will be indexed by cause number, first name and last name.

Question No. 10: Are all barcodes unique numbers or in a sequential order as related to the entire case file? Example barcode #1234 is linked to 2 boxes for case file A. There are 3 files within boxes barcode #1234-1,1234-2,1234-3?

Response: Please see answer to question 9

Question No. 11: Can you please provide an example of this current barcoding system?

Response: Yes

Question No. 12: Given the County's inability to meaningfully estimate the number and types of microfiche and/or rolls of film contained in its 15,000 boxes of documents, and since that information will have a material affect on the bidder's cost estimate in its response. Will the County agree to amend the RFP and ask bidders to submit 3 different cost estimates assuming 5, 10 and 15 percent of the approximately 1,050,000 files (assuming an average of 70 files per box) contain some type of microfiche and/or rolls of film?

*Response: yes******

Question No. 13: Under section Delivery Schedule page 10- the RFP requires digitized files to be submitted in batches as they are completed. It also requires that once approval is given (after a review and acceptance by the County) the Bidder is required to shred the applicable files at one setting. Should we therefore assume that "A single setting" refers to the batch of digitized documents which have been accepted and approved for shredding versus waiting for the entire project to be completed and then shredding of all documents is to be done in one setting?

Response: Files will be shredded after the entire project is completed.

Question No. 14: Will an in-depth knowledge of and expertise with the recording systems used by the DAs in the State of Texas be acceptable in lieu of “a history of working with said systems”, as stated on page 5 of the RFP.

*Response: Yes******

Question No. 15: (DA, Please answer in red next to the question)

Audio/Video/VHS/USB

1. Are you looking for all audio to be dictated? **Yes**
2. Is there anything specific that needs to be done with video footage? **NO**

Books

1. What are the volumes of books? **Books made by the attorneys for trials**
2. How many pages per book on average? **Information not available.**
3. Can the books be cut and debound? **Yes and remain in its original order**
4. Please verify the books do not have to be rebound? **Yes**
5. Are you looking to just index the title of the book or do you want every page fully captured? **Every page**

Magazines/Periodicals

1. What are the volumes of magazines? **Papers involved with our trial files**
2. How many pages per magazine on average? **Information not available.**
3. Can the magazines be cut and debound? **Yes**
4. Does everything from the magazine need to be captured? **Yes**
5. Are you looking to just index the title of the magazine or do you want every page fully captured? **every page fully captured**

Offshore

1. Can offshore resources be used for the capture process? **Must be county approved**

Technical Processing

1. Can system processing such as OCR be done out of state or does all images need to reside within Dallas County? **Must be county approved**

Other

2. What documents would be segregated and not scanned? (Pg 7) **Any pornographic images**
3. Is a box and folder inventory extract possible to receive from their GAIN system? **Yes**
4. What are the SLA expectations? **Meet all requirements in the RFP**
5. What is the expected turnaround time to complete this project? **Until project is completed**

Stage 1 intake:

1. Is the manifest to occur at Dallas facility? **No**
2. Is it expected that the vendor create a barcode tracking system and Box and File at the Dallas County location or does Dallas county have a system in place that the vendor is to use to Box and File and or manifest before shipping? **Vendor will need to create barcode system**
3. What type of barcodes are used? **See question 3 under other section.**
4. If the vendor is required to bring their tracking system onsite, what type of work area would be available? **10th floor warehouse**
5. Are all 15,000 boxes to be shipped at once or can they be done in stages? **Stages**
6. If the boxes are to be moved to a vendor facility to be Box and File, what type of reconciliation will be required before leaving the Dallas County facility? **Need more details**
7. How much of the 15000 boxes contain film, magnetic media? **Information unavailable**
8. What magnetic media could exist in these records? **Floppy disk or hard drives**
9. What % of the boxes contain large size drawings? What is the maximum size of a drawing? **Percentage not available and drawings will not be bigger than banker box.**
10. What type of barcodes are used? **See question 3**
11. Will the boxes be in an area where they can be palletized and allowed to transport via elevator or will all the boxes need to be moved down in sections to a staging area to be palletized? **County does not allow pallets on elevators. Boxes can be palletized on loading dock**
12. Will there be carts available or is vendor supposed to bring their own? **Vendors must use their own equipment and Dallas County is not responsible for equipment used by Vendor.**
13. What type of dock is available? **Loading dock**

Stage 2 Intake:

1. Please verify that you want a manual process of counting all 32MM pages front and back? **YES**
 - Is a double count required to verify accuracy since a manual count will be prone to errors? **YES**
 - What is expected if there is a discrepancy between manual count, scan and QC? **RECOUNT UNTIL ALL 3 COUNTS ARE PRECISE.**
 - Is Dallas Count open to alternatives such as just using the scanner count and then validating that count through QC? **NO**
2. Can you please clarify what type of special settings refers to? **NEED MORE DETAILS.**
3. Will there be multiple document types within the folder or will one folder be scanned as one document? **EACH CASE NUMBER WILL COUNT AS ONE DOCUMENT.**
4. If there are multiple document types, how many document types? **SEE QUESTION 3**

Media and duplication Requirements

1. There are no film types or volumes mentioned. **INFORMATION NOT AVAILABLE. BE PREPARED FOR ALL TYPES AND VOLUMES**
 - 35mm roll film volume.
 - 16mm 215' roll film volume?
 - 16mm 100' roll film volume?
 - 16mm 5 row jacket volume?
 - 35mm 2 row jacket volume?
 - 16/35mm combined jacket volume?
 - COM fiche volume?
2. Is the roll film simplex or duplex? **SEE QUESTION 1**
3. Is the roll film blipped at the document level? **SEE QUESTION 1**
4. What are the indexing requirements? How many fields, how many characters? How many documents? **Case Number / First and Last Name**
5. What are the average images per document estimate? **INFORMATION NOT AVAILABLE**
6. Are we matching to a database? **ONBASE**
7. What is the final output format? **TIFF OR PDF**
8. Are the film images required to go through the same 100% QC to eliminate blank backs and correct orientation? **YES**
9. Are the film images required to process through full text OCR? **No**

Can you please clarify how you want CD/DVD/USB converted to your database?

- a. **Download from a vendor supported SFTP Site**
 - b. **Import from an Encrypted Powered USB Drive**
10. What are the volumes of the cd/dvd/usb, etc? **Information not available**
 11. What audio/video types would we expect? Do they need to be converted into a specific format? **The document files should be in Multi-Page TIFF format. The load files (Import Files) should be in csv format with a header row**
 12. Do the audio/video files need to be cropped to a specific size? **2gb**
 13. Is there any index information that needs to be associated with audio/video files? **Case number and First and last name.**
 14. Is there any other type of documents on the CD/DVD/USB? If so, please define what types and any associated index information. **What other documents are you referring about?**
 15. What are the volumes of the large format items? **INFORMATION NOT AVAILABLE**

16. What size drawings are there? **NO LARGER THAN A BANKER BOX**
17. Is there any indexing required for large format? If so, please define? **no**

Record Handling Requirements

1. Please validate if you want the documentation Secure FTP'd to Dallas County or put onto a hard drive and returned or both? **We have the capability to do both. It will depend on the volume of processed docs the vendor can produce and deliver to us on a daily basis.**
2. If Secured FTP, how would you expect the files to be transferred? **Dallas County On Base team will setup the process for the vendor**
3. How do you want metadata to be provided? XML, Text, CSV? **.txt or .csv – Delimiter: Comma [,] Separator: Dbl Quotations [“ ”]**

Document Prep Summary

1. Can you please define what type of items would not be scanned? **Pornographic images**

Scanning

1. Please validate that you are looking for images to be rotated according the layout of the paper: portrait or landscape. **Yes**
2. Do the folder need to be scanned? **Yes**
3. OCR – Searchable PDF; or PDF or TIF with data file. **Do not understand the question.**
4. Is a minimum blank back threshold acceptable as the means to drop blanks, accepting that some backs will be present due to bleed through and paper condition? **No**
5. Is manual indexing required or is all indexing driven through barcodes? **Both. Barcodes are available but do not count for all folders to barcoded properly we prefer manual indexing.**
 - If so, can you provide the number of fields and estimated keystrokes per document type? **3 fields. Keystrokes vary.**
 - Is the indexing in a specific area or can it be anywhere on the document? **Specific area**
6. Can the estimated bitonal/grayscale/color volumes be provided or can estimated percentage volume breakup be provided? **No**

Rejection Procedures for Digital Image

1. What is meant by Redaction in the Rejection Procedures? Does this mean that the provider will be expected to redact parts of images? **All files will be scanned in except for pornographic images**
2. What is the expected process if images are rejected by Dallas County? How will those images be returned? **Pornographic Images will be delivered to the District Attorney records department with case number and name**

Retention and Destruction

1. Please verify that Dallas County is expecting the vendor to house 15,000 boxes for the entire duration of the project until its complete plus 90 days after completion? **Yes**
2. When it's said that the documents cannot be comingled, does that mean they cannot be in the same building or same storage area? **Same storage area**
3. If boxes are sent in stages, can the work be completed in stages, then reviewed and signed off in stages to minimize the full storage? **Yes**
4. If the data is to be sent via Secured FTP, can batches be sent daily and all throughout the day? **Yes**
5. If the data is sent via Secured FTP and not a hard drive, will the data need to be encrypted at rest while they sit on the vendors servers? **Yes**
6. Please clarify what you mean by all records and digital must be destroyed in one setting? Are you saying all material has to be destroyed in one day? **Yes**

Facility

1. Can you please define what type of restricted areas should be restricted to executive's leads and project managers only? **Pre and or post processing staging and storage, when not in the document processing rooms, is kept on lockable shelving with padlock access restricted to project managers and executive leads only.**
2. Is it required to have each shelf locked or can one room/area be dedicated to storage and locked with badge access? **One room/area can be dedicated to storage and locked with badge access. *******

Special Security Requirements

1. Please clarify when you state that high risk documents cannot be processed on a central server, are you saying that it cannot be processed on a shared server with other customers or are you saying that all work must be processed on a dedicated server just for Dallas? **all work must be processed on a dedicated server just for Dallas**
2. Is NIST a requirement? **No**
3. Please clarify no external network requirements, does this restrict secure SFTP or is that an exception? If used, only the vendor and Dallas County will have access to the SFTP. **No other network can be connected to the digital files.**

Required delivery Schedule

1. Please clarify that you want this project to start 3 weeks from the sign off of the SOW and Business Requirement document or 3 weeks after the testing phase is complete? **3 weeks from the sign off of the SOW**
2. What recording systems does the AG office use? **Not sure what ag is**
3. Will a DB be provided for tag/match of scanned folders? **What is a DB**

Cost and other Fees

1. Can the cost sheet be expanded and or itemized per task?
2. Does document prep include scanning, QC, Indexing and other tasks? **No, All files are prepared following Dallas District Attorney standard operating procedures (i.e. staples removed, poor quality documents are copied (if applicable) and torn pages repaired (taped) etc.)**

Question No. 16: How long do you anticipate storing the physical records upon completion of this project? Will you want those records shredded at that time?

Response : No more than 90 days. Yes, all documents will need to be shredded in one setting.

Question No. 17: Please clarify the SBE requirement.

- a. Is it required that the Prime offeror submitting the bid be an SBE?
- b. Does it satisfy the SBE requirement if Prime Offeror is not an SBE but utilizes an SBE as a subcontractor?
- c. Is it correct that if Prime offeror is not an SBE, that the maximum score they would be eligible to receive would be 95 points out of a possible 100?

Response:

Question No. 18: Is there a timeframe for which vendor must pick up the 15,000 boxes? (i.e. vendor must pick up approximately 1,000 boxes per month)?.

Response: No

Question No. 19: Is there an incumbent.

Response: No

Question No. 20: Please provide the name of the contractor that processed the materials dated prior to 2007.

Response: None

Question No. 21: Is it acceptable for bidder to modify the Cost and Other Fees Schedule Worksheet, in order to align with the various media types, tasks, etc. required in the statement of work?

Response: No, please do not modify however, please place cost as appropriate and use the other fees line

for any and all items not necessarily listed.

Question No. 22: Please provide the Units for each of the items 1 through 3 reflected on the Fee Schedule Worksheet, that will be used as the basis for evaluating price?

Response: There are no units. Dallas County is asking for a cost to do the work. (Intake, Document Prep, Other fees)

Question No. 23: (Please answer in red next to the bullet point question)

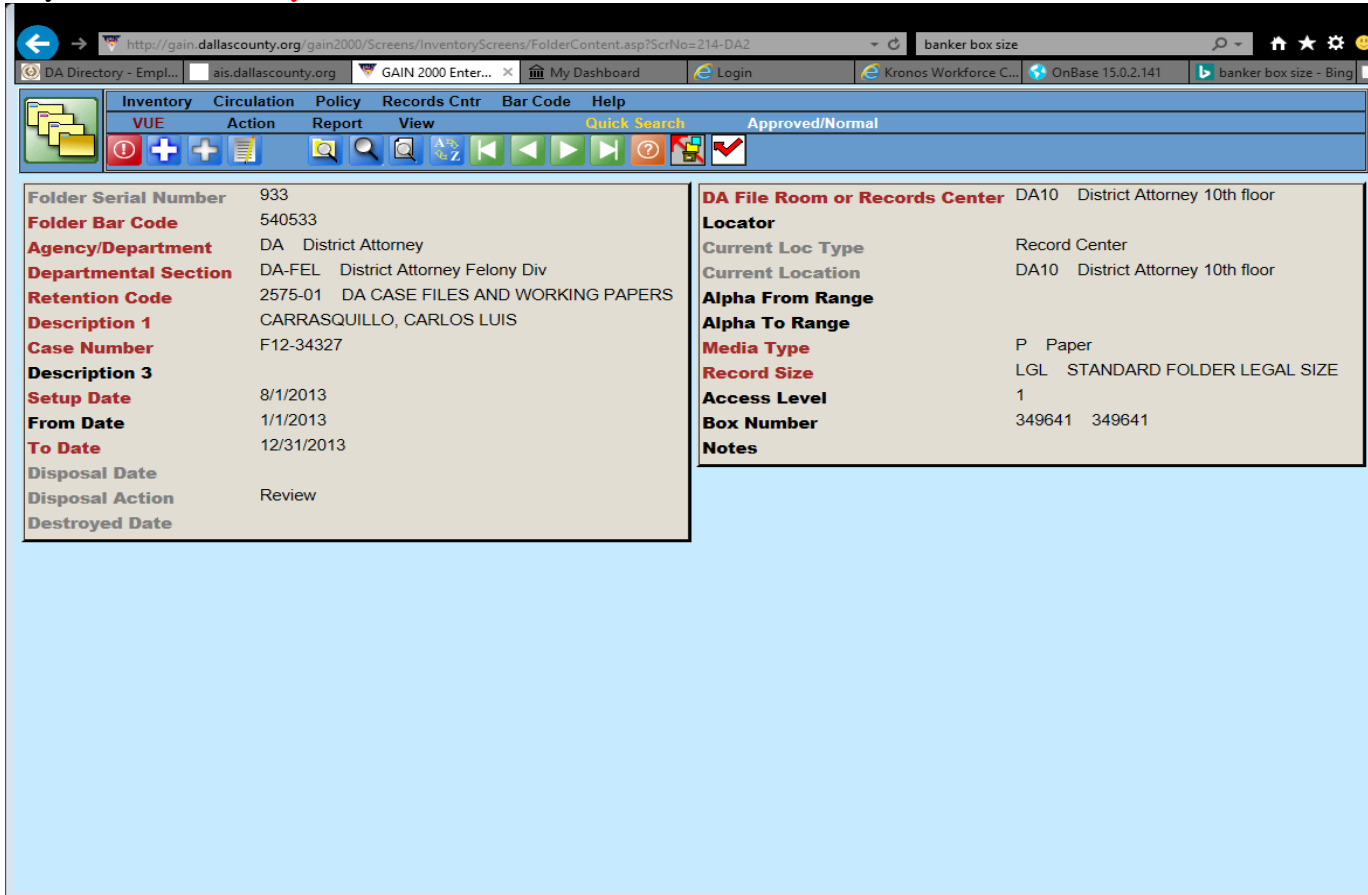
1. What is the primary original format for the records to be digitized in this project? **Do not understand question**
2. Will the DA's Office confirm if there are any microfilms to be digitized? **no**
3. If there are microfilms, what is the film format and quantity? **Information not available**
4. What is the estimated # of case files to be converted for the project? **300,000 case file**
5. Can you provide statistics on the # of cases for each year going back to 2007? **No**
6. Will the vendor be converting cases up to 2016? **To present**
7. Are the files to be converted closed or open case files? **closed**
8. Will the DA's office provide a manifest that lists the case files that are contained in a box? **No**
9. What are the percentage (%) of pages in a file that are single and/or double-sided? **Information not available**
10. How should each case file be indexed (i.e., Case File #, Name, Type, Status, Date)? **Case File #, Name**
11. Does the county want the vendor to index only at the case file level or also within the file (i.e., key sections or documents within the file)? If so, what are the key sections and/or documents? **case file level**
12. Reggie says the DA's case tracking system is called GAINS. Will the county provide a master data file of case data from GAINS that includes the index values for each case file? **Yes, if our Gain staff is able to produce such information. If not, vendor will be expected to manually input information**
13. Does the county own the Full Text Search module of OnBase for full text searching? **Yes**
14. Does the county own the Document Import Processor (DIP) module of OnBase? **Yes**
15. What is the timeline for the completion of this project? **Until Completed**
16. Does the DA's office want the vendor to pick up all 15,000 boxes at one time or stagger it? **Stagger it**
17. Does the DA's office have a preferred timeline for the start and completion of the project? **No**
18. On page 6, the RFP states that "Media files will contain video, audio and pictures." During the inspection of the files after the pre-bid conference, it was observed that VHS tapes and physical items like framed portraits were in some files. Can the county provide guidance on how the vendor should handle physical media? **All media will be digitized and stay connected to the original case file.**
19. On page 8, the RFP states: "Images shall be evaluated and inspected during and after the digitization process based on the following criteria (which includes) redaction. Can you confirm in writing that redaction will not be required for this project? **Yes *******

Question No. 24: (DA, please answer in red next to each bullet point question)

1. How many documents will be there in one box? Are all documents prepared and ready for pick up at one time or will multiple trips need to be made? **2,000- 3,000 documents. Documents are in standard white banker boxes ready for pick up.**
2. How many Microfilms are there? How many microfiche are there? How many large size drawings are there? **Information not available**
3. Uploading documents to County's software is not in Vendor's scope, is this correct? **No, the vendor will work with our On base staff to validate the vendors deliver options**
4. Is it possible to provide County's targeted software information? Is there a facility to upload metadata information within the software? **No**
5. Are there any documents except letter and legal size? **Please explain**
6. Do we need to provide the digitized documents in specific folder structure? **Please explain**
7. Do we need to apply any naming convention to files? **No**
8. What information should vendor need to index from the documents? **Case Number and Name**
9. Do documents need to be re-stapled before returning them? **Documents will not return unless we need the file before digitized.**
10. All documents need to returned to the location from where they were picked up or Can be delivered at County HQ? **Physical or Digital?**
11. "Are indexes/metadata available on the first page of each document? Does it require any special technical knowledge to identify the indexes/metadata?" **No**
13. If the documents are scanned in as is format, what is the ratio of Color & B/W documents and single & double sided documents? **This will vary and inspected during prep stage**
14. what is DA Database? **On base**
15. Is this a new requirement? If not, can you please provide the name of the vendor, the current contract value? **Information not Available.**

Question No. 25: (DA, please answer in red next to each bullet point question)

1. How big are the “standard” boxes? **12.5”W x 15.5”D x 10.5”H**
2. Current condition of boxes and contents? **Good**
3. Are there non image able items such as video tapes, etc? **yes**
4. You indicate that folders have barcodes? What type of barcodes are these and what meta data do they contain? **Yes, they are standard barcodes with the information below**



5. How are the file folders constructed today? Please provide pictures of fastening methods? i.e. acco, tabbed, coil bindings, etc? **Files vary.**
6. Where are the documents currently stored today? **Frank Crowley Courthouse 10fl.**
7. Who will transfer to the documents to the vendor? **The vendor**
8. Will we take possession all at once? **No**
9. Will these be on pallets? **No**
10. Can this work be performed onsite at the County or with 15 to 20 min. away off site? **15 to 20 min. away off site**
11. Will document identification need to be performed? If yes how many document types? How are document type identified and delineated? **No, only case number and name**
12. Will we need to insert missing barcodes for document type identification? Do the current files have ALL of the barcodes that are required? What do we do if you are missing barcodes or they are mislabeled? **Barcodes are not guaranteed use the information on the tab or redwell**
13. What will determine if a document is to be scanned in bitonal, grayscale, or color? **Match the document**
14. What are the requirements for OCR extraction? **OCR will be discussed between On base team. These are our current options:**

Standard OCR processing and using the text files produced in OnBase is searchable on a Per File basis, as Nathan mentioned. We do have the option to employ the IDOL Indexing Module in OnBase. When configured, IDOL Indexing can provide system wide searching of OCR text. Based on the fact that these are archive case files we are digitizing, I would not think we needed to take it this far. A standard Per-File text search should be sufficient. Considering if Text searching is required at all.

Please consider this additional option as it could save money and save processing time and resources. We could employ Ad-hoc Document OCR where we provide the capability to OCR Case Document Files on an As-Needed basis. This way we do not OCR all documents but only on an As-Needed basis. It sounds like your department and those outside the department, would normally start a search based on a Case Number, or additionally one of the other main keywords that are collected per Case Document. Once they find the case files they are looking for, they could then generate Ad-hoc Document OCR on the case files where needed.

15. Pg 6 of the RFP is asking for a manual count of each page? Do you want page count adjudication or image count adjudication? How will this be reported? **Page count, images are considered pages. Vendor should have a process to report all counts to Dallas County**
16. Was any outside document scanning vendor or consultant used for creating this RFP? If yes whom.
No
17. Pg 6 indicates that there is microfilm to be scanned. Can the County provide details on volumes, formats, size, polarity, reduction ratio, indexing, blipping, quantities, etc? How is it stored? Will microfilm images need to be OCR'd. Are we to assume that the selected vendor bidding must demonstrate that they scan microfilm and paper as a normal part of their production in the DFW area and cannot outsource this work. **Information not available**
18. PG 6 What type of file formats are stored on re-moveable media. What are we converting from and to? How much data will need to be converted? **Be prepared for all formats and data size.**
19. What is the DA Database? Who will load into the DA Database? Is there an unattended process to load data in the Database? **On base. On base staff. No**
20. Pg 8 indicates redaction. What is to be redacted? **Pornographic Images**
21. What are the indexing values required for images captured from film and paper? Are document types required for film and paper images? How are document types denoted on images from film? **Scan all documents as is. Each folder will be scanned in the order they are given.**
22. On Pg 12 you reference a transition plan from a current provider? Who is the current provider? **Dallas County is the current provider**
23. Should the vendor demonstrate that they have scanned legal records for a large county within the last 12 months (microfilm and paper)? **Yes**
24. Where does the county plan on storing the newly created electronic records? **On base**
25. For any record types deemed "Permanent" does the county have separate requirements for the conversion of these records and the creation of certified electronic copies? **No**
26. Does the county have any legacy data that can be utilized for pre-population services? **Yes**

Question No. 26: (DA, please answer in red next to each bullet point question)

Information not Available for microfilm.

- What types of microfilms are part of this bid? Rolls, cartridges, aperture cards, microfiche
1. What size are the microfilm? 16MM or 35MM
 2. Are any types of the microfilm images aperture cards? If, yes what are the volumes?

3. If aperture cards, are any of them 35MM?
4. If aperture cards, are any of them coded with indexing information?
5. If yes to question 6, will that indexing be utilized as the current indexing format?
6. Are any of the microfilm consider microfiche? If yes what are the volumes?
7. If yes to question 6 what are the size of the sheets? (Standard size of sheets are 4"X5" and holds up to 98 images)
8. Are any of the microfilm rolls stored in cases, cartridges or cassettes?
9. How long are the reel for the microfilm rolls? Stand reels are 100' or 215', longest reels is 1000'.
10. Are any of the microfilm ANSI Cartridges? (This is usually for 16MM rolls)
11. If images are consider microfiche, are they jacketed? (Jacket hold either 16MM or 35MM stripes, std jacket size are 4"x6")
12. Are jacketed microfiche labeled with content titles? Will that title be utilized for indexing information?
13. Are any if the images considered COM fiche? (Std size are 105MM x 148MM)
14. If images are COMfiche, does the digital scan have to be arranged in a specific order or remain in its current arrangement? (Standard sheet can hold up to 300 frames)
15. If images are duplicated or consider duplicated, will the CO need to be notified or will the contractor be responsible for identification and correction?
16. Will areas between frames need to be scanned or direct images only?
17. Will there need to be any readjustment to enhance the original film density and quality.
18. Will the DA office provide the format for indexing? If yes, can an example be provided? **Case Number and Name**
19. Will OCR (optical character recognition) be required from any images converted to digital? **No**
20. If yes, will this be a method of indexing?
21. What are the specifics to optical zoom required for image magnification? (Current industry ranges are 7X-105X wide range, std of scanners are 32X-54X). **Best available**
22. What are the resolution requirements for images? (Standard 10megapixels) **Standard**
23. What are the priority level of microfilm vs. paper scanning? **All are equally important**
24. What are the current storage conditions for microfilm?
25. Are any of the microfilm uncovered or exposed to ambient air?
26. What are the years of the microfilm was manufactured?
27. What volume if any if the microfilm are silver Halide or Acetate?
28. When's the last time was any of the microfilm went through a washing process?
29. Has any of the microfilm images gone through a prior correcting of splicing, tears, rips and/ curling?
30. What is the procedure if an image is washing to correct damages from prior scratches, but is not corrected 100%. Will this material need to be quarantined for special inspection by CO? **no, all files are as is**
31. When's the last time was any of the microfilm was used? **Information not available**
32. What is the current preventative maintenance plan for stored microfilm and readers/equipment? **No plan is in place**
33. If microfilm does not have a proper storage case, will the contractor be required to provide one while pending and after scanned process is completed? **No**
34. Do any of the 15,000 boxes contain microfilm or are they in separate containers? **Information not available. All documents will be inside its file folder.**
35. What is the % of sizes for the paper documents that are to be scanned? **Information not available**
36. What percentage of the documents have special binding? **Information not available**
37. Do the documents have to be reassembled? Rebound. **no**