



April 3, 2025

To All Vendors:

Subject: **8402-W5, Records Digitization – Planning & Regulatory / E.D.**

ADDENDUM NO. 2

With reference to our vendor request relative to the above subject, please refer to the changes/modifications/clarifications to the original bid request.

PLEASE SEE BELOW QUESTIONS RECEIVED AND RESPONSES FROM CITY:

1. What is the target date for the project completion? See next few years, so curious if there is a target end date? **The base bid digitization should be completed before 6/30/2025. Any future work would be subject to future fund availability.**
2. How are electronic documents stored? : personal workstations, network drives, doc management systems? **Network platform.**
3. If doc management system, which one? **SharePoint.**
4. How should the digitized information be sent? *Digital files must be delivered in a digital format* – **We can share an FTP upload link for the awarded vendor to upload a zipped file, or work with the vendor to devise a satisfactory means of delivery prior to commencement of work if that is too burdensome, but alternatives must be approved by City DoIT.**
5. *acceptable to the city's Department of Innovation and Technology (e.g., FTP site, etc.)* Was curious what the acceptable format is: SFTP, secure hard drive? **No external devices are likely to be acceptable, if not via a city shared FTP link then alternatives must be approved by DoIT.**
6. Where would any return documents be shipped? Back to same location I assume but want to make sure. **Yes, but everything would come back to Worcester City Hall, 4th floor (Rom 404) and our staff will determine where the files get located from there.**
7. Can docs be scanned at a facility outside of MA? Just want to make sure since we have DX services facilities outside of MA. **Yes.**
8. How many avg pages/file? **See addendum # 1.**
9. How many avg. oversized images (larger than 11X17) per file? **See addendum # 1.**
10. Is it permissible to add those to the end of each file electronically? **See addendum # 1.**
11. What % of files are “comingled”, oversized (11 X17 or larger) and regular sized (under 11 X 17 in size)? **We do not have a % as it varies.**
12. What % of files do not have oversized images? **See answers above.**
13. How many avg color images/File **We do not have a % as it varies.**
14. Do you want searchable PDF output? **Yes.**



15. Do you have a content management solution that will ingest the digital images? **We are currently using SharePoint to store these files.**
 - a. If not, would you like one? **Not under this bid / scope**
16. What is the activity level of the documents? (how frequently are they accessed)? **It's sporadic and generally not controlled by the city but with outside public records requests. However daily searches of our overall record databases occur and physical files are accessed daily, but many files may only be accessed once a decade. If access to a file is needed while the file is in the vendor's possession city staff will have a minimum of 7 days to respond to the public records request and would simply ask the vendor to prioritize delivery of that one record via e-mail or FTP site upload out of schedule (in addition to the final document delivery).**
17. Will the City box, pack and label or will the vendor? **Yes, but boxes/containers must be returned to the city in a substantially similar condition in which they were delivered to the vendor.**
18. How many linear feet are at City Hall, the basement or Union Station Basement? **The estimated breakdown by building is: City hall 4th floor is ~20 standard legal filing cabinet drawers, then Union Station is ~20 standard legal filing cabinet drawers, the Basement has ~10 standard legal filing cabinet drawers.**
19. What is the activity level for the files (how often do they get retrieved for use)? **See above.**
20. Are there elevators and/or loading docks at each location? Please describe **Yes, basement access via parking garage with an elevator to the 4th floor at city hall, easy access for a wheeled dolly in and out of the space, but must be accompanied by a city employee; Union Station requires prior scheduling as well. Union Station access can be coordinated with Bus Terminal for loading.**
21. Can all the boxes be removed at once? **Yes.**
22. May we schedule a site visit to view the documents? **Already addressed this in the addendum, yes 4/3 at 10AM at Union Station.**
23. Please confirm that no bid security is required. **Correct, bid surety not required.**
24. Can bidders use digital signature on forms? **Yes.**
25. May we use a secure, offshore partner for indexing? **No.**
26. Are there specific resolution requirements? **Minimum of 300 dpi. While we set the minimum, we'd expect the vendor to deliver the files in higher dpi format using their judgment for documents that need it to ensure legibility and that images are not degraded.**
27. Expected turnaround times? **6/30/25 for the pilot of ±500 LF legal file size batch.**
28. Can we receive a list of all documents that have PII ? **We do not have that exact information. Typically, a file will include 1 photocopy of a check with bank account information on it. Occasionally there may be 1 copy of a letter of credit, bond, or bank statement in a file. This is the only PII typically handled and is minimal.**
29. For duplicate documents, are there easily identifiable ways to prove they are duplicates ? **The City will remove duplicates before providing documents to the winning bidder. This service can be removed from the base scope of services.**
30. Can you define better what the acceptable digital formats are ? **PDF files, FTP site upload of a zip file is likely easiest.**



The City of **WORCESTER**

Administration & Finance – Purchasing Division
Christopher J. Gagliastro, MCPPO – Purchasing Director
455 Main Street, Room 201, Worcester, MA 01608
P | 508-799-1220
purchasing@worcesterma.gov

31. Are there any quality requirements/expectations? **Yes, these need to be 100% accurate in terms of digitization, rotation, etc.**
32. Who was doing this work before? Why is this being sent out or bid? What issues did you have with the previous provider? **Staff have been manually doing this but volume and other tasks interfere with substantive progress into the backlog of the volume of archival data.**
33. Can indexing of metadata be done offshore ? **See above.**
34. What happens if PII data is not discovered on a document, not redacted, and the document is imaged? **The City will do it's best to remove all PII before providing documents to winning bidder. This service can be removed from the base scope of services.**

Bidders are requested to acknowledge and/or include this addendum with bid.
All other terms, conditions and specifications remain unchanged.

Very truly yours,

Christopher J. Gagliastro
Purchasing Director