

**City of West Hollywood
Scanning Services Proposals
Vendor Questions**

No.	Questions	City Responses
1	Does WeHo have an electronic check register they can provide in excel or csv?	Yes: Section 2.2.1.a states that the City will provide an inventory transmittal, which is in fact a listing of checks. This listing can be printed or sent as a PDF, CSV or excel file.
2	Will the first year of scanning cover the backlog of checks and invoices from the previous 3 years to current?	The first year of scanning will cover the current checks and invoices only; there are no backlogs.
3	Has the WeHo Finance Dept ever outsourced scanning before and if so with what vendor?	Yes, the City's Department of Finance & Technology Services has outsourced scanning with Digital Records Management. The current contract is expiring; the City's municipal code requires that purchases be made on the open market.
4	Would WeHo be interested in also having tiff images and indexes in a Laserfiche format for eventual import into Laserfiche?	While the City's document management system is Laserfiche, no indexing or TIFF images are required by this RFP.
5	What is the evaluation criteria for award of this RFP?	The Proposal contents per Section 2.3 of the Request from Proposal will be considered in the evaluation of proposals. However, no single criteria, including price, will dictate the City's ultimate selection. The relative importance of these factors involves judgment on the part of the City's management personnel and will include both objective and subjective analysis.
6	Does every check (and following documents) need to be re-stapled?	Per Section 2.2.2, documents will be returned in the EXACT same condition as they were picked up. In other words, the box will have the checks in the same numerical order as they were given to the vendor and the check documentation will be in the same page order and restapled .
7	What kind of turn-around time is required to deliver back the scanned files?	Question 11 of Appendix C, is asking the vendor to provide their expected turnaround time, which we will be incorporated into the terms and conditions of the contract.

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8	If a check number is missing from the boxes, are we required to let you know which checks are missing?	Yes: Per section 2.2.1.a , if any check number is missing from the boxes, the City is requesting to be advised of what numbers are missing.
9	Are we going to be emailing checks that are requested while we are scanning at our location? If so, how soon is the requested check expected to be emailed?	Yes, Per section 2.2.4, when the City requests access to a check that is currently being scanned, we are requesting that a copy of the check and supporting documents be sent via email as soon as possible.
10	Is the vendor requested to keep backups of all checks scanned?	Yes. Per section 2.2.1c, vendors are requested to keep backups of all checks scanned in case it is needed or requested.
11	Are all documents required to be password protected and encrypted? If so what are the requirements for the password protection.	Yes. Per section 2.2.The City requires that all documents are password protected and encrypted.
12	Whether companies outside USA can apply for this (like, from India or Canada).	This RFP is open to all firms that meet the qualifications outlined in the RFP.
13	Whether we need to come over there for meetings?	The City will perform interviews of finalists. This interview can be done through phone, if requested.
14	Can we perform the tasks (related to RFP) outside USA? (like from India or Canada).	This RFP is open to all firms that meet the qualifications outlined in the RFP. In addition, Proposals will be evaluated on their ability to meet section 2.2.1 Handling and Transporting Requirements. The City's municipal code requires that the City make a good faith effort to solicit bids from local service providers.
15	Can we submit the proposals via email?	Yes, per section 2.4.1, the City requests that the proposals be submitted electronically by 5:00 p.m. on Thursday, June 23, 2016.