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ADDENDUM NO. 5

REQUEST FOR QUOTATIONS (RFQ) NO.: 1220-040-2019-003

TITLE: FILE REGISTRY – SCANNING & ARCHIVING SERVICES

ADDENDUM ISSUE DATE: APRIL 30, 2019

CLOSING DATE: PREFER TO RECEIVE QUOTATIONS ON OR BEFORE MAY 8, 2019 (**REVISED DATE**)

INFORMATION FOR CONTRACTORS

This Addendum is issued to provide additional information and clarifications to the RFQ for the above named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the contractor not being familiar with this addendum. This Addendum No. 5 contains one (1) page in total.

Delete in its entirety Schedule A and Schedule A-2 and substitute with the revised Schedule A and Schedule A-2 below.

END OF ADDENDUM

All Addenda will become part of the RFQ Documents.

SCHEDULE A – SPECIFICATIONS OF GOODS AND SCOPE OF SERVICES

1. PURPOSE

The City of Surrey (the “City”) requires an experienced and qualified Contractor for the provision of everything required including all skilled labour, tools, materials, equipment for File Registry – Scanning & Archiving and any other requirements.

2. SPECIFICATIONS OF GOODS AND SCOPE OF SERVICES

Services to be performed by the Contractor should include but are not limited to the following:

Services are to include pickup and return of record boxes and plans, scanning paper documents and plans (the “Input”) and uploading as digital records (the “Output”). Each document and plan type are to be assigned a record identifier (the “Profile Information”) to facilitate the City’s retrieval needs. Laserfiche is the software the City uses for digital records management and retrieval.

The objective in selecting a Contractor for these Services is to obtain a cost-effective digital copy of the records within the time and quality specified in this RFQ. The Contractor should have sufficient resources to be able to provide both scanning and digitization services in an efficient and accurate manner. The Contractor shall provide all labor, materials, tools and equipment required for the Services.

The Services will be required for these City departments/sections: Planning & Development Department, and Property and Payment Services Section.

The Planning and Development Department manages records pertaining to Building, Planning and Engineering projects in the City.

The Building Division is responsible for implementing Council-adopted bylaws and policies through residential and commercial building plan reviews, building, plumbing and electrical inspection services, and administration of the Tree Preservation By-law. The Department issues approximately 5,000 residential and commercial permits per year.

Planning and Engineering are responsible for implementing Council-adopted bylaws and policies in relation to the use and development of land in the City.

Property and Payment Services are responsible for collecting Home Owner Grant (HOGs) applications along with consent forms and supporting documentation regarding grant claims. Turnaround time is very important for these records as processing of the records is time sensitive.

Scanning output for the year of 2018 is as follows in the table below. Volumes are provided for information purposes only and are not a guarantee of work volume going forward.

Planning & Development	Number of Files Scanned	Number of Pages Scanned	Plans/Drawings Scanned
Commercial	6,360	157,956	20,606
Residential	5,809	21,927	-
Planning	758	104,919	40
Engineering	106	63,465	-

Property and Payment Services	Number of Files Scanned	Number of Pages Scanned
Home Owner Grant & Consent Forms	37,886	38,000

Scope of Services:

I. Handling and Receiving:

- Retrieve paper and Laserfiche documents and plans from the City each week or by schedule specified by City.
- Return paper records to City after completion of the scanning and uploading procedure with a turnaround time of one week.
- Return materials scanned back to sending department.
- These documents contain sensitive security and personal information such as building plans, intellectual property rights and other sensitive information.
- Contractor shall combine pickup and return of boxes and plans in one trip. The City and the contractor will mutually develop a procedure and pickup/return schedule. The City's plan includes weekly pickups.
- The City may require the Contractor to retrieve and provide access to requested documents that have already been picked up for scanning on a rush basis (within 1 business day).

Description of Materials:

The following material descriptions are examples of the Input. The City reserves the right to change the Input.

Planning and Development:

- Letter and Legal-size documents (Anticipated largest is 11" x 17")
- Plans/Drawings (letter, legal, 11" x 17" to 36" in depth with no limit to the width)
- Pictures (letter, legal, 11" x 17")

Property and Payment Services:

- Letter and small letter size documents (Anticipated smallest is 8.5" x 3.5" and largest is 8.5" x 11")

Source Documents:

- Estimated Quantity – per week: The following quantities are estimated. The City reserves the right to adjust them up or down as needed.
 - 1 box (Engineering Files)
 - 3 boxes (Building Files)
 - 2 boxes (Planning)
 - Plans/Drawings – (4 - 5 bags) number of plans per bag varies, it could contain anywhere from 5 – 15 plans
 - Each box is approximately 12" x 15" x 10"
- Estimated Quantities & Sizes for Property and Payment Services Section (HOG application, Consent Form, Supporting Documents): The City reserves the right to adjust them up or down accordingly.
 - 11 outer boxes (each box contains 2 smaller inner boxes) sent at various times throughout the year. Majority of boxes are sent weekly in July and August with remainder in December.
 - Each outer box is approximately 12.5" x 16" x 10".
 - Each inner box is approximately 12" x 10" x 4.5".

II. Transportation Services

- The Contractor will inventory and acknowledge the receipt of all items received.
- The Contractor will inventory and acknowledge the return of all items scanned.
- The Contractor must assume full responsibility for the secure transfer of City records to the Contractor's facility.
- All City records must be transported in closed, preferably climate controlled, vehicles. These records are irreplaceable and contain sensitive security and personal information, such as building plans, property rights and other sensitive information.
- Each department will arrange their own schedule of pick ups and drop offs with Contractor.

III. Preparation of Records

- Planning and Development prepare records for scanning in accordance with File Registry Archiving Procedures, see **Schedule A-3**.
- Property and Payment Services documents are prepared for scanning in accordance with their guidelines and identified with Folio numbers, see **Schedule A-4**. Most documents are double sided. Grants are put into boxes by batch order.

IV. Quality and Production Requirements

- All data must be preserved in a form identical to, or functionally equal to, the original record.
- Input documents can be black and white, or in colour. The scanned Output shall reflect the Input's original colour.
- Proponent to have processes in place to ensure the quality and completeness of scanned records.
- Quality of scanned documents includes but is not limited to the Output being readable, in the correct orientation, free of any additional markings not already on the original, and printable.
- Each scanned image shall have a unique file name specified by the City in accordance with the City's file naming convention.
- Documents shall rotate to provide maximum readability (e.g. letters shall be in proper orientation when document is displayed without rotation.)
- The City may require the Contractor to provide Optical Character Recognition (OCR) Services in the future. At that time, all Output will be required to be in a searchable OCR PDF/PDF-A format.
- Contractor shall use minimum of 300 dpi. A higher resolution may be required on some documents in order to meet the quality requirements.
- Contractor shall not scan blank documents.
- A document may consist of one or many pages. If the document has more than one page this document may be scanned as a single file multi-page document or each page may be scanned as an individual file. To be specified by the City.
- Contractor invoices shall denote the number of scanned pages being billed for the current invoice.

V. Scanning of Records

- The Contractor shall follow scanning standards as specified by the City, see **Schedule A-1**.
- Scan Input.
- Input documents can be black and white, or in colour, the Output shall reflect the original Input colour.
- For each Input, assign the associated record identifiers (Profile Information) as indicated in **Schedule A-3**.

- Input shall be saved with a unique file name specified by the City using the City's file naming convention.
- Verify quality of Output.
- Verify quality and completeness of each batch. Mark batch as scanned and completed on tracking sheet to be included in box.
- Ability to scan records and save scanned image in various file formats like PDF, PDF-A and TIF as specified by the City. The City's preference is TIF file type, but will move towards PDF/PDF-A format in the future.
- Documents are currently scanned and saved as a TIF file which is not text searchable but an accompanying TXT file is created for each scanned document containing metadata (where provided by the City). Metadata is used to describe the image so that they can be retrieved. See **Schedule A-1**.
- Property and Payment Services HOG metadata.
 - TXT filename format: "<Folio #>.txt". Example: "0513-01003-8.txt"
 - If value is missing, skip value but leave comma. Example: "2014,0513-01003-8,,1840,160 ST,3,Home Owner Grant,Approved,08062014"
 - The file contains the following data:
 - Year (format YYYY)
 - Folio #
 - PID
 - House Number
 - Street Number
 - Road Name
 - Unit
 - Document Type ("Home Owner Grant")
 - Grant Status
 - Date Scanned (format MMDDYYYY)
- Planning and Development Building metadata.
 - TXT filename format: "Import.txt".
 - If value is missing, skip value but leave comma. Example: "Commercial,Unit-Fiche,Fiche-Unit,15200,3091,152 St,000D & 000E & 000F & 000G,,,,,,07162015,Dormant"
 - The file contains the following data:
 - Category
 - Document Type
 - Plan Type
 - Road Code
 - House Number
 - Road Name
 - Building Number
 - Unit Number
 - Tenant
 - Permit Number
 - Project Number
 - Amanda Folder Number
 - Date Scanned (format MMDDYYYY)
 - Permit Status
- Planning and Engineering metadata.
 - TXT filename format: "Import.txt".
 - If value is missing, skip value but leave comma. Example: "030345,00,Application,,,,,,,,,,,,,11052008"
 - The file contains the following data:
 - Project Number
 - Phase

- Document Type
 - Location

 - Developer
 - Consultant
 - Technician
 - Engineering – Land Development
 - Latecomers
 - Engineering Drawings
 - DCC Frontenders
 - Development Works Agreements
 - Amanda Folders
 - Date Scanned (format MMDDYYYY)
- Scanned files will be batched and saved as zip file per City department file guidelines, see **Schedule A-4**.
 - After scanning paper documents, paper documents shall be returned to the same receiving container and batch.
 - With each returned shipment, the Contractor shall provide to each department a reconciliation summary report. Report to contain at a minimum:
 - Scan Date
 - Total number of files collected from City
 - Total number of files processed
 - Total number of images scanned with each returned shipment
 - Total number of images successfully scanned
 - Total number of images which failed
 - City will notify Contractor of errors identified from previously returned Output. Contractor will rescan original documents in next scanning cycle or within 1 week upon notification from City (turnaround of 1 week) at no cost to the City.

VI. Uploading Records

- Contractor will be required to transfer files to the City's secure file upload service using an SFTP (Secure File Transfer Protocol) client, transmitting over SSH (Secure Shell). e.g. WS-FTP
- The scanned image files must have the ability to be imported into Laserfiche.
- For Planning and Development, upload documents and plans using secure content management software, such as but not limited to OpenText Tempo Box and MFT (Managed File Transfer), which is the City's current tools. The City's current tool may change in the future.
- When files are loaded into the secure content management software or sent via SFTP, it must be configured into a specific file tree structure as specified by the City.
 - Property and Payment Services:
E.g. Computer Archives Retrieval System (CARS)/Tax Department/Home Owner Grant/2017

Level	Type	Folder Values
1	CARS	CARS
2	Tax Department	Tax Department
3	Home Owner Grant	Home Owner Grant
4	Grant year	<year>

- Planning and Development File Tree Structure, see **Schedule A-2**.
- Send the scanned output and profile information to the City as zip files.
- For Property and Payment Services, send the Output to the City as zip files using SFTP.
 - Create zip file for each box. Each zip file will contain images of HOGs from box. An example of this zip file could be “Box XXXXX YYYY Home Owner Grants”. XXXXX is the box number and YYYY is the HOG year. The package will indicate the year of the HOGs, and the box numbers of HOGs on that transfer.

VII. Reporting

The Contractor must compile and maintain records on its provision of Goods and Services, or both, to the City resulting from this Agreement.

This data should be submitted on or a quarterly basis to each individual department or section. The quarterly reporting periods are:

- 1st Quarter: July 1 to September 30
- 2nd Quarter: October 1 to December 31
- 3rd Quarter: January 1 to March 31
- 4th Quarter: April 1 to June 30

This data should be submitted to the department/section no later than fifteen (15) calendar days after the end of the reporting period.

For example, all data fields of the report should be completed as requested. Should some of the data not be available, the reason should be included in the report. If no Goods or Services are provided during a given reporting period, the Contractor should indicate “none”.

Sample Report:

Contractor's Name:					
Purchase Order No.					
Contract No.					
Reporting Period					
Total Value of Orders for the Reporting Period (\$)					
Total Value of Order to Date					
Department	Date	Description	Qty	\$/Unit	Total

This information should be e-mailed to: purchasing@surrey.ca.

VIII. Delivery/Service Standard

Urgent Service will require the document(s) to be picked up, processed and delivered to the department/section the same day upon notification by the City.

SCHEDULE A-2 –

CITY OF SURREY TEMPOBOX FILE TREE STRUCTURE FOR SCANNING AND UPLOADING

1. PURPOSE

The purpose of this document is to provide guideline/information about the file directory structure and how the scanned files are to be prepared by Contractor for uploading onto TempoBox. The file directory structure is setup to be compatible with importing the files into Laserfiche.

2. DIRECTORY STRUCTURE

The following describes the TempoBox folder structure with each level representing one level on the tree structure. The City reserves the right to change the structure in the future. Not all folder levels will appear, folders are only created based on what is received and scanned.

For Building, Planning and Engineering the directory structure is the same on the top levels.

Level	Type	Folder Values
0	Vendor Folder	<vendor folder> e.g. Vendor - File Registry – Batch Scans (EIM_TBFileReg)
1	Date Scanned	<yyyy-mm-dd> e.g. 2018-08-15
2	Department Category	<department> Department <month scanned mmm> <day scanned dd> e.g. Building Department Aug 15 e.g. Engineering Department Aug 15
3	Department Category	<department> Department <month scanned mmm> <day scanned dd> e.g. Building Department Aug 15 e.g. Engineering Department Aug 15

2.1 Building

e.g. \\Vendor - File Registry – Batch Scans (EIM_TBFileReg)\2018-08-15\Building Department Aug 15\Building Department Aug 15\Commercial\M 18-56\Surrey\CARS\Building & Planning\Building\Multi-Family\15001 – 20000\16200\2228 162 St\Documentation\Drawings

Level	Type	Folder Values
3	Zoning	Commercial Residential Updates
4	Batch #	<batch #> e.g. M 18-56
5	City	Surrey

6	CARS	CARS
7	Building & Planning Template	Building & Planning
8	Template	Building
9	Category	Residential Single-family Dwellings Duplexes Multi-Family Commercial Industrial Institutional Other
10	Road Code Group	00001 – 05000 05001 – 10000 10001 – 15000 15001 – 20000 20000 +
11	Road Code	<Road Code> e.g. 162000
12	Civic Address	<Street #> <Street address> <Unit #> e.g. 2228 162 St
13	Documentation	Documentation
14	Documentation Type	Application Forms Correspondences Drawings Fees Fiche Inspection Cards Letter of Assurance Permits Photos Reports & Legal Documents
12	Engineering	Engineering Correspondence Engineering Plans
13	Documentation	Documentation
14	Documentation Type	Engineering Correspondence Engineering Plans

13	Plans	Plans
14	Plan Type	Architectural Civil & Lot Grading Electrical Fiche Landscaping Legal Survey & Site Plan Mechanical Plumbing Structural
13	Building Number, Unit Number	<Building Number, Unit Number> e.g. 0015232, 0010
14	Documentation-Unit	Unit-Correspondences
14	Plans-Unit	Architectural-Unit Civil & Lot Grading-Unit Electrical-Unit Fiche-Unit Landscaping-Unit Legal Survey & Site Plan-Unit Mechanical-Unit Plumbing-Unit Structural-Unit
13	All Tenant Improvements	All Tenant Improvements
14	Building Number, Unit Number	<Building Number, Unit Number> e.g. 0015232, 0010
15	Correspondence	Correspondence
15	Plans	Plans
13	Engineering	Correspondence – Engineering Plans - Engineering

2.2 Planning and Engineering

e.g. \\Vendor - File Registry – Batch Scans (EIM_TBFileReg)\2019-03-06\Engineering Department Mar 06\Engineering Department Mar 06\Engineering\ENG 19-004\Surrey\CARS\Planning & Engineering\070371\00\Engineering – Land Development\Construction

Level	Type	Folder Values
3	Template	Planning Engineering

4	Batch #	<batch #> e.g. ENG 19-004
5	City	Surrey
6	CARS	CARS
7	Planning & Engineering Template	Planning & Engineering
8	Project #	<project #> e.g. 070371
9	Strata Phase (only exists for Planning)	<strata phase> e.g. 00
10	Document Types	Application Council Legal Documents Permits Photos Plans Planning Correspondence Subdivisions Fiche Strata
10	Engineering – Land Development	Engineering – Land Development
11	Land Development Document Types	Construction DCC Frontenders Development Works Agreements Engineering Correspondence Latecomers Pocket Items Project Detailing Project Scoping
10	Latecomers	Latecomers
11	Latecomers	Water Sanitary Storm Roads
10	DCC Frontenders	DCC Frontenders
11	DCC (Development Cost Charges)	Water Sanitary

	Frontenders	Storm Roads
10	Development Works Agreements	Development Works Agreements
11	Development Works Agreements	Water Sanitary Storm Roads
10	Engineering Drawings	Engineering Drawings
11	Engineering Drawings	Mark Ups Design Drawings

Example:

Building directory example of Multi-Family:

\\Vendor - File Registry – Batch Scans (EIM_TBFileReg)\2018-08-15\Building Department Aug 15\Building Department Aug 15\Commercial\M 18-56\Surrey\CARS\Building & Planning\Building\Multi-Family\15001 – 20000\16200\2228 162 St\Documentation\Drawings

Level	Type	Example Values
0	Vendor Folder	Vendor - File Registry – Batch Scans (EIM_TBFileReg)
1	Date Scanned	2018-08-15
2	Department Category	Building Department Aug 15
3	Zoning	Commercial
4	Batch #	M 18-56
5	City	Surrey
6	CARS	CARS
7	Building & Planning Template	Building & Planning
8	Template	Building
9	Category	Multi-Family
10	Road Code Group	15001 – 20000
11	Road Code	162000
12	Civic Address	2228 162 St
13	Documentation	Documentation
14	Documentation Type	Drawings

Planning and Engineering directory example:

\\Vendor - File Registry – Batch Scans (EIM_TBFileReg)\2019-03-06\Eng Dept Mar 06\Engineering\ENG 19-004\Surrey\CARS\Planning & Engineering\070371\00\Engineering – Land Development\Construction

Level	Type	Example Values
0	Vendor Folder	Vendor - File Registry – Batch Scans (EIM_TBFileReg)
1	Date Scanned	2019-03-06
2	Department Category	Eng Dept Mar 06
3	Template	Engineering
4	Batch #	ENG-19-004
5	City	Surrey
6	CARS	CARS
7	Planning & Engineering Template	Planning & Engineering
8	Project #	070371
9	Strata Phase (only exists for Planning)	00
11	Engineering – Land Development	Engineering – Land Development
12	Land Development Document Types	Construction

Eng Dept Mar 06	000BD5CB	TIF File
Engineering	000BD5CC	TIF File
ENG 19-004	000BD5CD	TIF File
Surrey	000BD5CE	TIF File
CARS	000BD5CF	TIF File
Planning & Engineering	000BD5D0	TIF File
070371	000BD5D1	TIF File
00	000BD5D2	TIF File
Application	000BD5D3	TIF File
Council	000BD5D4	TIF File
Engineering - Land Development	000BD5D5	TIF File
Construction	000BD5D6	TIF File
Engineering Correspondence	000BD5D7	TIF File
Pocket Items	000BD5D8	TIF File
Project Detailing	000BD5D9	TIF File
Project Scoping	000BD5DA	TIF File
Legal Documents	000BD5DB	TIF File
Permits	000BD5DC	TIF File
Photos	000BD5DD	TIF File
Plans	000BD5DE	TIF File
	000BD5DF	TIF File
	000BD5E0	TIF File
	000BD5E1	TIF File