

QUESTION 1	Please provide the estimated percentage of pages to the total number of pages that have content on both sides of the page (Duplex).
ANSWER	98% of the documents are single sided only
QUESTION 2	Can the back file records be removed at one time or in batches? During the possession of the records, will there be a need for the physical or electronic retrieval of the records for return? If so, what would be the estimated On-Demand requests per month?
ANSWER	At one time is preferred. There is no anticipation of electronic retrieval of the records while scanning is taking place. However, there might be an emergency (highly unlikely) that occurs where a record would be needed.
QUESTION 3	In reviewing the indexing requirements, there are the departments and the document type identification for each department. However, there is no mention to the primary identification of the patient's record. Can you please provide how each Patient's records will be identified, i.e. VA Patient Number (how many characters?) and if there is a need for the document type to capture the date for each document received/generated? Are there any other index fields required?
ANSWER	The identification for each document is listed on the individual documents themselves and is the accessioning number assigned to the laboratory test.
QUESTION 4	Have the back file records already boxed? If not, is the Awarded vendor to provide the archive boxes and packing into the boxes of the back file records?
ANSWER	98 % of the records are already boxed. Those that are not will be the MEDVAMC's responsibility to box.
QUESTION 5	Are we to assume that all digitized records are to be delivered as an Adobe PDF searchable file?
ANSWER	ALL digitized records must be searchable and viewable.
QUESTION 6	<ul style="list-style-type: none"> Where is the material located? i.e. a central location or will the contractor be required to go to each department to pick up the material?
ANSWER	To each department.
QUESTION 7	Does the Government have of manifest hardcopy or electronic that maintains that status of each record in the backfile re 800k – 1M records? Can the Government provide a breakout of the numbers of boxes required per department?
ANSWER	No, we do not. The number of boxes per department has not been broken down and is extremely difficult to determine due to current conditions.
QUESTION 8	<ul style="list-style-type: none"> Will the initial 800K-1M pages be shredded immediately after scanning and quality verification and acceptance by the government? Will the 30K- 35K images be shredding immediately after scanning and quality verification and acceptance by the government?
ANSWER	That would be preferred.
QUESTION 9	Is the 50,000 quantity the total number of pages to be digitized or the number of records/reports? If the number is for total records/reports, how many pages are there on average per record/report?
ANSWER	50,000 is the estimated number of pages to be digitized.
QUESTION 10	Does the digitization consist 100% of just 8.5 x 11 paper?
ANSWER	The overall majority of documents are 8.5 x 11.
QUESTION 11	What is the condition of the records/reports – do any require restoration or the use of a flat bed scanner?
ANSWER	None of the reports require restoration.
QUESTION 12	Will there be other material to digitize during the base year (if so how much) or will the base year consist of only the pickup and digitization of the previous records/reports on hand (approximately 800,000 – 1,000,000 pages) within 90 days of contract award? If there are no other scanning requirements in the base year, then no work will be done for 9 months. Correct?
ANSWER	The base year includes the previous records and the records generated by each department that require monthly pickup.

QUESTION 13	At what level are the records to be scanned? (i.e. one resulting PDF file equates to a patient file or report. Or one pdf file equates to one document within a record or report.) If the indexing is at the document level, please provide the estimated number of documents per record or report.
ANSWER	Indexing is at the document level. Majority of the records are 1 page but may vary depending upon their nature.
QUESTION 14	If records are to be scanned at the folder, report, or patient level, are the PDF files to be named for the title of the scanned record?
ANSWER	Named according to their unique identifier.
QUESTION 15	Do records need to be reconstituted (refiled, re-stapled, re-bound, etc.) after scanning?
ANSWER	No; after the image quality is verified they are to be shredded.