



## **PURCHASING**

**July 17, 2026**

**MEMO TO:** Prospective Bidders

**FROM:** Kimberly Toon, Purchasing Manager

**SUBJECT:** **Addendum #2:** Personnel File Digitization Services

**DUE DATE AND TIME:** **JULY 23, 2026 at 2:00 p.m.**

1. The Bid Documents are hereby modified by this Addendum #2 dated July 17, 2026. To include the following:

**a. Q&A**

2. The foregoing changes shall be incorporated in the Bid Documents, and a copy of the Addendum 2, signed by the Bidder, must accompany the Bid to indicate the Bidder's familiarity with the changes.

**a. Q&A Responses**

**1) Historical Volume Vs. Estimate:** The RFP estimates the project at 300 bankers' boxes, but a 2025 "Request for Disposal" form included in the RFP indicates approximately 531 boxes (509 personnel and 22 medical). Can the City clarify the definitive volume for this specific contract?

**Answer:** The estimated contract volume is approximately 300 banker's boxes. The remaining personnel records referenced in prior documentation are outside the scope of this solicitation.

**2) Mixed Document Handling:** The scope mentions "mixed document sizes and fragile/aged records". What percentage of the 300 boxes contains non-standard, oversized, or highly fragile documents requiring manual flatbed scanning?

**Answer:** The City has not performed a statistical analysis of the records and cannot provide an estimated percentage of fragile or non-standard documents. Bidders should assume the records contain a typical mix of personnel documents accumulated over the applicable

retention period, including older documents that may require additional handling during the scanning process.

**3) Separation Requirements:** The City is responsible for separating medical and personnel files. Will these be provided in separate boxes, or will they be interfiled within the same folders, requiring vendor sortation?

**Answer:** The files are in separate boxes for all active employees. Termed employees have the medical records in the personnel folder – there is no expectation that the company has to scan those separately.

**4) Database For "Tag & Match":** The RFP mentions optional indexing via "Tag & Match" if a database is provided. Will the City provide a data export (e.g., CSV or Excel) from their HRIS to facilitate accurate indexing of Employee Name, ID, and partial SSN?

**Answer:** Yes

**5) Laserfiche Integration:** Delivery requires uploading files directly into the City's Laserfiche system. Does the City require the vendor to use a specific Laserfiche import tool (like Laserfiche Import Agent), or will the City provide the specific templates and metadata field mappings for a manual upload?

**Answer:** The Contractor shall upload completed files to the City's designated secure SFTP location. The City will perform all Laserfiche import activities following receipt of the files.

**6) OCR Accuracy Standard:** The RFP mandates "100% OCR-readable documents". Given the presence of "fragile/aged records" and "handwritten notes," will the City clarify if this standard applies only to machine-printed text, as 100% accuracy on aged or handwritten material is technically challenging?

**Answer:** The City's expectation for 100% OCR readability applies to machine-generated documents were reasonably achievable. The City recognizes that handwritten notes, aged records, and degraded originals may limit OCR performance.

**7) Pickup Frequency:** The 3-month completion timeline is tight for 300 boxes. Does the City prefer a single bulk pickup of all 300 boxes, or a staggered schedule (e.g., 100 boxes per month) to manage the workflow?

**Answer:** Single bulk pickup.

**8) Preservation Copies:** For permanent records, the vendor must provide "two (2) copies... suitable for long-term preservation". Does the City require these preservation copies on a specific physical medium (e.g., M-Disc, gold-standard CD/DVD) to meet North Carolina Archives guidance?

**Answer:** The City has obtained authorization from the State of North Carolina to destroy the hard-copy records after successful verification of the scanned images. No special long-term physical media is required.

**9) Subcontracting & SDBE Goals:** The RFP sets a 10% SDBE participation goal. As a current service provider, if Canon intends to use its own local workforce, will the City confirm if "Good Faith Efforts" documentation is sufficient if the 10% goal cannot be met through third-party subcontractors?

**Answer:** Yes

**10) SDBE & SLBE's** – What specifics does the City use to define what is a SDBE and/or SLBE?

**Answer:** SDBE and SLBE participation shall be evaluated in accordance with the City's established procurement policies and applicable program requirements.

**11) Destruction Authorization:** The RFP states no records shall be destroyed without written DNCR authorization. Since the City is responsible for obtaining this approval, should the approval from the DNCR be delayed beyond the 60-90 post acceptance, at no fault of the vendor/supplier, will the City pay for storage fees past the 90-day period?

**Answer:** No, the City has already obtained authorization. The City requests that no files be destroyed until review.

**12)** Are all index fields on the folder tabs or within the folders on the pages?

**Answer:** Yes, however we also have an excel spreadsheet with the information as well.

**13)** What is the approximate percentage of fragile / aged records?

**Answer:** While the City has not quantified the percentage of fragile documents, bidders should anticipate occasional older documents, taped receipts, stapled documents, and thinner paper commonly found within long-term personnel files.

**14)** Are records deemed to require permanent retention, boxed separately and labeled?

**Answer:** Yes, the boxes are packed in banker's boxes and labeled.

**15)** What is the channel for sending digitized files for long term preservation (Laserfiche, hard drive, etc.)?

**Answer:** Laserfiche

**16)** Are there any specific file parameters that are required for long term preservation files?

**Answer:** No additional file specifications beyond those identified in the RFP are required.

**17)** Will the hardcopies of the documents flagged for long term preservation be returned to City of Fayetteville or long-term storage vendor?

**Answer:** Once we confirm the scans are good, the files can be destroyed.

**18)** On page 19 of the RFP, the pricing model references a “Cost per Banker’s Box.” We understand that the number of documents within each box can vary significantly. For example, a box containing 1,000 documents versus one containing 5,000 documents would be billed at the same rate under a flat per-box pricing structure.

Could the City please clarify whether it has considered this potential variance in document volume per box, and confirm that it is comfortable with a uniform per-box cost regardless of the actual document count? Additionally, has the City evaluated alternative pricing models (e.g., cost per image or per document) to ensure cost alignment with actual workload?

**Answer:** We are firm on the per-box costing.

**19)** In Section 1.1, “Intent of Request for Proposal,” the City outlines an expected project completion timeline of three (3) months. Given the potential variability in document volume, condition, and preparation requirements, could the City please confirm whether there is flexibility in this timeline?

**Answer:** The City's desired completion time is approximately three (3) months. Reasonable schedule adjustments may be negotiated with the successful proposer provided project progress remains acceptable to the City.

**20)** Additionally, if the project extends beyond the anticipated three-month period, would the provisions outlined in Section 4.1 (Contract Terms) allow for an adjusted timeline without placing the awarded vendor in violation of the RFP or subsequent agreement? Clarification on how timeline extensions would be addressed contractually would be greatly appreciated.

**Answer:** The City’s objective is to complete the project within approximately three (3) months. However, if additional time is required due to circumstances beyond the Contractor’s reasonable control, the City may consider a mutually agreed-upon schedule extension. Any extension shall be documented through a written contract modification or amendment in accordance with the Contract Terms and applicable City procurement requirements.

**21)** The solicitation references approximately 300 banker boxes for processing. Can the City provide an estimated average page count per box or estimated total page volume associated with the overall project?

**Answer:** No

**22)** Can the City provide additional detail regarding the overall physical condition of the records being processed? Specifically, should vendors anticipate documents requiring extensive preparation due to damaged pages, fragile records, folded documents, excessive staples, mixed paper stock, or other conditions requiring additional handling prior to scanning?

**Answer:** Personnel files must be maintained for 30 years after an employee terms so there are some older thinner documents in some of the files. There are staples on some of the documents and some documents (i.e. receipts) taped to a sheet of copy paper.

**23)** Can the City provide clarification regarding the types and sizes of documents expected within the project scope? Should vendors anticipate standard letter/legal size documents only, or will records include oversized, irregular, or other non-standard document sizes requiring specialized handling?

**Answer:** Most records are standard letter-size documents. A limited number of legal-size pages, half-sheet documents, and quarter-sheet documents may be present. Oversized documents and specialty media are not anticipated.

**24)** Can the City clarify whether all records will be located at a single pickup location or multiple City facilities? Additionally, will records be released in one transfer, or should vendors anticipate phased pickups throughout the project period?

**Answer:** All boxes are in the same location. Expectation for all boxes to be picked up at the same time.

**25)** The solicitation states that vendors must provide requested records within 48 hours during active project processing. Can the City provide additional clarification regarding the anticipated frequency of these retrieval requests during the project?

**Answer:** Retrieval requests are expected to occur infrequently. When requested, the Contractor shall prioritize processing of the requested file so that an electronic copy can be delivered within forty-eight (48) hours.

**26)** The RFP indicates requested records must be provided within 48 hours during the project. Can the City clarify the anticipated frequency of these requests and whether electronic access to completed records during production would satisfy this requirement?

**Answer:** The frequency of file requests varies, and we will need those requests scanned and uploaded within 48 hours.

**27)** Can the City provide a sample personnel file and associated indexing requirements for review?

**Answer:** Yes

**28)** Is the City anticipating a single pickup of all records or phased pickups throughout the project?

**Answer:** Yes.

**29)** Will all records be available for pickup at a single location, or will multiple City facilities be involved?

Are there any obstacles to loading the boxes, like stairs? Or can we easily load them on hand trucks and roll them out to the truck?

**Answer:** The boxes are all in one location and yes, the boxes will have to be taken out through the side door and there are 3 stairs.

**30)** Can the City provide additional details regarding Laserfiche requirements, including the Laserfiche version currently in use, preferred import method, available import templates, and any required metadata fields beyond those listed in the RFP?

**Answer:** The Contractor shall upload completed files to the City's designated secure SFTP location. The City will perform all Laserfiche import activities following receipt of the files.

**31)** Will the City provide an employee roster or database containing Employee IDs and employee names that can be used for indexing and Tag & Match processing?

**Answer:** Yes.

**32)** Are personnel files organized in individual folders by employee?

**Answer:** Yes.

**33)** Are there any oversized documents (larger than 11" x 17"), bound materials, photographs, x-rays, or other non-standard media included in the project? If so, approximately what quantities?

**Answer:** There may be an occasional file that has legal sized paper(s) but that will be rare. There are staples in some documents. There would not be any x-rays or other non-standard media. If images are in the file, they are taped on a letter sized paper.

**34)** Can the City provide an estimated average page count per personnel file?

**Answer:** No

**35)** Please provide the estimated average page count or image count per banker box and, if available, the approximate percentage of personnel versus medical records. Additionally, please confirm whether pricing may include assumptions regarding image counts per box.

**Answer:** The City would prefer the cost per box, approximate # of pages is not known.

**36)** Will the City provide the Laserfiche repository structure, templates, metadata fields, and import profiles, or is the Contractor expected to configure these?

**Answer:** The Contractor shall upload completed files to the City's designated secure SFTP location. The City will perform all Laserfiche import activities following receipt of the files.

**37)** Please provide the estimated quantity of oversized documents or documents requiring special handling if any

**Answer:** There may be an occasional legal sized paper however that would be very rare. There are some documents that are half or quarter sized papers (these are in the older files).

**Bidder Acknowledgement:**

Bidder Name (Print):\_\_\_\_\_

Bidder Signature:\_\_\_\_\_

Date of Signature:\_\_\_\_\_