

# Specification

TENDER DETAILS	
Contract Number	3003/2009/0001
Title	Back Scanning of Client Files

## SPECIFICATION DETAILS

### 1. OBJECTIVES

Housing NSW (HNSW) is relocating and merging two offices into one with the view that the new office will be paperless. HNSW's objective is to digitise all hardcopy client files prior to the relocation.

### 2. DELIVERABLES

The deliverables for this contract are:

- Paper files are to be collected, scanned and returned/delivered within agreed timeframes.
- Electronic files are to be scanned in PDF format and returned via digital media.

### 3. BACKGROUND

The paper files to be scanned are Tenant Files. These are files that are stored in manila folders. Files can contain from 50 to 300 pages with the average being 150 pages. The files are identified by a unique number. Typical file contents are:

- Mixture of page sizes from receipts (less than A5) to A4.
- Booklet style forms
- Light weight pages eg. tracing paper or early gestetner style paper.
- Pages torn from a notepad with handwritten notes.
- Post-It notes.
- Torn pages that will need repair or copying prior to scanning.
- Pages are either anchored in top left corner to the folder or use a 2 hole fastener on the left side of the file.
- Some pages are double sided.
- Pages may be folded or creased and contain staples, pins or clips.
- Front, back and insides of the manila folder must also be scanned.

### 4. SCOPE OF ACTIVITIES

- Files are currently located in the Sydney metropolitan area at Broadway and Burwood.

- The Service Provider will arrange transportation to collect and return files to either the collection point or another location as specified by HNSW.
- HNSW will prepare files for transport and make them available for collection at each site in numbered boxes.
- Individual files will be returned to HNSW in the same numbered box that they were transported in.
- The files to be scanned are active files and the number to be removed at any one time will depend on the time required to scan them. The electronic media is to be provided when each batch of files is returned. USB Flash Drives are preferred.
- Should specific files be urgently required by HNSW, the Service Provider will e-mail the scanned files within 24 hours of the request being sent by HNSW.

## 5. PERFORMANCE MEASURES AND MONITORING

The Service Provider is to establish comprehensive quality checks on scanning of all documents to ensure accuracy and consistency.

## 6. PRICING APPROACH

The pricing approach for this contract will be schedule of rates (including GST) based on price per page scanned. The exact quantity of files and volume of paper is unknown, however there will be a maximum of 6,000 hardcopy files. The price per page should be inclusive of all work required, including transportation, preparation and file reconstruction. A page is defined as a piece of paper that may or may not be printed on both sides.

## 7. CONTRACT DURATION

The duration of this contract will be:

- Based on the Service Provider's capacity to process a set quantity of files per week, an agreed maximum duration will be determined with the vendor; and
- Completed when all required paper files have been scanned and returned along with the electronic files.

## 8. TECHNICAL REQUIREMENTS

- All documents are to be scanned at a resolution of 200 dpi in greyscale.
- Files are to be returned in PDF format using Group IV compression.
- PDF files can contain any number of pages, however individual PDF file sizes need to be limited to approx 10-12MB each. If file size is over this limit, then the PDF must be split into two (or more) PDF files. No PDF document is to contain pages from different files or file parts.
- PDF files are to be named with the same 'T' number that is on the corresponding paper file. Paper files with the same 'T' number can have multiple parts. If a part is over size limit, those individual PDF files must be uniquely identified.
- File names will follow the format of **Surname, Firstname - Tnnnnnnnn – Part XX – Section A.pdf** where:
  - Surname, Firstname = client name on the outside of the manila folder.

- Tnnnnnnnn = eight to ten digit unique number on the outside of the manila folder.
- XX = the 'part' number of that T file (eg 01 or 02).
- A = first 10MB 'section' of the file in the series.
- Title case is to be used with full grammar as used above including all commas, hyphens and spaces.
- Examples:
  - Doe, Jane - T42235701 – Part 03 – Section B.pdf
  - Smith, John - T30002490 – Part 02 – Section A.pdf