

ATTACHMENT A
SOLICITATION NO. 3400001718

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

PURPOSE

The Contract is awarded on behalf of the Oklahoma State Department of Health (OSDH). The objectives of this project are to assure that all Oklahoma Vital Records are scanned and indexed accurately, and that the indexes for the issuable records are complete and contain all required elements to support the issuance of abstracts and improve the efficiency of the searches while preserving the integrity and security of these irreplaceable, original historical documents.

BACKGROUND

The indexes for Oklahoma records were created over many years and varied over time in quality and content. Additionally, a scanning project of the oldest records was completed in 2007 but contained an unacceptable number of errors in that the indexes contained typographical errors, indexes were connected to incorrect records, and records were not scanned in a manner that would allow them to be issued. These issues are not unique to the earlier records but are more prevalent among those records.

For issuable records, quality assurance requires a comparison of the electronic record to the paper record, a review of the previously scanned records to confirm satisfactory certificate image, an expansion of the existing indexes (or build new indexes), and an itemized boxed batch of completed documents which can be moved to off-site storage. Additionally, approximately 500,000 sealed/confidential support documents consisting of approximately 4,000,000 documents must be scanned and indexed. Indexing may be performed remotely once a record is available electronically in accordance with all IT security requirements.

1. Contract Term and Renewal Options

The initial Contract term, which begins on the effective date of the Contract, is one year and one (1) one-year option to renew the Contract.

2. Certain Contract requirements and terms are set forth below as Exhibit 1.

Exhibit 1

Duties of the Contractor

1. Index scanned issuable records based on expansion criteria-Estimated 8,000,000 records

Contractor will provide on-site review of approximately 8 million previously scanned and indexed records. Contractor shall view each image and correct/expand the index associated with each record based upon expanded criteria. In performing this service, Contractor shall conduct the following project tasks:

- a) Assure all records have a clean electronic image on file for issuance
- b) Search for and scan any missing image
- c) Compare all images to corresponding indexes to assure they are consistent
- d) Complete data entry as needed to correct and expand the existing indexes or create a new complete set of indexes for each record
- e) Develop and implement quality control monitors for all stages of project

2. Scan and index sealed records -Estimated 4,000,000 documents

Contractor will provide on-site scanning and indexing of the approximate 500,000 sealed/confidential support records consisting of approximately 4,000,000 documents. Contractor shall perform the following project tasks:

- a) Scan all sealed files. [Must be done on-site]. Original documents may not be removed from OSDH.
- b) Remove records from storage envelope to scan content
- c) Remove staples, paper clips, etc.
- d) Orderly assemble pages (original certificate should be on top)
- e) Reproduce documents that cannot be scanned through the equipment rollers or set aside to scan manually. Documents shall be preserved in a manner consistent with the original state without further damage.
- f) Reassemble each sealed record in an orderly manner as directed by OSDH in the same order they were provided.
- g) Index all scanned sealed records (can be done off-site). Data entry is required to create a limited index sufficient to retrieve electronic images of these sealed documents. These sealed records do not currently have an electronic index consistent with Sealed Birth file index

3. Organization Workflow Continuance

Project will be on-going in conjunction with normal business activity and should not interfere with daily business. Vital Records indexes must always be available to VR staff

for searching during the conversion project. Vital Records certificates must always be available for issuance to Vital Records staff during the conversion project.

- a) Prepare diagram of project workflow
- b) Provide logistics of project staff, equipment and other resources needed

4. Indexing Requirements

Using digital images available in the current Vital Records data base of approximately 8,000,000 records, Contractor will expand or create a new set of indexes to add additional data entry fields to include:

A) Birth

Document type = birth certificate

Certificate year (4 digits)

Certificate number (8 digits)

Subject last name

Subject first name

Subject middle name

Birth month

Birth day

Birth year

County of birth

Sex

Mother's first name

Mother's middle name

Mothers last name

Mother's maiden name

Father's first name

Father's middle name

Father's last name

Father's maiden name

File date

Death

Document type = death certificate

Certificate year (4 digits)

Certificate number (8 digits)

Subject last name

Subject first name

Subject middle name

Death month

Death day

Death year

County of death

Sex
 Mother's first name
 Mother's middle name
 Mothers last name
 Mother's maiden name
 Father's first name
 Father's middle name
 Father's last name
 Father's maiden name
 File date

Sealed birth file index

Certificate year (4 digits)
 Certificate number (8 digits)
 Delay (y/n flag)
 Birth Month (2 digits)
 Birth Day (2 digits)
 Birth Year (4 digits)
 Last Name_Current
 Process Date (mm/dd/yyyy)

B) EMC® ApplicationXtender Version 8.0 is the image archival system currently being used by OSDH. Record types include:

AppX Containers
BIRTH_PERMANENT_FILE_SEALED limited index and complete set of supporting docs for parentage change/original record
CURRENT_BIRTH_INDEX full index and current issuable image
CURRENT_DEATH_INDEX full index and current issuable image

5. Quality Control Measures

- a) Contractor will be responsible for inventorying the documents within each box of completed scanned/indexed documents.
- b) For issuable records, quality assurance measurers must include a comparison of the electronic record to the paper record, a review of the previously scanned records to confirm satisfactory certificate placement.
- c) Ensure data quality and accuracy for both digitizing and indexing services meeting a 99.9% accuracy rate (Index: count of total records with any error; Scan: unacceptable image) for each of the following:

- Birth scans
 - Birth indexes
 - Death scans
 - Death indexes
 - Sealed scans
 - Sealed indexes
- d) Ensure the accuracy of the indexed records produced from images to identify errors, including:
- e) Method to assure all documents are captured and evaluating quality/completeness
- f) Contractor shall provide statistical reports of the quality control processes for the duration of the project verifying quality assurance. OSDH shall provide input and agree upon the statistical data captured.
- g) Provide a remediation plan to correcting errors for consideration. Records not meeting quality standards are not available for exchange.

6. Other Duties of the Contractor

- a) Contractor will assign Project Manager to coordinate all aspects of the deliverables and act as point of contact for all project communications/reporting.
- b) Contractor will provide all staff, equipment and other resources necessary, including scanners, to complete project.
- c) Contractor will maintain compliance with all applicable state and federal laws and regulations.
- d) Contractor will maintain compliance with all applicable OSDH Administrative Policies and Procedures, to include but not limited to:
- Confidentiality Agreements
 - Non-disclosure Agreements
 - Visitors/Contractors ID badge
 - Parking / Building access
 - Security procedures
 - Agency dress policy
 - Agency behavior policy

7. Status Reports

The Contractor shall schedule weekly conference calls or meetings with OSDH and deliver weekly written status reports to the OSDH Contract Monitor on the day specified by the Contract Monitor. Each monthly status report shall contain, at a minimum, the following information:

- Overview—a brief summary of the major issues of the report.
- Updated Project Schedule with related Tasks

- Problems, including changes in work plans or schedules. Include basis of the problem and recommended solution, including procedural changes and impact of the problem.
- Other items and topics as necessary

8. Duties of the OSDH

Duties of the OSDH are as follows:

Index Cleanup

- OSDH will provide images and associated indices for each record type as a separate file via the EMC® ApplicationXtender Version 8.0 export function. Images are stored as TIFF-CCITT Group 3 and the current index,
- For each record type a separate import file of the expanded and updated/validated indices (including: docid, pk value, and updated/corrected index values) shall be provided in a OSDH specified format that can be imported directly into our EMC® ApplicationXtender Version 8.0 environment (xml format).
- Scanning of documents (sealed)
- OSDH will provide: access to the (unprepared) original records for scanning
- Deliverable: an import file of the scanned documents and associated indices shall be provided in a OSDH specified format that can be imported directly in to our EMC® APPLICATIONXTENDER VERSION 8.0 environment (xml format)
- Images should be scanned at a minimum resolution of 600 dpi in a single page TIFF-CCITT Group 3 Format.
- Index will contain (same information as we currently collect in the permeant sealed birth container INCLUDING BOX ID.
- OSDH will provide the format and starting value of Box ID.
- OSDH shall provide inventory template for Contractor requirement C.6.1
- OSDH will provide workspace/table for equipment, power and internet access for the purpose of on-site scanning.

Project Kick-Off

Upon award of the contract, the OSDH Contract Monitor shall schedule a Project Kickoff Planning meeting to be held at OSDH in Oklahoma City, Oklahoma. Contractor and OSDH shall prepare project start-up strategy, including establishing project communication; managerial control and reporting system; and review project tasks. This meeting shall take place within 30 days of award of contract. Regular meetings with the Contractor may be required by OSDH to facilitate project activities.