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February 18, 2010

Jason Roy, and  
Jane Wong  
MN Digital Library Coalition

Dear Jason and Jane:

This email is to respond to your Request for Qualifications (RFQ) for Digitization Vendors updated on November 30, 2009.

We are happy to submit our interest and response to serve the MN Digital Library Coalition. Since 2003, **AccessAbility, Inc.** has been providing a variety of document conversion services to the State of Minnesota and its CPV program members. Our current **State Master Contract** number for document conversion is **439822**. Our customers include the MN Department of Transportation, MN Third Judicial Court District, the Internal Revenue Service, MN Public Employees Retirement Association and the MN Department of Education.

In order to provide a broad scope of comprehensive services, as part of our master contract, the MN Department of Administration has approved our use of one sub-contractor under the contract. The sub-contractor is J.R. Nelson Company—also located in Minneapolis, MN. We would respectfully request the same approval to utilize this sub-contracting relationship to serve the MN Digital Library Coalition's needs.

Our government customers appreciate our security, quality control, and the fact that we are also a **non-profit, rehabilitation agency providing work for people with disabilities**. People with disabilities handle all paper document conversion (document preparation, scanning, indexing/data entry, shredding, and media disintegration). Many contracts also involve microfiche, microfilm, maps, books or large format conversion. We work with our sub-contractor J.R. Nelson to provide additional equipment and expertise as needed to meet the needs of our customers. People with disabilities can still perform the associated file naming, format conversion, CD-creation, etc.

We are responding to all areas of the RFP. It is our hope that we can work with the MN Digital Library Coalition to carefully handle and image its critical documents while creating important work and experience for people with disabilities.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lisa Lundmark', written in a cursive style.

Lisa Lundmark  
Sales and Marketing Manager  
AccessAbility, Inc.  
AAI SecureDocs Division

RESPONSE TO REQUEST FOR QUALIFICATIONS  
MN DIGITAL LIBRARY  
DIGITIZATION VENDORS RFQ  
February 18, 2010

AccessAbility, Inc. (AAI)'s SecureDocs Division will provide the following digitization services to MN Digital Library Coalition contributors while adhering to all corresponding standards included in Appendix A:

- Photos and Oversized Photos
- Maps and Plat Books
- Manuscript documents including: Letters, diaries, annuals or chronicles, genealogical, historical, literary, and religious documents
- Graphics: engravings, lithographs, line art, graphs, diagrams, illustrations, technical drawings and other visual representations
- Artwork
- Audio
- Newspapers

File naming conventions outlined in Appendix B and guidelines for technical metadata in Appendix C will be followed and adhered to. Reference will be made to the Western States Digital Imaging Best Practices Version 1.0, January 2003 through the BCR in Aurora, Colorado. We will also use <http://mndigital.org/digitizing/standards/> as a reference if needed.

#### **SECURITY AND HANDLING**

All scanning will be performed manually. Documents will be hand-fed to preserve their original quality and condition. Special care will be taken in the handling of all documents to ensure the documents are returned in the same condition they are received. AAI SecureDocs has experience with the digitization of historical documents for a variety of customers and materials. Examples include the digitization of extremely large highway maps, newspapers, and linen drawings for the MN Department of Transportation; adoption records for the MN Department of Human Services dating back to the early 1900's; criminal, civil, probate and family court files for the MN Third Judicial District (this project also included purging these records according to the MN Historical Society's requirements); preparation of 2.3 million motor vehicle titles for MN Driver and Vehicle Services dating back to the early 1900's; and a variety of other digitization as required for other government and commercial customers.

Routine security processes and procedures include:

AAI's SecureDocs Division is located in a non-public, secured facility at 2708 Summer Street NE in Minneapolis, MN. Access to this site is controlled by card key entry with all entrances and dock doors locked at all times. The facility is equipped with closed circuit internal video security. Fire and burglary alarms are activated whenever the facility is left

unattended. The security system is monitored by Checkpoint Security. Only staff authorized to work at this site are allowed card key entry privileges. All visitors must ring the bell to be allowed access to the building. Visitors must show a government issued, picture I.D., register at the time they arrive, record the purpose of their visit, their employer, time of arrival and departure, and are assigned a visitor's badge. All visitors are escorted by AAI staff at all times. Employees are to be on guard for unauthorized visitors. If an employee notices an unauthorized, unescorted visitor, they must notify an AAI SecureDocs management representative to immediately escort the individual out of the building. All SecureDocs employees are required to sign confidentiality agreements, as described in Section 19.2.

**Other Security Measures:**

1. Operational security functions including alarms, lighting, CCTV, and visitor log reviews are tested and reviewed on a monthly basis utilizing the "Operational Security Maintenance Check" form. These records are kept for one year.
2. Outside lights are set to be on from dusk to dawn, and inside security lights are left on whenever the facility is unattended.
3. Weapons are forbidden on the premises of AAI SecureDocs.
4. All areas of AAI SecureDocs are equipped with a fire suppression system.
5. Redundancy and contingency plans are in place.

**Delivery Truck Security** (although not required by this RFP, information is included below in case the need for transportation arises for one of the MN Digital Library Coalition's contributors):

1. All drivers wear uniforms and photo ID badges identifying them as AAI SecureDocs employees.
2. Driver maintains a driver's log where the date, customer, job ticket #, arrival time, departure time, and mileage are recorded throughout the route each day.
3. Driver is responsible to inspect the vehicle on a daily basis and also to ensure adequate fuel.
4. The rear, overhead door is to be locked while in transit. When leaving the truck to pick up/deliver customer material, all doors of vehicle are locked. Keys are not to be left in the vehicle.
5. AAI SecureDocs drivers carry a cell phone to ensure continuous contact. Trucks include GPS Tracking System devices.
6. In the event of an accident, materials in truck are secured prior to contacting AAI SecureDocs dispatcher who will then contact the police.

**Special handling to ensure there is no damage to materials in AAI SecureDocs' care:**

- Every document is considered "special" and is handled with great care. A general attitude of protective and dedicated loyalty to customer documents permeates the AAI SecureDocs operations.
- Training is provided for all employees to ensure their complete understanding of work instructions and procedures for ensuring the safety of documents.
- Materials are not exposed to humidity or other moisture.

- Large materials that are fragile are placed inside of a clear, film envelope for handling and scanning.
- Fragile documents are gently laid on flatbed scanning equipment.
- Original document condition will be maintained throughout the process of document conversion to ensure the safe return of those documents to each customer.

## **QUALITY CONTROL**

Basic quality control procedures for the digitization process are as follows:

- Documents are inventoried upon receipt.
- Documents are moved to the Document Preparation area and preparation work is performed.
- Documents are released from the Document Preparation area into the Scanning area.
- Documents are scanned, and all images are reviewed. The second operator reviewing the documents checks to ensure that every document/page was scanned and that contrast and threshold are properly adjusted for image quality.
- Documents that do not meet one or more of the above criteria are re-scanned.
- Documents are re-scanned and each image is checked a second time to ensure that every image has been captured and that image quality is comparable to the original document.
- Once all images are finalized, the images move to the Indexing area for file-naming or indexing of metadata.
- Two operators enter the filenames or metadata to ensure accuracy of those entries through a matching process.
- Deliverables are created in the customer's specified format and labeled per the customer's instructions.
- All deliverables are quality-checked before shipment to ensure that all file formats and file naming conventions have been followed according to the customer's instructions.
- Deliverables are compared to the original, approved, quote document for invoicing. Each line item approved by the customer is matched to specific deliverables as tracked in each functional area. Billing information is forwarded to the Accounting Department. The Accounting Department double-checks the detail against the original quote again.

### **Additional Index Quality Assurance Processes to ensure the data entry performed for file naming or indexing match the original materials:**

1. A query of the database will be run to ensure no duplicate records or null fields exist, the query will also detect typing errors in the certificate or fields that are incomplete.
2. A verification check of each record will be performed. An electronic image of the record will be displayed along with the associated index information. The verification clerk visually compares the information and makes corrections if required.

3. Once verified that all of the records are correct, a program will run one final check to ensure there is an image file for each record in the database. Even though this was indirectly checked in the above processes, this is run to ensure errors were not made during the correction phase that would delete a valid image file.

See the visual diagram at the conclusion of this response that outlines our basic quality assurance processes.

**COMMITMENT TO ADHERING TO STANDARDS:**

For all areas, AAI will commit to supplying information about any restrictions on the size of the original materials due to AAI's scanning equipment limitations. We have provided a list of equipment we anticipate using for this work (see list included with Appendix D forms attached). AAI will provide a TIFFEN Separation Guide for all flatbed and oversized color and grayscale files delivered to its customers.

File formats, bit depth, spatial resolution, and spatial dimensions for all document types/areas will be adhered to as shown in Appendix A of the RFP.

**BOOKS, MAGAZINES, JOURNALS, ETC. NOTES:**

AAI can provide digitization of both bound and unbound materials.

**AUDIO NOTES:**

AAI can also provide digitization of DAT format, and can merge multiple, single recordings into one, single, master file.

**NEWSPAPERS:**

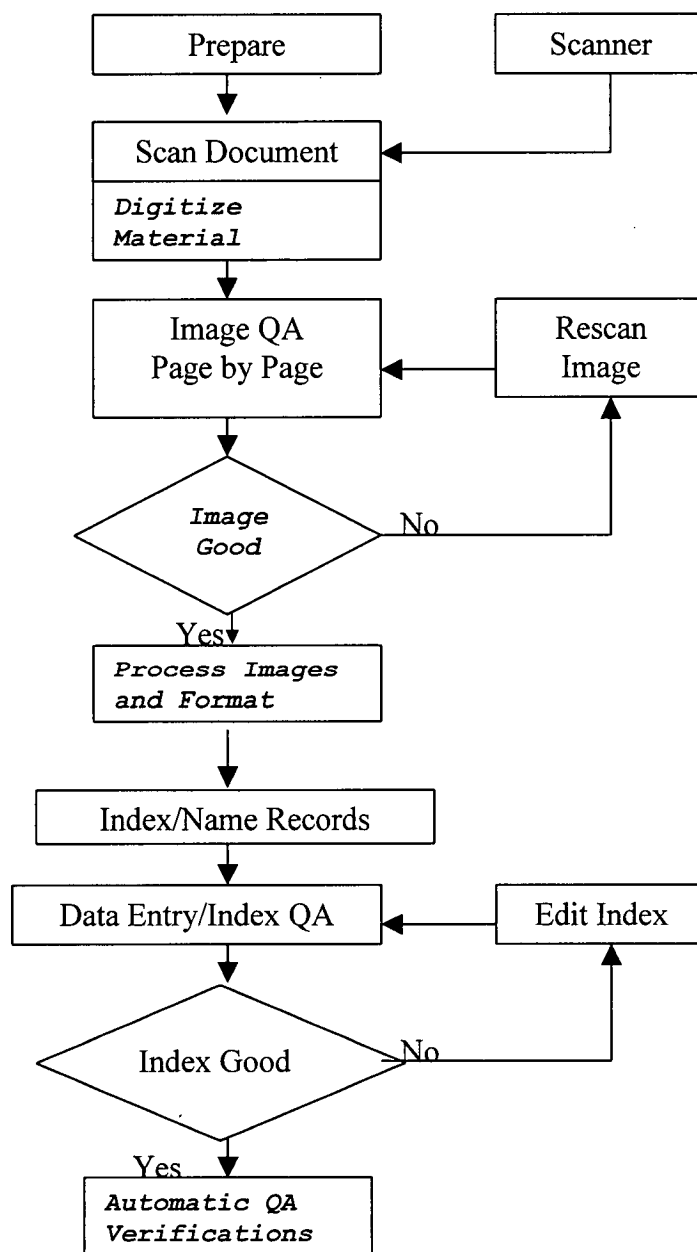
AAI can provide digitization of paper, microfilm and/or microfiche.

**IN CONCLUSION:**

AAI's goal is to continually build strong partnerships with our customers by utilizing quality tools and methods to perform the work they entrust to us. Through the opportunities and expertise we've gained offering our business services, we have enhanced the skills and technical abilities of a diverse group of people to serve our mission. Many of the individuals we serve have barriers to traditional employment that include physical and developmental disabilities as well as other economic disadvantages. Our rehabilitation services are designed to create a real-life work environment so that our program participants (our employees) contribute valuable skills and earn quality wages. The dedication and commitment of people with disabilities is second-to-none. Great pride is taken to ensure that all documents are handled carefully and properly.

With our dedicated staff, varied resources, quality tools, and ingenuity, we make every project a success for both our customers and our employees. When you choose AccessAbility, Inc.'s SecureDocs, it not only makes good business sense, but at the same time, you are making a difference in the lives of people in your community. You will help people feel valued because they have become a contributing member of the State of Minnesota's workforce.

### Scanning, Imaging and QA Processes



**Appendix D – Scanning Services and Equipment Worksheets**

Please identify the scanning services your firm is able to provide. All scanning services must be done in accordance with the specifications addressed in this Request for Qualifications.

Standard Flatbed scanning (color & B/W) up to	<u>11</u> x <u>17</u> inches
Oversized scanning (color & B/W) up to	<u>48</u> x <u>1200</u> inches
Color & B/W scanning of textual materials (bound) up to	<u>33</u> x <u>23</u> inches
Color & B/W scanning of textual materials (unbound) up to	<u>36</u> x <u>1200</u> inches
Bitonal scanning of textual materials (bound) up to	<u>33</u> x <u>23</u> inches
Bitonal scanning of textual materials (unbound) up to	<u>36</u> x <u>1200</u> inches
35mm slide transparencies	<u>XX</u> yes ___ no
Other film transparencies (negative and positive) up to	<u>36</u> x <u>60</u> inches
Audio conversion (per one hour of original recording)	
Audio cassette	<u>XX</u> yes ___ no
Reel-to-reel (any type)	<u>XX</u> yes ___ no
Other sound recordings	<u>XX</u> yes ___ no
List other supported types: <u>    DAT    </u>	

**Newspapers**

Grayscale scanning of paper originals up to	<u>33</u> x <u>23</u> inches
Grayscale scanning from 35mm positive microfilm	<u>XX</u> yes ___ no
Grayscale scanning from 35mm negative microfilm	<u>XX</u> yes ___ no
Grayscale scanning from 16mm positive microfilm	<u>XX</u> yes ___ no
Grayscale scanning from 16mm negative microfilm	<u>XX</u> yes ___ no

Please note your ability to deliver to the MDL the digitized asset

Gold CD	<u>XX</u> yes ___ no
Gold DVD	<u>XX</u> yes ___ no
External Hard Drive	<u>XX</u> yes ___ no
SFTP	<u>XX</u> yes ___ no

Please provide a comprehensive list of all hardware and software used in the digitization process. Identify which equipment will be used for each of the scanning services requested in this RFQ.

Hardware:

Please see attached page.

Software:

Please see attached page.

## DIGITIZATION VENDORS RFQ|2009

### Hardware:

- Photos and Oversized Photos: Vidar Flash Scanner  
Contex Scan-Plus IV  
Kip 2050 Scanner
  - Maps and Flat Books: Vidar Flash Scanner  
Contex Scan-Plus IV  
Kip 2050 Scanner
  - Manuscript documents including:  
Letters, diaries, annuals or chronicles,  
genealogical, historical, literary,  
and religious documents/bound books: Zeutschel Book Scanner
  - Graphics: engravings, lithographs,  
line art, graphs, diagrams,  
illustrations, technical drawings  
and other visual representations: Vidar Flash Scanner  
Contex Scan-Plus IV  
Kip 2050 Scanner
  - Artwork: Vidar Flash Scanner  
  
Contex Scan-Plus IV  
Kip 2050 Scanner
  - Audio: Apple Computer
  - Newspapers: Vidar Flash Scanner  
Contex Scan-Plus IV  
Kip 2050 Scanner
- 

### Software:

- Photos and Oversized Photos: Vidar TruScan Software  
Spicer ImageNATION Software  
WideIMAGE Software  
Kip Scan 6 Software  
Captive InputAccel V5.3
- Maps and Flat Books: Vidar TruScan Software  
Spicer ImageNATION Software  
WideIMAGE Software  
Kip Scan 6 Software
- Manuscript documents including:  
Letters, diaries, annuals or chronicles,  
genealogical, historical, literary,  
and religious documents/Bound books: w/OS11 Software  
Captive InPut Accel V5.3
- Graphics: engravings, lithographs,  
line art, graphs, diagrams,  
illustrations, technical drawings  
and other visual representations: Vidar TruScan Software  
Spicer ImageNATION Software  
WideIMAGE Software  
Kip Scan 6 Software
- Artwork: Vidar TruScan Software  
Spicer ImageNATION Software  
WideIMAGE Software  
Kip Scan 6 Software  
Captive InputAccel V5.3
- Audio: A to D Converter Software
- Newspapers: Vidar TruScan Software  
Spicer ImageNATION  
WideIMAGE Software  
Kip Scan 6 Software

Additional Peripherals:

- All Document/Material Types:  
CD Creation - Rimage 2000i  
SFTP Software - IPSwitch WS-FIP 12 ARO

Firm Name

AccessAbility, Inc./AAI SecureDocs

Firm Address

360 Hoover Street N.E.

City, State, Zip

Minneapolis, MN 55413-2940

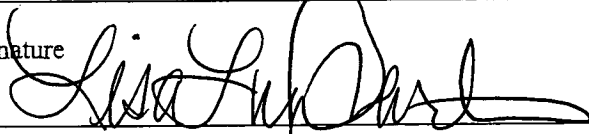
Telephone

612-331-5958

Federal Identification Number

41-0735909

Signature



Name and Title of Authorized Signer

Lisa Lundmark Sales & Marketing Manager