



## NEW HAMPSHIRE DIVISION OF HISTORICAL RESOURCES

State of New Hampshire, Department of Cultural Resources  
19 Pillsbury Street, Concord, NH 03301-3570  
TDD Access Relay NH 1-800-735-2964  
[www.nh.gov/nhdhr](http://www.nh.gov/nhdhr)

603-271-3483  
603-271-3558  
FAX 603-271-3433  
[preservation@dcr.nh.gov](mailto:preservation@dcr.nh.gov)

### **Request for Proposals Digital Imaging Services**

*Issue Date: November 3, 2015*

*RSVP date for Pre-bid Meeting: November 17, 2015*

*Pre-bid Meeting Date: November 19, 2015*

*Questions Due Date: November 24, 2015*

*Answers Due Date: December 4, 2015*

*Proposal Due Date: December 11, 2015*

*Selection Notification Date: January 8, 2015*

*Estimated Project Start Date: February 1, 2016*

#### **PROJECT INFORMATION**

The New Hampshire Division of Historical Resources (NHDHR) is seeking proposals from qualified vendors for digital imaging (scanning) services. The NHDHR plans to create an online Geographical Information System (GIS) of known historical resources in the state, enabling it to partner with natural resource and emergency response agencies. This will allow New Hampshire to prepare for and respond to disasters that endanger or destroy historical and archaeological resources. An initial step of this process is to digitize legacy and current historical and archaeological inventories and reports.

In the wake of the destruction resulting from Hurricane/Tropical Storm Sandy in October 2012, the Federal Emergency Management Agency (FEMA) issued a major disaster declaration in twelve states and the District of Columbia on November 28, 2012. Within those states receiving major disaster declarations, FEMA further designated individual counties eligible for assistance. In January 2013, the U.S. Congress passed an appropriations bill to provide disaster relief assistance to those states affected by this storm. The legislation appropriated \$50 million from the federal Historic Preservation Fund (HPF) for grants to repair historic properties damaged during the storm and other initiatives that will better prepare historical properties for future disasters.

The National Park Service (NPS) awarded New Hampshire a portion of these funds for the Storm Recovery and Disaster Planning Grant Program. Six of the state's ten counties – Belknap, Carroll, Coos, Grafton, Rockingham and Sullivan – were determined eligible for Public Assistance FEMA grants. Only documents of

historic properties located within these counties are to be included in this project. The grant program is administered by NHDHR, New Hampshire's State Historic Preservation Office (SHPO). This RFP is solely for the digitization portion of New Hampshire's grant program.

## **OVERVIEW OF SCOPE OF SERVICES REQUIRED**

NHDHR maintains paper files on thousands of historic resources throughout the state in its Concord, NH office. These records include paper and photographs for approximately 12,000 State and National Register-listed historic properties, individual inventory forms, area forms and property documentation; and approximately 5,000 archaeological sites and reports. The successful vendor will be responsible for the digitization of approximately one half of these documents as only properties within the six eligible counties are included in this digitization project. NHDHR defines "digitization" as a complete process that broadly includes: selection, assessment, prioritization, project management and tracking, document preparation, metadata collection and creation (indexing), image capture, post-processing, quality management and submission of digital resources to delivery systems and into a repository environment. This process can be divided into four main phases:

- Project Planning
- Processes occurring prior to digitization
- Digital conversion
- Post-digitization work

The vendor will work closely with NHDHR throughout the entire digitization process. Both the vendor and NHDHR will, at the time of contract, have defined specific project responsibilities. NHDHR encourages potential vendors to attend the pre-bid meeting at NHDHR to view the records first-hand prior to submitting a project proposal.

As New Hampshire's SHPO, NHDHR is obligated to provide public access to the State's historic resource information. Public access is currently available by appointment only, on Monday through Friday, from 8AM to 4PM. It is anticipated and acknowledged that the digitization process will disrupt access to files. For the duration of the project it shall be assumed that with sufficient notice to the public, records may be removed from public availability to accommodate the work plan. The vendor should take this into consideration and propose a work plan that will minimize disruption to records access. The NHDHR will consider both off-site and in-house digitizing solutions.

A number of institutions/organizations have proposed guidelines for digitizing records. NHDHR recommends following the *Technical Guidelines for Digitizing Cultural Materials: Creation of Raster Image Files*, August 2010 (*Guidelines*). These *Guidelines* draw substantially on the National Archives and Records Administration's (NARA) *Technical Guidelines for Digitizing Archival Records for Electronic Access: Creation of Production Master Files – Raster Images* (June 2004), but are specific to cultural resources and reflect industry changes that have occurred over the years. The *Guidelines*, authored by the Federal Agencies Digitization Initiative (FADGI) – Still Image Working Group are available online at: <http://digitizationguidelines.gov/>. To respond to this RFP vendors should use the applicable sections of the *Guidelines* and demonstrate how they will apply the *Guidelines* to this digitization project.

## **SPECIFIC SERVICES/TASKS REQUIRED**

Both NHDHR and the vendor will have specific project responsibilities that are outlined below. Certain tasks may not be relevant based on the proposal (i.e. tasks associated with in-house or off-site digitization) or may change based on project proposals or project needs.

### **Project Responsibilities: NHDHR**

- Select materials for scanning
  - Identify materials
  - Determine legal restrictions (confidentiality rights) and inform vendor of them
  - Eliminate items due to poor physical condition or incompleteness
- Approve proposed imaging requirements for both digital master and derivatives
  - Resolution
  - Bit depth
  - Enhancements
  - File format, compression requirements, and file size
  - Post processing for digital masters and derivatives
- Determine requirements for and create metadata
  - Create catalog entries for digital resources
  - Determine strategies and guidelines for directory structuring, file naming, file header information, and auxiliary files
  - Specify the form in which the metadata will be delivered to the vendor
- Define nature and extent of text conversion (if any) and accuracy requirements
- Prepare documents for imaging
  - Collate documents, ensure correct order
  - Repair pages, replace missing or illegible pages
  - Mark pages that will not be scanned
  - Provide special instruction and flags for other anomalies in the documents
  - Create packing slip
  - Transfer documents from file drawers/shelves to boxes provided by vendor
- Receive digital files and accompanying metadata and originals from the vendor (inspect contents of each box to be sure that all items are present, complete, and in proper order)
- Perform quality review of digital images, related metadata, indexing and text conversion  
Identify unacceptable images, metadata, and auxiliary files
- Approve final product and initiate payment

### **Project Responsibilities: Vendor**

- Determine the size of the collection, with assistance from NHDHR
- Supply boxes to be used during transportation
- Receive materials
  - Acknowledge receipt of materials from NHDHR

- Communicate to NHDHR any discrepancies to the packing slip, or in the condition of the originals and accompanying metadata instructions before proceeding
  - Secure materials in a secure, dry location
  - Take great care in handling fragile originals
- Propose imaging requirements for both digital master and derivatives
  - Resolution
  - Bit depth
  - Enhancements
  - File format, compression requirements, and file size
  - Post processing for digital masters and derivatives
- Prepare and scan material
  - Remove binding, clips, staples and other binding type when appropriate and rebind originals after scanning is complete
  - Calibrate and maintain systems
  - Prepare material (review each document prior to scanning to determine the presence and nature of illustrations, the page dimensions, the physical condition, treatment for multi-page documents)
  - Select scanning settings for best image capture
  - Scan material
  - Utilize special handling methods when necessary
  - Report and discuss any problem images that cannot be captured to meet benchmark specifications
- Post process digital images (cropping, deskewing, despeckling, image rotation)
- Perform image quality review, during and after scanning
  - Follow the method, level, and extent of quality review required by NHDHR
  - Maintain a high level of quality control to ensure that each page is fully rendered, properly aligned and ordered, free of distortions, and properly named
  - Guarantee image quality that meets NHDHR's specifications, including the correction of unacceptable images with no additional charge to NHDHR
- Create derivative files from the digital masters to serve as web publications
- Create metadata to structure, locate, and retrieve digital images
  - Receive the metadata structure from NHDHR and prepare the data
  - Follow the conventions provided by NHDHR for directory structuring and file naming
  - Index the materials at the level identified by NHDHR by entering the data fields into a file or a file header
  - Record and deliver the auxiliary files in the format and medium identified by NHDHR
- Perform quality review of metadata
  - Follow the method, level, and extent of quality review required by NHDHR
  - Guarantee metadata quality that meets NHDHR's specifications, including the correction of unacceptable products with no additional charge to NHDHR
- Document production and item tracking
- Create the digital images and auxiliary files in standard file formats and compression techniques.
- Store images and auxiliary files on specified storage media complying with the *Guidelines*
- Re-box originals and check packing slip

- Hand-deliver digital files and accompanying metadata and originals to NHDHR.
- Delete digital files upon acceptance by NHDHR

**Technology and Security Requirements**

To ensure the safety and security of the State’s digital documents, the vendor’s technology must comply with the requirements in RFP Attachment 1: Technical Requirements and Narrative Topics

**NHDHR RECORDS SPECIFICATIONS**

This section will provide a description of each record type to be scanned, as well as the imaging specifications which are particular to each document type. In general, records are divided into two categories: town research files, which include area forms, individual inventory forms, State and National Register nominations and NH historical property documentation; and, archaeological records, which include archaeological site forms and reports. Town files are arranged alphabetically by town and are color coded based on file type. Archaeological site forms are arranged by county. Archaeological reports are arranged alphabetically by town.

***Area Forms***

These documents are town-wide, historic district or project area forms. The first page of most forms is on green paper, while the remainder of the form is on white paper. Most are 8 ½” x 11”, and may include attached photographs, drawings and maps. Siding is mixed. Some documents contain folded maps of varying sizes. A small percentage of maps and drawings contain color and therefore should be captured in color. These documents will be indexed on an inventory number, in the form xxx-yyyy, where xxx is the 3 letter Town Code and yyyy is a 4 character identifier.

<b>Scan Type</b>	Grayscale and Color
<b>Index Fields</b>	Inventory #; Name; Town; Document Type; DOE Date
<b>File Structure</b>	Contained in orange folders, arranged alphabetically by area name
<b>File Naming</b>	xxx-yyyy.extension (e.g., con-00ar.tif)
<b>Estimated Number of Docs</b>	290

***Individual Inventory Forms***

These documents are individual inventory forms. The first page is on green paper, while the remainder of the form is on white paper. Most are 8 ½” x 11”, and may include attached photographs, drawings and maps. Siding is mixed. Some documents contain folded maps of varying sizes. A small percentage of photographs, maps and drawings contain color and therefore should be captured in color. These documents will be indexed on an Inventory number, in the form xxx9999, where xxx is the 3 letter Town Code and 9999 is a 4 digit sequential number.

<b>Scan Type</b>	Grayscale and Color
<b>Index Fields</b>	Inventory #; Name; Town; Street Address; DOE Date
<b>File Structure</b>	Contained in orange folders, arranged alphabetically by street address
<b>File Naming</b>	xxx9999.extension (e.g., con0001.tif)
<b>Estimated Number of Docs</b>	5,000

### ***State Register Nominations***

These documents are NH State Register nomination forms. The first page is on green paper, while the remainder of the form is on white paper. Most are 8 ½" x 11", and may include attached photographs, drawings and maps. Siding is mixed. Some documents contain folded maps of varying sizes. A small percentage of photographs, maps and drawings contain color and therefore should be captured in color. These documents will be indexed on an Inventory number, in the form xxx9999, where xxx is the 3 letter Town Code and 9999 is a 4 digit sequential number.

<b>Scan Type</b>	Grayscale and Color
<b>Index Fields</b>	Inventory #; Name; Town; Street Address; Listing Date
<b>File Structure</b>	Contained in magenta folders, arranged alphabetically by property name
<b>File Naming</b>	xxx9999.extension (e.g., con0001.tif)
<b>Estimated Number of Docs</b>	140

### ***National Register Nominations***

These documents are National Register forms. Text pages are on 8 ½" x 11" white paper. Siding is mixed. Most documents contain photographs and folded maps of varying sizes that may be double-sided. A small percentage of photographs, maps and drawings contain color and therefore should be captured in color. These documents will be indexed on an Inventory number, in the form xxx9999, where xxx is the 3 letter Town Code and 9999 is a 4 digit sequential number.

<b>Scan Type</b>	Grayscale and Color
<b>Index Fields</b>	Inventory #; Name; Town; Street Address; Listing Date; NR Reference #
<b>File Structure</b>	Contained in blue folders, arranged alphabetically by property name
<b>File Naming</b>	xxx9999.extension (e.g., con0001.tif)
<b>Estimated Number of Docs</b>	400

### ***NH Historic Property Documentation***

These documents are NH Historic Property Documents (NHPD), Historic American Buildings Survey (HABS) and Historic American Engineering Record (HAER). Text pages are on 8 ½" x 11" white paper, one-sided. Some documents may contain folded maps of varying sizes. Photographs are in sleeves or mounted on paper. These documents are of archival quality and should be handled according to NARA standards, available online at: <http://www.archives.gov/preservation/technical/vendor-training.html#handling>. These documents will be indexed on a Historic Property Document number, in the form xxxx-9999-x, where xxxx is either NHPD, HABS or HAER and 9999 is the document number and x is an optional letter identifier.

<b>Scan Type</b>	Grayscale
<b>Index Fields</b>	HPD #; Name; Town; Street Address; Date; Document Type
<b>File Structure</b>	Contained in archival manila folders in a separate file cabinet, arranged alphabetically by town, then property name.
<b>File Naming</b>	xxxx-9999.extension (e.g., NHPD-0001.tif) or xxxx-9999-x.extension (e.g., NHPD-0001-a.tif)
<b>Estimated Number of Docs</b>	270

### ***Archaeology Site Forms***

These documents are archaeological site forms. Almost all documents are on 8 ½" x 11" white paper. Siding is mixed. Very few have attached photographs. Some photographs, maps and drawings contain color and therefore should be captured in Color. These documents will be indexed on a Site number, in the form 27-xx-9999, where xx is the 2 letter County Code and 9999 is a sequential number. These documents are considered confidential; they contain sensitive locational information that is reserved from accessibility under state law and the federal Freedom of Information Act.

<b>Scan Type</b>	Grayscale and Color
<b>Index Fields</b>	Site #; Name; Town; Site Era
<b>File Structure</b>	arranged alphanumerically by Site #
<b>File Naming</b>	27-xx-9999.extension (e.g., 27-MR-0001.tif)
<b>Estimated Number of Docs</b>	1,200

### ***Archaeology Reports***

These documents are archaeological/cultural resource survey reports, which can be fairly significant with a large number of pages. Most are 8 ½" x 11" but may contain larger folded maps or drawings. Most reports are spiral bound, some are book bound or unbound. Siding is mixed but will be consistent within the same document. These documents tend to contain some color maps/drawings and therefore should be captured in color. These documents will be indexed on a Document ID number, in the form 99999, where 99999 is the Document ID number. These documents are considered confidential; they contain sensitive locational information that is reserved from accessibility under state law and the Freedom of Information Act.

<b>Scan Type</b>	Grayscale and Color
<b>Index Fields</b>	Document ID #; Title; Town; Date; Author; Investigation Type; Site #
<b>File Structure</b>	Arranged alphabetically by town, then date published
<b>File Naming</b>	99999.extension (e.g., 01234.tif)
<b>Estimated Number of Docs</b>	1,300

## SCHEDULE OF EVENTS

The expected timetable, including proposal due date and other important dates, are set forth below.

ISSUE DATE	NOVEMBER 3, 2015
RSVP DATE FOR PRE-BID MEETING	NOVEMBER 17, 2015
PRE-BID MEETING DATE	NOVEMBER 19, 2015
QUESTIONS DUE DATE	NOVEMBER 24, 2015
ANSWERS DUE DATE	DECEMBER 4, 2015
PROPOSAL DUE DATE	DECEMBER 11, 2015
SELECTION NOTIFICATION DATE	JANUARY 8, 2015
ESTIMATED PROJECT START DATE	FEBRUARY 1, 2016

## EVALUATION CRITERIA

It is the intent of NHDHR to award this proposal to the vendor that demonstrates its ability to best support the overall needs of the project, taking into consideration the evaluation factors set below. Only submissions that are complete and returned within the time limit will be considered.

NHDHR will select a vendor based on the following criteria:

- Understanding of and ability to comply with RFP requirements, including 2010 Guidelines
- Completeness of proposal
- Proposed solution, and its adherence to 2010 Guidelines
- Qualifications and experience of staff, especially with similar projects
- Capacity and technology to digitize documents as described within the RFP
- Security and accessibility of records throughout project
- Extent of vendor support and guarantee of work

## **PROJECT BUDGET**

Not to exceed \$60,900

## **BID SUBMISSION REQUIREMENTS**

- Proposals must be received at the NH Division of Historical Resources, 19 Pillsbury Street, Concord, NH 03301 before 4:00 PM on Friday, December 11, 2015. Proposals will not be accepted electronically
- Three (3) copies of the proposal must be submitted for consideration. Proposals will include resumes of all project personnel and a mailing address, phone number, and e-mail address for the principal contact
- Vendor information
  - Business profile
  - Business summary
  - Staff qualifications and responsibilities (include resumes of staff assigned to this project along with their assignment)
  - Description of relevant services carried out in the last five years which best illustrates vendor's experience as it relates to comparable projects and this RFP
  - List of three client references for projects similar in scope. Include the name and current phone number of the contact person, date project completed, and a brief description of work provided
  - Sample of work and any other supporting material (brochures, reports, etc.)
- Technology platform
  - Provide information on the Hardware and software, file formats, and scanning technology used in preparing/producing the products
- Project implementation and services
  - Detailed preliminary plan for the digitization process
  - Timeline and milestone delivery schedule
  - Description of how the vendor proposes to successfully manage this project and completely satisfy the functional requirements of this RFP, including a graphic workflow of the process
- System Security
  - Description of company's approach to security, including what practices are employed to ensure system and data integrity
  - Description of security measures implemented in the systems environment as they relate to the technical requirements in Attachment 1
  - Completed Attachment 1 table

- Backup and Recovery
  - Description of the tools used for backup and recovery of applications and data
- Quality Assurance
  - Description of the quality review performed to ensure that each page is fully rendered, properly aligned and ordered, free of distortions, and properly named
  - Description of the quality review process performed to ensure quality metadata
- A not-to-exceed bid
- Please note how you became aware of this RFP

The selected proposal will be recommended to the Director of NHDHR and forwarded to the Governor and Executive Council (G&C) for approval. **The Vendor chosen for the project is required to meet the provisions outlined in the State's P-37 (v. 1/09) Service Agreement Contract (<http://www.dhhs.nh.gov/business/documents/p37.pdf>).** Please note that the Vendor chosen for the project will be required to submit a Certificate of Good Standing issued by the NH Secretary of State's Office after April 1, 2015 as well as Certificates of Insurance for Comprehensive General Liability and Workers' Compensation, prior to G&C approval by January, 2015. The "Scope of Work" is a realistic outline of work to be done, however, the scope may increase or decrease during the term of the final service agreement.

All questions or comments on the project or the proposal should be submitted in writing no later than November 24, 2015. Questions may be emailed to [tanya.krajcik@dcr.nh.gov](mailto:tanya.krajcik@dcr.nh.gov). After the close of the questions period a copy of all questions or comments and DHR's response will be posted on NHDHR's webpage <http://www.nh.gov/nhdhr/programs/gis.htm> on or before December 4, 2015. NHDHR reserves the right to waive any informalities in or to reject any or all proposals.



**NEW HAMPSHIRE DIVISION OF HISTORICAL RESOURCES**

State of New Hampshire, Department of Cultural Resources  
19 Pillsbury Street, Concord, NH 03301-3570  
TDD Access Relay NH 1-800-735-2964  
[www.nh.gov/nhdhr](http://www.nh.gov/nhdhr)

603-271-3483  
603-271-3558  
FAX 603-271-3433  
[preservation@dcr.nh.gov](mailto:preservation@dcr.nh.gov)

**Request for Proposals  
Digital Imaging Services  
ATTACHMENT 1: TECHNICAL REQUIREMENTS**

Vendors are required to complete the following table by filling in the “Vendor Response” column with “Yes” or “No” and any additional information that is relevant to their ability to meet the requirement.

#	Mandatory Requirements Description M=Mandatory	Criticality	Vendor Response
<b>Application Security</b>			
A1.1	Verify the <b>identity and authenticate</b> all of the system’s human users before allowing them to use its capabilities to prevent access to inappropriate or confidential data or services. .	High	
A1.2	Enforce unique user names and unique complex passwords	High	
A1.3	Establish ability to expire passwords after a definite period of time.	High	
A1.4	Provide the ability to limit the number of people that can grant or change authorizations	High	
A1.5	Establish ability to enforce session timeouts during periods of inactivity.	High	
A1.6	Log all attempted accesses that fail identification, authentication and authorization requirements.	High	
A1.7	The application Data shall be protected from unauthorized use when at rest	High	
A1.8	The application shall keep any sensitive Data or communications private from unauthorized individuals and programs.	High	

<b>Technology Infrastructure</b>			
T1.1	The Vendor shall report any breach in security in conformance with State of NH 359-C:20. Any person engaged in trade or commerce that is subject to RSA 358-A:3, I shall also notify the regulator which has primary regulatory authority over such trade or commerce. All other persons shall notify the New Hampshire attorney general's office.	High	
T1.2	All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, shall have aggressive intrusion-detection and firewall protection.	High	
T1.3	The Vendor shall ensure its complete cooperation with the State's Chief Information Officer and the Commissioner of the Department of Cultural Resources in the detection of any security vulnerability of the Vendor' hosting infrastructure and/or the application.	High	
T1.4	The Vendor shall be solely liable for costs associated with any breach of State data housed at their location(s) including but not limited to notification and any damages assessed by the courts.	High	

*Remainder of page left intentionally blank.*