



ALUM ROCK UNION ELEMENTARY SCHOOL DISTRICT

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ADDENDUM #1 FOR RFP No. 2223-TECH01

District Document Scanning/Digital Imaging and Indexing Conversion Services

Below are responses to questions presented by the designated deadline of Monday, September 5, 2022.

Q & A

- Q:** In the ToC on page 2, that you indicate we're supposed to sign and return your contract with our proposal. But page 5 states that the "successful" proposer will be required to sign the contract. "The form of the Agreement which the successful proposer will be required to execute and return with its proposal is included in the RFP documents and should be carefully examined by the proposer.
- A:** *The agreement would not be signed until a vendor selection is made.*
- Q:** Are you also looking for a company that will bring a staff of people in to physically scan your hard copy documents into the scanners and scan them into the digital format for you?
- A:** *The main objective of the RFP is to have a third party scan the documents and then provide a means to search and retrieve those documents based on the specs of the RFP. So to answer your Question yes that the documents would be scanned by personnel outside of the district however the expectation is that the company would remove the documents to a secure facility with their own equipment to digitize.*
- Q:** Page 3 of the RFP states that images are to be scanned at 300 dpi, and page 4 states 520 dpi. Which should it be?
- A:** *The way I read the RFP, as I did see the same conflict in DPI, was that there are 2 things here. First is the imaging system that retains the images and must be able to take in a minimum of 300 DPI images and the second is a service for converting the existing documents to a digital format that must scan them in at 520 DPI. So the 300 DPI is for any new Docs, likely converted digitally with little to no degradation and the other is for older docs that likely have very high degradation where the DPI increase would be beneficial.*
- Q:** Page 18 states that the vendor is supposed to host the files online for Alum Rock ESD access during the term of the project. Is this just for the period of scanning, or, for the potential of multi-years?

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(ii) Store scanned documents in Contractor's digital platform and accessible by multiple district employees/departments for the duration of the Agreement.

The second question (regarding page 18) is whether it would be for access to the docs after the initial scanning. We are not 100% on this as it depends on the ease of use and ability to add docs to the proposed provided service, we may continue with it or we may migrate to another system. At this point, we have not picked a permanent system, so while we decide on the right system for use and get it configured, etc, we want the scanning entity to house the documents in a searchable way, we also want to be able to upload new documents as well so we do not keep accumulating paper copies. Part of this is to also maintain secure access, so tiered access based on the role would be required for the service, HR can access HR, Business can access business but HR cannot access Business, and vice/versa.

If a service is being proposed, one of the primary criteria is that docs can be extracted en masse with all applicable metadata, in the case that the provided repository is in fact transitory.

Q. Who is the current contractor providing these services and are they being considered for the new contract?

A. *There is no contractor for existing services.*

Q. What volume (images) has been converted to digital in the past year?

A. *There has not been any conversion of documents this year*

Q. Where are your files for conversion stored today?

A. *Store in Warehouse at District Office location, 2930 Gay Ave. San Jose, Ca*

Q. How many standard & large banker boxes of files do you have for conversion?

A. *This number is unknown at the moment; however, this would be an ongoing service to convert all boxes. Estimates range to about 2-5 Million documents total*

Q. What is the overall estimated scanning volume (pages) you are looking to have contracted?

A. *Estimate ranges from 2-5 Million*

Q. Store scanned documents in Contractors digital platform? Please provide further information on this.

A. *We have not chosen a permanent storage system, until then we ask that the service provider maintain an instance of where our documents are stored and searchable until we pick and install a document management system. Requirements include the ability to search documents with OCR data and full Metadata for all documents be provided when we choose. If the provider has a service to store these docs we would also consider maintaining the docs with the service provider as our Document Management System.*

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Q. Do you have a platform today?

A. **No**

1. If yes, what are you using?
2. If no, are you looking to acquire a platform to manage your scanned files?

A. **We are**

Q. Please provide further information on this: Recognition of forms and files is based on the form type; those form types are organized based on existing structures of physical copies.

- a. Do you require document classification? Example labeling each page in a file or convert a file (multiple pages) as (1) Multipage digital file?

A. ***Document perimeters should be defined on form. Ex. Acme Corp has 1 contract, 10 PO, 10 Invoices. That would be 1 document for the contract, 10 documents for the PO's, 10 Documents for the Invoices. These should be linked in Metadata.***

Q. “Records will be removed from the district, with the vendor sorting what documents are destined to be destroyed based on criteria put forth by the district.”

- a. Please elaborate on this request and outline the expectation of the vendor.
- b.

A. ***We would be interested in having the vendor destroy the documents upon completion and verification of data is preserved. We understand there may be a cost to this so we would like to make it as a subservice that we would consider.***

Q. Bid states to OCR with 7 searchable fields per document.

- a. Are these 7 fields your “index fields”
- b.

A. ***I would assume so, but this may depend on the document***

Q. Are your index fields consistent for the file types? Example Human Resources – Last Name, First Name, DOB as example?

A. ***With the age and uniqueness of the forms we are not able to make that determination until they are processed***

Q. For the 7 index fields, is there a database that can populate all of the remaining fields from a unique identifier such as an employee number?

A. ***This would depend on the DMS, we have not chosen one yet so this would need to be maintained in the Metadata of the document.***

Q. When you ask for turnaround times for 80,000 documents. Are you referring to images or files?

- a. If files, how many images (scanned images) per file?

A. ***When we speak of documents we generally refer this to the forms, 1 PO would be 1 document, regardless of whether it is 1 or 10 pages.***

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With this it is impossible for us to define a set number of pages per document. Pricing based on pages would be acceptable and likely preferred.

Q. Re turnaround times of the 80,000 documents, does each image have 7 index values or each file? How many files estimated?

A. This is unknown at this time.

Q. Storage of boxed files post scanning? Will you be wanting the files shredded after say a holding period of 30-90 business days? Will you want the files returned?

A. This depends on the cost of the service; likely we would have them shredded if we are able to adequately search our records electronically.

Q. Is a digital twin of your content efficient; Is OCR sufficient for your project?

A. OCR may be sufficient, if it can scan handwriting we may consider that as a better service, Digital Twin is fine.

Q. Will you provide a manifest for your records? Will the manifest show us the different document types?

A. Due to the sheer volume of records we are expecting the service provider to do this.

Q. Is 5000 an accurate number of the blueprints?

A. That may be a bit high as I do not believe there is a legal requirement to retain those, if I were to estimate, I may say 1,000 (assuming 1 blueprint would be multiple pages).

Q. What sizes are the blueprints?

A. This will likely vary as some may be very old

Q. How many users will need access to records?

A. This would likely be 20 to 100. Integration via SSO/SAML is expected for cloud based services and preferred for on prem services

Q. How many document types will we be processing?

A. I would estimate 50 types however the formats may be many times that as this would be over the course of the entire life of the school district.

Q. What type of index fields do you need, if any?

A. This would likely be based on the form, HR may be SSN, Last Name, First Name... Business may be PO Number, Company name etc... We will have to work with the service provider to determine all of these.

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Q. Does "small documents" include photos?

A. *Unlikely but I cannot say for sure, especially with HR or Student records.*

Q. Please confirm that this RFP is specifically for the scanning of your 2-5 million pages with heavy indexing per file and should not include the acquisition of a Document management solution.

A. *The provider must provide a means for the District to access the documents in a way that we may search for the documents while we decide on a permanent DMS, if we find that this temporary system works well for us we may continue to use the system as our permanent DMS. So we will require a temporary DMS to house all the digital copies of the documents but we cannot say if that will be permanent or not. I should also mention that we do expect there to be a cost for the interim DMS and that would be based on a SAAS model pricing.*

So we are not asking for a free DMS, but we do require an interim one, and that costing/usability will be factored into the decision.

Please submit a signed copy of this addendum with your RFQ/P response.

Company Name: _____

Signature: _____

Print Name: _____ Date: _____

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