



Document Scanning RFP FAQ

February 8, 2024

Questions 1 - 30 were submitted as of **February 1, 2024** and posted **February 5, 2024**.

Questions 31 - 53 were verbally asked during the in person pre-submittal meetings on **February 5, 2024** **and February 6, 2024**.

Questions 54-61 were submitted after the pre-submittal meetings on **February 7, 2024**.

1. What is the volume of boxes/documents/pages etc. that will need to be digitized?

We have multiple phases of documents.

Phase 1 will include documents currently stored in 48 standard file cabinet drawers.

Phase 2 will include documents currently stored in 12 standard file cabinet drawers and 45 bankers boxes.

Phase 3 and beyond are to be determined.

2. Please describe the document/folder content?

Phase 1 consists of student cumulative records (CUM) and special education records. CUM records include transcripts, attendance records, grade reports, registration information, and miscellaneous other documents. Special education records include Individualized Education Plans, meeting minute records, eligibility documents, evaluation documents, etc.

Phase 2 consists of student cumulative records and special education records. CUM records include transcripts, attendance records, grade reports, registration information, and miscellaneous other documents. Special education records include Individualized Education Plans, meeting minute records, eligibility documents, evaluation documents, etc.



Phase 3 will consist of board meeting agendas, board meetings minutes, and personnel records. Personnel records include new hire paperwork, termination paperwork, benefits paperwork, performance evaluations, etc.

Phase 4 and beyond will consist of personnel records, which includes new hire paperwork, termination paperwork, benefits paperwork, performance evaluations, etc.

3. What is the condition of the documents?

Documents may be disorganized in the folders. However, they are clean and mold free. Some older documents may be faded.

4. What page sizes are within the documents/folders?

This varies but in general most are 8 x 11. There will be some legal size pages in the Special Education records.

5. How many fasteners per folder on the average?

This is difficult to answer, as it varies by document type. In the student file CUM files, one every couple of folders. In the special education files, there are multiple in most files.

6. How many document types will be digitized?

There will be approximately 20 different document types.

7. What are the indexing requirements per folder/document type?

Most documents will have 4 or 5 index field requirements that vary per document. For example, a transcript will have first name, last name, date of birth, school, and cohort year. Board meeting agendas will include date, meeting type (regular vs special vs budget).

8. What are the data export/deliverables requirements? (I.E. the metadata format and image format)



PDF Documents with populated Document Metadata based on the indexed fields described in the answer to question 7 above. We will accept partially complete Document Metadata when not all fields are available in the scanned document.

9. What databases are available to be used during the data validation stage?

MESD can provide student information and staff information via CSV file to match metadata created from document scanning.

10. Is there a data security policy that prevents the physical records from being sent offsite?

Some records are regularly accessed and must be available within a short timeframe. Maintaining these files on site provides for that quick access until the record is digitized.

11. Is there a data security policy that prevents electronic images from being sent offsite to be processed in a secured cloud environment?

Yes. All student related records are protected under FERPA. Additionally many of our records are also protected under HIPAA and/or juvenile justice records protections. Additionally, records may not be transmitted through or stored in the cloud or on a server maintained outside the United States.

12. Regarding Amendment 2, Can MESD clarify if the pre-submittal visit is scheduled for February 5 or February 6?

There are two optional (but strongly encouraged) meetings. The first is on February 5 at 1 pm PST at 4400 Lochner Rd. SE, Albany, OR 97322. The second is on February 6 at 1pm PST at 11611 NE Ainsworth Circle, Portland, Oregon 97220.

13. Regarding Amendment 2, Can MESD provide a 14-day extension (to 2/26) to allow vendors sufficient time after the pre-submittal visit to update submissions with any new information?



The updated deadline remains the same. All submissions must be received by 1:00 p.m., Pacific Standard Time on Monday, February 12th, 2024.

14. Can MESD provide an estimate of annual pages and documents or an estimate of approximate volume range?

We anticipate approximately 100 banker boxes a year.

15. Regarding Section 3, Can MESD provide what work may be in scope after Phase 3? Phase 1 thru 3 covers 1.5-2 years of a 4-year term.

Phase 4 and beyond will consist of personnel records, which includes new hire paperwork, termination paperwork, benefits paperwork, performance evaluations, etc.

16. Regarding Section 1.4, What is the current document management system that MESD uses?

Docuware

17. Regarding Section 2.1, Would the vendor be able to complete the whole project off-site after demonstrating experience with proper and secure chain of custody?

After demonstrated experience with proper and secure chain of custody **most** documents will be available for off site completion.

18. If onsite services are required, how much space do you have available for onsite document preparation, scanning, indexing, and QA services? Can you provide the dimensions of the room, including electrical and network availability? Can you provide any logistics details to ensure we have sufficient space to stand up an onsite scanning operation in close proximity to the documents?

This will be negotiated with the provider as each site is different.

19. Can MESD provide volumes for each document type per location?



We have multiple phases of documents.

Phase 1 will include documents currently stored in 48 standard file cabinet drawers. This phase will be in Albany.

Phase 2 will include documents currently stored in 12 standard file cabinet drawers and 45 bankers boxes. This phase will be at two sites in the Portland area.

Phase 3 is to be determined. All documents will be located at one site in Portland.

20. Regarding Section 1.8, Does MESD have a preference for destruction or return of the documents after completion? What type of documents need to be returned and what can be destroyed?

After confirmation of successful completion of uploads to our document management platform and a back up digital option, MESD prefers all documents be destroyed, except for select and limited historical documents which will be identified at the start of each phase. We do not anticipate any select and limited historical documents in phases 1 or 2.

21. Can MESD provide any file naming requirements, including required keyword/ index fields, for each document type?

Yes. We will provide those specifications to the provider selected. Please see question # 7 above.

22. Can MESD specify if documents should be named at the file folder level or at the individual document or page level?

Student files will be named at the document level. Special education files will be named at the folder level. Board files will be named at the document level. Personnel and human resource files will be named at the document and/or folder level depending on the particulars of the file.

23. Does MESD have large format drawings or documents larger than 11"x17" for scanning? If so, approximately how many would need to be processed annually?



We do have some records that are larger scale, but we do not anticipate digitizing these in the next several phases.

24. Does MESD have any specific requirements for image format and resolution? (i.e. 300 DPI, bitonal, color, etc?)

We anticipate that most digital images will need to be PDF with OCR in Grayscale at 300 DPI.

25. Can you provide the required import specifications for your document management platform?

The document management platform can monitor a folder and extract indexing terms from a file name (with separators) OR it could also reference a .csv file of index information and import the documents with just a single primary key (file name) that is referenced back to the .csv file and automatically indexes the files in the background.

Our document management platform allows for ingestion via a variety of methods. Monitoring folders is the primary form of batch importing.

Quality of images is important but indexing accuracy is crucial to ensure proper retrieval after the files have been imported.

Our system supports standard indexing schemas. It is creation, deployment, and adherence to the schemas that are created that become the most important.

26. What is the anticipated award date?

We anticipate sharing a notice of intent to award no later than March 4, 2024. We anticipate issuing a contract by March 15, 2024.

27. When is the anticipated project start date?

We anticipate that Phase 1 will start no later than April 5, 2024.



28. Are the microfiche 16mm jackets, 35mm Jackets, Combi Jackets, or Ultra Fiche?

Part of the RFP is to provide some technical assistance in the conversion process. We believe that the microfiche is considered Ultra Fiche. Any proposer attending the February 6 pre-submittal meeting at 1 pm at 11611 NE Ainsworth Circle will have the opportunity to inspect the microfiche and confirm.

29. Does MESD prefer the digital images in B&W, Grayscale, or Color?

We anticipate that most digital images will need to be in Grayscale.

30. What resolution does MESD require? 200dpi, 300dpi, etc?

This may vary depending on the document type, however 300 DPI is sufficient for most document types.

31. How many staples are in each employee/human resources file?

This varies depending on the file. Larger files might have 20. Smaller files might only have one or two.

32. What is the significance of colored tabs in the employee/human resources files?

The color tabs represent different types of documents.

33. What indexing values will be required for employee/human resources files?

At minimum all employee files should be indexed with employee name, employee id number and whether active or inactive. Active files will have multiple document type segments that need to be indexed by document type. Inactive files may be scanned in a single file. HR active files have 5 sections per file. These are:

- (1) Applications/Terminations/Letters of Offer
- (2) Transcripts



- (3) Job Descriptions & Evaluations
- (4) Calendars/Contracts/Payroll Authorizations
- (5) Miscellaneous Correspondence

34. Do sticky notes/staples need to be replaced after scanning?

No.

35. Do post-its need to be removed and discarded?

If the post-it note has information on it, put it on a piece of paper and scan it with the document. If the note is blank, discard.

36. Is it possible that the employee name of the file folder is different than the current employee name?

This is not likely, but it is possible. If the employee has worked here since 1996, all names have been entered into DocuWare and should be entered correctly.

37. What steps should they take if they find two records for the same employee?

Please index them and upload them into the document management system.

38. Will there be a percentage of records retained (not destroyed)?

There may be some records that we will not want to have destroyed, and instead would ask that they are returned to us. If that is the case, we will provide a list of those records. The percentage of records this would affect would be very small.

39. Will the files be picked up all at one time? Traded out?

We will work with the vendor to determine the schedule for pick up as makes sense for the phase, location, and record types.



40. Will student records include transcripts?

Yes. Transcripts are a type of student record.

41. Some of these file cabinets say “hospitals” on it. Will we be asked to work with PHI (protected health information)?

No. The records in these only pertain to school programs that happen to be located in hospital settings. These records do not contain any PHI or other HIPAA protected information in them. They only contain information that is protected by FERPA. The same applies to the school records for students attending school in our schools located in juvenile detention and correctional facilities. These records only contain information protected under FERPA.

42. Where are the files that need to be scanned on site located?

This is still to be determined, but likely DEL and Ainsworth.

43. What kinds of items will need to stay on-site?

These will be whole files and will be pre-sorted by MESD.

44. What are the phases?

We have multiple phases of documents. Records may include student records, special education records, administrative records, human resources records, etc.

Phase 1 will include documents currently stored in 48 standard file cabinet drawers.

Phase 2 will include documents currently stored in 12 standard file cabinet drawers and 45 bankers boxes.

Phase 3 and beyond are to be determined.

Phases 4 and beyond may include bound books and/or microfiche.



45. What are the requirements for the homeschool records?

The requirements are similar to other student records. However, there are generally only 2 or 3 pages per record and very few if any staples. The homeschool records will either be part Phase 2 or Phase 3.

46. When do you anticipate wanting file conversion of microfiche (prospective proposer identified as “commfiche”) and will it be all the microfiche that MESD has in its possession?

We included microfiche conversion in the RFP because this may be part of Phase 4 or beyond. Before making the final decision to convert the microfiche, we need to determine whether we still have paper back ups to the microfiche records. We are prioritizing paper records.

47. Please define what you mean when you say secure location and secure facility.

That comment refers to the school location(s) which are considered secure correctional facilities. These have additional access requirements (e.g., escort access, background checks, etc.) and physical barriers such as sally ports, etc.

48. Do you really want us to upload documents to Docuware? Is your IT department aware that you are asking this?

Yes and yes.

49. Why is MESD doing this project?

MESD seeks to increase efficiency and security of access, and reduce the physical footprint of our current paper based documents.

50. Does Docuware have a bulk upload?

Yes.



51. When does your funding end?

We budget based on fiscal years. Our fiscal year goes from July 1 - June 30.

52. What are the payment terms?

This will be negotiated with the selected vendor. Generally we pay at completion of projects or phases, but we can negotiate this at the time of contracting.

53. What is your preferred pricing model?

We are open to different pricing models as long as they are clear and meet the terms of the RFP.

54. Is it expected that staples, clips, clamps, and all binding materials will not be replaced on the original documents, rather that the original pages would be returned to their respective folder, while maintain page sequence, but not rebinding any pages? Based on the February 6 Pre-Bid meeting, we understand that Blank Post-it notes and Flags are to be removed and discarded, however, post-it notes having markings on them and the post-it note is covering content, it should be repositioned to a blank area on the page, or to a blank page following the source page. Is this correct?

Both statements are correct.

55. We understand that the MESD Document Management system is Docuware, is that correct?

That is correct. Please see question #16.

56. We would like to confirm that the MESD is expecting the vendor to use the MESD resources to upload the scanned files into the MESD host system. In nearly all cases, the IT departments of agencies would never allow the vendor access to its systems, as part of standard IT security protocols. This is an unusual request, to which we would need clarification. If the vendor is expected to handle the uploading, will the MESD indemnify the vendor from all liabilities of possible system failures (not caused by any negligence on vendors part) or if system issues develop while the vendor is in the system?



MESD will not indemnify the vendor. The vendor is expected to maintain appropriate and necessary liability insurance.

57. “Provider shall troubleshoot document upload errors into the document management system.” This requirement is also extremely unusual in nature. If the vendor provided scanned images and data are accurate, but yet the MESD system throws errors while uploading, does the MESD expect the vendor to diagnose the cause of such error even if not caused by vendor data?

The vendor is only responsible for correcting errors that occur as a result of vendor upload/data errors.

58. Please confirm that the MESD will segregate records that require On-site Scanning separate from those that would be sent Off-site.

MESD will segregate records that require on-site scanning separate from those that would be sent off-site.

59. When indicating that most projects may be completed at a remote secure location, are there specific security requirements for the vendor location that the MESD has in mind, or what security protocols is the vendor expected to follow when scanning off-site?

At minimum:

- All physical records must remain in the United States.
- All digital records may only be stored on and/or transmitted through servers based in the United States using electronic security protocols.
- All physical records must be stored in a locked space with controlled access and 24/7 video surveillance.
- A clear chain of custody must be maintained for all records.
- All individuals with access to records must have passed a background check.
- All records must be kept in a fire proof /fire protected environment.



60. Is there a limit as to how far the MESD will allow their hard copy documents to travel, from the source location to the Vendor's service center?

MESD does not have an opinion regarding distance to service center as long as the records remain within sight and sound of the vendor throughout transportation. Records should remain in a secure/locked containment and not be left unattended by the vendor while in transit. This requirement may limit distance.

61. Please define the specific Oregon State Law or regulation the MESD is considering, so that we can ensure that we are meeting this specification.

ORS 30.260-30.300

ORS 181.534

ORS 279B.220

ORS 279B.230

ORS 279B.020(5)

ORS 279B.235(3)

ORS 279B.235(5)

ORS 279C.540(6)

ORS 326.603

ORS Chapter 656

OAR Chapter 166

OAR 581-021-250 (k)

Family Educational Rights Privacy Act (FERPA) (20 U.S.C. 1232g; 34 CF99)