

New Hampshire Department of Education

Bureau of Vocational Rehabilitation

21 South Fruit Street Suite 20

Concord, New Hampshire 03301

RFP VR-2020-2

Vendor Questions as of 06.19.2020

- Based on my calculations there are approximately 600,000 pages of paper. Does this sound about right? [Yes it does sound right.](#)
- What percentage of documents are duplex (double sided)? [~25%](#)
- Are there any maps or oversized documents larger than 11x17? [There should not be more than a handful.](#)
- Are there any other types of Media such as Microfilm, Microfiche, or books that might be part of this? [No](#)
- With the On-site Scanning at the five locations, can the documents be prepped and scanned onsite but further indexing and QC done at our imaging facility? [Yes](#)
- With Onsite scanning, will the State provide the infrastructure to support the operations such as a secure work area, internet access, and a copier for documents that may need to be Copied for best scanning results? [Depending on the availability of a secured work area, one could be provided. We cannot guarantee a secure work area would be available. The State will provide guest access to the wireless network; it is not guaranteed to be accessible 100% of the time. Occasional use of the State copiers would be permitted.](#)
- Section 3.1 speaks to tagging documents with fields such as CASE ID, name etc. and to be provided in electronic format. Does this mean the state can provide a database file for all of the records that need to be scanned and tagged? [Yes](#)
- If vendor has already been approved previously by Dept of IT does that still need to be done? [No](#)
- Is the state looking for the vendor to supply a document management solution as part of the deliverable or is there a system in place that these images and meta data will need to be uploaded? [The State is not looking for a document management solution.](#)
- If vendor is supplying a document management system, can the system be cloud based or does it need to be on premise? [N/A](#)
- How many users would need access to the images? [N/A](#)
- Are we expected to set up retention policies for automatic deletion of records? [No](#)
- Is the goal of the RFP and Department to modernize and streamline operations or simply to digitize for search and retrieval of documents? [To digitize for search and retrieval of documents.](#)
- Do the documents being scanned off site need to remain in the State of NH? [No, they do not need to remain in the State of NH, but it is preferred. See section 3.2 for additional requirements.](#)
- Is Off shore data entry acceptable considering the sensitivity of the data? [No](#)
- Pricing talks about a per page rate for proposal. It is our belief that a more transparent billing is to break down the pricing by manual process such as Prep at an hourly rate, Scan Per page and Index by keystroke. Do we need to wrap this into one per page rate or can we quote as we

suggest? The RFP requirement is listed in Section 6, items 8a & 8b. You are free to provide further pricing details.

- In 3.1, please explain the items to be tagged “to be provided to the contractor in an electronic format”. The State will provide an excel spreadsheet of data to be tagged.
- Please describe how the documents will be grouped at the time of pick up. In 3.2, it states that contractor will provide boxes. Are the documents currently in file folders? Envelopes? Are any boxed? On shelves? In cabinets? Assuming that the scanning will be done off-site (at contractor facility), is it expected that the contractor will also provide the labor for boxing files and loading boxes? The documents are currently located in the basement on racks alphabetized by name and tabbed by closure year. The expectation is for the contractor to box the files and load.
- Also in 3.2, in the event that a document is needed, the State would pick up if contractor facility is in New Hampshire. Given that we would be scanning in New York, would we be able to provide the file electronically or in hardcopy? Providing the file electronically would be acceptable for the short term.
- In 3.3, how much document preparation would you estimate to be required for most files? The expectation is that it will be low.
- In 3.4, we have a question about grayscale – how do we know which images to convert? Or can we scan everything in grayscale? If converting a file to grayscale renders loss of information in the image, it would need to be kept in its original color format.
- Regarding the two cost structure components:
 - a. The pick-up, scan at contractor facility, and return of the documents is clear.
 - b. For the second component to convert open case records on-site:
 - i. Is this a requirement to be done on-site, or can these documents be picked up from all locations and scanned at contractor facility? The active files could be scanned off site for a limited time preferably 2 weeks or less.
 - ii. If required to be done on-site, is it approx. 3,000 records in each of the five regions, or 3,000 total for the five regions combined? It is not required to be completed on-site, the breakdown is as follows:
3,056 in total right now. Currently 438 in Berlin; 612 Concord; 453 Keene; 611 Manchester; 282 Nashua; 258 SBVI (distributed statewide)
- Please provide the file naming / file structure requirements, or are all to be agreed upon later, as per the last sentence on page 1 of the RFP? Requirements to be agreed upon later.
- In the Case File Set Up attachment, there are many details that appear to be a guide to navigate cases - Is it possible to receive some pictures or images of sample documents? Yes, I will work on getting a picture of a sample file Specifically:
 - a. Items with a ♦ should be scanned as an attachment to the file – 1, 2, 5, and 9 on the left side and 2, 3, 6, and 7 on the right side? Please disregard the diamond, that is internal guidance. Samples might clarify this but we want to be sure we understand the requirement.
 - b. Will it be logical to know the order that pages are to be scanned? We understand “Bottom up in chronological order” but a sample case would clarify the process. Yes, the State would provide the scanning order.

Based on the provided numbers of 30-40 pages per case and 16k to 18k cases we should provide our estimates based of roughly 720,000 pages to scan/index for this part? That would be fine

Are there 3,000 records per location or are the 3,000 records in total for the on-site section? 3,056 in total right now. Currently 438 in Berlin; 612 Concord; 453 Keene; 611 Manchester; 282 Nashua; 258 SBVI (distributed statewide)

- Are we allowed to work on-site at more than one location at once? Yes
- Are there any current restrictions for working on-site due to Covid? The current process is to stay distanced from others at least 6 feet and not come in if you have a fever, cough, etc.
- What current take actions is the bureau currently taking to practice social distancing and limit the potential spread of Covid? Most staff are working remotely and meetings with participants are taking place for the most place over Zoom. Some staff are coming into the office but it is greatly limited.
- Would it be possible to remove and scan the active files off site as well? The active files could be scanned off site for a limited time preferably 2 weeks or less.

Does the bureau already have Case ID, Participant ID, Date of Birth, Participant Name, Application Date, and Closure Date information available in electronic format? Yes

- Would this information be readily available on the first page of each document? No. Most cases will have some information stamped on the outside but not all of the information. How are the 16k-18k case records currently stored? In the basement on racks alphabetized by name and tabbed by closure year

- Are they currently in chron and doc type order per case like the sample case file? The documents inside of case files could be in any order but most should be in the order on the sample

What is the time frame to complete the scanning of the archive files? As soon as possible

What is the time frame to complete the on-site files? As soon as possible

When would you like the completed w9 application completed? Please submit with proposal

1. Are you open to the documents being processed out of state, in NJ? Yes as long our Department of Information Technology approves the security of the location.

2. What is the age and condition of the documents? The oldest document is seven years old through current documents and the condition of all documents are good.

3. Regarding transport of the documents:

a. Can all documents be released at once? Yes

b. Is it possible for packing supplies to be shipped to NHVR staff to complete the packing of the documents? No

4. What is the desired timeline for completion? [Within three months of contract approval is the desired timeline.](#)

5. Aside from the below 6 fields, is there any other indexing or metadata requirements? [No](#)

Case ID

Participant ID

Date of Birth

Participant Name

Application Date

Closure Date

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1. May the archived cases scanning services be performed outside the State of New Hampshire, but still within the continental US? [Yes as long our Department of Information Technology approves the security of the location.](#)
 2. May the open cases scanning services be performed outside the State of New Hampshire, but still within the continental US? [Yes as long our Department of Information Technology approves the security of the location.](#)
 3. Based on numbers provided by the State, we estimate roughly 700,000 pages for the archive scanning portion and slightly over 100,000 for the open cases. Are these reasonable estimates in your view? [Yes](#)
 4. Please indicate percentage of case files that are duplex (writing on front and back). [~25%](#)
 5. Page one of the RFP states, "These documents will not need to be tagged with metadata"; however, page 2 contradicts this, "Items to be tagged are to include but are not limited to Case ID, Participant ID, Date of Birth, Participant Name, Application Date, and Closure Date". Please clarify. [Open case files do not need metadata, however, the archived files do.](#)
 6. For the archived cases scanning please clarify whether a single case file will become one single PDF document or whether there is expected to be some breaking up of a single case file into separate and individual PDF documents, based upon document type. If breaking up, please indicate how many individual PDF files a single case file will create, on average. [For archived files, one single PDF document is acceptable.](#)
 7. For the open cases scanning please clarify whether a single case file will become one single PDF document or whether there is expected to be some breaking up of a single case file into separate and individual PDF documents, based upon document type. If breaking up, please indicate how many individual PDF files a single case file will create, on average. [For open cases, individual PDFs are required based on document type. On average, there are 30-40 pages of documents resulting in 10-20 individual PDFs.](#)

8. It states in Section 5 A that proposals can be submitted electronically but also asks for 4 hard copies further down. Are we allowed to submit by email to the contact listed in Section 5 B Proposal Inquiries? *Electronic submission is acceptable.*
 9. In the P-37 Form; is it possible to negotiate Section 10.2 as we would need to own what it develops under the Agreement. Proposed changes would need to be submitted in writing and approved by the Attorney General's office.
 10. In the P-37 form; XXXXXXXXX would need to negotiate the Indemnification section we will grant indemnities for IP infringement and personal & property damage caused by OT, but not so broad as "other claims." Proposed changes would need to be submitted in writing and approved by the Attorney General's office.
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I was wondering if you could verify the required server configuration for image storage.

- *4.4 The network system that the documents are scanned to must use at least a dual redundant RAID 5 server configuration. The network systems needs to meet industry recognized security standards for documents containing sensitive data. The NH Department of Information Technology will need to approve the security of the location and network.*
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1. Do you have loading docks at each location? *No, but all the archived documents are located at a facility with a loading dock.*
 2. Are there elevators at each location if the files are contained on second floor or higher areas? *Yes*
 3. Do you have a high-low or manual floor transport equipment at each location so that skids can be used to transport the boxes of documents to the truck? *No, but the archived documents facility has transport equipment.*
 4. What hours are they open for access? *8am to 4:30pm, Monday through Friday (excluding State holidays)*
 5. Will you allow all boxes to be picked up at once? *Yes*
 6. Will all material be boxed and labeled by customer? *No*
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1. The RFP includes Attachment A: P-37 Contract Form and Attachment B: ALT W-9 Vendor Application

Question: Please confirm that these 2 attachments are not completed at this time and should not be submitted with the proposal, but upon award by the contractor selected. *The W-9 needs to be submitted with the proposal and the P-37 to be completed with contract negotiations.*

2. Page 1 states: "Cases on average are open for a period over two years and contain on average between 30-40 pages of documents, while some may contain hundreds."

Question: Can you more clearly define hundreds (for example 200 or 900)? *300*

Question: What is the frequency of such occurrences of these cases with relatively high page counts? 1%

3. The Schedule on Page 2 lists Event: "Review and Scoring of Proposals" with a date of June 22, 2020. This date is before the Event: "Proposers Submit Proposals" due date of June 26, 2020.

Question: Please confirm the date listed for "Review and Scoring of Proposals" is correctly stated. **The Review and Scoring of Proposals was incorrectly listed as June 22, 2020, it will occur after the due date in early July.**

4. As to the document classification and field tagging, Page 1 states: "Case files consist of required program documents such as applications, plans for employment, disability documentation, correspondence, and other pertinent documents." Also, Page 2, Section 3.1 states "Items to be tagged are to include but are not limited to Case ID, Participant ID, Date of Birth, Participant Name, Application Date, and Closure Date to be provided to the contractor in an electronic format."

Question: Will ALL archived documents be tagged with the same list of attributes OR are there different lists of attributes per document type with in the archived documents?
Archived documents do not need to be tagged.

Question: If they are different, can you provide the list of document types and attributes per type to tag? **N/A**

Question: If they are the same, can we get a complete list of attributes to tag? **N/A**

5. Section 3.1 states documents are to be saved as PDF. PDF tagging traditionally refers to a process used to make a PDF accessible.

Question: What accessibility requirements are there, if any, for the PDF's to be delivered? **Please refer to section 508.gov for accessibility details.**

Question: Since tagging traditionally refers to a process used to make a PDF accessible, are there specific requirements regarding how elements such as Case ID are to be tagged within the PDF's?
No

Question: Or, is tagging referring to the process of extracting this data which will ultimately be provided in a separate file? **No**

6. Question: If archived documents are to be provided all within a single PDF and the documents therein contain multiple occurrences of tagged values, how are these to be handled? **N/A**

7. Section 3.1 states: "Items to be tagged are to include but are not limited to Case ID...", since this is not an all-inclusive list:

Question: Can the State provide an estimate of how many potential additional fields the contractor will be required to capture? **There should not be anymore than those listed in the RFP request.**

Question: What format will the contractor be required to provide the captured data? **Metadata tagged in the PDF.**

8. Question: Given the 48-hour return requirement in Section 3.2, if a document is requested by the State, does it have to be the paper originals /hard copy of the actual case file? **No, electronic format is acceptable.**

Question: Alternatively, can it be a photocopy or PDF of that document/case file? **Yes**

9. Section 3.2 suggests scanning can take place at an off-site location or alternatively on-site; therefore, if the contractor can scan on-site:

Question: Does the State have facility space available where the 16,000-18,000 archived case files reside for the contractor to scan on premise? **No**

10. Section 3.2 states: "If the scanning is to take place at an off-site location, the contractor will provide boxes and remove files in a systematic manner that includes an inventory and tracking system to allow for the retrieval of any document that is in process if needed within forty-eight (48) hours."

Question: Can the State provide the estimated number of times retrieval of documents will be required? **Minimal**

11. Question: Are we to assume the case file documents are all set up correctly in the right order?
Yes

Question: Or, will the contractor have to organize each case file based on the provided attachment: Case File Set Up (see sample- nhvr-case-file)? **No**

12. In Section 3.3, it states the contractor is to mount irregular sized memorandum:

Question: Is there an estimate of the number of pages that are not standard 8.5 x 11 in each case file? **Over 99.5% of documents are 8.5 x 11.**

13. In Section 3.4, it states both sides of documents shall be imaged, as needed:

Question: Is there any estimate of the number of pages that are double sided with information on both sides?
~25%

14. Question: Please confirm that redaction or redacted copies of any PDFs are not required? **No redactions are required.**

15. Section 3.5 states: "...case files will be returned in boxes organized by exit year and name."

Question: Will the contractor be required to reassemble the case file in the manner they were received, for example documents be re- stapled if staples were removed? **Re-stapling is not required.**

16. Question: Will the contractor be responsible for storing all of the 16,000-18,000 (if operations will be off-site) until completion of the entire project and then organize the entire lot of 16,000-18,000 records by exit year and name? **To be determined contract negotiations.**

Question: Or, is the organizing by exit year and name per box?

17. Section 4.3 states "If scanning off-site, the facility must provide physical security through an alarm system and video recording...the documents must be kept in a segregated and secure area with limited access verified through audit and entry tracking."

Question: Does the State have additional state/local security/ privacy/breach requirements? **Our Department of Information Technology will approved the security of the location. Any additional securities in place should be submitted with the proposal.**

18. Section 5 states: "Proposals may be submitted by (U.S. Mail, delivery service, in person, or electronic)" and also states all proposal submissions must consist of at least "One (1) original and (3) clearly identified copies of the Proposal, including all required attachments".

Question: Can the State confirm that the requirement to submit an original and 3 copies of the proposal and its attachments is for submissions that are done via hardcopy delivery or mailed method and not if the proposal and its attachments are submitted electronically via email? **Correct**

19. The proposal asks for a write up on key personnel.

Question: Can the State provide key personnel requirements? **Please names and background of key personnel involved in the proposed project.**

20. The guidelines for the Project Summary section states it should be in Arial 10 Font.

Question: Does this include headings that may be used within the write up for this Project Summary section? **Arial 10 Font is a guideline for the page requirement to not exceed 5 pages.**

21. Question: Please confirm that the page limit listed is only for the Project Summary section and not for any of the other required information that is listed on Page 6 under Section 6– Content and Requirements for a Proposal. **Correct**

22. The Project Summary section response is limited to 5 pages; however, since a lot of details are being requested:

Question: Will the State consider increasing the page limit to 10 pages? **No**

23. The “Term of the Contract” states it will be for 1 year:

Question: Can the State provide the period/ turnaround time for the work to be completed by once the case files/records are picked up, if off-site, or once the contractor begins the work if on-site? **Within 3 months of contract approval is the desired timeline.**

24. Page 1 states NHVR is seeking two cost structures with the 1st for the 16,000- 18,000 archived case records and the 2nd for the conversion of “on-site open case records of approximately 3,000 currently located in five (5) regions around the State.”

Question: will the archived case records project and the on-site open case records scanning project occur at the same time or will the State stagger the projects one after the other? **This can be left to the contract’s discretion.**