Image Processing System RFP Concerns

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The following are areas on concern that an agency should consider when developing a Request for Proposal (RFP) for an Image Processing System or Image Processing Services.

Scanner Information/Requirements:

- Does the scanner(s) allow for imaging at the following resolutions?
  - 200dpi required for small format documents (e.g. correspondence and forms)
  - 300dpi required for large format documents (e.g. engineering drawings)
- What type of scanner does your agency need?
  - Flatbed
  - Auto Document Feed
  - Medium Speed
  - High Speed
  - Large Format

Image Capture Software:

- Does the capture software save the images using industry standard file formats?
  - Single-page TIFF, PNG, PDF/A,ODA/ODIF
- Does it have OCR and/or zonal OCR capabilities?
- Does it include redacting tools?
- Does the system produce Scanning Logs?
- Does the system produce hardware/software logs?

Database/Retrieval Software:

- What kind of storage database would be used?
  - SQL Server, Oracle, Access, etc.
- Does it have an Open Architecture at the Application Programming Interface (API) level?
- Will your agency be storing images on-line, near-line, or off-line?
- What type of security/levels of access does the system have?
- What type of retrieval software will be used?
- Does it have an Open Architecture at the Application Programming Interface (API) level?
- Is the system web-enabled?
- Indexing should include at a minimum the identical indexing access as the existing records management system.

- ◻ Does the system produce hardware/software logs?
- ◻ Does the system require a dedicated server?

Backup:

- ◻ Operating System must be backed up.
- ◻ Database must be backed up.
- ◻ Does system create a bootable backup?
- ◻ What media will be used to backup?
  - Optical Disk (WORM)
  - CD
  - DVD
  - Magnetic Tape
  - Microfilm
    - o Does the vendor have a solution that will allow the agency to create microfilm from the images?
    - o Can the vendor provide this service as a service bureau?
- ◻ Can the vendor provide offsite storage of the paper records, digital records, or microfilmed records that is in compliance with State record storage standards?
- ◻ Can the vendor supply a Hot/Cold site?
- ◻ Does the vendor have a documented migration path to guard against the risk of records loss due to the obsolescence of underlying technology?

Support:

- ◻ Provides Training and Technical Support
- ◻ Provide Operational and Administrative Manuals for users
- ◻ Provides periodic upgrades and updated versions of system
- ◻ What tools are available for support?
- ◻ Do you provide hardware maintenance?
- ◻ Company Information
  - Where are you located?
  - Do you have local representation?
  - How long have you been in business?
  - Would you be able to provide us with financial information regarding your company?
- ◻ Have you done work for State, Federal, or municipal/local agencies?
- ◻ Are you aware of State laws regarding the imaging of public records and the associated standards and certification process promulgated and coordinated by the Division of Archives and Records Management?
- ◻ What type of assistance in the certification process can you provide?