

Document Digitization RFP Questions and Responses

November 14, 2025

- **Will NHRS accept a Proposal that includes a single prime contractor that subcontracts the digitization efforts? LRS as the prime will maintain full oversight, quality assurance, and responsibility for document intake, metadata loading, and final installation of documents to PageCenterX.**
 - Yes, NHRS will accept proposals that include a prime contractor utilizing subcontractors, provided the prime contractor retains full responsibility for compliance with all RFP requirements. The prime contractor must identify all subcontractors and their roles. Vendors must implement strict access controls and multi-factor authentication for all systems and personnel accessing NHRS data. Systems must be compliant with SOC 2 standards. Documentation of compliance must be provided upon request. Vendors must maintain an incident response plan and notify NHRS of any data breach or security incident within 24 hours of discovery. All documents must be securely destroyed or returned to NHRS upon project completion. Vendors must certify destruction of documents approved to be destroyed. The prime contractor is responsible for ensuring all subcontractors comply with NHRS security requirements, including data protection, access control, and compliance standards.
- **Will NHRS consider an extension of the RFP Response deadline in order to ensure that responses to questions result in a quality Proposal from vendors?**
 - In light of the volume and complexity of questions submitted for this RFP, we acknowledge the importance of providing sufficient time for quality proposal submissions. The deadline for submissions for this RFP has been extended to 4 PM on Thursday 11/20/2025.
- **NHRS describes that 35–40% may be brittle or aged. Can you clarify the extent of pages that are truly brittle (i.e., fragile like dried leaves that could crumble in a sheet feeder)? Can NHRS provide an estimate of the number of brittle pages that would be irreparably damaged if fed through a sheet feeder?**
 - The estimate of 35 - 40% refers to documents that are aged and may require careful handling. While we cannot provide an exact count of pages that would be irreparably damaged, we recommend vendors assume that a portion of these documents may require flatbed or manual scanning.

- **Please confirm the frequency of sticky notes, receipts, or items smaller than a half sheet.**
 - While we do not have an exact count, vendors should anticipate encountering items smaller than half a sheet, such as envelopes and sticky notes, intermittently throughout the collection. Vendors should specify handling procedures for these items in their proposal.

- **At what granular level will documents be separated? For example, will the vendor be creating one PDF per folder, per document, or based on another method?**
 - Documents should be separated at the individual document level. Each document should result in one searchable PDF with appropriate metadata.

- **How is separation identified within the documents? For example, is the separation physical (e.g., staples, clips, folders) or visual (e.g., stamps, headings)? Should vendors search the page for cues?**
 - Separation is primarily physical, using staples, clips, or folder dividers. In some cases, visual cues such as headings or cover sheets may be used. Vendors should be prepared and specify handling procedures on how they will use both physical and visual indicators to identify document boundaries.

- **Please confirm the number of data elements that will be required for metadata purposes. For example, will the metadata need to include only SSN, Last Name, First Name, Document Type and Document Name?**
 - At a minimum, metadata should include: SSN, Last Name, First Name, Document Type, and Document Name. Full metadata specifications will be provided to the awarded vendor. Vendors should specify their metadata capture methodology and quality assurance process.

- **Within the 2 million pages, or approximately 825 legal-sized boxes, please provide a breakdown of categories of types of documents. For example, member, retiree, disability, or employer documents.**
 - The collection includes a mix of member, retiree, disability, and employer-related documents. While an exact breakdown is not available, member and employer documents constitute the majority. A more detailed categorization may be provided post-award.

- **NHRS has requested that vendors clearly state their achievable OCR accuracy and QA procedures. OCR is typically automated and depends on the document quality. Are you requesting OCR review or correction? If so, please note this significantly increases cost.**
 - No, we are not requesting OCR review or correction.
- **What accuracy threshold are you aiming for related to QA? 99.5%, 99.999%, or something else?**
 - NHRS requires 99.999% accuracy for metadata capture and document association. Vendors must describe their QA procedures, sampling rates, and error correction processes.
- **Will the boxes be palletized, strapped, and wrapped?**
 - The boxes can be palletized, strapped and wrapped at the request of the vendor.
- **Is there a loading dock, or will vendors need to retrieve boxes from shelves/drawers and palletize them?**
 - Yes, there is a loading dock. The boxes can be palletized at the request of the vendor.
- **Are you requesting sprinkler-controlled storage post-scan?**
 - We are requesting storage in an area that has fire-resistant storage space or a fire suppression system in place that will cause minimal damage to the documents if deployed, such as inert gas suppression.
- **Do you want the boxes returned after scanning? Or are you only asking for the cost to FedEx a document if needed?**
 - No, NHRS will not require all boxes returned after scanning. Most boxes will be approved for secure destruction after successful digitization and verification. However, vendors must provide a per-box cost quote for returning boxes to NHRS, as state legislature may require retention of certain original documents. Vendors must provide certified destruction documentation for all boxes approved for destruction.

- **Is there flexibility in the post-award timeline? The current schedule (award 3 days before Christmas, all boxes out by the Monday after New Year's Day) which spans two holiday weekends.**
 - NHRS understands the holiday timing challenges. Vendors should propose a realistic timeline that ensures quality while meeting our target completion date of 1/5/2026. We're open to a completion date of 1/19/2026 if that improves feasibility.

- **Will a facility that is HIPAA and NIST 800-171 compliant and meets NARA standards suffice for NHRS security requirements?**
 - A facility that is HIPAA and NIST 800-171 compliant and meets NARA standards is acceptable. Vendor must also demonstrate SOC 2 compliance and provide documentation upon request. All security requirements specified in the RFP must be met.

- **Are there any film, fiche, photos, or photo film included in the collection?**
 - Yes, the collection includes approximately half a box of photographs. Vendors should specify their capabilities, handling procedures, and pricing for digitizing photographic materials separately from standard document scanning.

- **How often do you anticipate ad hoc requests for the documents being digitalized? Is digital delivery within 24–48 hours acceptable?**
 - NHRS anticipates that ad-hoc requests for documents during digitization will be rare occurrences. Digital delivery within 24-48 hours is acceptable for these infrequent requests.