



PURCHASING DEPARTMENT

Newport News Public Schools

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**May 5, 2025
Addendum #2
FOR IMMEDIATE ATTENTION**

ADDENDUM NO. 2 TO ALL OFFERORS:

Reference – Request for Proposal:

**RFP 013-0-2025/SB Document Management
Services**

For Delivery To:

Newport News Public Schools

Proposals Due:

May 15, 2025 at 2:00 PM EST

The above is hereby changed to read:

1. **Pricing Schedule:** See below Attachment A to include with your proposal submission.
2. **Responses to Pre-Proposal Questions:** Please see the following.

All other provisions of the RFP shall remain unchanged.

Sincerely,
Shannon Bailey, VCCO, VCO
Director of Procurement
shannon.bailey1@nn.k12.va.us
757-591-4560 x10752

Name of Firm

Signature/Title

Date

**RFP No. 013-0-2025/SB - Document Management Services
Attachment A - Price Proposal Worksheet**

***Please include any additional pricing on supplemental pages

Offeror
Name:

A. Implementation Costs

List all costs associated with implementation.

Item	Description	Price
1	Project Management	\$ -
2	Configuration	\$ -
3	Interface / Integration Design, Development, and Implementation	\$ -
4	Data Conversion and Migration	\$ -
5	System and Functional Testing	\$ -
6	Staff Training	\$ -
7	Transition Operations	\$ -
8	Post Go-Live Support	\$ -
9	Software	\$ -
	TOTAL IMPLEMENTATION COST (Items 1 through 9)	\$ -

B. Maintenance Costs

List all license and support costs associated with ongoing use.

Item	Description	Price
1	Annual Fee (Year 1 of Initial Term)	\$ -
2	Annual Fee (Year 2 of Initial Term)	\$ -
3	Annual Fee (Year 3 of Initial Term)	\$ -
4	Annual Fee (Year 4 of Initial Term)	\$ -
5	Annual Fee (Year 5 of Initial Term)	\$ -
6	Annual Fee (Year 6 of Initial Term)	\$ -

7	Annual Fee (Year 7 Renewable Option Year)	\$ -
8	Annual Fee (Year 8 Renewable Option Year)	\$ -
9	Annual Fee (Year 9 Renewable Option Year)	\$ -
10	Annual Fee (Year 10 Renewable Option Year)	\$ -
	TOTAL INITIAL TERM COST (Items 1 through 10)	\$ -

GRAND TOTAL OF A AND B:	\$ -
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Questions and Responses – RFP 013-0-2025/SB Document Storage Services

1) How many GB or TB data do you currently have stored in your current Enterprise Content Management License? **N/A**

2) How many users in Total in all Departments will be accessing the system?

Human Resources: 29

Student Records: 5

Transportation: 13 (currently)

Payroll: 9

3) What is the name of the Software that the software is currently stored within?

Doma

4) From a storage perspective, do you have any growth trends? Example grew by 10 GB over the last year.

Yes

5) Does the School District prefer a cloud system for the ECM?

Yes

6) How many Document Types are currently setup in your existing ECM system?

Human Resources: 12

Transportation: 2 (personnel and training)

7) How many index values per existing Document Types are setup in your existing ECM system?

Human Resources: varies

8) In Regard to Munis and Frontline do you have API's currently in place for transfer of data between ECM? If not, how are you currently communicating with these systems from other applications?

Human Resources: Munis - Yes; Frontline - No

9) Can you please outline any current integrations that you have currently in place between Munis and Frontline with your current ECM?

Human Resources: Munis - nightly automatic feed

10) Is your current ECM hosted in the Cloud or On-Premises?

Munis is cloud-based

11) Physical

Is physical storage required for this RFP, if so... **question unclear**

Can you elaborate as to the physical box count and file count needed for physical storage

Human Resources: number of boxes vary per need for scanning; once scanned, documents can be destroyed

12) Indexing & Labeling

What are the indexing fields needed for each department

Payroll - SSN, Employee ID Number, Last name, First name

Transportation - Employee ID Number, First Name, Last Name, Middle Initial

Human Resources - Employee ID Number, Entity ID, Last Name, First Name, Middle Initial, DOB, SSN, Status, Location, Supervisor First Name, Supervisor Last Name, Created Date, Updated Date, Folder

What is the primary file type (e.g., paper, medical charts, legal folders)?

Payroll - Paper

Transportation - Paper

Human Resources - Paper

Student Records - Paper

How many files do you expect to add each month?

Payroll - 250-300 on average, higher during summer months

Transportation - unknown

Human Resources - varies

Student Records - varies

What is the end disposition of the file after scanning—store or shred?

Payroll - stored on site for 3 years, then shred.

Transportation - shred

Human Records - shred

Student Records - shred

Can you walk us through your preferred indexing format?

How would you like the files to be labeled electronically for easy retrieval?

Payroll - W4, VA4, Direct Deposit, W2 distribution election forms, misc

Human Resources - Application, VRS Forms, Contracts, Blue/PAF, Correspondence, Hiring Documents, Licensure Certifications, ER, Evaluations, Worker's Comp, Recognitions/Commendations, Employee Benefits, FMLA, Short-term Disability, Employment Medical Screening, COBRA

13) Current Workflow

How is the material currently stored in your office? (e.g., file cabinets, banker boxes)

Payroll - File cabinet for current year, then boxes for previous years until shredded.

Human Resources - File cabinet and banker boxes until shredded

Student Records - File cabinets, file room, and banker boxes

What is your ideal monthly scanning volume into the digital repository?

Payroll - 250-300 on average, higher during summer months.

Human Resources - varies

Student Records - varies

14) System Access & Use

How many team members will need access to the Unify system?

Payroll - 9

Transportation - 13 (currently)

Human Resources - 29

Student Records - 5

Are there specific departments or roles that require different levels of access?

Payroll - all the same level of access.

Transportation - We have four (4) levels of access (view only - 12, scan only - 0, scan/edit/view - 0 and Admin - 1 - we also have a root folder - 12 and a confidential folder for records - 2

Human Resources: We have role-based access for Admin (4 people), Confidential files for ER and Worker's Comp (7); there are options for view only, scan only, scan/edit/view, but all of HR has full access to scan/edit/view other than the confidential files mentioned above that are role-based.

15) Section B, Statement of Needs: Does the reference to hardware throughout the RFP pertain to storage devices, scanners, or other physical components like servers, computers, or networking equipment. **Please list all applicable hardware that is required by the Offeror to provide the services in accordance with the RFP.**

16) Data Security Clause: Could a SOC2 Type 2 report serve as a substitute for a SOC 1 report in regulatory compliance? **Yes, if the vendor is asking could the provide their SOC2 Type 2 as an attestation to security compliance.**

17) Data Security Clause: We conduct a single third-party vulnerability audit annually. We have a second, third-party automated vulnerability assessment that runs monthly. Are we required to add a third audit party? **No, but the selected vendor would be required to complete our third party insecurity verification process.**

18) Statement of Needs: Can you please provide more information on what applications/systems require interfacing?

Human Resources: Munis

19) Can you provide more details as to how the district is scanning documents today?

Human Resources - daily work with individual and shared large-format scanners; HR may request special scanning projects to be completed by the current vendor that may include up to 2,500 pages, once per year.

20) Does NNPS have specific workflow needs and requirements? Will NNPS require an approval workflow? Will there be multiple workflows created during implementation, or will all workflow configurations be performed post-implementation?

Human Resources - No, but are open to learning about different services vendors can offer

21) RFP indicates a requirement for importation of MUNIS, Frontline, DOMA data. What data format will be presented for importation? **This is a question for the owners of the database i.e., MUNIS and Frontline - this will determine the format. Will the data be exported first to Excel or will the vendor have direct access to our database via API?**

22) What is the volume of data that will need to be imported into the new system? **Refer to the above answer as well.**

23) What will be the method of integration will be provided for the solution to MUNIS, Frontline and DOMA from which we are to import data? **Refer to the answers to questions 21 and 22.**

24) Of the number of 40 estimated user licenses needed how many of those are search only? **Committee did not provide a response, as this number may change.**

25) How many departments are envisioned for the solution initially and how many users per department?

Four departments:

Payroll - 9

Transportation - 13 (currently)

Human Resources - 29

Student Records - 5

26) How many distinct user security groups are envisioned per dept? **N/A**

27) Will the option to utilize Active Directory sync for users and groups assignment be available during implementation? **Yes**

28) To clarify the requirements around hard copy document scanning: would the agency permit the use of a qualified subcontractor or partner who specializes in backfile scanning services, or is it a requirement that all work be performed solely by the primary vendor? **If outsourced, the subcontractor would have to be vetted as well to ensure they are located in sanctioned countries.**

29) To help us accurately develop both overall and individual department pricing, could you please provide the following:

- a. The total number of users at any given time within a department that would need to go in and view documents that are stored in the repository?

Payroll - 9

30) For each of the following systems—MUNIS, Synergy, Frontline, and any others—what is the expected level of integration?

31) Can NNPS please clarify whether there is a mandatory requirement for the proposed Document Management solution to be hosted in the cloud, or if on-premises deployment options are acceptable?

Preference is cloud-based

32) When does NNPS expect to make an award and/or complete contracting with the selected vendor? After review and ranking of all proposals.

33) When does NNPS anticipate to begin project implementation?

ASAP contract upon award.

34) When does NNPS anticipate to go live with the new solution?

NNPS needs a July 1, 2025 go live date.

35) Is the current solution on-premise or hosted in the cloud?

Cloud-based

36) Can you clarify if bidders submit through eVA do the additional 3 hard copies need to arrive by the due date? The only requirement for eVA submission is the electronic copy to determine responsiveness. However, NNPS will require the hard copies preferably on the same day so that the proposals can be distributed to the committee for review purposes timely.

37) What are the total number of documents to be migrated? NNPS requests Offeror to provide document migration number limitations for your firm, if applicable.

38) What is the total storage size of the documents to be migrated? NNPS is not aware.

39) For future growth, how much additional storage do you anticipate needing annually?

40) What is the total number of unique document types?

Payroll - 5 categories

Transportation - 2 categories

41) How many unique forms are currently in use?

Payroll - 4 forms, 1 misc document.

42) How many workflow routing rules do you have? Which ones make updates to your business\SIS apps?

Human Resources: none

43) Is the current solution on-premise or hosted in the cloud? Cloud-based solution

Cloud-based

44) Are there any requirements that if not met will result in automatic disqualification? All proposals received will be evaluated/scored and those that are ranked low will not move on to presentations (if NNPS elects to conduct) or negotiations.

45) What is NNPS's budget for the project? NNPS does not release our internal budget to the public.

46) What is the total student population at NNPS?

26,000 students

47) We require an NDA in place before divulging some information required in this bid. Would it be possible to have our mutual NDA signed by NNPS ahead of the submission deadline? If so, could you please let us know how we can accomplish this? **Please send the NDA to shannon.bailey1@nn.k12.va.us and it will be forwarded to Legal for review.**

48) The RFP cover page states that “All proposals may be submitted electronically online via eVA.” Additionally, RFP 1.H.2 reiterates that “All bids/proposals may be submitted electronically online via eVA using the Bidder’s established eVA Supplier Account.” However, RFP 1.H.5 requests offerors to submit proposals in hard copy with an accompanying flash drive and describes eVA submission as optional (“Offerors may submit their electronic proposal copy via eVA prior to the Closing Date and Time, however, NNPS requires three (3) hard physical copies of proposals for committee review purposes.” Can NNPS please clarify which method of submission is required: eVA only? eVA and hard-copy submission? Hard-copy submission only? **Offerors may submit their electronic copy via eVA. If you are not using the eVA system to submit your proposal, provide a usb flash drive with the three (3) hard copy physical proposals. To determine responsiveness, your electronic version, whether you submit by mail, in person, or via eVA must be received at the Issuing Office by the closing date and time. For example, if an Offeror submits their electronic proposal via eVA on time, but hard copies are received after the close date and time, the proposal will still be responsive because the electronic was submitted on time. Another example, if an Offeror elects to submit by mail and their flash drive with the three (3) copies are both received late, then their proposal will be deemed as late. At the minimum, the electronic version must be received at the issuing office before the closing date and time whether by mail, in person, or via eVA.**

49) If hard-copy submission is required, please confirm the address where offers should mail their proposals. **Newport News Public Schools - Purchasing Department Attention: Shannon Bailey 12465 Warwick Blvd. Newport News, VA 23606**

50) Regarding hard-copy submission, does NNPS have a preferred carrier (FedEx, UPS, USPS)? **No, NNPS does not have a preferred courier service.**

51) RFP 1.I.7, References, asks offers to submit three references; however, RFP 1.I.3.d asks for a minimum of five references. Can NNPS please confirm the number of references required? **Evaluations of Proposals, Letter I., #7 References is hereby changed to the following: Include a minimum of five (5) references for which the Offeror has completed services comparable to those described herein.**

52) RFP 1.I.8, Exceptions/Alternatives, asks offerors to “Detail any exceptions taken to the Scope of work and Terms and Conditions sections of this RFP.” If vendors do not include exceptions in their responses, will NNPS allow contractual exceptions to be negotiated with the selected offeror during the contract negotiations period? Or is submitting exceptions with the proposal offerors’ only opportunity to indicate desired areas of negotiation? **In the event an Offeror wants to take any exception to the Scope of Work or any Terms and Conditions, please redline those terms or create a section titled exceptions in your proposal submission. If your firm is one of the shortlisted offerors, we will discuss during negotiations.**

53) RFP 1.B.A states: “The Offeror is requested to provide processes and pricing for hard copy document scanning, software to process the former and future documents to be incorporated into the document management system.” Can you please clarify if the comma between the words scanning is intentional or a typo? E.g., should that part of the sentence be interpreted as “hard copy document scanning software” or “hard copy document scanning AND software”? **Please submit pricing in accordance with the attached pricing schedule.**

54) If scanning/OCR/digitization is in scope, can NNPS please provide the anticipated workload for scanning and indexing? For example, how many physical records does NNPS have, and what file and/or media types are in use (e.g., paper, microfilm, etc.)? **NNPS is not aware. Please provide your company capabilities in your proposal response.**

55) RFP section 1, Purpose, final sentence, states: "Currently NNPS utilizes DOMA Technologies LLC for document storage services." Will the successful offeror need to convert data from DOMA to their solution? If so, please specify the amount of data that will need to be converted. This is dependent on the record amount requested above. **The NNPS member with access to the record amount(s) in the database should respond to this.**

56) Are both current students and former students within the scope of the RFP? **Yes.**

57) RFP section III, General Terms and Conditions, subsection M.a, states: "This contract term shall be for six (6) years, commencing on the date of award." M.b continues: "This contract may be extended upon mutual agreement of both parties for four (4) additional, one-year periods." Can NNPS please confirm that this contract will be for one initial six-year term and four one-year extensions, for a potential total of 10 years? **The contract will be a total of ten (10) years if all contract renewals are exercised.**

58) Should offerors provide pricing for years 1-6 of the initial contract? If offerors should provide fewer or additional years in their price proposals, please specify. **Offerors are requested to submit pricing for years 1-6. If your company has alternate pricing structures, please submit with your proposal.**

59) Does NNPS actively maintain and use a Microsoft365 Enterprise license? If so, is it G/E 3, G/E 5? Is Microsoft365 used by the departments responsible for Human Resources, Student Records, Transportation, and Payroll?

60) What document management software is in place today? Are there gaps in that document management software that NNPS needs to fill? **NNPS currently uses Doma Technologies. The RFP is being issued because the current contract is expiring.**

61) Does the current document management software provide the capability to support all long-term and permanent content in perpetuity? **Yes**

62) Can NNPS provide a Price Schedule worksheet/template with the core line items that are a part of this contract? **See attached.**

63) How much data is within the scope of this contract? Is the data structured and/or unstructured? **NNPS is not aware.**

64) Where is DOMA data currently stored? On Prem? In the Cloud?

Cloud-based

65) Do you have a requirement to integrate with O365? **No**

66) Do you currently use Azure or other cloud services? **In some areas**

67) Any specific nonstandard file types that need support for long-term preservation? **Not to my knowledge, please verify with HR.**

68) What document capture platform is currently in use? **Is it off the shelf or proprietary/custom? I believe DOMA has a Custom Off The Shelf (COTS) platform.**

69) Is the current DOMA ECM platform a custom product, or a commercial off the shelf white labeled solution? **Please see answer to 68.**

70) The Offeror is requested to provide processes and pricing for hard copy document scanning, software to process the former and future documents to be incorporated into the document management system. Please confirm if there are "former" documents that need to be physically scanned into the "awardee" system or if all current scanning would be up to date daily for July 1, 2025, Go "Live" date? **NNPS is not aware. In this scenario, during implementation, the incumbent and the new awarded vendor would work with NNPS on transition plan of existing document.**

71) The Offeror should provide an overall pricing with multiple departments and individual department pricing. Please confirm if ALL departments expect to utilize the same centralized system with role-based permissions in place to determine access and user capabilities? Do all users currently login to the DOMA system via the same URL? Or separate URLs for some users/departments? Which is your preference for the “awardee” system?
NNPS is not aware.

72) The Offeror is requested to provide processes and pricing for continued storage of electronic documents. What is the current storage capacity of your DOMA system? GBs or TBs? Also, quantity of Folders and individual Files? What is the size of the Database (i.e., SQL)? **NNPS is not aware.**

73) The offeror explains how an employee can have viewer access to records. Just as an employee requesting to view their file. Do all employees have access to DOMA? If so, how are employees currently requesting access? Can they login to DOMA and see only files they are allowed to see and request to see others? If not, do they simply request certain documents via email and then HR emails them the documents? Do you have or would you like to have a more formal process such as an E-Form that is submitted by the employee that is routed directly to HR and/or their department Manager for approval? Employees in this scenario do not necessarily need access to any files in DOMA because HR could ultimately grant them temporary secure access to only files they are allowed to see based on the circumstances. **No, not all NNPS employees and department have access to the current system DOMA. Only the departments mentioned in the RFP.**

74) The offeror explains if they utilize cloud storage. Our Cloud/SaaS offering does utilize cloud storage. However, our more affordable “On-Premise” system would not necessarily require it as your IT/IS department would manage your own data. Is cloud storage a requirement or preference? **Yes**

75) Offeror is requested to provide information on industry best practices used for imaging, document management, and workflow in a single system for typical files located in Human Resources (personnel, benefits, compensation records, etc.) Are there any current workflows and/or approval processes already configured within DOMA that you would like for the “awardee” to replicate? If so, can you provide a listing or quantity of existing workflows to understand the migration process in more detail? **NNPS is not aware.**

76) Newport News Public Schools is requesting information on systems (software and hardware) that are scalable and provide enhanced inter-operability, and integration with other systems that are already in place at NNPS such as MUNIS our current financial and human resources module, Synergy our student information system, Frontline, our evaluation software, and any other systems from other departments. Which information systems are currently integrated with DOMA? Can you provide details as to which systems (that are currently integrated with DOMA) are sending data to DOMA vs. receiving data from DOMA? **For Human Resources, data is integrated with Munis only. Data is being sent to DOMA from Munis, not from DOMA to Munis.**

77) Offeror is requested to help NNPS focus on improved records management, retention, indexing, workflow, and document access. Are there any specific requests about these topics you would like for us to include in our proposal? Or is this request just something you hope the “awardee” is willing to provide upon winning the contract? **The bidders should provide information for the services they offer.**

78) Offeror is requested to focus on the need NNPS has to improve records management, retention, indexing, workflow, document access, and retrieval of documents created and utilized by NNPS. The goal is to implement a system that stores digital images quickly and effectively for archival permanency and to migrate the information to other mediums (hardware or software) in the future as technology changes for the full retention of a record and be able to remove records by date, type or number range. Does DOMA currently manage retention policies within your current archive? **Not to our knowledge.**

79) The project will have three phases: Please confirm there are 4 phases as listed below and not 3 as mentioned here? Is the expectation that all 4 Phases be fully implemented by July 1, 2025? Or are the phases listed in terms of Priority-level? **Yes, all 4 phases complete.**

80) Implement a comprehensive system (software and hardware) that stores digital (ICR) (OCR) images quickly and effectively for archival permanency and to be able to migrate the information to other mediums (hardware or software) in the future as technology changes for the full retention of a record and be able to remove records by date, type or number range. This system should have at a minimum the capability to

establish workflow, Web access, audit trail, agenda manager, quick link, auto sort, tagging and folders, data compression and any other tools that improve records management. Is it possible to provide more details as to how you are currently utilizing the listed “minimum capabilities” within DOMA? While terminology in the industry is similarly explained customers can occasionally have completely different expectations. **NNPS committee is not aware.**

- Workflow: Does DOMA currently provide any Workflow capabilities? If so, does this mean they automate certain processes, include document routing for approval process, automatically send email notifications, apply digital signatures?
- Audit Trail: Does DOMA provide this at the Document-level and allow users (with permissions) to see older versions of the document? Or is this an Admin-only Feature?
- Web Access: How many users’ access DOMA via web-access?
- Agenda Manager: Is this simply utilized as a reminder of tasks or is it more involved within HR, Transportation, Payroll, and Student Records?
- Quick-Link: Is this for accessing documents for non-users from outside of DOMA? Or simply the link that exists in email notifications that drive them directly to the document within DOMA? Or other function?

81) Phase 1: Indexing Human Resources: indexing options requested are Social Security Number, Employee ID Number, Last name, First name and status (active/inactive. NNPS requests documents be stored/retrieved under various fields as designed by the user. For example: Benefits, Contracts...etc.

- Do all HR documents currently have these listed indexed values associated with them?
Yes Would you like for us to mirror the existing structure or provide additional recommendations? **Yes but please provide additional recommendations to review.**

82) Phase 2: Indexing Student Records Assign appropriate index labels for this department. Can you provide us with the list such as provided for HR? Would you like for us to mirror the existing structure or provide additional recommendations? **NNPS committee is not aware.**

83) Phase 3: Indexing Transportation Assign appropriate index labels for this department. Can you provide us with the list such as provided for HR? Would you like for us to mirror the existing structure or provide additional recommendations?

Transportation - Employee ID Number, First Name, Last Name, Middle Initial. Mirror existing.

84) Phase 4: Indexing Payroll. Assign index labels that are appropriate for this department. Can you provide us with the list such as provided for HR? Would you like for us to mirror the existing structure or provide additional recommendations? Do you expect other departments to potentially utilize the “awardee” system in the future? Purchasing? Accounting? Legal? Etc.

Payroll - SSN, Employee ID Number, Last name, First name. Mirror existing.

85) Offeror is requested to provide on-site initial training and ongoing training and support as required by NNPS.

- Is “on-site” training expected at all ~40 locations by July 1, 2025? Or is most of the on-site training going to take place at your Administrative Building or other Centralized location with follow-up Zoom training? **On-site training at 4 locations: Human Resources office, Central Records office, Transportation office, and Payroll office.**

86) Offeror is requested to provide software that will be supported into perpetuity with updates as required to enable the document management system to maintain functionality' conformance with all Commonwealth of Virginia Laws and Regulations. Offeror is also requested to ensure software will have an evolution capacity to advance as file types/storage change to accommodate current and future technological innovations/file types.

- a. Can you further define your expectation of “supported into perpetuity with updates”? **Product to be supported while NNPS is under contract and beyond if access is needed for documents beyond contract length.**

- 87) Offeror is requested to ensure all processes from hard copy scanning to electronic storage and eventual electronic file destruction is done in cooperation with the Library of Virginia and is in compliance with all applicable laws and regulations of the Commonwealth of Virginia as current and evolved. **File destruction will only be performed when authorized to do so by the department requesting services.**
- 88) Offeror is requested to provide all off-site processes be performed within the USA. **Yes.**
- 89) Offeror is requested to provide method of off-site storage for stored NNPS content.
a. Does DOMA currently provide off-site storage of NNPS content? Is this regarding individual bulk-scan jobs? **No; however, temporary storage may be required during bulk-scan jobs, then documents can be shredded after scanned. No other off-site storage is required.**
- 90) Offeror is requested to ensure all software; hardware and training comply with any federally mandated requirements. **Federal, State, and local.**
- 91) Offeror is requested to model a proposed timeline for the completion of document project as described. **Yes.**
- 92) Offeror is requested to provide an operational service level agreement at 99.5% or greater and maintenance response time of no greater than two (2) hours from placement of service call. **Yes.**
- 93) Offeror is requested to provide and offer NNPS the most energy-efficient hardware and the opportunity to upgrade as hardware efficiency increases.
a. Please explain further. Does DOMA currently provide/include hardware within the existing contract? If so, please provide a listing of included hardware and let us know what you expect replaced by the “awardee”. **NNPS committee is not aware.**
- 94) Offeror is requested to detail an emergency preparedness plan optimized for NNPS. **This should be expressed in the SOC report to address data security.**
- 95) Offeror is requested to address Wi-Fi access of document management system.
a. Please explain your expectation of this concern. Is Wi-Fi access not allowed with DOMA? Is there a problem that you want to “awardee” to fix? **NNPS committee is not aware. The cloud based system should be accessible with wi-fi access.**
- 96) Offeror is requested to ensure the proposed software can import MUNIS data, Frontline, DOMA, other systems, or can import from Microsoft Office Excel. **Yes.**
- 97) Offeror is requested to outline emergency preparedness and response times. **See #94 response.**
- 98) Offeror is requested to include relevant experience with school systems of like size to NNPS. **Yes, please include in the reference section of your submittal.**
- 99) Offeror is requested to provide pricing for concurrent licenses and unlimited licenses, specify licenses when pricing accordingly.
a. “Concurrent Licenses” generally means Unlimited Users with only a certain quantity of users being able to access at any given time based on the quantity of licenses. Does this definition meet your expectation? **NNPS committee is not aware.**
b. “Unlimited License” is also known as a singular Site License, and it allows for Unlimited Users to all access

at any given time even all at the same time. Does this definition meet your expectation? **NNPS committee is not aware.**

c. Does NNPS currently have Concurrent Licenses or an Unlimited License with DOMA? **NNPS committee is not aware.**

d. If concurrent licenses, what quantity do you currently have with DOMA? Does the current total suffice, or would you like to increase or decrease to a specific amount? **NNPS committee is not aware.**

e. How many total users currently have access to login to DOMA? **NNPS committee is not aware.**

f. Do all employees have a username for DOMA? **Yes**

g. Do you have read-only users? If so, what is the quantity? **NNPS committee is not aware.**

h. How many users currently access DOMA within HR, Student Records, Payroll and Transportation? **NNPS committee is not aware.**

100) Offeror is requested to provide type of back up process and location of each.

a. Please explain. Does this essentially mean "Provide data back-up capabilities and where data can be stored"? **NNPS committee is not aware.**

101) Does your IT/IS department have a preference of a Cloud/SaaS vs. On-Premise?

Cloud-based

i. Cloud/SaaS essentially means NNPS pays a subscription of licenses on an annual basis for the length of the contract. The subscription includes software licensing, annual maintenance and remote technical support, dedicated MS Server/SQL licensing and daily data back-ups. Users access over the internet securely via URL and login with their credentials for access.

ii. On-Premise is the exact same system (based on our offering), however NNPS pays for the licenses upfront with a one-time payment and each subsequent year pays a small percentage of the license value to cover Annual Maintenance remote technical support. Users can still access over the internet securely via URL and login with their credentials for access. The main difference is that the MS Server/SQL licensing and data backups fall under the responsibility of your IT/IS department. This can be managed with a physical server and/or a 3rd party virtual server that your IT/IS department already trusts. On-Premise also opens the door to secure access behind your firewall and ability to utilize ODBC drivers for easy integration with other systems.

102) Are you comfortable with utilizing AI processing? Weird question, I know but I think it is worth asking in 2025. You mentioned digital processing technology such as ICR and OCR but didn't mention AI. Our proposal will include an AI capture solution that leaves ICR and OCR in the dust. Please confirm if AI software is acceptable? **We are interested in learning more about the options associated with AI.**

103) Do any non-NNPS employees have access to files such as parents requesting student records?
No

- 104) Does NNPS utilize MS Active Directory for user management? **Yes**
- 105) Does NNPS utilize any SSO (Single-Sign-On) technology currently with or without DOMA?
Yes
- 106) On the NNPS website there seems to be several web forms including the Contact Us page as well as Connected At Home. Do these web forms generate electronic forms within DOMA? Or do they simply just send an email to someone in which the user then has to manually data enter another system? **The latter applies.**
- 107) <https://sbo.nn.k12.va.us/hr/forms.html> This website includes 25+ forms in multiple formats such as PDF, Fillable PDF, and MS Word. The assumption is that after the person fills out the form(s) with a computer/phone or handwriting it is then emailed or physically given to someone in HR. HR then reviews the document to see if it is filled out correctly and if so, files it away in the correct employee folder and potentially also manually enters data into a 3rd party system. Would NNPS like a solution to eliminate the data entry and provide a more efficient form submission and approval process? **No**
- 108) Does Doma Technologies LLC provide hardware and software, or do they only provide the Archive? **NNPS committee is not aware.**
- 109) Is the current solution cloud-based? **Yes, cloud-based.**
- 110) Was the initial back file scanned by Doma Technologies or was it outsourced to another vendor (if so who)? **NNPS committee is not aware.**
- 111) What image format are the scanned records in (.tif, .pdf, ect)? **Most are PDF**
- 112) In the statement of needs under J. it lists the following: Phase 1: Indexing Human Resources: indexing options requested are Social Security Number, Employee ID Number, Last name, First name and status (active/inactive. NNPS requests documents be stored/retrieved under various fields as designed by the user. For example: Benefits, Contracts...etc. **NNPS committee is not aware.**
- 114) Do you actually mean migrate the records? **NNPS committee is not aware.**
- 115) What is the estimated volume in GB or TB? **NNPS committee is not aware.**
- 116) Phase 2: Indexing Student Records: Assign appropriate index labels for this department.
- 117) Do you actually mean migrate the records? **NNPS committee is not aware.** What is the estimated volume in GB or TB? **NNPS committee is not aware.**
- 118) Phase 3: Indexing Transportation: Assign appropriate index labels for this department. **NNPS committee is not aware.** Do you actually mean migrate the records? **NNPS committee is not aware.**
- 120) What is the estimated volume in GB or TB? **NNPS committee is not aware.**
- 121) Phase 4: Indexing Payroll: Assign index labels that are appropriate for this department. **NNPS committee is not aware.**
- 122) Do you actually mean migrate the records? **NNPS committee is not aware.**

123) What is the estimated volume in GB or TB? **NNPS committee is not aware.**

124) You state that "NNPS desires the contacted services to begin as quickly as possible within the logistic needs of both NNPS and the Contractor on or after July 1, 2025." If you award the contract to a vendor other than Doma Technologies, on what date will the awarded vendor have access to the exported images in order to be able to start up-loading them? **This date may tentatively change. In this scenario, it will be expected that the incumbent vendor and new vendor to work to transition duties.**

126) Can you please provide the amount of data (in terms of gigabytes and terabytes) that would need to be converted from DOMA into the new document management system? **NNPS committee is not aware.**

127) Can you please confirm if the current DOMA solutions is installed locally or is a cloud-based solution?

Cloud-based

128) If DOMA is locally installed, who manages the database on the districts servers?

Technology department

129) If DOMA is cloud-based, is there an administrator at the district that manages users and their access to certain documents types and data?

Each department has assigned administrators that manage users and access.

130) Has NNPS determined DOMA's capability to export the images and indexes associated with NNPS' data from the DOMA system? **NNPS committee is not aware.**

131) Currently, does NNPS own the data stored in DOMA? (i.e. does DOMA require any fees to exit NNPS' data from the DOMA system) **NNPS committee is not aware.**

132) If DOMA has fees for exporting NNPS data, has NNPS determined the total costs associated with exporting NNPS' data from DOMA? **NNPS committee is not aware.**

133) If NNPS has not determined the total costs associated with exporting your data from DOMA, please provide this information before RFP responses are due. **NNPS committee is not aware.**

134) Regarding Statement of Needs letter U, can you please clarify what this is stating? **Web-based solution**

135) During the pre-proposal call, NNPS mentioned that Munis and DOMA integrate. Can NNPS please explain further how the two systems integrate? What are all of document types moving direct from Munis to DOMA? **NNPS committee is not aware.**

136) What is the process for the user to move records from Munis into DOMA? (i.e. is it automatic, to they push a button to “Save”, Download a file, etc.) **NNPS committee is not aware.**

137) Additionally, how often does data transfer via the Munis and DOMA integration? (i.e. in real time, in batches every few hours, overnight, etc.)

Nightly automatic feed

138) How many users will this RFP serve?

Payroll - 9

Transportation - 13 (currently)

Human Resources - 29

Student Records - 5

139) Is NNPS looking for an on-prem or cloud storage solution? If cloud, does NNPS have a preferred managed cloud provider?

Cloud-based

140) Are there other departments that will use this document management system outside of Human Resources? If so, which departments?

Payroll, Transportation, Student Records and Human Resources. 4 departments; however, each department could choose to award a contract to different vendors

141) Will any existing documents need to be migrated to the new system? If so, how many documents and how many individual pages? What is the total storage of those documents? **See response to #124**

142) With what other systems besides MUNIS, Synergy, and Frontline will the new document management system need to integrate? **Only the systems listed in the RFP.**

143) What types of workflows is NNPS looking to improve? Which lines of business do those workflows affect? (Employee / Student onboarding, contract review & approval, etc...)? **NNPS committee is not aware of any additional workflows outside of the needs in the RFP.**

144) Under statement of needs, item J references the need to index records. Can you please provide more details as to what exact outcome an index should look like? **NNPS committee is not aware. Please provide your companies capabilities in you proposal submission.**

145) Is there a need for metadata application to the documents? Will the documents only need be searchable? Would indexing include classifying or tagging the documents? **NNPS committee is not aware.**

146) What are the formats of the documents as they come in? (Paper based, scanned, digital, PDF, .doc, etc.) **NNPS committee is not aware.**

147) How many users (if any) are drafting or generating documents in the document management system?

Payroll - 9

Transportation - 13 (currently)

Human Resources - 29

Student Records - 5

148) How many users are viewing, approving, or revising documents?

Payroll - 9

Transportation - 13 (currently)

Human Resources - 29

Student Records - 5

149) Are any of the users external to NNPS? **No**

150) How is workflow performed today? (Contracts routed via email / system workflow for approval, etc. What workflow system is currently utilized?) **NNPS committee is not aware.**

151) Can NNPS provide an example of one business process workflow? **NNPS committee is not aware.**

152) What happens to your current licenses and services after June 30th? Does your current solution completely cease operations? **NNPS will consult with the incumbent on continuity of services in the event the new contract is not in place by June 30th.**

153) Is NNPS looking to purchase hardware with the RFP? If so, please define your hardware needs. **NNPS committee is not aware.**