

Document Scanning and Imaging Services

Letter of Clarification #1

TO: All Prospective Vendors
FROM: Joycie Sheba, Buyer II
CC: Nina Cook, Purchasing Manager
DATE: August 19, 2011
SUBJECT: Final Response for Vendor Questions regarding-Request for Information-
Document Scanning and Imaging Services.

For the benefit of all prospective vendors and to avoid possible confusion in submitting information for **Document Scanning and Imaging Services**, the following questions were asked via email and the answers are as follows:

Question(s): 1. Please provide an estimated number of images (single sided sheet of paper) per week or per month to be digitalized.

Answer(s): **This is not an ongoing scanning project. It is a back file process.**

Question(s): 2. Are there any backfile paper documents to be scanned?

Answer(s): **Yes.**

Question(s): 3. Are there any geographical limitations as to where the paper records can be scanned such as within the State of Texas ?

Answer(s): **Paper records should be scanned as close to Houston as possible.**

Question(s): 4. How long of an agreement is planned for this project?

Answer(s): **Between 30 to 120 days, depending on the volume that the prospective vendor can scan in a day, and also if the prospective vendor can help index barcodes values.**

Question(s): 5. Regarding item 11 under Supplier Qualification, it mentions exporting digital images from SharePoint. Assuming this is a physical record imaging project, please explain the purpose of this.

Answer(s): **To see if there is a way to export already scanned images into SharePoint, so that we don't have to rescan what's in the back files or SharePoint.**

Question(s): 6. Regarding item 1 under Technical Information, If after scanning, would it be desirable to have the records stored in a secured record center versus returning them for your own storage. Our centers provide complete box storage retention services.

Answer(s): **It depends on the price of storage, and if/when we need to perform internal audits in order to compare scans to actual records, and how long it takes to retrieve boxes from your storage site.**

Question(s): 7. What is the volume of medical record files that is being considered in this RFI?

Answer(s): **2.5 million pages.**

Question(s): 8. Are these Backlog/Archive Medical Records or Day-Forward charts?

Answer(s): **Backlog.**

Question(s): 9. What is the MHMRA's desired pickup schedule?

- a. All at Once
- b. Bi Weekly
- c. Weekly
- d. Daily

Answer(s): **It depends on the location on the prospective vendor.**

Question(s): 10. Where are charts currently located in Houston?

Answer(s): **7011 Southwest Freeway, Houston, TX 77074.**

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Question(s): 11. Will each chart be scanned to one digital file, or does each chart have multiple sections that will each constitute a digital file?

Answer(s): **It depends on if vendor can separate chart, and if vendor can provide index values in an ext CSV file for each barcode page.**

Question(s): 12. Will the MHMRA print and insert Barcode Index Sheets into the paper charts?

Answer(s): **Yes.**

a. Is the Barcode Index Sheet editable so as to be both an index and break sheet for vendor?

Answer(s): **Yes, we are going to leave room at the top of our preprinted barcode sheet so that a barcode can be printed on a label, and inserted at top of barcode page.**

b. Will all other document prep be performed by vendor or the MHMRA?

Answer(s): **MHMRA.**

Question(s): 13. Do any pages in the folder need to be scanned in color?

Answer(s): **No.**

Question(s): 14. Are there any X-ray film sheets in patient charts? If so, what would the MHMRA like to be done with the film?

Answer(s): **N/A.**

Question(s): 15. Are all pages 8 ½ x 11 within the charts?

Answer(s): **Yes.**

Question(s): 16. Will the charts need retrieval and access by the MHMRA staff during the scanning process?

Answer(s): **Yes.**

a. If so, what is the MHMRA desired turnaround time for chart requests?

Answer(s): **We hope to either have same day access or return already scanned documents.**

Question(s): 17. What does the MHMRA wish to happen to the paper files and boxes after scanning?

a. Hold for QA then shred?

Answer(s): **No.**

b. Return to the MHMRA?

Answer(s): **Yes.**

Question(s): 18. Please describe the current architecture of the MHMRA Sharepoint Archive

a. Are the same index fields present in Sharepoint and Knowledge Lake?

Answer(s): **Yes.**

b. Do digital files require indexing?

Answer(s): **Yes.**

c. What format are images current in?

Answer(s): **They are searchable PDFs.**

Question(s): 19. From the RFI text it seems that the MHMRA wishes to have images exported to Multi-Page TIFF's with an associated database (CSV stated) listing index values and image paths – is this correct?

Answer(s): **Yes, if possible, but not necessary.**

Question(s): 20. In Question 3 of the COST SECTION, the RFI asks for annual maintenance or support agreements information. If this RFI is only for document scanning services (and converting the images directly to Knowledge Lake), what software is there to support?

Answer(s): **There is no software to support. Please respond where applicable.**

Question(s): 21. The volume of conversion/scanning is not mentioned within this document which is typically the basis for pricing/costs/implementation/specification/project timeline scenarios. Information that would be beneficial for both parties are:

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a. Are these HR and/or Medical Records documents currently in boxes?

Answer(s): **Yes.**

i. If so, are these boxes the letter/legal (12" x 15")

Answer(s): **Letter.**

ii. How many boxes for each department are there? HR? Medical Records?

Answer(s): **Unable to determine.**

b. Are these HR and/or Medical Records document currently on shelving?

i. If so, what is the linear footage of all documents on shelving? HR? Medical Records?

Answer(s): **Some but not all documents are on shelving. MHMRA is estimating about 2.3 million pages to be scanned.**

Question(s): 22. Are these documents considered "Archives" or Current Records?

Answer(s): **They are current records.**

Question(s): 23. Will Provider be responsible for "re-assembling" all documents/folders after conversion or will the return of all documents/folders in assigned box be acceptable?

Answer(s): **Documents do not need to be reassembled; however, MHMRA would like them to be returned in the same order, and box in which they were sent to the prospective vendor, for tracking purposes.**

Question(s): 24. What are the "up to" twelve barcodes that Provider may encounter – please define the data. (Page 1 – RFI Purpose) i.e. up to 12 barcodes on separate pages, or up to 12 barcodes on one coversheet page?

Answer(s): **Up to 12 barcodes on the same sheet of paper.**

Question(s): 25. What is the average number of images per document for Medical Records?

Answer(s): **Varies.**

a. Are most pages front and back?

Answer(s): **They are mostly front.**

b. Are there any pictures that will require color?

Answer(s): **No.**

c. Heart of fetal monitor strips?

Answer(s): **No.**

Question(s): 26. What is the average number of images per document for HR?

Answer(s): **Varies**

a. Are most pages front and back?

Answer(s): **They are mostly front.**

Question(s): 27. Is there a database, perhaps you are using with your EMR or Anasazi, that can provide most of the indexing information; such as Record Number, First Name, Last Name, and any other information that may be useful for ease of indexing and retrieval purposes?

Answer(s): **Yes there is, however, MHMRA is taking care of that aspect of the project with putting 12 barcodes on a page**

Question(s): 28. Supplier Qualifications #11. Please explain in more detail what your requirements are for exporting images out of SharePoint? By this we mean, what software was used to capture images into SharePoint. What's the volume of the images? Is there a database with the metadata for the images stored in SharePoint?

Answer(s): **MHMRA does not have any requirements. We can either rescan all of our medical records, or if there is a process to export current records out of SharePoint, break them up into smaller files, and reimport them, MHMRA will be open to any suggestions. This would be an alternative to scanning all of the records again. KnowledgeLake Capture Server for SharePoint 2007; Volumes of images are approximately 100 gig in a sql databases; Approximately 2 million pages; Meta data is Stored in SharePoint with Documents.**

Question(s): 29. Where does MHMRA expect the work to be done? Onsite, offsite, in Houston, Austin, other?

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Answer(s): **It depends on how the prospective vender plans to scan MHMRA's documents. If prospective vendors want to bring equipment and people in to do the scanning, we might be able to accommodate, but most likely offsite.**

Question(s): 30. Will the eventual solicitation include details on the number of documents to be images (one and two-sided), indexing requirements, condition of the paper, sizes, color/b&w, etc.?

Answer(s): **Yes.**

Question(s): 31. Have you considered using the CCG or DIR contracts for this project?

Answer(s): **Yes, however we would like give all prospective vendors an opportunity to respond to this project.**

Question(s): 32. Can MHMRA provide further clarification to this question in the RFI?
"If there are late or special processing fees assessed, how are they determined?"

Answer(s): **This has not been determined; however fees might be based on accuracy and time delay**

Question(s): 33. Supplier Qualifications, Question 11 regarding exporting currently scanned documents from SharePoint

a. What is the expected number of images to convert?

Answer(s): **See Answer Number 7.**

b. Are all of the images MHMRA will provide on the source media (ex. Hard drive, flash drive) to be converted?

Answer(s): **Undetermined.**

c. If not, how will vendor identify which images to convert and not convert?

Answer(s): **Prospective vendor will convert all images.**

d. Is there a database containing this information?

Answer(s): **No.**

e. Where is the index information located?

Answer(s): **N/A**

f. Do we need to add an index field to the images that is not in the electronic database?

Answer(s): **N/A**

g. What is the media on which the images will be furnished?

Answer (s): **Paper.**

h. In what image format are the images stored (PDF, Multi-page TIFF)

Answer(s): **Documents are to be converted to either Searchable PDF or MTIFF**

Question(s): 34. Will MHMRA provide samples of the barcodes for testing purposes?

Answer(s): **Yes.**

Question(s): 35. What is the file format of the documents currently stored in SharePoint?

Answer(s): **PDF**

Question(s): 36. What metadata (properties) are associated with each image in SharePoint?

Answer(s): **CaseNumber, FirstName, LastName, DOB, SSN, DocumentType, ServiceUnit.**

Question(s): 37. What metadata (properties) are required going forward?

Answer(s): **Same as above, add DateofService, StartDateofService, EndDateofService.**

Question(s): 38. What module(s) and versions of Knowledge Lake are currently being used with the SharePoint capture?

Answer(s): **KL Capture Server 4.3.2, Imaging 3.0**

Question(s): 39. What version of SharePoint is currently being used to store the documents?

Answer(s): **SharePoint 2007.**

Question(s): 40. How many documents are currently stored within SharePoint that will need to be exported?

Answer(s): **Unknown, assume 125,000.**

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Question(s): 41. Are the images currently stored in SharePoint or a remote storage outside of SQL Server? If remote, please provide the details of the remote storage system.

Answer(s): **Within SharePoint.**

Question(s): 42. Are the current images handwritten or printed?

Answer(s): **Printed, with some that contain handwriting.**

Question(s): 43. What will be the new document repository, aka, imaging software, for the documents?

Answer(s): **Knowledgelake.**

Question(s): 44. Is it an option to have the document repository continue to be SharePoint?

Answer(s): **This is the requirement for MHMRA.**

Question(s): 45. Will the documents be boxed, palletized, and shrink-wrapped for shipping by MHMR?

Answer(s): **Boxed**

Question(s): 46. If Docucon will be boxing, how will the documents be stored prior to boxing (i.e. Filing cabinets, sitting on shelves, etc?)

Answer(s): **Boxes**

Question(s): 47. What is the estimated total number of pages?

Answer(s): **See Answer Number 7**

Question(s): 48. Does MHMRA have an incumbent vendor providing the scanning and imaging services requested?

Answer(s): **NO**

Question(s): 49. What is the total volume of documents that require imaging and indexing? Please provide the volume by groups of documents, for example, medical records group, HR records group, etc.

Answer(s): **Medical Records – 2.5 million pages, HR – undetermined**

Question(s): 50. Are all MHMRA documents made of paper? If the answer is “no”, what other types of documents requiring imaging, such as microfilm and microfiche? Please provide the volume associated with each type of document.

Answer(s): **Yes**

Question(s): 51. Does MHMRA require scanning and indexing services to be performed on-site at MHMRA facilities? If the answer is “no”, does MHMRA have any site location preferences or restrictions within the State of Texas?

Answer(s): **See Question 3**

Question(s): 52. Does MHMRA require a backfile conversion, a day forward conversion or both?

Answer(s): **Backfile**

Question(s): 53. Under “COST 2,” please clarify what is meant by “conversion/implementation *planning* cost”?

Answer(s): **This refers to any additional cost MHMRA might not foresee.**

Question(s): 54. How does MHMRA intend to deliver documents to be scanned?

Answer(s): **In boxes**

Question(s): 55. How many pick up and deliveries will be made?

Answer(s): **Undetermined.**

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Question(s): 56. Will deliveries be scheduled or ad hoc?

Answer(s): **Scheduled.**

Question(s): 57. Please describe how each type of document will be organized within each box such as in folders, binders with or without tabs, books, boxes with no dividers, etc.?

Answer(s): **MHMRA is working on this process, however, no binders or tabs, only paper and possibly folders.**

Question(s): 58. Will an inventory list of the groups of document in the box be provided?

Answer(s): **Possibly not, just a box tracking number.**

Question(s): 59. What information will be on the label to be placed on the outside of the box indicating the range of the document groups in the box (patient name, number, etc.)?

Answer(s): **Inventory number of box, date scan, picks up date, and return date.**

Question(s): 60. What is the quality of the documents to be scanned? Are any documents damaged by water, age, etc. and if so what percentage?

Answer(s): **Good to Excellent, no damage, and current to 7 years old.**

Question(s): 61. What will define one document from another? Bar code? Unique field?

Answer(s): **Barcode values**

Question(s): 62. Do the records need to be re-associated to their original state after scanning?

Answer(s): **yes**

Question(s): 63. What is MHMRA's scanning dots per inch (DPI) requirement?

Answer(s): **250**

Question(s): 64. What are the indexing requirements for each group of documents?

Answer(s): **You should be able to handle up to 13 barcodes on a single page if you are providing a csv file with metadata to return to us.**

Question(s): 65. What are the output format requirements?

Answer(s): **MTIFF or Searchable PDF**

Question(s): 66. Is an archive required?

Answer(s): **NO**

Question(s): 67. What are MHMRA's reporting requirements?

Answer(s): **MHMRA is open to suggestions.**

Question(s): 68. What is MHMRA's budget for this document scanning and indexing project?

Answer(s): **This information cannot be disclosed**

Question(s): 69. What is MHMRA's timeline for completion of this project?

Answer(s): **Completed by January 1, 2012**

This clarification letter is hereby incorporated in the Request for Information (RFI) document and shall supersede any previous specifications or provisions in conflict with the letter of clarification. All prospective vendors are directed to respond accordingly. By submitting an RFI on this project, vendors shall be deemed to have received this Letter of Clarification and to have incorporated it into its RFI.

Please contact MHMRA of Harris County, Texas, Purchasing Department at (713) 970-7300.