

DeKalb County School District Digitization of School and Business Records Request for Quote

PART I SCOPE OF WORK

A. Purpose/Project Overview

DeKalb County School District's Division of Information and Instructional Technology (DIIT) is seeking quotes for the ***Digitization of School and Business Records***. This Request for Quotes (RFQ) documents DCSD's Digitization of Records objectives and expectations and their solution, support, and pricing requirements in accordance with the minimum requirements of this RFQ.

B. General Information about the district

The DeKalb County School District serves over 93,000 students in Pre-Kindergarten through Grade 12. The breakdown of DCSD sites where records are stored and will be digitized are as follows:

- 77 Elementary Schools
- 19 Middle Schools
- 22 High Schools
- 12 Specialized Learning Centers
- 6 Administrative Centers

The awarded offeror shall provide equipment and services in accordance with the scope of work, requirements and terms and conditions stated herein. Services shall include all labor, materials, tools, specialized equipment, supplies, trained personnel, and all other costs and charges in accordance with the requirements of this RFQ. There shall be no add-on charges of any kind.

DCSD, at its discretion, determines the criteria and process whereby proposals are evaluated and awarded. No damages shall be recoverable by any challenger because of these determinations or decisions by DCSD.

DCSD reserves the right to add or remove DCSD facilities (schools, centers, and administrative offices) as needed.

DCSD reserves the right to make multiple awards and will be responsible for administration of this contract.

C. Project Scope of Work

The scope of this RFQ is to select a vendor to implement a digital process for managing all

school and business records.

D. Meeting Requirements & Minimum Expectations

This section documents DCSD's minimum requirements and expectations for a Digitized Records solution. Please consider and provide detailed responses to all questions, requirements, and statements in a separate Appendices as indicated.

DCSD requests background information of the offeror's company to include but not limited to company's name, address, headquarters and/or branch office handling this project, as well as primary contact name, title, related telephone/fax numbers and email address, K12 experience or experience with companies in comparable size to DCSD, years of experience, at least three references, and local presence. State the number of years licensed to do business under the name stated above. Describe firm ownership structure and history, including organizational chart.

Item	APPLICATION MANAGEMENT	YES	NO	COMMENTS
1	The offeror will provide the name of the application to be utilized. Enter the name in the Comments column or submit in a separate Appendix-AM #1 .			
2	The offeror will provide a description of the application in the Comments column or submit it in a separate Appendix-AM #2 .			
3	The offeror will provide the technology languages/platforms/stacks/ components to be used with the application. Provide in the Comments column or submit in a separate Appendix-AM #3 .			
4	The application will allow users to attach documents to outgoing emails using Microsoft Office 365.			
5	The application is fully integrated with Microsoft Office 365 applications.			
6	The application may be accessed remotely using web browsers over the internet or through the district LAN or WAN.			
7	The offeror will provide a web browser, desktop client and a mobile browser as standard features.			
8	The offeror has a platform to support thousands of files and documents.			

Item	SECURITY MANAGEMENT	YES	NO	COMMENTS
1	The offeror will provide information on the various types of solutions: Cloud, Hybrid or On-Premises in a separate Appendix SM #1.			
2	The offeror will describe their Disaster Recovery plan including data backups in a separate Appendix SM #2.			
3	The offeror will provide their security practices on the proposed solution in a separate Appendix SM #3.			
4	The offeror will provide the following documents in a separate Appendix SM# 4: 1) Testing Information to include platforms on which the application was tested 2) Most recent application code review or penetration testing reports 3) Information security policies and procedures 4) Data retention and data destruction policies and procedures 5) Compliance with LT1.3 environment 6) FIPS 140-3 compliance			
5	The offeror will provide a data classification matrix including data definition, access restrictions and minimum controls specific to your service in a separate Appendix SM #5.			
6	The offeror will outline the security features that are used for data import in a separate Appendix SM #6.			
7	The offeror will describe how your company encrypts customer data and passwords (in transit or at rest etc.). Provide relevant documentation in a separate Appendix SM #7.			
8	The offeror will create unique databases for each department/school access.			
9	The offeror will describe how their solution is consistent and compliant with current regulations and standards in a separate Appendix SM #9.			
10	The offeror will provide the names of the staff that have access to confidential data in a separate Appendix SM #10.			
11	The offeror will provide a plan for offsite backups and their security in a separate Appendix SM #11.			

12	The offeror will provide the application vulnerability management process and procedures in a separate Appendix SM #12 .			
13	The offeror will specify who executes the procedures and the tools used and the SLAs in a separate Appendix SM #13 .			
14	The offeror will describe the systems that are in place to mitigate web application vulnerabilities in a separate Appendix SM #14 .			
15	The offeror will upload their security policy and attach evidence for positive assertions in a separate Appendix SM #15 .			
16	The offeror will confirm that the security and privacy policies align with industry standards (ISO-27001, NIST Cyber Security Framework, ISO-22307, CoBIT etc.) in a separate Appendix SM #16 .			
17	The offeror will describe their breach detection systems and anomaly detection with alerting in a separate Appendix SM #17 .			
18	The offeror will provide a sanction policy for any violation of security policies and procedures in a separate Appendix SM #18 .			
19	The offeror will require personnel to sign a Confidentiality Agreement to protect all files accessed and scanned. Provide the Confidentiality Agreement in a separate Appendix SM #19 .			
20	The offeror will provide an Acceptable Use Policy in a separate Appendix SM #20 .			
21	The offeror will provide their methodology on the security of digitization application (Internal, third parties, both) in a separate Appendix SM #21 .			
22	The offeror will provide the network vulnerability management process in a separate Appendix SM #22 .			
23	The offeror will describe how the solution's authentication is secured and describe the use of MFA, password complexity, password hashing/salting, and SSO in a separate Appendix SM #23 .			

Item	INFRASTRUCTURE & SECURITY	YES	NO	COMMENTS
1	The offeror will provide management and storage strategies (authorized tokens, passwords, API credentials, and certificates) in a separate Appendix IS #1 .			
2	The offeror will log all security and access events in production (authentication events, SSH session commands, privilege elevations).			
3	The offeror shall provide the process on how security events are logged and alerted in a separate Appendix IS #3 .			
4	The offeror will provide information on cryptographic keys (key management system, etc.) that are managed within the solution in a separate Appendix IS #4 .			
5	The offeror will describe their organization security awareness program. Include if it is mandatory, the frequency, general or target teams in a separate Appendix IS #5 .			
6	The offeror will describe the methods used to inform customers of security vulnerabilities in a separate Appendix IS #6 .			
7	The offeror will describe how the users are authenticated, the complexity of requirements and how the passwords are protected in a separate Appendix IS #7 .			
8	The offeror will provide the URL for the Privacy Notice Policy in a separate Appendix IS #8 .			
9	The offeror will describe how the application enables custom granular permissions and roles in a separate Appendix IS #9 .			
10	The offeror will describe how the application will allow DCSD users to access via single sign on (SSO) in a separate Appendix IS #10 .			

Item	INTERNAL AUDITS	YES	NO	COMMENTS
1	The offeror will provide the internal audit process for the service. Describe the scope and remediation process in a separate Appendix IA #1 .			
2	The offeror will describe the scope, remediation process and frequency of audits in a separate Appendix IA #2 .			
3	The offeror will describe how external audits are conducted and include the scope and frequency in a separate Appendix IA #3 .			
4	The offeror will provide samples of all available audit reports in a separate Appendix IA #4 .			
5	The offeror will name the IT security, operational privacy certification standards/regulations which they follow in a separate Appendix IA #5 .			

Item	DATA MANAGEMENT	YES	NO	COMMENTS
1	The offeror will retain data as required by DCSD Legal specifications.			
2	The application is compliant with OneRoster 1.1 and or 1.2.			
3	The offeror will provide the ability for the user to retrieve documents accidentally deleted by users from a recycle bin.			
4	The offeror will provide your patch release strategy Including the tools for patch deployment, the process to regularly evaluate patches and updates for your infrastructure in a separate Appendix DM #4 .			
5	The offeror will provide documents by record type with a unique identifier.			
6	The offeror will ensure that all documents are searchable and retrievable.			
7	The offeror will provide details on their storage strategy.			

Item	PROJECT IMPLEMENTATION	YES	NO	COMMENTS
1	The offeror will provide a diagram on the digitization process from start to finish. The offeror will provide options to include record inventorying, purging, scanning, converting, cataloging, indexing, management, document classification, recurring scanning/maintenance for future records, printing and downloading, and emailing in a separate Appendix PI #1.			
2	The offeror will be responsible for (all) scanning school and business records/documents district wide. (Site names and addresses will be provided).			
3	The offeror will provide the time frame to complete the scanning of records for the entire district in a separate Appendix PI #3 .			
4	The offeror will provide a weekly/monthly report to include the number of documents successfully scanned by site, and photos of any damaged, or illegible documents to the district designee in a separate Appendix PI #5 .			

Item	SUPPORT & SERVICE	YES	NO	COMMENTS
1	The offeror will provide a service level agreement with escalation process, technical support hours, contacts, and a customer service number in a separate Appendix SS #1 .			
2	The offeror will provide a <u>sample</u> of the weekly/monthly report to include the number of documents successfully scanned by site, and photos of any damaged, or illegible documents to the district designee in a separate Appendix SS #2 .			
3	The offeror will retain the original hard copies per the department need, the DCSD legal requirement and a minimum of 6 weeks.			
4	The offeror will provide a disposition plan to include final sign offs by the department head or owner of the records in a separate Appendix SS #4 .			
5	The offeror will shred all hard copies that have been scanned per the signed agreement.			

6	The offeror will continue to support and make modifications to the system on an on-going basis following the 'go live date' as requested.			
7	The DCSD designated staff will have access to retrieve scanned documents 24/7/365.			
8	The offeror will transport hard copies (from DCSD to Offeror site) to be scanned and digitized within 3 business days.			
9	The offeror will provide costs and procedures for on-going (monthly, annual, etc.) services and provide the district with the capability to upload and classify new documents in the scanned repository. Provide in the “Other Costs” in the Cost Table.			

Item	ORDERING AND BILLING REQUIREMENTS	YES	NO	COMMENTS
1	The offeror will prepare individual quotes for projects as required by DCSD to facilitate budgeting and purchasing requirements of DCSD.			
2	All purchase orders will be issued to the awarded offeror. No third-party purchase orders will be issued.			
3	The offeror will send invoices to the DCSD purchase order “Ship To” address as well as the “Bill To” department. All invoices must include the DCSD item description and DCSD purchase order number. Invoices must be submitted without any shipping costs, taxes, or late fees.			
4	The offeror must have a state, federal, or cooperative contract. Upload a copy of your <u>contract</u> and <u>contract number</u> in the “Statewide Contract or Cooperative Contract” folder of the Bonfire tool.			

Item	SUPPORT PERSONNEL REQUIREMENTS	YES	NO	COMMENTS
1	The offer will provide experienced personnel to perform all services. DCSD reserves the right to reject any personnel from working on specified projects. Provide a list of staff involved in providing the services who will also be assigned to DCSD including their names, titles, and credentials. Also, provide an organizational chart showing staff positions that will be working with DCSD. Outline in a separate Appendix SPR #3			
2	The offeror's personnel working in DCSD facilities must be bonded and insured by the offeror.			
3	DCSD requires a local Project Manager as the single point of contact from the awarded offeror to meet with DCSD weekly or as needed. The primary function of the Project Manager will be to ensure all deliverables are met. Include Project Manager credentials with the proposal. Attach and label Project Management Outline in a separate Appendix SPR #3 .			
4	The offeror will assign a dedicated billing liaison capable of resolving billing issues in a timely manner. This person will be the offeror's primary point of contact for billing matters.			

	TRAINING	YES	NO	COMMENTS
1	The offeror will provide training to designated DCSD Administrative staff on trouble shooting, problem solving, running reports, access to add and delete and any other pertinent training.			
2	The offeror will provide training for other designated staff on maintaining existing records, retrieving records, resetting passwords and add/delete access.			

PART II COST TABLE

Complete the cost table below. The number of boxes is an approximation based on survey results received. Not all schools and departments submitted, but the quantities received are about 80% of the total population that received the request for information.

Note: Record owners (RO) need to determine the items for purging; ROs would need to provide samples of records that need to be categorized after the selection of partner is made. Records need to be categorized.

Description	Qty	Cost before Purging	Cost after Purging
Scanning of Records in Boxes			
Standard - 15x12x10	10,574		
Large - 18x18x24	4,136		
Extra Large - 24x18x24	272		
Total Number of Boxes with Records	14,982		
Scanning of Records in Non-Boxes	1,667		
<i>File Cabinets, Shelves, Drawers, Binders</i>			
Scanning of Microfiche	783,000		
Additional Scanning per 100,000 records	100,000		
Destruction of Hard Copies			
Software			
Services			
Other Costs (attach other costs as needed)			
TOTAL			

PART III

RESPONSE REQUIREMENT FORMAT

Please provide a proposal explaining how your company would complete the requested scope of services. Be sure to provide explanations and costs as requested in the requirements and cost table, respectively.

- Describe fully your technical support options, including the assistance request process, escalation process, support hours, response times (for emergency and non-emergency support requests), staffing levels, and staff expertise.
- Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end-user perspective.
- Address any user training and technical training options required by DIIT staff.

Submission Process

- All proposals and supporting documentation must be submitted electronically by **2:00 PM on Friday, May 10, 2024**, via the Bonfire tool by which you have received the link in the email invitation to respond. Submit all questions up to **9:00 AM on Wednesday, May 8, 2024**.
- Proposals should be presented in a PDF format. All attachments must be identified properly for easy recognition and association and uploaded in the appropriate folder.
- Each page of the response must be numbered.
- Each proposal must contain a detailed Table of Contents and must be organized in the same order as the requirements are outlined in this RFQ document. Each requirement/criterion must be addressed individually.
- Responses shall be organized simply and economically. Emphasis must be placed on completeness and clarity. Proposals that do not include all the required information may be disqualified.

Important Information to Consider

- DCSD is planning for the selection process to be completed by **May 15, 2024**, and presented to the Board of Education for approval by **June 10, 2024**.
- This district is targeting completion of the first project site by **August 30, 2024**.
- Renewal of services will require annual review and approval from the Board of Education.

If additional information is required, please submit it as a question in the Bonfire tool.