



New Jersey Schools Insurance Group
6000 Midlantic Drive, Suite 300 North
Mount Laurel, New Jersey 08054
www.njsig.org

Request for proposals: I-2018-0001

Questions regarding the RFP and Answers

February 2, 2018

Question 1: Would NJSIG please provide information around the top 3-5 business processes that your current system is supporting? (pages 5/6)

Answer: NJSIG is a school board insurance group, and the current document management system supports all departments including:

- Claims handling – bill handling/claim updates/new losses;
- Underwriting - policies/proposals/applications;
- Accounting – accounts payable and receivable;
- Client Relations – Visitation Reports; and,
- Loss Control - Inspections and Reports.

Question 2: How many policyholders does NJSIG currently have? (pages 5/6)

Answer: NJSIG has approximately four hundred members for the 2017/2018 fiscal year.

Question 3: How many users would need access to the system? (pages 5/6)

Answer: Approximately seventy-five users would need some level of access to the document management software.

Question 4: Are you looking to create full text searchable PDF documents?

Answer: Yes, NJSIG would like to have a full text search capabilities.

Question 5: Or are you looking to leverage OCR for data extraction for automating the indexing process?

Answer: NJSIG would like the ability to search the content of documents through either OCR or other file format search tools.

Question 6: If the latter, can you provide the estimated number of pages/documents per year that will need to be OCR'd going forward?

Answer: Approximately one million new images/pages per year.

Question 7: What is the estimated number of existing pages/documents that need to be OCR'd?

Answer: Approximately thirteen million existing images.

Question 8: What type of documents are you looking to extract data from?

Answer: Full text search capability is required for all existing .tiff files.

Question 9: How many index fields are you looking to extract from each document type on average?

Answer: Approximately twenty-five data fields would need to be indexed for each document on average. These fields include the document number, the user that captured the document, date of capture and batch number.

Question 10: Will it be acceptable to leverage a cloud based solution for sharing files with the external entities?

Answer: NJSIG would prefer to store and host the files locally; however, NJSIG is open to quotes that include external hosting services.

Question 11: Can the our hourly rate be listed without Travel expenses included?

Answer: No. The proposal must include the complete implementation cost including travel expenses.

Question 12: We normally invoice travel expenses separate along with receipts for items over \$25.

Answer: The proposal must include the complete implementation cost including travel expenses.

Question 13: On the 1,3,5 year cost. Do you want the cost for just that year or a total of 5 years? For example the 5th year would be maintenance fees only versus year 5 would be a total of everything from day 1 to day 1825?

Answer: A proposal should include the implementation cost breakdown for year one, along with quotes for support services based on a thirty-six, forty-eight and sixty month contract length.