Requirements Checklist:

Document Scanner

This checklist is to be used by Departments to document business requirements when publishing a request to industry for a document scanner or paper capture solution. The checklist will help define the business requirements, enabling suppliers to provide informed solution designs and bid responses.

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| Business requirements | | | |
| For example: “Capture paper documents within records environment; approximately 100,000 pages to be scanned.” | | | |
| Description of documents to be scanned Tick with ✓ | | | |
| A4 paper |  | Plain bond paper |  |
| A3 paper |  | Thick paper or cardboard |  |
| Small paper (A5) – specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  | Thermal or smooth paper |  |
| Larger paper (A2+) – specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  | Very thin paper (e.g. rice paper) |  |
| Monochrome (B&W) documents |  | Very thick or large documents |  |
| Colour documents |  | Fragile, damaged or delicate documents |  |
| Single-page documents |  | Business cards |  |
| Multi-page documents |  | Books or bound materials |  |
| Folded or stapled originals |  | Double-sided documents |  |
| Specialised documents (e.g. plastic cards, ID books, passports, maps) – specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |  |
| Data/content types (information to be captured from the paper) Tick with ✓ | | | |
| Laser printed |  | Coloured backgrounds |  |
| Handwritten |  | Coloured forms |  |
| Barcodes |  | Watermarks, patterned background |  |
| Dot matrix / thermal prints |  | Graph paper |  |
| Standard forms with filled-in information |  | Faded / faint content |  |
| Black and white |  | Other: specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| Colour or single-colour (non-black) |  |
| Functionality required Tick with ✓ | | | |
| Optical character recognition (OCR) |  | Colour drop-out? |  |
| Intelligent character recognition (ICR) – handwriting |  | Mixed paper sizes/thicknesses? |  |
| Optical mark recognition (OMR) |  | Mixed quality or type of content? |  |
| Electronic content management (ECM) |  | Flatbed (for large/non-standard/awkward docs) |  |
| Process requirements | | | |
| Total amount of documents to be scanned (estimated pages) |  | | |
| Timeframe for scanning (deadline for back-scanning) |  | | |
| Sufficient physical space available for entire process? (doc prep, scanning, indexing, QA, etc.) |  | | |
| Time limitations for scanning (e.g. only mornings, or 2 days a week) |  | | |
| Batch/archival/back-scanning vs on-demand daily process scanning? (transactional vs. bulk) |  | | |
| Document preparation required? (staples, paperclips, remove from files, etc.) |  | | |
| Centralised or distributed scanning? |  | | |
| Typical batch size (how many pages loaded at once) |  | | |
| Indexing requirements: fields, capturing process (manual/auto) |  | | |
| Quality Assurance (QA) requirements |  | | |
| Outsourcing option for back-scanning requirements? |  | | |
| Process after conclusion of scanning | | | |
| After capturing, what will be done with documents? Describe envisioned process, e.g. disposed of/shredded, archived, stored, etc. |  | | |
| Integration and technology/technical requirements | | | |
| Specific software/system in use or needed? |  | | |
| Any existing ECM solution in place? |  | | |
| Scanner driver: TWAIN / ISIS / Other (specify) |  | | |
| Imprinting required |  | | |
| Resolution: 200/300dpi |  | | |
| Scanner connectivity: USB vs. LAN |  | | |
| Estimated data storage requirements |  | | |
| Data access requirements: how will captured information be accessed, and by whom? |  | | |
| Specific target file format required (PDF/TIFF/LDF, etc.) |  | | |
| Scanning stations: PC equipment required (already available?) |  | | |
| Back-end system: server, application and storage in place? |  | | |
| Any known limitations: data storage, physical space, etc. |  | | |
| Demo/POC requirements | | | |
| Sample documents for testing |  | | |
| Demo units of shortlisted products required for test/POC? |  | | |
| Other considerations | | | |
| Availability of skilled resources: users and operators to perform doc prep, scanning, QA and indexing |  | | |
| List and describe physical environment(s) in which the device will be deployed and scanning done (e.g. office, storeroom, archive) |  | | |
| Services | | | |
| Device setup: service provider will be required to connect the device(s) to the network and ensure the solution is in full working condition |  | | |
| SITA standard 3-year on-site SLA applies |  | | |
| Installation and configuration: service provider must deliver, install and configure the solution to a fully working state prior to client acceptance |  | | |
| Are dedicated technical staff available to support the solution on a day-to-day basis, or is end-user support required as part of the solution? |  | | |
| At least 4 hour training required for staff on the device itself as well as scanning software (support staff and users) |  | | |
| Details of additional maintenance and support SLA (over and above standard 3-year SLA as specified by SITA) |  | | |

#### Notes

* This document must be included with the RFQ/RFP published via the designated SCM process, and also summarised in the main request for proposal document. The **Peripherals Deployment Guide** has additional RFP/RFQ guidelines as well as a template that must be incorporated into the standard SCM documents.
* The RFQ/RFP must take cogniscance of specifications that already form a part of transversal Contract conditions or SITA technical specifications.
* To ensure an open and fair process, the RFQ/RFP may not include the names of any brand, product or supplier. Exceptions can only be made for business or IT architecture reasons: e.g. if a product has been selected as a Departmental standard, or if the RFQ must be brand-specific to ensure integration into an existing solution. **Consumables** (e.g. ink/toner or batteries) fall into this category, since they **must** be procured in a brand-specific way to prevent fruitless expenditure.