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.