

RFQ 2027-001 Scanning and Maintenance Software Services

Questions and Answers (Q&A) Document - Date: August 11, 2026

#	Questions	Responses
1	Of the mandatory and preferred capabilities listed in the RFQ, which requirements, business outcomes, and evaluation factors are most important to BERS when determining best value?	Best value is determined by optimizing quality cost and efficiency which includes a consideration of price along with other factors deemed relevant and set forth in the solicitation. This includes the vendor's ability to meet all mandatory requirements, maximize the preferred capabilities, demonstrate a reliable and maintainable solution, and provide the best overall value considering technical merit, implementation approach, support, and cost.
2	Will BERS offer a pre-proposal conference or technical discovery session through Procurement where prospective respondents can meet with the appropriate technical stakeholders? If not, may respondents submit follow-up technical questions through Procurement after the initial Q&A responses are posted?	BERS will not be conducting a pre-proposal conference. Only questions received on or before the August 4, 2026 deadline will be answered in the written Questions and Answers (Q&A) document to be released by BERS on or about August 11, 2026. BERS, at it's sole discretion, may require vendors to provide a live demonstration of their proposed solution to showcase functionality and capabilities.
3	Could you please let us know if there are any preferred Original Equipment Manufacturers (OEMs), solutions, or technology standards that would best meet the requirements outlined in the RFQ?	BERS has no preferred implementation partner or systems integrator. Vendors may propose their preferred implementation approach.
4	What BERS and/or New York City policies, security controls, and approval requirements govern the use of artificial intelligence or machine learning for Intelligent Document Processing?	The solution must comply with all applicable New York City information security policies and BERS security requirements. Additional security and governance requirements will be addressed during contract negotiations and implementation. Please refer to the following links: BERS Terms and Conditions: https://www.bers.nyc.gov/assets/bers/downloads/pdf/solicitations/bers_terms_and_conditions.pdf BERS AI Rider: https://www.bers.nyc.gov/assets/bers/downloads/pdf/requests-for-proposals/vendor_req_rider%20ai_ol.pdf NYC Office of Technology & Innovation (OTI) Cybersecurity Requirements for Vendors & Contractors: https://www.nyc.gov/content/oti/pages/vendor-resources/cybersecurity-requirements-for-vendors-contractors
5	What scanning, document-capture, or workflow software does BERS currently use? Is this procurement intended to replace, upgrade, or expand the existing solution?	BERS currently uses Kofax Capture and related components for document capture and processing. This procurement is intended to replace the existing solution.

RFQ 2027-001 Scanning and Maintenance Software Services

Questions and Answers (Q&A) Document - Date: August 11, 2026

#	Questions	Responses
6	What are the primary limitations or pain points with the current solution? Will existing workflows, templates, indexing profiles, configurations, or historical data need to be migrated?	The current solution requires direct updates to Microsoft SQL database tables to create or modify document types, making configuration cumbersome. Existing document types, workflows, and configurations will also need to be migrated to the new solution.
7	What are the anticipated average, peak, and annual processing volumes, measured in both documents and pages?	BERS processes approximately 372,637 pages annually. Vendors should size their solution accordingly and provide any limitations of the proposed solution.
8	What are the average and largest expected batch sizes, measured in both documents and pages?	Typical batches contain approximately ten (10) documents, although the number of pages per document varies significantly. Vendors should provide any limitations of the proposed solution.
9	Are the volumes primarily day-forward scanning, historical backlog conversion, or a combination of both? If historical backlog conversion is required, please provide the estimated backlog volume.	The majority of scanning consists of day-forward document processing. Historical backfile conversion is not anticipated as part of normal operations.
10	Should vendors assume growth in volume over the optional contract extension years? If so, what growth projection should be used?	BERS does not anticipate significant growth in document processing volumes during the contract period, although moderate fluctuations may occur. Vendors should provide any limitations of the proposed solution.
11	How many users and workstations are involved in the current and anticipated process, including scanning, indexing, verification, quality control, and administration? What is the expected maximum number of concurrent users?	The system will support approximately seven (7) users/workstations with the possibility of added users over time. The vendor should state if there is a limit in the proposed solution of concurrent users.
12	What document ingestion channels must the solution support, such as production scanners, desktop scanners, file uploads, watched folders, email, fax, web portals, or other sources?	The solution must support document ingestion from production scanners, fax, and Box.com uploads, at a minimum, with documents ingested in PDF format. Vendors should describe all additional document ingestion channels supported by the proposed solution.
13	Can BERS provide a complete inventory of the document types typically processed, their associated document codes or barcode mappings, and the metadata or data fields that must be extracted from each document type? If available, can BERS also provide representative redacted samples or document layouts?	Yes. BERS can provide an inventory of document types and associated indexing requirements to the selected vendor during implementation.

RFQ 2027-001 Scanning and Maintenance Software Services

Questions and Answers (Q&A) Document - Date: August 11, 2026

#	Questions	Responses
14	Are barcodes present on all documents, or should vendors expect some documents to be classified and indexed without barcodes?	Vendors should expect that some documents will not contain barcodes. The solution must support processing of both barcode and non-barcode documents.
15	Does BERS require automated extraction of handwritten information? Does the solution also need to support document or data redaction?	Automated extraction of handwritten information is not required but would be considered a desirable capability.
16	Please describe the current and desired end-to-end document workflow, from document receipt and scanning through classification, indexing, verification, quality control, approval, export, storage, and retention.	The current workflow is: Document Receipt → Scanning → Indexing/Validation → Verification → Export → CPMS Import . Vendors may propose workflow improvements provided they satisfy BERS' business requirements.
17	Please identify all systems with which the solution must integrate, including Vitech, Box, and any other line-of-business applications, the intended role or system-of-record responsibility of each platform, and the expected movement of documents and data among those systems.	The solution must generate PDF document images and the corresponding metadata files required for import into the BERS' Comprehensive Pension Management System (CPMS) application. Other potential system integrations may include Box, ShareFile, etc.; additionally, vendors should describe all other system integrations supported by the proposed solution.
18	What member information needs to be retrieved from Vitech V10 via its REST API?	The solution retrieves member information from CPMS, including First Name, Last Name, Social Security Number, Date of Birth, and Member Number.
19	Does BERS have API documentation available for vendor review?	Formal API documentation is not currently available. However, BERS has existing application code that utilizes the REST APIs and can coordinate with the CPMS vendor (Vitech) if additional documentation is required.
20	Is the integration expected to only retrieve member information, or should the proposed solution also write or update information in Vitech?	The integration is expected to retrieve member information from CPMS only. No updates to CPMS records are required.

RFQ 2027-001 Scanning and Maintenance Software Services

Questions and Answers (Q&A) Document - Date: August 11, 2026

#	Questions	Responses
21	Please confirm the required deployment architecture. Although the RFQ indicates that documents must be stored on a local, on-premises server, may application, workflow, or AI processing components be vendor-hosted or cloud-based if BERS documents and protected data remain on premises? How many environments are required, such as Production, Development, Test, UAT, Disaster Recovery, or Sandbox?	BERS is open to evaluating vendor-hosted or cloud-based application, workflow, Artificial Intelligence (AI), and Optical Character Recognition (OCR) processing components. However, any proposed cloud-hosted solution must comply with all BERS, New York City, and applicable regulatory security requirements. Vendors should clearly describe the architecture, data flows, security controls, authentication methods, and network connectivity required. Final acceptance is subject to BERS information security review and approval, and any use of AI is at the sole discretion of BERS and should be offered as an optional applicability and/or use. Proposers are advised to review the following links: BERS Terms and Conditions: https://www.bers.nyc.gov/assets/bers/downloads/pdf/solicitations/bers_terms_and_conditions.pdf BERS AI Rider: https://www.bers.nyc.gov/assets/bers/downloads/pdf/requests-for-proposals/vendor_req_rider%20ai_ol.pdf NYC Office of Technology & Innovation (OTI) Cybersecurity Requirements for Vendors & Contractors: https://www.nyc.gov/content/oti/pages/vendor-resources/cybersecurity-requirements-for-vendors-contractors
22	What scanners are currently installed or expected to be used? Please provide the manufacturer, model, quantity, connectivity method, and supported scanner drivers, such as TWAIN or ISIS.	BERS currently uses six (6) Kodak i4000-series scanners and one (1) Kodak i3400-series scanner connected via USB to Windows workstations using ISIS drivers. Vendors should assume these scanners will continue to be used unless otherwise approved and provide a list of what other scanners that may be supported by the proposed solution.
23	Does BERS prefer a perpetual or subscription licensing model? If there is no preference, may respondents propose both models as pricing alternatives?	BERS is open to either perpetual or subscription licensing models. Vendors should propose the licensing model that provides the best overall value while meeting all functional and support requirements.

RFQ 2027-001 Scanning and Maintenance Software Services

Questions and Answers (Q&A) Document - Date: August 11, 2026

#	Questions	Responses
24	What is BERS's anticipated schedule for contract commencement, implementation, testing, and production go-live?	The anticipated schedule is: contract award ivy the end of the calendar year (2026), with production go-live estimated in March 2027. Proposers are advised, these are estimates, that subject to change, depending on the number of proposal submissions received, vendor demonstrations/proof of concept (should BERS decide to have them), contract negotiations, etc.

[END OF DOCUMENT]