

**Massachusetts School Building Authority**  
**Request for Responses for Document Management Consulting Services**  
**MSBA-RFR-DMC-2025**  
**Addendum No. 1: Questions and Answers**  
**October 1, 2025**

1. **Question:** Page 2, Section 7 of the MSA and Work Order does not accommodate for email communication. Can we use that as a means to communicate if awarded the contract?

**Answer:** Any legal notices, such as claims, demands, waivers, etc., must abide by the Notices provision in the MSA.

2. **Question:** Can you provide information on the full scope of the project: Number of Departments being interviewed, number of internal users, and expectations for any public access?

**Answer:** The MSBA has five (5) departments and approximately 115 internal users. Some MSBA systems are outward facing, so this may be considered as the document management strategy is developed.

3. **Question:** What are you using currently for Document Management of both paper and electronic Documents?

**Answer:** The MSBA currently uses Microsoft SharePoint to store electronic documents. While the organization does have paper files, it has been making efforts to convert these to electronic documents. A plan to complete this conversion process could be included in the strategy recommended by the selected Respondent.

4. **Question:** Do you have a plan for converting all paper files currently in place?

**Answer:** No, this will be determined as part of the strategy that is developed by the MSBA and the selected Respondent.

5. **Question:** Will answering and potentially getting awarded this RFR prevent a vendor from taking part in any RFP/RFR in the future for Document Management?

**Answer:** The MSBA intends to first hire a consultant to help develop a document management strategy and then this consultant will help to implement the strategy, including providing assistance with related procurements. Any existence of a conflict would be reviewed at that time on a case-by-case basis.

6. **Question:** What do you have for current technology for scanning? Does it include OCR/ICR capabilities?

**Answer:** The MSBA currently uses Toshiba e-STUDIO5516ACT multifunction printers for scanning but may change in the future. We do not currently use OCR/ICR. More information will be provided to the selected Respondent.

7. **Question:** Will all questions and answers submitted be published on COMMBUYS website?

**Answer:** Questions and answers will be posted on the MSBA website and COMMBUYS.

8. **Question:** Databank is a consulting company, (in the sense we offer software solutions) but we also actually offer the solution itself. Is this a conflict of interest and simply wanted to confirm that the consulting company cannot also respond to the RFP, when issued? Based on your requirements, the consulting company cannot respond to the overall solutions that an RFP being produced yields.

**Answer:** The MSBA intends to first hire a consultant to help develop a document management strategy and the consultant will help to implement the strategy, including providing assistance with related procurements. Any existence of a conflict would be reviewed at that time on a case-by-case basis.

9. **Question:** Is an MSBA organization chart or department directory available online? If not, can one be distributed to prospective bidders. This information is necessary to determine the data collection effort for the proposed project.

**Answer:** Relevant information will be provided to the selected Respondent.

10. **Question:** How many employees does MSBA have?

**Answer:** Approximately 115.

11. **Question:** Should the needs assessment encompass all MSBA departments and functions?

**Answer:** Yes.

12. **Question:** Is MSBA using a document management application now?

**Answer:** No.

13. **Question:** Can we participate in this bid as an Indian entity?

**Answer:** The MSBA will accept responses from respondents in countries that are legally authorized to conduct business in the United States.

14. **Question:** Is it mandatory to deploy manpower onsite, or can the team work remotely?

**Answer:** This will be determined with the selected Respondent.

15. **Question:** We have executed multiple large-scale scanning and digitization projects in India, where we also provided Document Management Solutions (DMS). Please clarify whether such experience would be considered relevant and acceptable for this opportunity.

**Answer:** The scope of this procurement is to hire a consultant to help design and support the implementation of a comprehensive Document Management Program for the MSBA. Primary goals are to improve document management, increase operational efficiency, and support digital transformation to best meet the business needs of the MSBA.

16. **Question:** What is the IT infrastructure available for facilitating electronic documents managing?

**Answer:** The MSBA currently utilizes MS SharePoint.

17. **Question:** Are we supposed to prepare our cost for 3 years tenure? What will be the cost applicable when the one-year renewal of contract will be done?

**Answer:** The Respondent should provide a cost proposal that represents the scope of the project. The MSBA is hopeful that the strategic plan can be developed within 12-14 weeks. Respondents should also factor in implementation oversight after the strategic plan is developed and approved.

18. **Question:** Page 14: A. DURATION AND RENEWAL OPTIONS: The MSBA intends to select one or more qualified Respondents to provide the services solicited in this RFR for a one-year term. The MSBA may, at its sole option, extend the term for three additional one-year terms, under the same terms and conditions. This clause seems to be contradicting with the clause 2 idem d mentioned in page 9. Please clarify if the initial engagement is for 1 year or 3 years.

**Answer:** The MSBA intends to select one qualified Respondent to provide the services solicited in this RFR for a one-year term. The MSBA may, as its sole option, extend the term for three additional one-year terms, under the same terms and conditions.

19. **Question:** Will MSBA provide current documentation of existing systems (inventory, workflows, governance policies) before project start?

**Answer:** Yes, this information will be provided to the selected Respondent.

20. **Question:** Is there an existing platform preference (e.g., SharePoint, OpenText, M-Files), or is the consultant expected to recommend it independently?

**Answer:** The MSBA currently uses Microsoft SharePoint but will entertain other recommended solutions.

21. **Question:** How does MSBA envision “implementation oversight” full project management role or advisory/QA?

**Answer:** The MSBA’s expectation is to work closely with the selected Respondent in both project management and an advisory role.

22. **Question:** What level of detail is expected in the proposed Cost Proposal (e.g., fixed fee vs. hourly rates vs. blended rate)?

**Answer:** Respondents must provide a Cost Proposal for all services listed and any proposed ancillary services. The Cost Proposal should include a detailed pricing breakdown in the format that the Respondent intends to utilize for billing the MSBA.

23. **Question:** Will MSBA share an estimated budget range before proposals?

**Answer:** The MSBA will not be providing this information.

24. **Question:** Is the 12–14-week timeline from KO to Final Report driven by a specific deadline or is the agency open to recommendations that will allow for a thorough review?

**Answer:** The MSBA prefers to adhere to the 12-14-week timeline to develop a strategy as it aligns with the MSBA’s annual budget process.

25. **Question:** Will there be an opportunity to meet other interested vendors that might result in partnerships?

**Answer:** Nothing is planned at this time.

26. **Question:** What is the number of regular size and oversized documents?

**Answer:** We do not have this data available at this time. Such matters will be discussed with the selected Respondent.

27. **Question:** How many users need access to the system?

**Answer:** We expect that all MSBA employees, approximately 115, would have access to any system that is implemented.

28. **Question:** Are there external users (not in Active Directory) which need access?

**Answer:** Yes.

29. **Question:** Have you obtained demonstrations by any solutions? If so which one?

**Answer:** No.

30. **Question:** Are you looking for an on premise or SaaS solution?

**Answer:**

The MSBA intends to first hire a consultant to help develop a document management strategy and the consultant will help to implement the strategy, including providing assistance with related procurements. Any existence of a conflict would be reviewed at that time on a case-by-case basis.

31. **Question:** How much data will need to be migrated? Number of files, sources of files (network shares, online storage others?) and how much paper files?

**Answer:** We do not have this data available at this time. Such matters will be discussed with the selected Respondent.

32. **Question:** Will paper files need to be scanned?

**Answer:** This will be determined as part of the strategy that is developed by the MSBA and the selected Respondent.

33. **Question:** Are you looking for Respondents to provide software solutions at this time or is the goal of this procurement to hire a consultant to help develop a strategy which will be implemented at a later time?

**Answer:** The MSBA intends to first hire a consultant to help develop a document management strategy and the consultant will help to implement the strategy, including providing assistance with related procurements. Any existence of a conflict would be reviewed at that time on a case-by-case basis.

END OF ADDENDUM NO. 1