

REQUEST FOR PROPOSAL FOR

DOCUMENT SCANNING SERVICES

ISSUING OFFICE

RECORDS IMPROVEMENT COMMITTEE
OF
COUNTY OF FRANKLIN, PA

RFP NUMBER

2016172-2

DATE OF ISSUANCE

August 1, 2016

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I. INTRODUCTION

- A. General Information.** The County of Franklin (“County”) is requesting proposals from qualified Vendors to provide Document Scanning Services to include staffing and equipment.
- B. Timeframe.** The Vendor shall agree to complete all scanning and make final delivery of scanned images and metadata in a manner consistent with County requirements.

Responses to this Request for Proposals (RFP) must be submitted by August 12, 2016 to:

Justin J. McHenry
Archives Director
County of Franklin, PA
218 North Second Street
Chambersburg, PA 17201

Submissions should be made on (7) hard copies and one digital file in Microsoft Word 2010 format.

II. SCOPE OF WORK

- A. Offsite Scanning.** The Vendor will provide an estimated cost for performing the scanning at their facility. The Vendor will provide details on how they will pick-up, transport and handle County records. Not all records will be released at one time to the Vendor. There will need to be multiple pickups and returns of records over the course of the project. The Vendor will provide details on the facility where County records will be stored and the security features in place to protect the records and the confidential information within the records. The Vendor also provide details on how they will transport the records back to the county. The documents to be scanned are located at two centralized locations. The majority of the records are in the basement of the County’s courthouse, while other records are located at the Archives building. The records will not be shredded.
- B. Quality, Production, and Pricing Requirements.** For the following requirements will be taken into consideration to perform the scanning onsite and offsite.
1. Vendor shall perform “Document Preparation” as necessary to scan all files, which includes removing all staples and paperclips, straighten all folded paper and otherwise make the documents ready for processing.

2. Scanned images shall be in a .TIF format and delivered to the County on an appropriate approved media for uploading into the County's Laserfiche repository.
3. Each file and the documents therein will be scanned individually and each document within the file will have a unique file name.
4. Each scanned document shall have a unique set of metadata attached to it.
5. Documents shall be rotated to provide maximum readability (e.g. letters shall be in proper orientation when document is displayed without rotation.)
6. Vendor shall use 300 dpi or higher.
7. The Vendor shall not scan blank documents.
8. The Vendor shall scan all documents in either black and white or gray scale.
9. Vendor shall perform a consistency check on 20% of the images delivered to the County. This includes image clarity, orientation, and accuracy.
10. Vendor shall calibrate and maintain systems (maintain consistency of output as described in ANSI/AIIM MS44-1988 (R1993) Recommended Practice for Quality Control Image Scanners; ensure that scanning system is free from dust and other particles; maintain calibration through each shift; use appropriate technical targets and procedures as defined by manufacturer).
11. Report and discuss any problem images that cannot be captured to meet benchmark specifications.
12. Vendor invoices shall denote the number of scanned pages being billed for the current invoice as well as the total number of pages billed to date.
13. Vendor will work with the County regarding importation of images and metadata into the County's Laserfiche system, and will assist in resolving any issues that shall arise.

D. Specifications

1. **Types of Records.** Primarily, the records being scanned will be court case files. Each box the file folders are in are clearly labeled with the year and the range of files within the box. Each file is clearly labeled with the docket, case, or file number and the individual's name. Most of the pages will be letter sized; however, there could be some legal sized pages in the folders. There is

a likelihood that there will be irregular sized documents such as envelopes, sticky notes, etc. found within the files. Those are expected to be scanned as well. The folders will not need to be scanned.

2. **Estimated Quantity of Records.** There will be approximately 2,500,000 pages of records that need to be scanned at this time. The records are housed in standard 12 x 15 boxes, with approximately 45 case files to a box and 45 pages per folder. There are approximately 8 double sided pages per file.
3. **Security.** The Vendor will need to demonstrate a commitment to securing the files and the data from transportation of the files, to housing the files and data in a secure facility and providing network and data security.
 - a. **Pickup and Transportation.** The Vendor will need to demonstrate a strong respect for the chain of custody of the files during transportation of the files to the Vendor's facility, while the files are at the Vendor's facility for processing, and return transportation of the files to the County. The County will provide an inventory of boxes being transported by the Vendor for that shipment. The Vendor will provide their own secure vehicle for transporting the boxes. Upon arrival at the Vendor's processing facility, the Vendor will perform an additional inventory of County boxes in their possession to ensure all boxes arrived safe and secure. Come time for delivery of scanned boxes back to the County, the Vendor will perform an additional inventory to ensure that all boxes have been scanned and all boxes are being returned back to the County. At arrival at the County, the County will perform an additional inventory to compare with the original inventory.
 - b. **Location Security.** Once in possession of the files, the Vendor will store County files in a physically secure location or controlled area, where access to the files is limited to only those involved in the scanning project. The Vendor will provide a description of their facility and the security measures in place there. The facility needs to be equipped with fire protection and suppression equipment and climate controlled. This also includes appropriate security restrictions for computers and servers, which may contain any scanned images or information from the files. Those too need to be housed in a physically secure location or controlled area. In the proposal, the Vendor will lay out their processes for how they plan to maintain strict ownership of the files while in their facility and throughout scanning.
 - c. **Network and Data Security.** Due to the sensitive nature of information found within the files, including personally identifiable

information (PII) and criminal justice information (CJI), the Vendor will need to comply with state and federal guidelines for storing such data. This includes, but is not limited to, network security measures, firewalls, robust password security, account management, spam and spyware protection, backing up data, and possible encryption of backed up data. The Vendor will need to detail their information service security measures in their proposal. Upon delivery and upload of the data in the County's content management system, the Vendor will delete and destroy all County data on the Vendor's systems. Once done, the Vendor will provide the County with a statement that all data has been deleted.

E. Proposal Requirements

1. **Letter of Interest.** The letter should include general information about the Vendor, such as: description of all services offered, the total years in business, number of employees, office location(s) etc. Include name, phone and email for authorized contact concerning proposal.
2. **Proposed Project Work Plan.** Provide an outline detailing your approach and concept of the project.
3. **Key Personnel.** List those persons who will have a management position working with the County, if you are awarded the contract.
4. **List of Similar Projects and References.** Provide a list of a minimum of three (3) similar relevant projects, together with information on the project scope, client, location, budget, common issues, services provided. Provide client references, including names, titles, addresses, telephone numbers and email addresses for these projects.
5. **Proposed Fees.** Pricing for scanning/imaging services: Provide a total price per image and an estimated total price for offsite scanning and onsite scanning based upon the approximate quantity of records stated in Section II.D.2.
6. **Technical Questions.** The following issues should be fully responded to in the proposal in concise narrative form. Each issue shall be referenced and presented in the following order:
 - a. Please provide a list of security measures your company follows to safeguard the information contained within your customer's documents; i.e, how often are your servers backed up, are background checks performed on your employees. Please elaborate.

- b. Please provide a list of equipment your company uses for scanning. Include the make and model number of the equipment, how many of each and also the current version of scanning software being utilized. Also, explain your process of creating .TIF images and indexing. Please elaborate.
- c. Please include in this description the proposed hardware platform, supporting peripheral equipment, software tools and backup and recovery system used by your company.
- d. What experience do you have on providing onsite scanning services?
- e. How is customer support handled within your organization?
- f. What is the name of your imaging/scanning product?
- g. How many years has it been available and what is the software version?
- h. Will there be an additional charge for responding to requests for documents? Expect on average 10-12 requests per week for files in your possession. What is the expected response time to receive an electronic copy of these requested files?
- i. The potential exists that additional scanning needs could arise beyond the approximate 2,500,000 pages quoted above. Should such scanning need arise, can future pricing be fixed at the contracted rate?
- j. How is confidentiality of scanned records and documents guaranteed to your clients? Provide a copy of your standard confidentiality agreement that would be executed between your company and Franklin County and describe any and all internal controls in place between your company and employees/ independent contractors that ensures confidentiality will be maintained by any person that will come into contact with records and documents. Please provide a statement of your willingness to enter into such agreements, as approved by Franklin County, to ensure confidentiality of records is maintained and Franklin County is indemnified for any breach of confidentiality by your company and/or its employees.

III. EVALUATION PROCESS

- A. Evaluation Committee.** Proposals submitted will be evaluated by a scoring committee composed of subject matter experts.

B. Review of Proposals. The Evaluation Committee will review all proposals. Each member will first assess each proposal by each of the criteria described in Section II: Scope of Work.

C. Evaluation Criteria. Proposals will be evaluated using three sets of criteria. Vendors meeting the mandatory criteria will have their proposals evaluated for both technical qualification and price. The following represent the selection criteria that will be considered during the evaluation process. Vendors will understand that this is a “Request for Proposal” (RFP). While pricing will be an important factor in selecting the successful Vendor, other factors such as service, reputation, and responsiveness to the requirements of the RFP will be considered in the final decision making process. Vendors are encouraged to include in their proposal any “extras” that may benefit the County. The County reserves the right to accept or reject any or all Proposals and to award the Contract as it is determined to serve the best interest of the County. The County is not responsible for any cost incurred by Vendors to prepare and submit proposals.

1. Mandatory Elements

- a. The Vendor is authorized to practice in the Commonwealth of Pennsylvania and is not suspended or debarred.
- b. The Vendor adheres to the instructions in this Request for Proposal (RFP) on preparing and submitting the proposal.

2. Technical Qualifications

- a. Expertise and Experience (References)
 - (i) The Vendor’s past experience and performance on comparable engagements.
 - (ii) The quality of the Vendor’s professional personnel to be assigned to the engagement and the quality of the Vendor’s management of personnel to be available.
 - (iii) Quality of technical equipment and specification to accomplish the stated goals of this RFP.

3. Price

The price should encompass all aspects of scanning (employee costs, shipping, project management, etc...) into a cost per image price and an estimated total price for offsite scanning and onsite scanning based upon the approximate quantity of records stated in Section II.G.2.

- D. Final Selection.** The Records Improvement Committee of the County of Franklin will approve a Vendor. It is anticipated that the Vendor will be selected by September 2, 2016. Following the notification of the Vendor selected, it is expected a contract will be executed between both parties by September 30, 2016.
- E. Right to Reject Proposals.** Submission of a proposal indicates acceptance by the Vendor of the conditions contained in this request for proposal unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the County of Franklin and the Vendor selected. The County of Franklin reserves the right without prejudice to reject any and all proposals.