SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE
Purchasing Department
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Phone: 316 660-7255   Fax: 316 660-1839
https://www.sedgwickcounty.org/finance/purchasing/
requests-for-bid-and-proposal/

REQUEST FOR INFORMATION
RFI #22-2065
LEGACY DOCUMENT SCANNING SYSTEM

September 14, 2022

This is a **Request for Information (RFI)** and it is neither a Request for Bid (RFB) nor a Request for Proposal (RFP). This request is for information and planning purposes and shall not be construed as a solicitation or as any kind of obligation on the part of Sedgwick County. A solicitation for services has not been developed yet, so please do not request a copy of a solicitation at this time. This Request for Information (RFI) is intended to gain information from providers regarding the services described in this document. Providers may also be contacted to discuss their responses.

Any information collected through this RFI process may or may not be used in the future to develop a solicitation for proposals or bids. Providing a response to Sedgwick County does not in any way give an advantage to any particular provider.

Sedgwick County will not award a contract on the basis of responses nor otherwise pay for the preparation of any information submitted or the County's use of such information from this request. Sedgwick County will not critique responses and the RFI should not be used by interested parties to market their products/services. Proprietary information is not being solicited; however, if proprietary information is submitted it will be subject to open records statutes. Responses will be separated from and have no bearing on subsequent evaluations of proposals submitted in response to any resulting RFB or RFP process.

Firms interested in submitting an e-mail response should do so by or before **Tuesday, November 1, 2022 by 5:00 PM CDT** to Lee Barrier at Lee.Barrier@sedgwick.gov. Late responses will not be accepted.

Sincerely,

Lee Barrier

Lee Barrier
Purchasing Agent

LB/lj

Table of Contents

I.   About this Document

This is a Request for Information (RFI) and it is neither a Request for Bid (RFB) nor a Request for Proposal (RFP). This request is for information and planning purposes and shall not be construed as a solicitation or as any kind of obligation on the part of Sedgwick County. A solicitation for services has not been developed yet, so please do not request a copy of a solicitation at this time. This Request for Information (RFI) is intended to gain information from providers regarding the services described in this document. Providers may also be contacted to discuss their responses.

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II.   Background

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas' 105 counties with a population estimated at more than 514,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the county is a Commission/Manager entity, employs nearly 2,800 persons, and hosts or provides a full range of municipal services, e.g. – public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

The Sedgwick County Register of Deeds (RoD) is responsible for recording all real estate transactions in Sedgwick County. The mission is to provide timely, secure, accurate, archival accessible services to those that have entrusted us with these duties. The RoD is responsible for storing, maintaining, and preserving all land records and other official documents with the highest level of integrity and professional conduct. Currently, indexed information for records dating back to January 1, 1969 are available for public viewing in the county's online document search. In an effort to make all documents available for online viewing, the RoD is looking for a service to scan and digitize records back to the 1800's.

In the future, the Register of Deeds will be collectively evaluating the technology needs within all areas of the department for its records management system (RMS). The RoD will be looking for potential opportunities to increase efficiency and collectively share data with other land records departments. It is anticipated that the scanned and digitized images will be incorporate into the RMS in order to allow for online viewing and/or ordering of images.

III.   Project Objectives

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide a legacy document imaging system. The following objectives have been identified for this contract:
1. Acquire a document imaging service meeting the parameters, conditions and mandatory requirements presented in the document.
2. Establish contract pricing for maintenance, support and professional service hours with the vendor that has the best-proven "track-record" in performance, service and customer satisfaction.
3. Acquire a document imaging service with the most advantageous overall cost to the county.

IV.   Scope of Work

This request is looking for technology solutions to provide document-imaging service in different recording mediums that date back to the 1800's. The scans should be searchable, adjustable, available in black and white and color where possible, and be able to be sent and saved for use by staff and constituents.

It is anticipated that this RFI will be used to develop and refine a Request for Proposal (RFP) in early 2023.

Mandatory Project Requirements
- Ability to scan multiple file types and paper and/or image sizes
- Custom and configurable file and folder naming conventions
- Ability to duplex scan documents
- Orient images correctly for view
- Ensure legible text to the edge of the document
- Clean-up images to guarantee detail
- OCR all content with guarantee of accuracy on images
- Perform rework on errors or omissions
- Save records in searchable PDF and TIFF format
- Return all scanned documents to their original state

Desirable Project Requirements
- Perform work onsite
- Provide a warranty period for all work

Architecture and IT Standards
If product proposed is vendor/cloud hosted:

Preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Vendor should provide a list of client requirements.

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc…). How does this impact costs and services?

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list any included backup and recovery capabilities, objectives and estimated timelines.

Vendor should provide secure connections to data and be compliant with any regulatory requirements such as HIPAA, CJIS, and PCI requirements.

Vendor should include interface diagram and security specifics.

If not answered in previous question please list authentication and security methods for access to the system and system data:

If a hosted solution, Sedgwick County should retain access to data should contracts terminate, the data remains the property of Sedgwick County.

If On Premise (County servers):

The software needs to be able to be supported on current technology standards and future / modern OS releases. Does this system stay up to date with modern software updates -- such as Windows OS or SQL versioning to the latest versions?

If web based, preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Environment and Platforms for on-Premise:
- Install on latest version of Windows -- Windows 2012R2 or newer, 64 bit.
- If web based, browser compatible with Internet Explorer 11+, or other modern browsers.
- If not proprietary or internal database - Latest version of SQL Server Supported (minimum 64bit 2012)
- VMWare 5.5+ compatible and supported.
- Application can be centrally managed:
  - Updates to app
  - Patches to operating system it is on
  - Microsoft Active Directory member
  - Ability to manage through Group Policy
  - If thick client, client can be deployed with minimal configuration needs, fully packaged in .MSI or other sustainable deployable method.

Vendor should list Server and Client resource requirements (CPU, Memory, and Disk Space)

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc…).

Vendor should indicate server and application update practices (Include the answers to how to patch the application on the client and server).

Vendor should list network connection requirements.

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list System External Interface requirements (Please include an interface diagram) – Is there any remote connection into the on Premise system needed for support?

If not addressed in previous response, vendor should list authentication and security methods for access to the system and system data.

Vendor should indicate backup methods recommended - any incompatibilities with backup systems on the market?

Software should be compatible with modern antivirus clients (list any needed exceptions or known problems)?

Vendor should list any firewall and security considerations or exceptions needed?

Vendor should list any database or software license needs, purchased outside of this request.

Project Status Reporting
Weekly written status reports shall be submitted to the Department Project Manager. These status reports should outline:

- Overall summarization of the project progress;
- Deliverables achieved;
- Deliverables remaining, progress, and expected delivery on each; and
- Issues and concerns affecting specific deliverables and the project schedule or any other aspect of the project.)

Acceptance Testing
The vendor will work with the department to create an acceptance-testing plan. Both parties shall agree to the plan in writing and the plan must be completed prior to county acceptance of the solution.

Documentation
The vendor shall provide system documentation (written or electronic) to the department.

User Training
Describe any training to be provided by the Vendor:

- Identify who and how many resources require training.
- Identify the timing of the training.
- Indicate if training is to be provided at the Department's site or off site.
  - If on-site training is required, indicate if the Vendor will be required to deliver training at multiple locations or at one central location.
- Identify location of training facilities.
- Describe the equipment and software to be provided at the training facility.
- Identify any required content for training materials to be provided to trainees.
- Identify any experience/skill requirements for the individual(s) delivering the training.

A.   Request for Information Timeline
The following dates are provided for information purposes and are subject to change without notice. Contact the Purchasing Department at (316) 660-7258 to confirm any and all dates.

Distribution of Request for Proposal to interested parties	September 14,2022
Questions and Clarifications submitted in writing	October 5,2022
Questions Answered	October 19,2022
Request for Information due Date on or before	November 1, 2022

V.   Required Response Content
Responses shall be submitted using the suggested format as follows:
Part A – Introduce Your Organization
Please tell us who you are and provide your contact information. Who owns your organization? What is your level of interest?

Part B – Capabilities and Experience
Does your organization have the appropriate experience and capabilities to address the county's requirements?

Part C – Comments on the Scope of Work
Please provide details regarding all items listed and provide any additional information that would distinguish your organization in addressing the needs of the county in providing a document imaging service.

Part D – Responses to the Following Questions
Please respond to the following questions and provide additional information pertinent to this RFI:
- What different approaches do you recommend besides what is listed in the Scope of Work that you have found to be effective?
- Identify the data that you will report on a monthly, quarterly and annual basis to Sedgwick County to measure performance and outcomes.
- Do you have suggestions that would allow the county to gain the most innovative document imaging service while minimizing the overall cost?
- What suggestions do you have that would make this a successful operation from purchasing document imaging service?
- How would you attract and maintain customers utilizing your product?
- What product options would you provide?
- What is your approach to problem solving?
- Provide examples of agencies or customers currently using any referenced product.

SUBMITTALS are due **NO LATER THAN Tuesday, November 1, 2022 by 5:00 PM CDT**.