



SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE
PURCHASING DEPARTMENT
525 N. Main, Suite 823 ~ Wichita, KS 67203
Phone: 316 660-7255 Fax: 316 383-7055
<http://www.sedgwickcounty.org/finance/purchasing.asp>

REQUEST FOR PROPOSAL
#14-0096
SCANNING AND INDEXING SERVICES

October 31, 2014

Dear Vendors,

Sedgwick County is seeking a firm to provide document scanning and indexing services for various departments throughout the county. If your firm is interested in submitting a response, please do so in accordance with the instructions contained within the attached Request for Proposal.

Receipt of vendor proposals will only be acknowledged at the bid opening (no details or pricing will be read into record). After the evaluation process proposed base pricing for goods/services may be disclosed at the Board of Bids and Contracts meeting. Other information provided in your response will be considered proprietary and will not be divulged during the proposal evaluation process. Because purchases and contractual agreements of this nature require the expenditure of public funds and the use of public facilities, proposers shall understand that portions (potentially all) of their proposal (including final contracts) will become public record after acceptance of a proposal by the Board of County Commissioners. Accept our assurance that the information provided will be used for evaluating the ability of your firm to provide goods/services prior to award and will not be shared with any other persons not involved with the selection process.

Kimberly Evans
Purchasing Agent

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I. Purpose

This document is a Request for Proposal. It differs from a Request for Bid/Quotation in that the County is **seeking a solution**, as described on the cover page and in the following Background Information section, **not a bid/quotation** meeting firm specifications for the lowest price. As such, **the lowest price proposed will not guarantee an award** recommendation. As defined in Charter Resolution No. 65, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of a product or service, of which quality, testing, references, availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a vendor's approach meets the desired requirements and needs of the County. Those criteria that will be used and considered in evaluation for award are set forth in this document. The County will thoroughly review all proposals received. The County will also utilize its best judgment when determining whether to schedule a pre-proposal conference, before proposals are accepted, or meetings with vendors, after receipt of all proposals. A Purchase Order/Contract will be awarded to a qualified vendor submitting the best proposal. **Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed equipment/service which best meets its required needs, quality levels and budget constraints.**

These specifications are designed for digital scanning/copying of various documents, which may include medical, financial or other sensitive material, requiring such operations as pickup of the furnished materials by the contractor in a contractor-owned vehicle, disassembly and hand-feeding of original documents, digital scanning, OCR document processing, indexing, and returning data / images to Sedgwick County, either by burning to DVD-R, CD-R disc(s), or hard drives, or by other mutually agreed upon method, reassembly of furnished documents into their original state, packing and return of the furnished materials by the contractor in a contractor-owned vehicle.

II. Submittals

Carefully review this Request for Proposal. It provides specific technical information necessary to aid participating firms in formulating a thorough response. Should you elect to participate, submit one (1) original **AND** one (1) electronic copy (CD or flash drive) of the entire document with any supplementary materials to:

Kimberly Evans
Sedgwick County Purchasing Department
525 N. Main, Suite 823
Wichita, KS 67203

SUBMITTALS are due **NO LATER THAN 1:45 p.m. CDT, TUESDAY, November 25, 2014**. Responses must be sealed and marked on the lower left-hand corner with the firm name and address, proposal number, and due date. Late or incomplete responses will not be accepted and will not receive consideration for final award.

Proposal responses will be acknowledged and read into record at bid opening which will occur at 2:00 p.m. CDT, on the due date. No information other than the respondent's name will be disclosed at bid opening.

Distribution of Request for Bid to interested parties	October 31, 2014
Clarification, Information and Questions submitted in writing	November 10, 2014
Addendum Issued	November 14, 2014
Sealed bids due before 1:45 p.m. CST	November 25, 2014
Evaluation Period	November 25-December 31 st , 2014
Board of Bids and Contracts Recommendation	January 8, 2015
Board of County Commission Award	January 14, 2015

III. Mandatory Requirements and Specifications

- 1) Vendor will be able to scan a wide array of documents: 8.5x11 paper, maps & plans (large items), ballots, envelopes, legal size papers, in B&W and color. Scanning work may be of either large back files of unscanned documents, or daily work submitted on a regular basis (weekly, monthly, etc.). Volume of back files or daily work can vary, but may be as large as 20,000 pieces for monthly work. (An example of a typical back file project would be two years of case files for the District Attorney. This consists of approximately 7,850 case files held in 570 standard records boxes, or approximately 1,140,000 pieces of paper, 25% of which are duplexed.) Documents will require scanning and digitization to TIFF, and/or PDF files. The TIFF/PDF files will typically not need to be text-searchable, but will need to be indexed according to department specifications. **Provide detailed information on your equipment and what capacity it has to handle various sizes and weights of documents.**
- 2) Vendor will be required to have strong security processes for documents in their possession. Some files are sensitive and may contain health records, criminal records and other personal information that is gathered in daily business. Steps would need to be taken to ensure such files are treated appropriately by guidelines such as HIPAA or criminal records rules. **Provide details regarding your security processes when dealing with sensitive information.**
 - a) Sedgwick County reserves the right to conduct both on-site pre-award and post-award Safeguard Reviews at any time during the term of the contract. The contractor's employees must have background checks and have signed annual non- disclosure and confidentiality agreements.
- 3) Vendor will be required to work with multiple county departments and keep all the files separated. **Provide details on your QA/QC processes and any benchmarks you may have for accuracy, quality, completeness, etc.**
- 4) All scanning shall be performed in accordance with ANSI/AIIM MS44-1993, *Recommended Practice for Quality Control of Image Scanners*, including frequent use of calibration test targets to optimize gray scales, resolution, continuous tones, precision measurement marks, linearity, scan size, alignment of page and text characters.
- 5) The contractor shall maintain optimum image quality with continual monitoring and adjustment of the imaging process by the scanning technician to accommodate the varying characteristics of different document populations.
- 6) Unless otherwise instructed, the contractor will be required to reassemble, refasten and return the original documents in the same sequence and same condition as furnished.
- 7) All contractor employees authorized to work on Sedgwick County documents must have completed a background check and drug testing as well as signed annual non-disclosure and confidentiality agreements prior to any work being performed.
- 8) The contractor must be able to store all of the documents at their production facility and work performed (scanning/duplicating/copying, binding, and packing, etc.) must be accomplished in a secured area within the contractor's facility that the general public is unable to access or view any documents being processed. All retained copies/furnished materials shall be stored in locked or secured area during non-duty hours. Sedgwick County may make periodic unannounced site visits to confirm that security measures are in compliance with contract requirements.
- 9) Accordingly, the release of any confidential materials to any person or party not expressly authorized is strictly prohibited. The contractor shall take all appropriate action and measures to minimize exposure of the furnished materials to a minimum number of employees. The contractor will be required to account for all furnished originals. Unless otherwise indicated, all extra copies (in any format), waste, spoilage sheets, and so forth are to be destroyed beyond recognition and reconstruction. All electronic files and data shall be completely purged from all data storage components of the contractor's computer facility.

- 10) Pursuant to KSA 22-4707, any contractor employee who willfully discloses the content of the retained material to any person or agency not entitled to receive it shall be subject to criminal penalty and a fine.
- 11) The contractor has the responsibility to ensure that all copy materials constantly remain in safe custody from the time they are picked-up until the time they are returned.
- 12) The contractor must provide a procedure for safeguarding documents and chain of custody. The procedure should set forth all precautions that will be taken to ensure integrity of documents.
- 13) Provide normal turnaround time after receiving a request to pickup materials. Provide an emergency turnaround time for any jobs that may require faster processing.
- 14) The parameters listed in the table in Appendix A **describe a hypothetical back file scanning project**. Please provide an estimate for scanning these paper source materials to the specifications set out in this RFP. Source materials are boxed, folded case files of individuals who are clients of one County program.

IV. Sedgwick County's Responsibility

To assist the successful proposer(s), Sedgwick County will do the following:

- Provide access to location of work and/or the work to be completed.
- Timely response to contractor inquiries, problems or issues that arise during contract.
- Provide a Secure FTP site for image transfer for use by contractor.

V. Proposal Terms

A. Questions and Contact Information

Any questions regarding this document must be submitted **in writing via email** to Kim Evans at kimberly.j.evans@sedgwick.gov

B. Minimum Firm Qualifications

This section lists the criteria to be considered in evaluating the ability of firms interested in providing the service(s) and/or product(s) specified in this Request for Bid. Firms must meet or exceed these qualifications to be considered for award. Bids submitted must reflect in detail their inclusion as well as the degree to which they can be provided. Any exceptions to the requirements listed should be clearly detailed in proposer's response.

Bidders shall:

1. Have proper certification(s) or license(s) for the services/product specified in this document.
2. Ensure that project work meets all local, state and federal laws, regulations and ordinances.
3. Have the capacity to acquire all required permits, bonds, escrows or insurances.
4. Have a minimum of three (3) years experience in providing services/products similar to those specified in this Request for Bid.
5. Provide appropriate project supervision and quality control procedures.
6. Have appropriate material, equipment and labor to perform job safely and efficiently. *All costs associated with meeting this requirement will be the sole responsibility of the vendor.*

C. Selection Criteria

The selection process will be based on the responses to this *Request for Proposal* and any proposal review sessions. Vendors shall note that the lowest price proposed may not have a direct bearing on the final selection of a firm to provide the specified services. A committee will judge each proposer's response as determined by meeting the following criteria:

1. Ability to meet all Request for Proposal Mandatory Requirements as outlined herein and the clarity, completeness and comprehensiveness of the proposal.
2. Proposing the services which will best address the county's objectives and Mandatory Requirements as set forth in this document.
3. Proposing the solution at the most advantageous cost to the County.
4. Provide references verifying exemplary service levels for similar burials.

The review committee will select the proposals which appear most beneficial. These proposers may be asked to provide a presentation to the review committee during the evaluation period. No negotiations, decisions, or actions shall be initiated by firm as a result of any verbal discussion with any County employee prior to the opening of responses to this document. Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed equipment/service which best meets its required needs, quality levels, and budget constraints.

D. Contract Period and Payment Terms

The contract period with the successful proposer shall begin immediately following formal approval of the Board of County Commissioners and continue for a period of one (1) year. The County may, at its own option, offer to extend the contract for two (2) 1-year periods for the terms and prices proposed or as negotiated. Any change in law that will affect the terms, conditions, or costs subsequent to contract initiation will be negotiated on an as need basis with Sedgwick County maintaining the final right of approval to determine applicability.

Payments for all specified service(s) and/or products to the successful proposer can be made with the following criteria taken into consideration:

- Successful completion of the service(s) or product(s) requested;
- Completion of any necessary forms and/or service results;
- Monthly receipt of a detailed invoice sent electronically to AP_Invoices@sedgwick.gov .

E. Insurance Requirements

Worker’s Compensation:	
Applicable State Statutory Employer’s Liability	
Employer’s Liability Insurance:	\$100,000.00
Contractor’s Liability Insurance - Form of insurance shall be by a Commercial General Liability and include Automobile comprehensive/liability	
Bodily Injury:	
Each Occurrence	\$500,000.00
Aggregate	\$500,000.00
Property Damage:	
Each Occurrence	\$500,000.00
Aggregate	\$500,000.00
Personal Injury:	
Each Person Aggregate	\$500,000.00
General Aggregate	\$500,000.00
Automobile Liability-Owned, Non-owned and Hired	
Bodily Injury Each Person	\$500,000.00
Bodily Injury Each Occurrence	\$500,000.00
Professional Liability	\$500,000.00

Liability insurance coverage indicated below must be considered as primary and not as excess insurance. Contractor shall furnish a certificate evidencing such coverage, with County listed as an additional insured, except for professional liability, worker’s compensation and employer’s liability. Certificate shall be provided with bid/proposal submittals. Certificate shall remain in force during the duration of the project/services and will not be canceled, reduced, modified, limited, or restricted until thirty (30) days after County receives written notice of such change. All insurance must be with an insurance company with a minimum BEST rating of A-VIII and licensed to do business in the State of Kansas. It is the responsibility of Contractor to require that any and all approved subcontractors meet the minimum insurance requirements. Contractor shall obtain the above referenced certificate(s) of insurance, and in accordance with this Agreement, provide copies of such certificates to County.

F. Indemnification

To the fullest extent of the law, the Provider, its subcontractor, agents, servants, officers or employees shall indemnify and hold harmless Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, from any and all claims brought by any person or entity whatsoever, arising from any act, error, or omission of the provider during the providers performance of the agreement or any other agreements of the provider entered into by reason thereof. The provider shall indemnify and defend Sedgwick County, including, but not limited to, its elected and appointed officials, officers, employees and agents, with respect to any claim arising, or alleged to have arisen from negligence, and/or willful, wanton or reckless acts or omissions of the provider, its subcontractor, agents, servants, officers, or employees and any and all losses or liabilities resulting from any such claims, including, but not limited to, damage awards, costs and reasonable attorney’s fees. This indemnification shall not be affected by any other portions of the agreement relating to insurance requirements. The provider agrees that it will procure and keep in force at all times at its own expense insurance in accordance with these specifications.

G. Confidential Matters and Data Ownership

The successful proposer agrees all data, records and information, which the proposer, its agents and employees, which is the subject of this Bid, obtain access, remains at all times exclusively the property of Sedgwick County. The successful proposer agrees all such data, records, plans and information constitutes at all times proprietary information of Sedgwick County. The successful proposer agrees that it will not disclose, provide, or make available any of such proprietary information in any form to any person or entity. In addition, the successful proposer agrees it will not use any names or addresses contained in such data, records, plans and information for the purpose of selling or offering for sale any property or service to any person or entity who resides at any address in such data. In addition, the successful proposer agrees it will not sell, give or otherwise make available to any person or entity any names or addresses contained in or derived from such data, records and information for the purpose of allowing such person to sell or offer for sale any property or service to any person or entity named in such data. Successful proposer agrees it will take all reasonable steps and the same protective precautions to protect Sedgwick County's proprietary information from disclosure to third parties as with successful proposer's own proprietary and confidential information. **Bidder agrees that all data, regardless of form that is generated as a result of this Request for Bid is the property of Sedgwick County.**

H. Proposal Conditions

In submitting a response to this Request for Proposal, vendors hereby understand the following (if any duplication exists previous subsections prevail):

<http://www.sedgwickcounty.org/purchasing/RfqRfq/rfpcond.pdf>

http://www.sedgwickcounty.org/purchasing/pdf_files/General_Contract_Provisions.pdf

[http://www.sedgwickcounty.org/purchasing/pdf_files/Business_Associate_HIPAA%20Addendum_2013_\(3.27.13\).pdf](http://www.sedgwickcounty.org/purchasing/pdf_files/Business_Associate_HIPAA%20Addendum_2013_(3.27.13).pdf)

VI. Required Response Content

Proposal(s) should be organized in the following format and information sequence:

Checklist

Use this checklist to ensure that all of the required documentation is in place before submitting a proposal.

- 1. Completed Proposal Response Form
- 2. Firm and Reference Information
- 3. Detailed responses to Section III, pages 4-5.
- 4. Submit additional pricing details as part of your response.
- 5. Submit completed appendix A as indicated on page 5.
- 6. Copy of sample contract language (if applicable)

VII. Proposal Response Form

**REQUEST FOR PROPOSAL
#14-0096
SCANNING AND INDEXING SERVICES**

The undersigned, on behalf of the Proposer , certifies that: (1) this offer is made without previous understanding, agreement or connection with any person, firm, or corporation submitting a bid on the same project; (2) is in all respects fair and without collusion or fraud; (3) the person whose signature appears below is legally empowered to bind the firm in whose name the proposal is entered; (4) they have read the complete Request for Proposal and understands all provisions; (5) if accepted by the County, this proposal is guaranteed as written and amended and will be implemented as stated; and (6) mistakes in writing of the submitted proposal will be their responsibility.

NAME _____

DBA/SAME _____

CONTACT _____

ADDRESS _____ CITY/STATE _____ ZIP _____

PHONE _____ FAX _____ HOURS _____

TAX PAYER I.D. NUMBER _____ STATE _____

INCORPORATED _____

COMPANY WEB SITE ADDRESS _____ E-MAIL _____

NUMBER OF LOCATIONS _____ NUMBER OF PERSONS EMPLOYED _____

TYPE OF ORGANIZATION: Public Corporation _____ Private Corporation _____ Sole Proprietorship _____

Partnership _____ Small Business _____ Manufacturer _____ Distributor _____ Retail _____ Dealer _____

General Nature of Business _____ FEIN/SS # _____ W-9 included _____

Not a Minority Owned Business _____ Minority Owned Business: _____ Certification # _____

African American _____ Asian _____ Hispanic _____ Native American _____ Other _____ Woman Owned Business _____

ACKNOWLEDGE RECEIPT OF ADDENDA: All addendum(s) are posted to our RFQ/RFP web page and it is the vendor's responsibility to check and confirm all addendum(s) related to this document by going to www.sedgwickcounty.org/finance/purchasing.asp .

NO. _____, DATED _____; NO. _____, DATED _____; NO. _____, DATED _____

Yes, I would like to be on the emergency vendor list.

No, I would not like to be on the emergency vendor list.

After Hours Phone #: _____ **Emergency Contact Name:** _____

After Hours Fax #: _____

In submitting a response to this document, vendor acknowledges acceptance of all sections of the entire document and has clearly delineated and detailed any exceptions.

Signature _____ Title _____

Print Name _____ Dated _____

APPENDIX A

	Parameter	Parameter description	Quantity
1	Records boxes	All materials are packed in standard letter/legal boxes.	71
2	Folders	An estimate, based upon sampling and counting 10 boxes, calculating a mean, and multiplying by boxes count. All information shown on folders also shows on Document A. Folders are tab fastener type, with two tabs, one left and one right.	1,349 folders
3	Document A	A one sheet, single-page document present in every case file that provides basic information about client. It is always on top of the left tab of each folder.	1,349 sheets/pages
4	Document B	Multiple documents of this document type may be present in each file, from one to dozens. This document type may be duplexed. Nearly always consists of multiple sheets. It is posted at the left tab, under Document A, more recent on top.	No estimate
5	Document C	This document type consists of case notes and correspondence. This document may be duplex. Nearly always consists of multiple sheets. This document is posted to the right hand tab, more recent on top.	No estimate
6	Total pages	Based upon an estimate of an average 2,000 sheets per box.	142,000 sheets
7	Sheet size(s)	All letter size (except for Post-Its).	
8	Paper weight(s)	Nearly all standard copy/printer paper (20#), though a relatively small portion may be 24#. (Usage of flimsy NCR forms was discontinued prior to date of this body of records.)	
9	Duplex	Selecting the first and last folder from the sample of 10 boxes indicates that about 63% of sheets are duplexed.	89,460 sheets
10	Color	Selecting the first and last folder from the sample of 10 boxes indicates that about 12% of sheets include handwritten marginal or other notes in ink colors other than black. Department does not require images show original color.	17,040 sheets
11	Post-Its	Selecting the first and last folder from the sample of 10 boxes indicates that about 6% of sheets have Post-Its stuck on to either blank areas or covering areas with printed or written content. Post-Its used only as markers may be removed, and not scanned. Post-its containing handwritten notes must be scanned, per procedure described in RFP specifications.	8,520 sheets
12	Staples	When Document B or Document C consist of multiple sheets, they normally are stapled.	
13	Clips	Paperclips appear to be seldom used (if at all) in this body of materials – none were seen when sampling.	
14	Folds	Certain materials may have been folded to mail, completed by clients and returned either by mail or in person. Selecting the first and last folder from the sample of 10 boxes indicates that about 11% of sheets have been folded previously.	15,620 sheets
15	Indexing / Metadata	County department requires indexing by client name, client number, document type, document date, service code, contact employee and program.	7 department defined