**REQUEST FOR PROPOSALS**

Scanning Services

RFP # 24-254

Issued: August 3, 2023

Questions Due: August 21, 2023 by 8am

Sealed Proposals Due: August 30, 2023 by 12noon



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Issued by:

**PENDER COUNTY FINANCE**

***Trisha Newton, Purchasing Manager***

805 S. Walker Street 1578 ● Burgaw, NC 28425

Phone – 910.259.1281 ● Fax – 910.259.1574

Email – purchasing@pendercountync.gov

www.pendercountync.gov

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# Introduction

Pender County is seeking scanning services for various county departments and needs. The primary project will be converting paper records to digital files for the Department of Social Services. There may be additional projects throughout the year. The county is seeking a one year contract to accommodate additional needs as they arise . The awarded vendor will be responsible for collection, transportation, scanning, indexing, document storage during project and shredding/destruction of documents once digital files approved.

# Scope of Work

The county is seeking professional, efficient and quality conversion of business records from paper to digital form. Due to the sensitive nature of county documents—varying from DSS files to potentially employee records—the vendor must ensure that all employees with access to Pender County records have passed a criminal background check, signed a confidentiality agreement, been educated to HIPAA compliance and are committed to adhere to all applicable North Carolina and Federal laws. All electronic files must be stored on a secure network and server.

The vendor will be responsible for collecting the records (including labeling boxes as necessary) from our offices in Pender County NC and transport them for offsite conversion. In preparation for scanning, the vendor may have to remove staples or clips. The vendor must have a procedure in place to scan both single sided and duplex pages to produce a minimum 200 dpi (black and white) binary raster file. Most pages will be 8.5”x11”, but there may be an occasional legal or ledger size documents. All files will need to be indexed with up to five fields. (Due to the added expense, OCR is not requested.) Sample scans will need to be provided and approved before the vendor proceeds with the project.

In additional to prepping and scanning documents, the vendor must have quality control procedures in place. The complete page must be captured. Images cannot be distorted, blurry, crooked or speckled. The image should be a true representation of the original document and fully legible.

Once the scanned files are accepted by Pender County, the vendor will be responsible for proper destruction of the original documents. A statement of destruction ensuring proper chain of custody must be provided. Ideally, the initial project for DSS can begin as soon as possible an be completed within 3-4 months.

# Access to Records

If Pender County requires access to records while in the custody of the awarded vendor, the vendor must provide require records within 24 hours. In the event of a true emergency, the vendor must provide the record within 4 hours. Any potential requested access is anticipated to be minimal.

# Questions

Any questions related to this RFP or the service to be provided should be directed to should be submitted in writing via e-mail to **purchasing@pendercountync.gov** by August 21, 2023 by 8:00am EST. The **subject line shall be RFP # 24-254 Scanning Services**. Answers will be provided via an Addendum.

# Submittal Process

Proposals shall include a statement of how the vendor operates and complies with the confidentiality and the handling of personal identifiable information. Three references on similar projects must be included. Additionally, a general timeline for the initial DSS project must be provided. A breakdown on price for transportation, per page scanning (may be tiered) and indexing, per box shredding, as well as any other fees must be presented in an organized format. Additional information for the County to review and consider is permitted, so long as the entire Proposal does not exceed 20 pages (8.5”x11”, double sided permitted). Should there be any way you cannot fully comply, you must detail any exceptions in writing in the Proposal. Vendors may submit multiple proposals.

Proposals are due on or before 12:00 noon on August 30, 2023. The submittal package should be clearly marked “RFP # 24-254 Scanning Services” and identify the company submitting the proposal. Proposals shall be addressed to the attention of Trisha Newton, Purchasing Manager at the one of the following addresses:

**In Person / By Courier:**

Pender County Purchasing

Attn: Trisha Newton

805 S. Walker St.

Burgaw, NC 28425

**Mark Envelope:**

RFP # 24-254

Scanning Services

**By Mail:**

Pender County Purchasing

Attn: Trisha Newton

PO Box 1578

Burgaw, NC 28425

**Mark Envelope:**

RFP # 24-254

Scanning Services

All responses submitted become the property of the Pender County Government. Submitting a proposal in response to this RFP does not commit Pender County to award a contract or pay any costs incurred in the preparation, or travel to Pender County. The County will not consider late proposals or be liable for misdirected mail/packages. Additionally, the County reserves the right to cancel this Request for Proposal in part or in its entirety, waive minor defects or reject any/all Proposals.

# Selection Process

A team of Pender County staff will review submission and select the best overall proposal to recommend to the Board of Commissioners for award of the contract. Pender County reserves the right to allow or disallow minor deviations from the scope to purchase what is best for the County from a standpoint of quality, price, and services to be rendered.

The contract term will be for one (1) year. The contract may be renewed for two (2) additional one (1) year terms upon mutual agreement by both parties. Modifications and/or changes to the contract including but not limited to cost and services shall be in writing and approved by both the contractor and the County. Either party may cancel the contract by providing the other party a (30) day’s written notice of cancellation.

The vendor must submit monthly invoices and shall receive payment by mailed check or Electronic Funds Transfer (EFT). An electronic form is required for the latter and Pender County Finance will require verification of the deposit account. The County offers Net 30 payment terms. The vendor will have the option to bill for completed work monthly or at the end of each project.

# Terms and Conditions

Services performed shall be in full compliance with any and all applicable state, federal, local, or other relevant regulations regardless of whether or not they are referred to in this RFP.

The standard Pender County Vendor Terms and Conditions will apply and can be viewed at <http://www.pendercountync.gov/vendortermsandconditions/>. All M/WBE and HUB are encouraged to respond.

-END-