

CITY OF WEST HOLLYWOOD



REQUEST FOR PROPOSALS

SCANNING SERVICES

RESPONSE DUE: June 23, 2016

June 09, 2016

CITY OF WEST HOLLYWOOD
REQUEST FOR PROPOSALS

The City of West Hollywood, the Successor Agency to the West Hollywood Community Development Commission and the West Hollywood Housing Authority (collectively referred to as “City” in this document) seeks Proposals from qualified companies for Scanning with Optical Character Recognition (OCR) Services.

Responses must conform to the requirements of this Request for Proposals (RFP). The City reserves the right to waive any irregularity in any Proposal or to reject any Proposal, which does not comply with this RFP. Selection of the proposer will be made solely by the City on criteria determined by the City.

The successful proposer will be required to enter into an agreement, which will include the requirements of this RFP as well as other requirements. The initial term of the agreement will be for two (2) years with the option for the City to extend the agreement for an additional two (2) year term.

The City expects, but does not guarantee, that the decision on selection of a proposer will be made on the date indicated in Section 3. The City assumes no obligation for any costs incurred by any proposer in preparing the response to this request, attending an interview, or any other activity prior to award of the contract to the selected proposer.

The City’s principal contacts with the City and for this Proposal will be Lorena Quijano, Accounting Services Manager, 323-848-6513, lquijano@weho.org, 8300 Santa Monica Blvd, West Hollywood, CA 90069 AND Kareng Bareng, Accountant, 323-848-6825, kbareng@weho.org , 8300 Santa Monica Blvd, West Hollywood, CA 90069. Proposers may not contact *any other City of West Hollywood official, employee, vendor or customer to gather information* about this RFP.

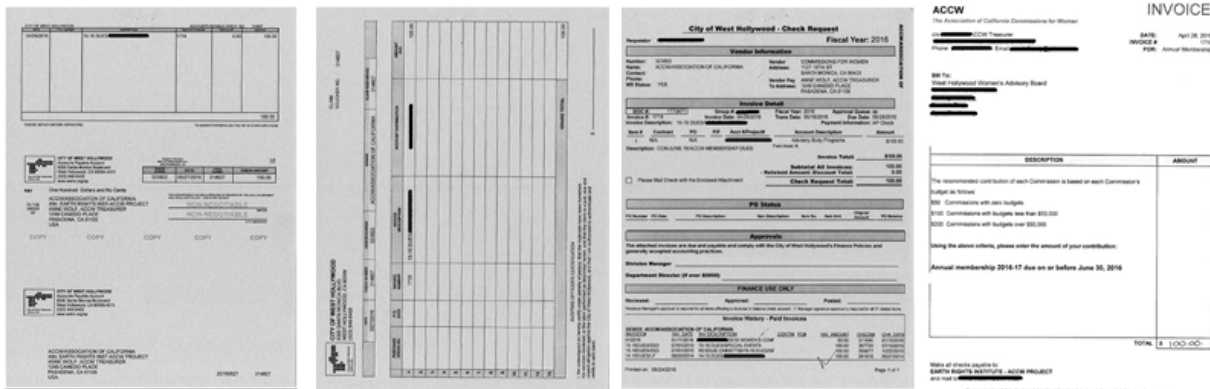
City Hall is located at 8300 Santa Monica Blvd, West Hollywood, CA 90069. The telephone number is (323) 848-6400, and the fax is (323) 848-6575.

1. ABOUT THE CITY OF WEST HOLLYWOOD

The City of West Hollywood is a General Law City with a Council/Manager form of government. The City is also a contract city, which contracts out many of its public services. The City fiscal year begins on July 1 and ends on June 30. The table below shows the number of checks prepared by the City for the past three calendar years.

Calendar Year	Checks
2013	7,936
2014	7,912
2015	8,453
2016 to date	3,179

Each check has a **minimum** of 4 pages of documentation, stapled together in the middle of the top margin. The first three pages of documentation include the check, voucher and check request cover sheet which are printed with black ink printed on blue paper. The next page is generally a vendor invoice which is usually printed black ink printed on white paper. The pages are NOT numbered and may be single or double-sided. Colored ink and colored paper may be used on vendor invoices. The majority of the documentation is printed on letter-sized (8 ½ x11) paper. Occasionally, some pages may be printed on legal-sized (8 ½ x 14) or ledger-sized (11 x 17). Documentation on paper sizes smaller than 8 ½ x 11 are taped to letter sized paper.



The average number of pages per check is 10; however, there are some checks that could have over 60 pages of supporting documentation.

The main objective of this project is to create digital image files for the Accounts Payable records for the City of West Hollywood General Accounting Division, resulting in a "Portable Document File" (PDF) record for each issued check. An alternate format may be requested later (TIF format). Accounts Payable PDF records will be scanned into the described format and placed onto CD-ROM disks.

2. SPECIFICATIONS

2.1 PURPOSE: The City requests Contractor to have sufficient resources to be able to provide both scanning with Optical Character Recognition (OCR) services in an efficient and accurate manner. The objective for these services is to create black & white digital image files for the Accounts Payable records.

Contractor shall provide all labor, materials, tools and equipment required for Scanning Service for City department requesting services.

2.2 SCOPE OF SERVICES: The City requests competitive bids for the following services:

- Document imaging/scanning services into PDF format with
 - Password security and document restrictions that allow only printing and copying content for accessibility
 - Optical Character Recognition (OCR) services that provides an accurate conversion of image data into a searchable PDF format
 - Compressed Black & White PDF images that reduces the file size without seeing any reduction in the quality of the PDF
 - Sharpened/smoothed edges and increased contrast to improve legibility for faint documents
- Services shall be in accordance with standards set by the American National Standards Institute (ANSI) and Association for Information and Image Management (AIIM).

2.2.1 Handling and Transporting Requirements

a. Confidentiality, Accuracy and Security of Documentation: It is critical that the proposer understands the required security of these ORIGINAL documents. These documents contain sensitive information. These documents are irreplaceable and must be safeguarded. Once the proposer receives the documents from the City, they are solely responsible for the security of the documents and are responsible for their safekeeping. Contractor must secure materials in a secure, dry location and take great care in handling of fragile originals.

Safeguards against theft, loss, and/or damage must be maintained at the highest levels. The Contractor will be held responsible for lost, stolen and/or damaged original documents. The Contractor will be fined up to \$ 50 for a records box that is lost, stolen or damaged. Also, no unauthorized reproduction or duplication of any media produced by the contractor is permissible.

- a. Tracking and Inventory of City Documents: The Contractor will inventory and acknowledge the receipt of all items received. It is intended that the Contractor will maintain an automated tracking system to allow for the retrieval of any document that is in their possession. Any discrepancies between the City's Department's inventory transmittal and the items received by the Contractor are to be resolved within ten calendar days. After scanning is completed, the Contractor will be required to perform a final quality control step that compares the PDF records on the CDROM to the inventory transmittal provided by the City to ensure that every document has been scanned. Upon return/delivery of the original documents, the Contractor will be required to provide the City with a report that lists all the PDF files on the the Contractor's CDROM
- b. Transportation of City Documents: All City documents must be transported in closed, preferably climate controlled, vehicles. The Contractor will pick up all City documents that are to be scanned. The City will determine the pickup locations. The City and the awarded Contractor will develop a mutually agreeable pickup and return/delivery schedule. The City's plan is for monthly pickups within City limits.
- c. Copy Storage: The Contractor will maintain a copy of the PDF files scanned in a secure archival environment for a period of not less than 120 days.

2.2.2 Preparation Requirements

- a. Vendor shall perform "Document Preparation" as necessary to scan all files- Preparation of Documents to be Scanned: this includes removing all staples and paperclips, repair all torn documents with non-reflective tape, straighten all folded plans and mount any irregular size memorandum or receipt on standard 8 ½ " x 11" paper and other wise make the documents ready for processing.
- b. Documents will be returned in the EXACT same condition as they were picked up. In other words, the box will have the checks in the same numerical order as they were given to the vendor and the check documentation will be in the same page order **and restapled**.

2.2.3 Quality, Production and Pricing Requirements

- a. All data must be scanned so the image is identical to, or functionally equal to the original record.
- b. Scanned images shall be placed on a CD ROM, external hard drive, or other appropriate approved media for delivery to the City.

- c. Each scanned image shall have a unique file name specified by the City. Currently the City uses the check number to name the file.
- d. All pages shall be scanned in portrait orientation.
- e. The vendor shall check for double-sided printing so as to capture all documentation, but should not scan blank documents.
- f. Vendor shall perform a consistency check on 20 % of the images. This shall include image clarity, orientation, page skewing, despeckling and OCR accuracy.
- g. Vendor shall sharpened/smoothed edges, increased contrast, and/or increase DPI to improve legibility for those documents where it is required to meet the quality requirements.
- h. 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)
- i. Vendor shall report and discuss any problem images that cannot be captured to meet benchmark specifications.
- j. Vendor shall scan the documentation for each check as a multi-page document.
- k. 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.

2.2.4 Record Accessibility: The City will require designated City Staff to have access to original City documents supplied to the Contractor for Scanning in the event a document is needed. The Contractor will provide the ability to locate and return to the City any original document that is in the possession of the Contractor within one business day from the time of request by an authorized department agent. After the City has fulfilled its need the Contractor shall also pick up these documents and return with them to the Contractor site to complete the scanning process.

2.3 PROPOSAL CONTENT

The content and sequence of the information contained in the Proposal shall be as follows:

- Transmittal Letter – The Proposal should be signed by an officer authorized to bind the proposing company. The offer should be open for a period of at least 90 days. Include contact information and whether the company will be using any subcontractors.
- Proposed Project Work Plan – Provide an outline detailing your approach and concept of the project including your ability to

- provide consistent, clean, accurate and timely scanned records,
 - resolve customer issues in a timely manner
- Key Personnel – List those persons who will be working with the City, if you are awarded the contract, including their title and the years of service with your company.
 - List of Similar Projects and References – Provide a list of minimum of five (5) 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.
 - Company Profile – Provide a brief background about your company, 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.
 - Conflicts of Interest – Describe any potential conflicts of interest that your company may have regarding the project.
 - Litigation – List any lawsuit or litigation and its outcome resulting from any public agency project undertaken by your company within the last 5 years or any project where a claim or settlement was paid by your company or its insurers within the last 5 years.
 - Insurance – The selected Proposer must provide and maintain in force at all times during the term of the services contemplated herein insurance for Workers' Compensation, Commercial General Liability, and Errors and Omissions Liability or Professional Liability in amounts consistent with the services provided and as determined jointly by the City and the Company. Such policies should be issued by companies admitted in the State of California. The Proposal shall include the amounts of insurance by type of coverage and the deductible or self-insured level for each type of coverage.
 - Summary Sheet (Appendix A) – This section of the Proposal must include a fully completed copy of the Summary Sheet included with this RFP.
 - Fees (Appendix B) – This contract will be for two years with an option for the City to renew for an additional two years.
 - Provide a total price per imaged page per document. Price must include prepping, scanning with OCR and re-assembling.
 - Pricing for scanning/imaging services: List the paper sizes that are considered large format documents and provide a total price per image for scanning the large format documents. Provide a total price per page/document for reassembly and return of large format documents.
 - Specific Questions (Appendix C) – This section of the Proposal should address the specific Questions included in the Proposal.

2.4 PROPOSAL SUBMISSION

2.4.1 Deadline for Proposals: For ease of Proposal submission, the City requests that the Proposals be submitted electronically no later than **5:00 P.M. on Thursday, June 23, 2016** to:

Lorena Quijano at lquijano@weho.org
and
Kareng Bareng at kbareng@weho.org.

The submission of a Proposal shall be deemed a representation and certification that your company:

- Has carefully read and fully understands the information provided in the RFP and any subsequently issued addenda, including City of West Hollywood responses to RFP questions posed by the respondents.
- Has the capacity, ability, and experience to complete the project as specified in the RFP and your Proposal.
- Represents that all the information provided in the Proposal is true and accurate.
- Did not in any way collude, conspire to agree with any person, firm, corporation, or other proposer, directly or indirectly, in regard to the amount, terms, or conditions of the Proposal.
- Agrees that the City of West Hollywood reserves the right to make any inquiry it deems appropriate to substantiate information provided in the Proposal.

Proposals may be withdrawn or modified before the due date of submission by delivering a written and signed request by the due date. A request for modification of the Proposal after the due date will not be considered, including a representation that the proposer was not fully informed regarding any information pertinent to the Proposal or the offer. The City of West Hollywood shall not be responsible for or bound by any oral instructions, interpretations, or information provided by the City or its employees other than the RFP contact.

The City of West Hollywood reserves the right to reject any or all Proposals submitted, correct any technical errors in the RFP process, waive any irregularities in any Proposal, negotiate with any of the proposers, accept other than the lowest fee offer, or enter into a subsequent agreement with another proposer if the originally selected proposer fails to execute its agreement with the City of West Hollywood.

Any agreement shall not be binding unless it is executed by authorized representatives of the City of West Hollywood and the selected proposer. Proposing companies are solely responsible for any expenses incurred in preparing their Proposals in response to this RFP.

The Proposal timeline is as follows:

<u>Date</u>	<u>Activity</u>
06/09/2016	RFP Issued
06/14/2016	Respondent Questions Due by Noon
06/17/2016	City of West Hollywood Responses to Questions Due by 6:00 PM
06/23/2015	Proposals Due by 5:00 PM via Email
08/01/2016	Contract Award

2.4.2 Contract Provisions. The City of West Hollywood's standard contract will be used for this engagement. The proposers must state whether the terms of the standard contract are acceptable or must include any proposed changes to the stated terms and conditions in their Proposals. The City of West Hollywood may or may not accept proposed changes for the final contract. Due to the nature of this study, confidentiality provision will be added to the standard contract form.

This contract will be for two years with an option of renewing for two additional year term. Upon expiration of the initial term, the City and Company may mutually agree to extend the agreement for additional two (2) year term. Pricing during the additional two-year term can be negotiated between the City and the Contractor and mutually agreed upon prior to the start of the extended term. This RFP and the Proposal submitted in response to this RFP may be incorporated as part of the final contract.

2.4.3 Other Information

- Proposal Interpretations and Addenda – Any change to or interpretation of the RFP by the City will be sent via email to the contact person provided by each Proposer to the Accounting Services Manager and Senior Accountant; any such changes or interpretations shall become a part of the RFP for incorporation into any agreement awarded pursuant to the RFP.
- Public Record – All Proposals submitted in response to this RFP will become the property of the City upon submittal and a matter of public record pursuant to applicable law. The City reserves the right to retain all Proposals submitted.

Thank you and we look forward to receiving your company's Proposal for scanning of accounts payable records.

APPENDIX A
SUMMARY SHEET

Company Name: _____

Company Parent or Ownership: _____

Company Address: _____

Company Telephone #: _____ Company Fax #: _____

Federal TIN _____ State TIN _____

Number of years in existence: _____

Address Providing the Service, if different:

Management person responsible for direct contact with the City for services provided under for this Request for Proposal (RFP):

Name: _____ Title: _____

Telephone Number: _____ Fax: _____

Email: _____

Person responsible for day-to-day servicing of the account:

Name: _____ Title: _____

Telephone Number: _____ Fax: _____

Email: _____

APPENDIX B
FEES

Item Description	Unit Price	Total Price
Scanning of letter sized documents direct to PDF with OCR including prepping (removing staples) and reassembling (re-stapling) in the same order.		
Scanning of large-format sized documents direct to PDF with OCR including prepping (removing staples) and reassembling (re-stapling) in the same order.		
Pickup of original documents and Returning of original documents to City Hall or other designated locations within city limits.		
CD containing PDF files.		
Backup CD of archived PDF files.		

APPENDIX C
SPECIFIC QUESTIONS

The City request you answer the following 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:

1. Please provide a list of security measures your company follows to safeguard the information contained within your customer's documents; i.e., does your company use security badges for its employees, how often are your servers backed up, are background checks performed on your employees. Please elaborate.
2. Please provide your company's procedures for tracking inventory (your customer's documents) once they are picked up from your customers. What tracking system do you use and how is it implemented? Please elaborate.
3. 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 password secured PDF files with OCR. Please elaborate.
4. Please include a description of the backup and recovery system used by your company.
6. Please answer yes or no to the following requirements about the facility where the documents will be stored and scanned and media conversion services performed:

Air conditioned ____yes ____ no
Security Alarm system ____yes ____ no
Fire Sprinkler system ____yes ____ no
Is your fire sprinkler system a wet or dry system ____wet ____ dry
Fire Extinguishers marked in accordance with Fire Department regulations throughout the facility ____yes ____no
Will all City records be kept at least 2 feet above the floor while stored in your facility ____yes ____ no
7. Does your company use its own vehicles to transport documents? Does your company transport the documents in closed vehicles? Are your vehicles air-conditioned?
8. What method does your company use to straighten out the documents before scanning? Please elaborate.

9. What compression techniques are supported?
10. What kind of image processing is scanner capable of with the software?
Can it perform thresholding, deskewing, dynamic image enhancement and edge enhancement?
11. Estimate the cost and turnaround times for scanning 6,000 pages that represent 600 checks that will become 600 PDF documents saved to a CD-ROM, including pickup and return/delivery. This estimate is used for example purposes only and does not constitute an average City pick-up, the number of City documents to be picked up may be higher or lower depending on work flow at the time. The proposer awarded the contract will be expected to meet or exceed the proposed turnaround times stated in the example above and prorated for document volume. If the proposer awarded the contract cannot meet their proposed turnaround times, the City will have the option of canceling the contract.
12. How is customer support handled within your organization? Please elaborate.
13. Please state whether the terms of the standard contract are acceptable; if not, include any proposed changes to the stated terms and conditions.