



**SCANNING AMERICA, INC.  
150 W. Flagler Ave  
Suite 150  
Miami, FL 33130**

**Solicitation 575-11786**

**Scanning, Indexing, Imaging  
and  
Media Conversion Services**

November 10, 2016

~~November 1, 2016~~

**Due 2:00 PM**

**CITY OF FORT LAUDERDALE**

**City of Fort Lauderdale  
Procurement Services Division  
100 N. Andrews Avenue, #619,  
Fort Lauderdale, FL 33301**

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## Executive Summary

Scanning America, Inc. was founded in 1989 as a national provider of document conversion services and is a privately held company of approximately 90 employees with hands on, on-site ownership. Scanning America, Inc.'s corporate headquarters is located in Lawrence, Kansas along with offices in Atlanta GA, Miami FL and Springfield MO. Scanning America is a financially established corporation and has increased revenue annually for that past 27 years.

Scanning America's client base is quite varied as we work with any corporation, government or institutions that currently have documents and data stored paper, drawings, aperture cards, microfilm/microfiche and require a digital conversion to be completed. Our customer base is primarily made up of private industry, higher education, local, county, state and federal government institutions and other federal agencies.

Scanning America completed an SSAE 16 Type II audit (formerly known as SAS70 Type II). The audit was performed by The Moore Group CPA, LLC, a nationally recognized independent auditing firm, and they verified Scanning America's core activities and control objectives with zero exceptions.

The SSAE 16 standard for reporting on control objectives at a service organization replaces the SAS 70 benchmark compliance report for organizations whose products and services are impacted by compliance with regulatory and industry standards such as privacy and security regulations. Successful completion of the SSAE 16 Type II Audit with no exceptions detected, the best result possible, provides independent third party verification of Scanning America, Inc. management's assertion that its policies and procedures are both correctly designed and operating effectively to achieve the control objectives throughout the specified audit period.

Scanning America has thoroughly reviewed the RFP, Amendments and Questions and Answers. We believe we have a complete understanding of the City of Fort Lauderdale's goals for this project and are very well qualified to successfully complete this project. We understand that the City is seeking a qualified vendor to provide to provide services for document scanning and media conversion for the the City in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP) including the capture of metadata along with storage and destruction services.

Scanning America has the ability to comply with all of the provisions and agrees to meet all the requirements as outlined in the RFP. We further understand that the records to be included in this project are housed in several locations in the Fort Lauderdale area and the scanning will take place at our production facility located at 150 West Flagler Avenue, Miami, FL.

Scanning America's services include providing technical assistance, process and procedural advice throughout the set-up, backfile conversion. The quality and accuracy of the delivered scanned images and indices are vital to acceptance of work performed by SAI. In the event it is determined that document images or indices are incorrect or the images are of poor quality thus resulting in failure to meet the established agreed upon accuracy rating, SAI will provide corrective action to reproduce accurate images and indices for the records in error at no additional cost.



Within 7 business days after award of the contract, Scanning America and appropriate staff shall attend a post award meeting to discuss and ensure mutual understanding relative to the administration of the contract.

Scanning America hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

- a. SAI complies with all of the provisions and requirements of the RFP.
- b. SAI will provide all services as defined in the Scope of Services of the RFP.
- c. SAI accepts and agrees to all terms and conditions set out in the RFP.
- d. SAI confirms the information detailed within the proposal submitted in response to the RFP is accurate.
- e. The proposal submitted in response to the RFP was independently prepared, without collusion, under penalty of perjury.
- f. Both the Technical Proposal and the Cost Proposal submitted in response to the RFP shall remain valid for at least 180 days subsequent to the date of the Proposal opening.

Scanning America, Inc. is a member in good standing and exhibits nationally with the following organizations: AIIM (Association for Information and Image Management) and ARMA (Association of Records Managers and Administrators).

### **Experience and Qualifications**

Scanning America is a 100% full service imaging service bureau that specializes in the conversion of paper, drawings, film, fiche and aperture cards. All pick-up/deliveries, prep, scanning (including film and fiche), indexing, and creation of the deliverables are completed by SAI employees. Scanning America guarantee's 100% client satisfaction with on time delivery and within budget.

Scanning America is recognized for world-class leading edge technology in the area of scanning, digitization, conversion, indexing, and vaulting of business critical based documentation. To maintain the aforementioned technologies, Scanning America utilizes state-of-the-art equipment, with the capacity to scan and index 500,000 images per day and is presently running at 58% capacity.

Scanning America's client base is quite varied as we work with any corporation, government or institutions that currently have documents and data stored paper, drawings, aperture cards, microfilm/microfiche and require a digital conversion to be completed. Our customer base is primarily made up of private industry, higher education, local, county, state and federal government institutions and other federal agencies

Experience is important when evaluating document scanning companies. Scanning America, Inc. was established as a document imaging company in 1989 to provide document conversion services to private and public entities. Since that time, Scanning America has earned a reputation as a leader among document imaging companies. Not all document imaging companies are the same and Scanning America has distinguished itself through an unsurpassed commitment to quality, security and customer service. Scanning America has built a reputation as a leading document scanning company by leading the industry in quality services. Everything from our choices in equipment & technology, our employees, our extensive training programs and our management team combine to ensure that our quality is unsurpassed.



Scanning America shall provide the services described in the description of services included in the RFP and our response and in accordance with all the terms and conditions of this contract. SAI will create digital imaging with technical/administrative metadata identification for the purpose of producing digital image collections according to published standards, of sufficient quality and that are discoverable

(allows administrative/technical metadata to be associated with the file) and sustainable in accordance with applicable standards.

Scanning America possesses the necessary equipment, facilities, and personnel to fulfill the terms of the RFP. With over 27 years of experience, the Scanning America team has the training, certifications, resources and quality management systems in place to complete the project on time and within budget. We have scanned and indexed hundreds of billions of images and created load files for successful import into numerous document management systems and hosting applications.

The firm-fixed unit price for services includes all personnel, labor, facilities, materials, supplies, equipment necessary to perform the services required by the contract.

Scanning America, Inc. not only provides scanning services at its production facilities, but also mobilizes its staff and personnel all over the country to provide on-site scanning services.

#### **Approach to Scope of Work**

The successful completion of the backfile conversion will be a challenging project requiring the development of a comprehensive strategy, an experienced team, extensive planning, and sound execution. Scanning America is familiar with the project requirements and will apply our proven methodologies. This experience has been gained from successfully implementing imaging solutions for several large clients, a number of which include other projects similar to the Pembroke Pines conversion. The result of this work is a customized approach and implementation plan that, when executed, will result in the successful delivery of the imaging solution for the city.

Scanning America will employ its proven Project Management Methodology called eProject. The City will directly benefit from SAI's established techniques and tools for project planning, tracking, status reporting, and overall project management. Our solution allows all members of the team and stakeholders (SAI and the City) to track the workplan, deliverables, issues, changes, and contract modifications throughout the life of the project.

SAI understands that this project comprises separate stages. Our project workplan follows this approach and contains the necessary tasks to complete these stages. Our project workplan will be updated on a regular basis.

For every customer, we take a customized approach, starting with an in-depth review of your project requirements and laying out a comprehensive project plan. We pride ourselves on our exceptional quality and low cost services.

Terry Borovitcky, as the Director of Sales SE Region, will provide project planning, organization, control, surveillance and reporting of the overall project activities to ensure a disciplined performance of work and timely application of resources necessary for completion of all work identified. He will be directly



involved with the formulation of the services to be provided, proposed meetings and service structure, and will attend all meetings. In those meetings, he shall represent Scanning America regarding the contract and have the authority to provide any requested information. Mr. Borovitcky is authorized to contractually bind the company to contracts.

Staffing for this project at an operator level will consists of the following roles (Transportation, Prep, Scan, Audit, Data Indexing and Quality Assurance). Human resources will be applied based on project completion date requirements with constant consideration and planning for vacations and typical expectations for absence and sick days. The Project Manager will cover the Project Technical and Resources Managers when they are absent. All personnel are heavily crossed trained so as not to provide any disruption due to any unforeseen absence.

#### Project Office Setup and Requirement Confirmation

At the outset of the project, project team members will be identified and their roles and responsibilities for the project will be finalized. SAI's project manager and the city's Project Manager will review and finalize the work plan and key milestone dates will be confirmed.

The City will confirm the project objectives, scope, and implementation strategy and the final project plan will be submitted for approval. The project will officially start with a kickoff meeting. Not only the project team but also key project sponsors will attend this meeting. The meeting will set the stage for the project by highlighting the project's importance to the overall business goals and management's commitment to the project.

#### Project Manager

Upon contract award, SAI's project manager shall meet with the assigned City staff to discuss and jointly develop a plan for the imaging of the City's files, drawings and film. Scanning America's Project Manager is authorized and empowered to make binding commitments relating to the project and Scanning America's scope of activities.

#### Staffing Plan

SAI understands the importance of forming a comprehensive staffing plan, which means starting with the right team. The SAI staffing plan for the City is derived from our experience, the current state of technology, our understanding of the project requirements, and effective strategies to manage and mitigate staffing risk. We know we must create a team to provide the depth and breadth of planned and required resources.

#### Employment Policy

Scanning America seeks to attract and retain individuals who share our company vision and who will make a significant contribution to our organization. Positions are filled by means of open competition where the selection is based on job related skills, training, and experience. Applicants for employment are selected solely on the basis of qualifications and without regard to race, religion, national origin, sex age, handicap or veteran status.

It is Scanning America's policy to conduct criminal background investigations for all employees. SAI takes into account any convictions that may have occurred, especially those over the last seven years. In addition, SAI may be required by certain job requirements to conduct a credit check, education, or motor vehicle report.



Scanning America also conducts thorough reference checks with previous employers. Scanning America maintains a Drug-Free Workplace in accordance with all applicable State and Federal regulations.

#### Confidentiality

SAI's management understands the sensitive nature of the files. Our staff members and employees agree to maintain as confidential all individually identifiable information regarding the files. All information obtained by SAI for the conversion shall be maintained in accordance with state and federal law. SAI shall have on file a confidentiality agreement signed by all SAI employees who have access to the records being scanned.

#### HIPAA Compliance Statement

We at SAI realize that our clients must comply with all aspects of confidentiality of employee and student data. We require access to numerous data elements associated with claims, including patient and provider information. As such, SAI has taken steps to ensure its compliance with HIPAA requirements data.

All SAI employees are required to sign a confidentiality agreement with SAI. These agreements provide SAI the right to terminate employment, if the confidentiality breach is deemed to be significant, harmful or damaging to SAI, its clients, and its client's insured members. These confidentiality agreements also provide sanctions for employees as recommended by HIPAA.

All information that we receive or generate as a result of delivering our services is treated as confidential, and it is not disclosed to those who do not have a need to view it in relation to the services we deliver to our clients. The electronic data is stored on secure computer servers and PC workstations, which require a unique user name and password to access such data.

#### Privacy and Security

We understand the sensitivities and the seriousness associated with the privacy of student data. We also understand that covered entities are required to contract with business associates that will also be handling individually identifiable student data and those policies and procedures must be put in place in order to ensure the privacy and security of such data.

#### Training

Scanner operators have been trained in the operation of the specific hardware and software used for the project. Included in this training are procedures for scanner light and belt speed calibration.

Since document preparation will be a key element in indexing and project control, document prep staff will also receive training in the unique requirements of this project.

While all projects are controlled through standard SAI job tracking logs, additional training will be provided to prep, scanning, indexing and processing staff to insure concurrence with the special Control Methodology.

#### eProject Management

We have custom-created our own project management software, called eProject. After over ten years in the scanning business, we had been unable to find software that could manage all of the intricacies of scanning projects, and therefore decided to write our own. eProject is used to control projects from the



moment we take custody of the documents, up until when the final product is delivered and the originals are returned or destroyed.

Upon contract award, SAI will generate bar-coded labels that will be placed on every box containing records prior to shipping. These labels will include the project number we assign to this project, location from which the documents are shipped as well as a unique box number. In eProject we will enter every box number. This is a particular advantage in the event that the City should need a record scanned on demand or returned, we would be able to locate the record very quickly.

eProject is also our single repository to project specifications. This allows anyone in our organization who is working on the project to have ready access to the specifications, anywhere in our building. This is particularly advantageous if things are discovered that necessitate a modification to the specification, because no one has to locate traditional paper work orders, rather they just look at eProject. eProject is also where we monitor the progress of the project. With a few mouse clicks we are able to check the status of the project. We can tell what records have been inspected, scanned, indexed, post processed, QC'ed, delivered, etc. We also track which operators performed each of these functions and what equipment they used. This gives us the advantage of being able to look at the work of particular individuals and to look at the performance of particular pieces of equipment.

#### Document Transportation

All SAI drivers are long term permanent full time SAI employees with a valid driver's license. Motor vehicle, background checks and random drug sampling are required for all employees assigned to drive any company vehicle.

SAI shall transport all records in a vehicle(s) within an enclosed cargo area to protect the records from exposure to weather, debris, and unauthorized access. SAI shall verify the number of record boxes and files per box on an approved transmittal receipt for control purposes.

SAI shall store the boxes and files in a secure storage facility during scanning. Files are to be returned after project completion or incinerated upon image acceptance. Our work flow procedure will be to first record and verify submitted source documents against an index manifest list insure each box of documents is loaded for transport. The boxes will be transported our production facility by Scanning America vehicles driven by Scanning America Employees.

Scanning America will maintain an automated tracking system called eProject to allow for the retrieval of any document that is in process. Any discrepancies between the City inventory transmittal and the items received by Scanning America will be resolved within ten calendar days. SAI will Assign a work order and batch number to each group packed and shipped so that it can be monitored throughout the scanning, indexing, quality control and file creation process.

#### Emergency Retrieval Services

SAI shall return a requested document upon receipt of a retrieval request from the City's project manager. SAI shall provide emergency phone number(s) and contact person(s) to the City's project manager and provide updates should any of the information change during the term of the contract. The City shall have access to all files/documents while in Scanning America possession. The City shall give advance notice to the SAI for the purpose of viewing, retrieval, or audit of files/documents that are in the SAI's possession. To expedite requests for rush retrievals, the SAI may utilize facsimile transmission or scan and e mail document(s) to the City.



## Workflow

SAI will ensure that the scope of the project is properly identified and documented prior to the production phase. Physical document handling procedures will be established, tested, and approved

before production begins. Our operational procedures will be used during this phase of the project, requiring that parameters be established and entered into the profile before indexing or scanning commences. Once entered, all work is queued automatically to each station in the appropriate order for processing based on scanning, indexing and electronically transferring images in a timely manner. This eliminates errors brought about when operators miss steps or process documents out of order.

Parameters include:

- Database requirements: Index attributes are defined and appropriate fields are created, including field length, alphanumeric, validation, and/or pull-down lists of pre-defined values and barcodes.
- Scanning requirements: Scanning resolution, page orientation, despeckling, barcoding, and the like, are identified and entered.
- Quality control: Index and image QC requirements are executed and refined as necessary.
- Rejected indexes or images are processed: Basic reasons for rejection include index data entry error, missing index information, and image quality (too light or too dark). Once a reason is chosen, the document and its index are routed automatically to the appropriate queue for re-processing. This also creates an error report for system reporting purposes.
- Reindex: Documents are routed to the reindex queue if they are rejected at QC. The station operator sees the reason for rejection and re-keys the appropriate data.
- Rescan: Documents are routed to this queue if they are rejected at QC. The station operator sees the reason for rejection and rescans the document after adjusting the scan parameters to solve the problem.
- Batch processing: Batch processing is used wherever possible for speckle removal, rotation, barcoding, file format conversion, and the like, in the appropriate order.
- Output format and media: Once documents complete all steps and pass QC, they are automatically routed to post-processing for conversion to the proper electronic format and they are written to the appropriate media.
- Workflow reporting: The workflow reporting system tracks each stage of the process, including the queues the document has completed, time and date stamp, operator ID, rejections and their reasons, and operator throughput performance. Reports can be produced for problem solving and metrics.

## Quality assurance

Scanning America will assist with ongoing quality assurance activities as negotiated. This activity includes system oversight activities such as: troubleshooting, reporting, document preparation procedures, equipment preventive maintenance schedules, and disaster recovery assistance.

## Conversion Methodology

The City intends to convert most, if not all, of their existing paper records, drawings and film to 300 dpi, multi-image tiff files. Each of the converted images will be renamed and be represented by a record containing a series of fields which uniquely identify that set of images. The images and index files are to be delivered to the City via electronic media as external USB Drive. The scanned files will be returned to the City in a Laserfiche format (volume) appropriate to be imported into the City's Laserfiche environment for record retention purposes. Each City department will provide the



appropriate Laserfiche template for importing image files with necessary indexing. Scanning America shall then provide the scanned images for importing into City's Laserfiche Servers via a Laserfiche volume.

Documents may be of several different sizes up to "E-Size" drawings and varying paper types. The documents may be both simplex and duplex. All pages with data present will be captured.

#### Document Pulling Procedures

SAI has develop and implement standards, process and procedures, which identify all processes, logs and instructions to handle pulling documents for manifest creation and verification, design document pulling strategy, batching, and removal.

#### Document Preparation Procedures

Prior to scanning, documents must be processed to improve scanning throughput and provide for indexing and document tracking. This process is the most important stage in assuring legible, correctly indexed images. Almost all failures in quality control can be traced to improper document preparation.

Document preparation for this project will include the following steps.

- Removing staples, paper clips, binder clips, etc.
- Removing documents from folders, bindings or notebooks
- Bursting multi-page forms into individual images
- Orienting and straightening pages
- Repositioning sticky notes such that they do not obscure document text, either on the page on which the sticky was originally applied, on the back of that sheet, or on another sheet of paper that would become part of a multi-page document.
- Inserting laser printer generated bar coded Tag lead sheets as necessary
- Special preparation of small and oversized documents to ensure quality of the scanned image
- Maintaining the existing time-ordered sequence so that during retrieval, sorting the will result in a presentation order similar to what is available in the paper folder today
- Inserting Tag Sheets as necessary

#### Scanning Letter/Legal

Documents will be delivered to scanning stations in boxes, each box marked with its box identifier and containing a set of unique folders. The box number will be used as the batch number. Each batch will be scanned and written to a directory name equal to the batch number, with a separate set of directories each batch of documents. Files will be named in the format bbbbnnt.tif, where bbbb is the batch number, and nnt is the sequential order of scanning. Thus, the 123rd page of batch 150 would be named 01500123.tif.

Each page will be scanned double sided, at 300 dpi, with blank pages deleted by the scanning software. This will allow for manual adjustment by the scanner operator to accommodate changes in size, paper type and contrast of individual pages. The scanner operator will visually inspect each page as it is scanned to determine the acceptability of basic image legibility and skew. Images not meeting these criteria will be immediately rescanned, maintaining the original order and filename.

#### File Transfer

Images will be scanned directly to the scan server, which will be in a secure, protected scan area. Images

will be copied to a backup server daily. After indexing, Quality Control and post processing, the images will be delivered via electronic media to a designated City employee. Thirty days after acknowledgement of receipt of the data by the City the images will be deleted from the server.

#### Tag Sheet Capture

Upon completion of scanning, each batch will be placed in an Indexing Queue, whereupon indexing will proceed. Indexing consists of identifying the initial image for each document, and assigning appropriate values to the City's identified fields for those documents. In narrative form, the process will proceed as follows.

1. The first image of a document will always be an "Index" separator sheet. The following sheets contain pages related to that particular record. All images between the lead separator sheet and the next lead separator sheet relate to the same record. The data will be captured and the index data will be created and used to create the import files.
2. The image following the separator break sheet will be page one of the first document.
3. If the next image is not a separator sheet, it is page two of the document all fields will be copied from the previous image along with the new image file name. These images can be bound to a multi-image file if required.
4. If a new lead break sheet is encountered, the process reverts to step 1. In the event that an image is encountered which contains no data, the image will be flagged as a blank page and deleted.

#### Rescanning

At the completion of initial indexing, a program will retrieve the records for all images flagged as unacceptable. This list will be routed to the Re-Scan Queue. Since the file name contains the batch number and sheet sequential number, the re-scan team will be able to locate the original sheet, re-scan to the same file name and compare it to the original image. This re-scanned file will then replace the original file, and the image name placed in the Re-Index Queue. The senior indexer will then examine the new image for acceptance and make any necessary corrections to the index record for that image.

#### Quality Control

This stage serves as the primary Q.C. stage, since it is the Q.C. operator who must examine the image most closely and is able to determine the legibility and correctness of the image. Failures in image quality, not attributable to the prepper's note of poor original, will be flagged at this stage, and flagged images returned for re-scanning.

#### Document Binding

SAI's equipment is capable of the separation and processing as unified sets and multipage documents of varying page counts. When indexing and re-scanning of a batch is complete, it will be placed in a Processing Queue. The index records for that batch will be examined, and all images belonging to the same document identified and bound together as a multi-image files. The file name will be the name of the first image of the document or any other agreed upon format.

#### Document Verification

Prior to creation of the deliverable media each batch will be tested in software to determine the following:

1. For each record in the index, there is a corresponding image file, and for each image file, there is a corresponding index record.

2. The total number of pages in the multi-image file equals the total number of pages scanned, less the number of images marked for deletion.
3. Each image header complies with import requirements, including tag numbers, resolution, and image dimensions.
4. All file sizes are greater than 5 kilobytes.
5. Field values in the index records are within defined limits and correct format.

In addition to the software checks, a final QC will be conducted prior to media creation. This procedure will check 10 % of all images within the batch for compliance. When document verification is complete, batches will be combined to produce data sets of as required and written to SAI archive. Images will be written to batch directories. There will be an index for each directory, or, if desired a single index at the root directory for all images. Files will be transferred on a weekly basis, or at a time preferred by the City.

#### Post Prepping

After all images from a box have been accepted by indexing, the box will be returned to post prep. The pages will be returned in the same box and in the same order in which they have been scanned.

#### Quality Control / Quality Assurance

SAI will apply to this project its standard Quality Control and Quality Assurance procedures, modified to comply with any additional requirements of the City. Scanning America employs a quality assurance program based on the results of an internal audit and 27 years of experience.

The result of the internal audit was the development of a comprehensive QA program based on two fundamental concepts.

1. A thorough definition of the product to be delivered is required before any quality assurance processes can be applied.
2. A properly designed and tested set of procedures, correctly followed, will result in quality output.

Each batch will be subject to a software check to determine that:

3. The total number of pages in the batch equals the total number of pages scanned, less the number of images marked for deletion.
4. Each image header complies with file format requirements, including tag numbers, resolution, and image dimensions.
5. All file sizes are greater than 5 Kilobytes.

#### Accuracy Rates

Scanning America strive to achieve an accuracy rate of ninety-nine (99.0%) for all documents scanned, imaged, and indexed, except for those specifications or image attributes requiring 100% accuracy. For example, a batch of images will be rejected if, in a random sample lot size of 200 images, more than one image is found to be missing, duplicated, illegible, or otherwise defective.

Examples of items required to be 99.0% accurate include:

- File and image characteristics: level of compression and image size
- Image quality: blurred or indistinct image, loss of distinct features or lines, incomplete capture of page content, skewing, failure to apply treatment to printed halftones.

Examples of items required to be 100% accurate include:

- Content of file headers and tags
- File format
- Compression algorithm
- Resolution

Scanning America will develop and submit written procedures and acceptance criteria to be utilized for sample testing during the life of the project. These procedures and criteria include allowances for rejection of any batch of scanned, imaged, and indexed documents that do not meet the specified accuracy criteria. As requested, on a case-by-case basis, SAI agrees to re-image and re-index all of, or individual records contained in, any batch that is rejected due to error at no additional cost. After award of the contract, SAI will update the written procedure drafts and submit for review, revision, and acceptance.

The quality and accuracy of the delivered scanned images and indices are vital to acceptance of work performed by SAI. In the event that it is determined that document images or indices are incorrect or that images are of poor quality resulting in failure to meet the established accuracy rating, SAI will provide corrective action to reproduce accurate images and indices for the records in error at no additional cost.

#### Inspection and Acceptance of Images/Database

All unacceptable images, filenames, directory names or entire batches will be corrected at no additional cost to the City for a period of twelve (12) month after delivery. The city shall have twelve (12) months to approve or submit needed corrections to images beginning the date after the electronic transfer of images to the City. All scanned images and indexes of records described in this document, produced under the terms of this agreement shall become and shall remain the sole and exclusive property of the City.

#### **Scope of Work: Engineering Drawing Scanning**

The following is a description of the services that will be provided by Scanning America, Inc. in Converting drawings to raster images.

- a. All drawings submitted will be batched in quantities of approximately 500 and assigned a work order. This will allow for immediate up to date responses to work flow questions, should they occur.
- b. Each batch will be scanned at 300 DPI scan resolution to Scanning America's attached scanning procedures.
- c. Once the files have been scanned they will be saved as in a .tif file format.
- d. When the file conversion has been completed the following file edits will be performed on each file to the specification as listed.

#### Recommended General Requirements

- <1> Cropping. The raster image will be cropped to within one inch of the outermost vertical and horizontal graphic elements of the drawing.
- <2> Despeckling. To eliminate all single pixel speckles.
- <3> Deskewing. Not to exceed +/- 2 degrees when measured as the angle between a line on the drawing intended to be horizontal and a 0-degree line.

- e. During the editing process each file will be visually checked to insure legibility and scan quality.
- f. All scanned images and will be returned on client provided external drive.
- g. Operators will detail QC every image for clarity and legibility.
- h. All files will then be assigned a quality rating of "passed or "not passed".
- i. A rescan will be requested for any images that fail this quality check.
- j. Images that fail a rescan will be listed in a separate directory as "bad scans"
- k. Operators will mark each image for the following edits:
  - i. rescan
  - ii. rotation for right reading
- j. After completion of the data base edits the file edits specified a rescan list will be provided.
- k. All scanned images and index records will be returned on external USB Drives.

**Scope of Work: Film Scanning:**

Scanning America understands the importance of forming a comprehensive staffing plan, which means starting with the right team. The Scanning America staffing plan for this project is derived from our experience, the current state of technology, our understanding of the project requirements, and effective strategies to manage and mitigate staffing risk. We know we must create a team to provide the depth and breadth of planned and required resources. At the outset of the project, project team members will be identified and their roles and responsibilities for the project will be finalized. Scanning America's project manager and the City's Project Manager will review and finalize the work plan and key milestone dates will be confirmed.

Based on the RFP outlining the requirements and volumes for this project, Scanning America has identified the following personnel needed for the project. Scanning America's department supervisors and quality control specialist's work alongside production employees to insure on-time deliveries of the highest quality data.

- Application Set Up – Programing, Develop Reports, Confirm Process
- Inventory-Transportation- Inventory, Transportation
- Inventory Control – enter reels into eProject
- Film Evaluation – verify quality of film
- Scanning – capture images
- Auditing – Crop, deskew, despeckle
- Image Quality Assurance – confirm quality/accuracy of image capture
- Index Capture – key metadata
- Index Quality – verify metadata
- Final Quality Assurance - verify image quality, indexing accuracy, deliverable

There are three primary steps in Quality Control when digitizing microfilm: evaluation, auditing, and quality assurance (QA). Each step focuses on the reconciliation of the number of images supplied vs. images produced.

**Evaluation**

The first stage of the production process will be evaluation of the film in which a trained technician will

inspect all films and note any abnormal characteristics of the film to eProject.

Microfilm evaluation involves a review of the microfilm quality, cleaning if necessary and notation of damaged microfilm that will not be possible to capture during the scanning process. First we test for density and readability so we can adjust our scanner settings accordingly to render the best possible image. SAI utilizes a light table to visually inspect all microfiche prior to scanning and at all times anyone handling microfiche must wear approved white cotton gloves. Film will be reviewed for mold, magnification, densities, brightness, frame detection, vinegar syndrome, dusty foggy microfilm or nonstandard layout.

If the evaluation team discovers that any of the film meets the predefined specifications, the offending film will be returned to SAI's secure, climate-controlled vault to await the decision reached by the Project Manager as to return to the film, request a duplicate, convert from another media or clear the film as the best possible option and release it to production.

#### Auditing

Scanning America will utilize state of the art technology designed to eliminate frames being missed. SAI uses advanced technology to eliminate errors during the scanning to digital process. Our software uses proprietary software applications allowing for maximum quality and efficiency in the auditing process. In the image auditing step, the operator reviews the results and checks for image errors and has the ability to crop and re-adjust frames to provide the most comprehensive digital image. The operator uses the application here to validate that no images are missed or chopped. This validation occurs once all quality adjustments have been made and the fiche has been digitized. The operator then proceeds to the next step and views the all images at the same time. Then the operator scroll's through the digital images and can then look at it after the images have been digitally inverted out. If an image was missed (which rarely happens) it would stand out as it is black and the ribbon is clear (white). The operator conducts this validation step with each fiche after each scan to ensure no images or partial images have been captured.

#### Quality Assurance

Image quality assurance takes place after the images have been scanned and enhanced. An Image Quality Control Specialist will first check record type counts and number counts to ensure they are the same as the scanning, preparation and inventory counts. The Specialist will then view each image to insure there are no streaks, spots, cut off, overlapped or blurry images resulting from poor quality scanning and other items. SAI's Quality Control Specialists are trained to recognize image quality problems because they are experienced employees who have also been cross-trained in document preparation and scanning so they can quickly recognize problems or exceptions in image quality.

SAI specialists will follow specific predefined specifications from the City. Quality Control Specialists will also check the following at the same time they are ensuring image quality:

Image resolution is 300 dots per inch or higher as recommended

- Orientation correction
- Deskew
- Black Border Removal
- Despeckle
- Blank Page Deletion

- Image Integrity (Is the original image modified, changed or cropped?)
- Background smoothing
- Clarity
- Contrast adjustments
- Image Size

These techniques combined with a 100% visual inspection of each image provides superior images and ensures each image is captured, readable and positioned correctly. Image quality assurance specialists will record document and image counts to ensure all counts match all previous steps. If images do not pass the quality check, they are rejected, and a rescan operator will replace the image with one that is better quality. If a better quality image is not possible, the rescan operator will note that document number on an exception report which will be provided upon final delivery.

#### Exceptions and Rescanning

After completing an entire batch, eProject will generate a list of those images requiring reprocessing. Image quality failures will return to the scan department for rescan and subsequent index reprocessing, if necessary. Index only failures will return to the indexing department for re-keying. Problem records will also be identified manually throughout the production process. All SAI document preparation specialists, scanning specialists and data capture specialists are trained to recognize inferior pages or images or missing images from documents. When recognized, specialists will tag the media for review. The tagged media or image will be reviewed by the appropriate department supervisor or quality manager, who then determines the best method of improvement. After this determination is made, the media or image will be routed to the appropriate stage of the conversion process for improvement. At no time will general production be stopped. For images requiring rescanning, rescan operators will receive a Rescan List that sets forth images that failed image Quality Assurance. At the rescan station, the rescan operator will access the original rejected image on a high-resolution image monitor and locate the corresponding image on the film. Utilizing a high-quality unit, the operator will perform prescans and make setting adjustments to obtain an optimum image. Once an acceptable image has been obtained, the failed image will be replaced by the newly scanned image and reinserted back into the workflow.

After the media or image is corrected, it will be returned to the original stage of the conversion for reentry into the workflow. Another review is completed for verification of improvement. If improvement is not successful, the SAI Project Manager will determine if the poor quality media or image should be noted on an exception report or reported to the City. This exception report will be provided with each regular status report. A summary exception report will also be provided with completed images and data. The sample exception report, shown below, will indicate the problem document and the specific problem with the document. It will also provide SAI's recommendation of how to handle the document outside of the normal workflow.

#### Timeline

Scanning America will complete the project on within the required 36 month timeline on time and within budget. We presently have the excess capacity (Management, Labor and Equipment) to scan in excess of 100 Boxes per Week. The pick up's and deliveries will take place on a weekly basis. The timeline can be accelerated to complete the back file project in 12-18 months if terrtynecessary.



## References

Name: **Stearns Weaver Miller, P.A.**

Address: 150 West Flagler Street, Suite 125

City/State/Zip: Miami, FL 33130

Contact Name: Adriane Davis

Title: Imaging Manager/Telecommunications

E-Mail Address: ADavis@stearnsweaver.com

Telephone: 305-789-3216

Name and location of the project: Closed Case Files/Miami, FL

Nature of the firm's responsibility on the project: Scan and index approximately 30,075,000 images/75,000 Drawings contained in closed legal files. Scanning America has provided prep, scanning, indexing, QC and creation of load files for import into the firm's document management system.

Project duration: February 2010 – Present

Completion (Anticipated) Date:

Size of project: 30,000,000+ images and 75,000+ Drawings

Cost of project: \$1,475,000.00

Work for which staff was responsible: prep, scan, index, post prep, create deliverable for import into Content Management System

Contract Type: Competitive Bid / Renewable

The results/deliverables of the project: On time and within budget/pdf files

Name: **Georgia Department of Transportation**

Address: 600 West Peachtree Street N.W.

City/State/Zip: Atlanta, GA 30308

Contact Name: Mike Perdue

Title: Project Manager IT Applications

E-Mail Address: mperdue@dot.ga.gov

Telephone: 404-631-1052

Name and location of the project: Document Scanning Services Solution / Atlanta, GA

Nature of the firm's responsibility on the project: Prep, scan, index create deliverable for legal, letter, drawings, film, fiche, aperture cards for the following departments: Access files, Project Files, Purchase Orders, Accounting Records, Environmental Files, Office of Transportation Data, Right of Way, Surplus Property, Traffic Operations, Crash Reports and Utility files.

Project duration: August 2012 – July 2017

Completion (Anticipated) Date: July 2017

Size of project: 31,000,000+ images

Cost of project: \$2,500,000.00

Work for which staff was responsible: prep, scan, index, post prep, create deliverable for import into Content Management System

Contract Type: Competitive Bid / 1 year with 4 one year options (all executed)

The results/deliverables of the project: : On time and within budget/indexed multi page files for import into internally developed content management system.



**Name: Florida International University**

Address: 11200 SW 8th Street  
City/State/Zip: Miami, FL 33191  
Contact Name: John Vargas  
Title: Director, PantherSoft  
E-Mail Address: johnv@fiu.edu  
Telephone: 305-348-7471

Name and location of the project: PantherSoft ImageNow /Miami, FL

Nature of the firm's responsibility on the project: Prep, scan, index create deliverable for 3,125,000 images from Human Resource, Student Records, Insurance Files, Immunization Records, Provost Office, PCards, D&N Research Files, Financial File, Key Cards, Accreditation Material Binders and Registrar files.

Project duration: 2013 - Present

Completion (Anticipated) Date: Scanning on an as needed basis as funds are available.

Size of project: 3,125,000+ images

Cost of project: \$250,000.00 +

Work for which staff was responsible: prep, scan, index, post prep, create deliverable for import into Content Management System ImageNow

Contract Type: Competitive Bid / Renewable

The results/deliverables of the project: On time and within budget/indexed tif files for import into ImageNow

**Name: Brevard Public Schools**

Address: 2700 Judge Fran Jamieson Way  
City/State/Zip: Viera, FL 32940-6601  
Contact Name: Chrystal Holaway, M.S.  
Title: Employment Manager, Human Resources Services  
E-Mail Address: Holaway.Chrystal@Brevardschools.org  
Telephone: 321.633.1000 ext. 220  
Fax: 321.617.7780

Name and location of the project: Student Transcripts & Personnel Records / Viera, FL

Nature of the firm's responsibility on the project: In March of 2013 Scanning America was awarded a contract to scan and index over 1,200,000 Student Transcripts from 16mm microfilm and in 2016 awarded another contract to scan and index 60,000 Personnel records for import into LaserFiche.

Project duration: 3 years

Completion (Anticipated) Date: August 2016

Size of project: 1,260,000 images

Cost of project: \$41,000.00 and \$14,400.00

Work for which staff was responsible: prep, scan, index, post prep, create deliverable for import into LaserFiche Content Management System

Contract Type: Competitive Bid



The results/deliverables of the project: On time and within budget/indexed multi page files for import into LaserFiche.

**Minority/Women (M/WBE) Participation**

Scanning America is not a certified minority business enterprise as defined by the Florida Small and Minority Business Assistance Act of 1985.

Scanning America has no intention to use subcontractors on this contract. In the past when subcontractors were necessary, Scanning America advertised in general circulation, trade association, and minority-focus media concerning the subcontracting opportunities to encourage Minority/Women (M/WBE) Participation.

**Subcontractors**

No third parties or sub-contractors will be used to digitize and index the paper, drawings, film and fiche under this contract.

**Required Forms**

- Attachment A. Proposal Certification
- Attachment B. Cost Proposal
- Attachment C. Non-Collusion Statement
- Attachment D. Local Business Preference (LBP)
- Attachment E. Contract Payment Method
- Attachment F. Sample Insurance Certificate
- Attachment G. Business License
- Attachment H. Questionnaire
- Attachment I. Sample Invoice
- Attachment J. Authority to Submit
- Attachment k Addendum 1

**BID/PROPOSAL CERTIFICATION**

**Please Note:** If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked **by the bidder** in some manner to indicate that it will supplant the electronic version. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §607.1501 (visit <http://www.dos.state.fl.us/>).

Company: (Legal Registration) Scanning America, Inc.

Address: 1440 N 3rd Street

City: Lawrence State: KS Zip: 66044

Telephone No. 404-824-6633 FAX No. (785) 749-7213 Email: terry@scanningamerica.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): N/A

Total Bid Discount (section 1.05 of General Conditions): N/A

Does your firm qualify for MBE or WBE status (section 1.09 of General Conditions): N/A MBE      WBE     

**ADDENDUM ACKNOWLEDGEMENT** - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No.	Date Issued	Addendum No.	Date Issued	Addendum No.	Date Issued
<u>1</u>	<u>09/29/2016</u>	<u>Q and A's</u>	<u>10/04/2016</u>	<u>    </u>	<u>    </u>
<u>Change</u>	<u>10/04/2016</u>	<u>    </u>	<u>    </u>	<u>    </u>	<u>    </u>
<u>1</u>	<u>10/31/2016</u>	<u>    </u>	<u>    </u>	<u>    </u>	<u>    </u>

**VARIANCES:** If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A. **If submitting your response electronically through BIDSYNC you must also click the "Take Exception" button.**

Scanning America takes no exceptions or has any variances to and term, condition, specification, scope of service, or requirement in this solicitation.

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars (\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Terry Borovitcky  
Name (printed)

October 29, 2016  
Date:

revised 04/10/15

X   
Signature

Director of Sales, SE Region  
Title

**SECTION VI - COST PROPOSAL PAGE - REVISED****Proposer Name:** Scanning America, Inc.

Proposer agrees to supply the services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor must quote firm, fixed, costs for all services identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

**PRICING FOR SCANNING/IMAGING SERVICES:**

Pricing for scanning/imaging must include prepping and indexing of up to 30 characters. For indexing above 30 characters, provide per character cost below.

**TRANSPORTATION COSTS**

Proposers must include any transportation costs in the unit price per image.

#	Item Description	Estimated Quantity	Unit Price	Total Price
1	Unit cost/per scanned image, letter and legal sized documents, up to 11" x 17"	8,089,900	0.053	\$428,764.70
2	Unit cost/per scanned image, for E size shop drawings.	1,096,700	0.57	\$625,119.00
3	Unit cost/per scanned image, of 35mm building plans including drawings, permits, letter, etc. 100 rolls of microfilm required to be converted to scanned images (average of 1100 images per roll).	110,500	0.02	\$ 2,210.00
4	Unit cost/per scanned image, of 16mm rolls, 2923 rolls of microfilm required to be converted to scanned images (average 2000 images per roll).	5,846,100	0.009	\$ 52,614.90
5	Destruction documents after scanning and review of scanned images by the City is complete. Unit price per pound	30,000	0.31	\$ 9,300.00
6	Cost per character for indexing above 30 characters	100	.006	\$0.60
6	Grand Total			\$1,118,009.20

**Submitted by:**Terry Borovitsky

Name (printed)

November 7, 2016

Date

X

  
SignatureDirector of Sales, SE Region

Title

Attachment C. Non-Collusion Statement

**NON-COLLUSION STATEMENT:**

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

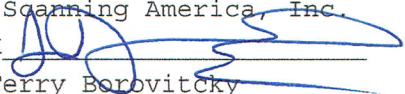
3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

**Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.**

<u>NAME</u>	<u>RELATIONSHIPS</u>
N/A	N/A
_____	_____
_____	_____
_____	_____
_____	_____

**In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.**

Scanning America, Inc.  
X   
Terry Borovitchky  
October 29, 2016

Attachment D. Local Business Preference (LBP)

**LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT**

The Business identified below certifies that it qualifies for the local BUSINESS preference classification as indicated herein, and further certifies and agrees that it will re-affirm it's local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this ITB. Violation of the foregoing provision may result in contract termination.

(1) \_\_\_\_\_ is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the City of Fort Lauderdale current year Business Tax Receipt **and** a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.  
Business Name

(2) \_\_\_\_\_ is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Business Tax Receipt **or** a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.  
Business Name

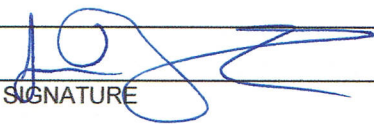
(3) \_\_\_\_\_ is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.  
Business Name

(4) \_\_\_\_\_ requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.  
Business Name

(5) \_\_\_\_\_ requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.  
Business Name

(6) \_\_\_\_\_ is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration.  
Business Name

BIDDER'S COMPANY: Scanning America, Inc.

AUTHORIZED COMPANY PERSON: Terry Borovitsky X  October 28, 2016  
NAME SIGNATURE DATE

Scanning America is not a local certified business.

Attachment E. Contract Payment Method

**CONTRACT PAYMENT METHOD BY P-CARD**

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to payment by credit card via MasterCard or Visa. This allows you as a vendor of the City of Fort Lauderdale to receive your payment fast and safely. No more waiting for checks to be printed and mailed.

Payments will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, firms must presently have the ability to accept credit card payment or take whatever steps necessary to implement acceptance of a credit card before the commencement of a contract.


Please indicate which credit card payment you prefer:

           Master Card

  X   Visa Card

Company Name: Scanning America, Inc.

Terry Borovitchky  
Name (printed)

X   
Signature

October 29, 2016  
Date:

Director of Sales, SE Region  
Title





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
10/17/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Calvin Eddy Kappelman Insurance 1011 Westdale Rd.  Lawrence KS 66049-2638		<b>CONTACT NAME:</b> Patricia Huebner <b>PHONE (A/C, No, Ext):</b> (785) 843-2772 <b>FAX (A/C, No):</b> (785) 843-1583 <b>E-MAIL ADDRESS:</b> _____	
		<b>INSURER(S) AFFORDING COVERAGE</b>	
		<b>INSURER A:</b> Travelers Indemnity of Amer	<b>NAIC #</b> 25666
<b>INSURED</b>		<b>INSURER B:</b> Travelers - Indemnity 25658	
Scanning America, Inc. 1440 N 3rd St  Lawrence KS 66044-9128		<b>INSURER C:</b> Hartford Insurance Co 00914	
		<b>INSURER D:</b> Philadelphia Insurance Company 23850	
		<b>INSURER E:</b>	
		<b>INSURER F:</b>	

**COVERAGES**                      **CERTIFICATE NUMBER:** 2016-2017                      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS												
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____			6805435L081	10/15/2016	10/15/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/POP AGG \$ 2,000,000 Blanket Additional Insured \$												
B	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			BA5439L018	10/15/2016	10/15/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Medical payments \$ 5,000												
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			CUP7382Y965	10/15/2016	10/15/2017	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000												
C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			37WBCCB6671	10/15/2016	10/15/2017	<table border="1"> <tr> <td></td> <td>PER STATUTE</td> <td>OTH-ER</td> </tr> <tr> <td>E.L. EACH ACCIDENT</td> <td></td> <td>\$ 1,000,000</td> </tr> <tr> <td>E.L. DISEASE - EA EMPLOYEE</td> <td></td> <td>\$ 1,000,000</td> </tr> <tr> <td>E.L. DISEASE - POLICY LIMIT</td> <td></td> <td>\$ 1,000,000</td> </tr> </table>		PER STATUTE	OTH-ER	E.L. EACH ACCIDENT		\$ 1,000,000	E.L. DISEASE - EA EMPLOYEE		\$ 1,000,000	E.L. DISEASE - POLICY LIMIT		\$ 1,000,000
	PER STATUTE	OTH-ER																	
E.L. EACH ACCIDENT		\$ 1,000,000																	
E.L. DISEASE - EA EMPLOYEE		\$ 1,000,000																	
E.L. DISEASE - POLICY LIMIT		\$ 1,000,000																	
D	Professional Liability Cyber Liability			PHSD1094634 PHSD1094634	12/19/2015 12/19/2015	12/19/2016 12/19/2016	\$1,000,000 limit \$1,000,000 limit												

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 \$1,500,000 coverage for Valuable Papers

**INFORMATION ONLY**

<b>CERTIFICATE HOLDER</b>  Harris Corporation - CHQ 1025 West Nasa Blvd Melbourne, FL 32919	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  TRACY CULLERS/PHUEB
---	---

**THIS IS NOT A BILL  
DO NOT PAY**

POST THIS DOCUMENT IN A CONSPICUOUS PLACE.  
NOT TRANSFERABLE OR VALID AT ANOTHER ADDRESS  
UNLESS APPROVED BY THE FINANCE DEPARTMENT,  
CITY OF MIAMI 444 S.W.2 AVE 6TH FLOOR, MIAMI, FL 33130,  
PHONE (305)416-1918.

**City of Miami**



**Effective Year Oct. 1 2015 Thru Sep. 30 2016**

**RECEIPT FOR SCANNING AMERICA INC**

ISSUED Oct 01, 2015 TOTAL FEE PAID **108.00**

ACCOUNT NUMBER 103311  
RECEIPT NUMBER 43572  
NAME OF BUSINESS SCANNING AMERICA INC  
DBA SCANNING AMERICA INC  
LOCATION 150 W FLAGLER ST 150

IS HEREBY IN COMPLIANCE  
TO ENGAGE IN OR MANAGE  
THE OPERATION OF: RESEARCH COMPANIES OR SERVICES

Jose M. Fernandez  
Finance Director

This issuance of a business tax receipt does not permit the holder to violate any zoning laws of the City nor does it exempt the holder from any license or permits that may be required by law.  
This document does not constitute a certification that the holder is qualified to engage in the business, profession or occupation specified herein.  
The document indicates payment of the business tax receipt only.

**2016**

Attachment H. Questionnaire

**SECTION VII – Questionnaire**

1. Please indicate percentage of total revenues from document management related activities. 100%
2. How many years have you been in the business? 27 Years
3. Where are your main, branch offices and/or service centers located? Headquarters Lawrence KS, Office in Miami FL, Atlanta GA and Springfield MO
4. 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, are background checks performed on your employees and are your employees bonded? How often are your servers/workstations backed up? Please elaborate. See Attached Q&A's.
5. Please describe in detail the security devices and technologies currently deployed in your computer network and how are your servers/workstations protected from intrusion originating from either inside or outside? See Attached Q&A's.
6. Please provide your company’s procedures for tracking inventory (your customer’s documents) once they are picked up from your customers. Please elaborate. See Attached Q&A's.
7. Please provide a list of equipment your company uses for Scanning and Media Conversion from Microfilm to Scanned Images. 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 tagged TIFF images, performing indexing, and quality control process. See Attached Q&A's.
8. The City desires no loss of quality in converting microfilm images to scanned images. Also, the City has observed in the past that converting microfilm to scanned images increased the size of the file images; what method(s) does your company use to reduce the size of the file image when performing media conversion from microfilm? Please elaborate. See Attached Q&A's.
9. Does your company shred documents on its site or do you hire an outside shredding vendor to perform the shredding on your site? If you do hire an outside vendor, what is the name of the company, their location and are they bonded? Describe the entire destruction process in detail, include any safeguarding measures and include where the documents are sent once they are shredded. See Attached Q&A's.
10. How many square feet is your storage facility where the documents will be stored, scanned and media conversion services performed? What is the address of the facility?  
1,000 square feet with additional space available. 150 West Flagler Street, Miami FL
11. Please indicate ‘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 <u>x</u> No ___
Security Alarm system with recorded video surveillance	Yes <u>x</u> No ___

30 days minimum retention of recorded surveillance 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

12. Does your company use its own vehicles to transport documents? Yes
13. Does your company transport the documents in closed vehicles? Are your vehicles air-conditioned? Scanning America transports the documents in closed vehicles with air conditioning.
14. Do you transport magnetic media in magnetic containers within the vehicles?  
Yes
15. Do you transport in Waterproof containers?  
The transport vehicles are waterproof.
16. What method does your company use to straighten out the documents before scanning?  
Scanning America uses manual document prep and physically straightens the documents.
17. Please provide an example of your company's invoices, the Purchase Order address and Remit Address if different. Is your company able to accept a City P-CARD (credit card) as payment? Please see Attachment I. Sample Invoice.  
Scanning America accepts P-Cards
18. Please provide your standard turnaround times for various scanning and media conversion requests. The Proposer's response should include day of pickup and delivery; Please use a volume of 20,000 documents (10,000 standard size documents and 10,000 large formats [E Plans]) for example. This is strictly for example purposes 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 prepared for pickup at that time. The Proposer awarded the contract will be expected to meet or exceed the proposed turnaround times listed here, if the Proposer awarded the contract cannot meet their proposed turnaround times, the City will have the option of canceling the contract. Please see attached Q&A's.
19. What is the software product and version of scanning/capture tool used?  
Kofax Capture V10
20. What types of images are supported? Examples, TIFF, CCITT Group 3 & 4, others please list? SAI supports all file formats including tiff, ccitt Group III and IV,
21. Is the system able to provide images with the quality of a TIFF but have the compression capabilities of JPEG?
22. What size image documents can the system handle? Please indicate smallest to largest. Any size up to 36 x 48
23. Do you have the ability to produce **PDF Image Only, PDF/A or PDF Searchable** images,

- in accordance with a published International Organization for Standardization (ISO) open standard image format? Is the image file header Non-Proprietary? Yes and yes, it's non proprietary.
24. Does your scan software perform thresholding, deskewing, despeckling, dynamic image enhancement, and edge enhancement? Yes
25. The City requests the Contractor to keep the City documents for up to 120 days in a secure archival environment during and after the scanning process is complete. Are you able to comply with this request? If not, what is the maximum amount of time your company will keep the City records? Yes, SAI has the capacity to store the files for 120 days.
26. Do you offer tiered pricing for volume image scanning services? If so, could you please attach a description and the tiered pricing structures as an appendix to your response? Scanning America's offered pricing is at the bottom of our tiered structure.
27. If you do offer tiered cost per image pricing structure, if so would you consider the tiered pricing for all future services for other departments? Scanning America would offer the proposed pricing for other departments.
28. Does your company require all its employees, as a condition of continued employment, have criminal background checks and sign confidential non-disclosure agreements? Yes, background checks and non-disclosures are required be all employees.
29. City can provide a data file of the folio, permit number and other data fields that would contain the remaining value for the metadata, which could reduce most of the data entry. Is this something your agency could support? If so, is this reflected in your price per index charge in your cost proposal? Yes, Scanning America has taken into consideration the proposed data file to structure the associated index cost.



## Scanning America Questionnaire Answers

4. 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, are background checks performed on your employees and are your employees bonded? How often are your servers/workstations backed up? Please elaborate.

It is Scanning America's policy to conduct criminal background investigations for all employees. In addition, SAI may be required by certain job requirements to conduct a credit check, education, or motor vehicle report. Scanning America conducts thorough reference checks with previous employers and maintains a Drug-Free Workplace in accordance with all applicable State and Federal regulations.

We insure that our employees are aware of the importance of maintaining document and information security at all times. We also have various safeguards and procedures in place relating to employee interaction with client information:

- Background Checks – All new employees must pass a background check prior to hiring with special attention to any dishonesty crimes or fraud.
- Employee Non-Disclosure Agreements – All employees must sign a non-disclosure agreement protecting all client information from disclosure.

At Scanning America's main corporate production facility, physical security is provided by a card key access system with variable access rights. Intrusion and motion alarms are monitored by a third party, and surveillance cameras are utilized on all entrances and sensitive areas, with the video data being stored for 120 days. Environmental security includes a dedicated HVAC system for the server room, as well as fire detection and suppression systems where necessary.

Scanning America backs up the servers and workstations on a daily basis.

5. Please describe in detail the security devices and technologies currently deployed in your computer network and how are your servers/workstations protected from intrusion originating from either inside or outside?

We maintain a secure internal network including securing all IT equipment and maintaining the security of any external connections. These are some of the safeguards and procedures to insure this:

- Restricted External Access – Our production systems do not have any access to the internet unless this is required for the tasks performed.
- Secure Firewall – All systems are protected from unauthorized access by secure firewalls. We currently use the Sonicwall 2040 Pro to provide the following functions:
  - Restricted access of IP's and ports
  - Intrusion protection
  - Gateway anti-virus
  - Gateway anti-spyware
  - Gateway email filtering
  - Access Logging and Control
  - Secure VPN

- Anti-virus and Anti-spyware Protection – We currently use Symantec Antivirus software on all of our computers. This software is in addition to the protection provided at our firewall. The software monitors updates daily and loads them automatically when they become available.
- Encrypted VPN – Any external access that we have to our network goes through secure encrypted VPN at the firewall.
- External FTP – We host our FTP server, for secure file transfer, isolated from our network on its own firewall segment.
- Account Access Control – Employees have network rights depending on their needs and access is controlled through password protected accounts on our Microsoft Windows 2003 Servers.
- PGP Encryption – We offer secure data encryption of any media we produce using secure PGP encryption technology.
- Secure Data Wiping – We use secure data wiping programs to permanently remove any client data from our IT systems when projects are completed.
- Software Updates and Security Patches – Our on staff system administrator constantly maintains current upgrades and security patches on all of our systems.
- Secure Destruction of Storage Media – We use Cintas of Kansas City, Kansas to destroy any electronic media no longer needed such as CD and DVDs.
- Network Security Policies – We have policies in place to enhance our network security. These include restrictions on installing unauthorized software as well as restrictions on email attachments that can be harmful.

6. Please provide your company's procedures for tracking inventory (your customer's documents) once they are picked up from your customers. Please elaborate.

We have custom-created our own project management software, called eProject. After over ten years in the scanning business, we had been unable to find software that could manage all of the intricacies of scanning projects, and therefore decided to write our own. eProject is used to control projects from the moment we take custody of the documents, up until when the final product is delivered and the originals are returned or destroyed.

Documents are logged into and out of our building using bar-code readers and the locations are tracked in our software. This also tracks which personnel were involved with each box during various tasks such as preparation and scanning. Here are the safeguards and procedures that we use to secure the handling of documents:

- Bar-code Labeled Boxes – All documents are stored in secure bar-code labeled boxes with tight fitting lids.
- Bar-code Scanned Tracking of Boxes – All boxes are scanning into and out of our facility by bar-code readers for tracking.
- Secure Document Storage – All documents are stored in clearly separated and secure areas by client.
- Secure Transport – We offer secure transport of documents in our own locked trucks driven by our own personnel. This minimizes the handling of the documents and keeps the chain of custody to one company (us).
- Document Handling Procedures – We use secure document handling procedures during the production process. These include things such as avoiding mixing documents by handling only one record at a time, and using secure shredding of anything that requires disposal.

Upon contract award, SAI will generate bar-coded labels that will be placed on every box containing records prior to shipping. These labels will include the project number we assign to this project, location from which the documents are shipped as well as a unique box number. In eProject we will enter every box number. This is a particular advantage in the event that the City should need a record scanned on demand or returned, we would be able to locate the record very quickly.

eProject is also our single repository to project specifications. This allows anyone in our organization who is working on the project to have ready access to the specifications, anywhere in our building. This is particularly advantageous if things are discovered that necessitate a modification to the specification, because no one has to locate traditional paper work orders, rather they just look at eProject. eProject is also where we monitor the progress of the project. With a few mouse clicks we are able to check the status of the project. We can tell what records have been inspected, scanned, indexed, post processed, QC'ed, delivered, etc. We also track which operators performed each of these functions and what equipment they used. This gives us the advantage of being able to look at the work of particular individuals and to look at the performance of particular pieces of equipment.

7. Please provide a list of equipment your company uses for Scanning and Media Conversion from Microfilm to Scanned Images. 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 tagged TIFF images, performing indexing, and quality control process.

### 3 ibml ImageTrac3 High Volume Paper Scanners

Scanning America has selected the ibml ImageTrac3 as our high volume scanner of choice. The ImageTrac3 takes a comprehensive approach to high speed document scanning and capture that drives process improvements across the image capture lifecycle and helps SAI unleash the full power of document capture, without costly, burdensome downstream exceptions. In turn the ImageTrac3 has increased efficiency and reduced our operating costs.

Additional High Volume Paper Scanners -- we have several each of these:

Kodak i840, 160 page per minute, color, and bitonal with Kodak Perfect Page technology

Kodak i780, 160 page per minute, color, and bitonal with Kodak Perfect Page technology

Kodak i660, 160 page per minute, color, and bitonal with Kodak Perfect Page technology

Microfilm Scanners:

nextScan FlexScan, microfilm and microfiche scanners

nextScan, Eclipse 500, microfilm scanner

Sunrise S2000 microfiche scanner

Workstations:

Thirty work stations for pre and post scanning, QC and indexing operations.

Multiple CD/DVD drives. FTP Capable

Servers:

Various by Equallogic, Snap Appliance, etc. These run Windows server, as well as Unix systems.

All networking is 1GB speed, Nortel Switches, our internet is 4MB Fiber Optic connection through a Sonicwall brand firewall.



The process of creating tagged TIFF images, performing indexing, and quality control process is explained in detail in the above section **Approach to Scope of Work:**

- Quality Assurance
- Quality Control
- Document Binding
- Document Verification
- Quality Control / Quality Assurance
- Accuracy Rates

8. The City desires no loss of quality in converting microfilm images to scanned images. Also, the City has observed in the past that converting microfilm to scanned images increased the size of the file images; what method(s) does your company use to reduce the size of the file image when performing media conversion from microfilm? Please elaborate.

Scanning America uses state-of-the art microfilm scanners that are capable of capturing high quality images from microfilm as either (or both) bi-tonal or gray scale images. If the image quality on the film is good, most documents can be scanned as bi-tonal (black and white). This reduces the file size considerably. However, if the image quality or nature of the documents requires grayscale images, we can scan those in JPG file format. JPG file format utilizes compression technology that when used properly can create very high quality images that are still manageable file sizes. We never sacrifice image legibility for file size. We are willing to provide samples both ways and let our clients decide which is best for them.

9. Does your company shred documents on its site or do you hire an outside shredding vendor to perform the shredding on your site? If you do hire an outside vendor, what is the name of the company, their location and are they bonded? Describe the entire destruction process in detail, include any safeguarding measures and include where the documents are sent once they are shredded.

Scanning America partners with QuickShred with offices in South Florida. QuikShred, mission is to be the premier provider of confidential document destruction services. To accomplish this mission, they will offer a high-level chain of security and increase awareness of the perils of unsecured document management.

Shredding is the most secure, reliable and economical means to keep your unwanted and obsolete records from being accessed by the wrong people and thereby maintaining your compliance with all applicable legislation. Any business entity that discards private, personal and proprietary data without the benefit of complete and secure document destruction risks exposure to criminal and civil prosecution.

QuickShred's Document Shredding Process is the most secure shredding process available because they shred all your confidential documents on-site at our production facility. In fact their process is so secure that ShredQuick has been awarded the Highest Security Rating "AAA Certified" by the National Association for Information Destruction. Their drivers are bonded and insured and have passed a thorough screening process. QuikShred drivers undergo comprehensive criminal background checks and drug/alcohol screens.



Here's how on-site document shredding process works:

On a scheduled pickup day one of their uniformed drivers will arrive at our facility wearing his photo ID badge, so that we know he is one of their representatives. During the route shredding service the driver will pick up all the confidential documents that have been discarded into the locked containers.

Their driver will then empty all of the security containers or your boxes into one or more of their large containers and bring them directly to the on-site shredding truck. The container is placed into the security tunnel, where it is quickly and securely lifted and tipped into the industrial-sized shredding system where your confidential documents are securely destroyed. The QuikShred driver never handles, touches or sees the material. The material is cross shredded and totally destroyed in a matter of minutes.

As an added security feature all their high-tech shredding trucks are equipped with a camera and video monitor system. This allows both Scanning America and their driver the opportunity to verify that all your confidential documents have been shredded.

After the driver brings the truck back to their plant the shredded materials are baled and shipped to a paper mill for recycling. Once the material have been securely destroyed, QuikShred will issue your company a Certificate of Destruction to certify that your material have been handled and shredded in a confidential manner. This document can serve as proof of record for your files.

QuikShred is also dedicated to protecting the environment and guarantees they will provide the security that you desire along with the satisfaction of knowing that they recycle everything that they shred. You can do your part to help the environment by using their service.

QuikShred is well educated in the legislation that governs the sensitivity in which confidential information must be handled. They are complaint with all legislation pertaining to confidential destruction including Fair and Accurate Credit Transactions Act, Sarbanes-Oxley Act, and Gramm-Leach-Bliley Act to name of few. QuikShred has designed their processes around the rules outlined in confidential destruction legislation. They are committed to maintaining the confidential integrity of our clients and delivering a high level of customer service.

17. Please provide an example of your company's invoices, the Purchase Order address and Remit Address if different. Is your company able to accept a City P-CARD (credit card) as payment?

Purchase Order Address:

Scanning America, Inc.  
1440 N 3rd Street  
Lawrence, KS 66044  
Att: Terry Borovitcky  
terry@scanningamerica.com

Remit To: Scanning America, Inc.  
1440 N 3rd Street  
Lawrence, KS 66044  
Att: Accounts Payable

Scanning America accepts P-CARD (credit card) as payment. The sample invoice is attached.

18. Please provide your standard turnaround times for various scanning and media conversion requests. The Proposer's response should include day of pickup and delivery; Please use a volume of 20,000 documents (10,000 standard size documents and 10,000 large formats [E Plans]) for example. This is strictly for example purposes 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 prepared for pickup at that time. The Proposer awarded the contract will be expected to meet or exceed the proposed turnaround times listed here, if the Proposer awarded the contract cannot meet their proposed turnaround times, the City will have the option of canceling the contract.

Scanning America has the open capacity to ramp up to scan 50 – 100 boxes per week.

20,000 images ( $\leq 11 \times 17$ ) per day  $\times 5 = 100,000$  images per week.

2,000 Drawings ( $> 11 \times 17$ ) per day  $\times 5 = 10,000$  drawings per week.

**Scanning America, Inc**

1440 N 3rd Street  
Lawrence, KS  
66044-9128

**Invoice**

Attachment I. Sample Invoice



Voice: 785-749-7471  
Fax: 785-749-7213

Date	Invoice #
10/31/2016	25194

Bill To
City of Fort Lauderdale AnnDebra Diaz 100 N Andrews Avenue, #619 Ft Lauderdale, FL 33301

Cust ID	
Project #	12345
Project Name	FTLFL
Start Batch	0001
End Batch	0010

P.O. Number	Terms	Due Date	Rep	Ship Date
575-11786	Net 45	12/15/2016	JTB	10/31/2016

Quantity	Item Code	Description	Price Each	Amount
100	F16I	16mm, Non-COM Fiche Scanning - By the Frame	0.01	1.00
100	R35I	35mm Roll Film Scanning - By the Frame	0.05	5.00
100	PSMI	Small Format Paper Scanning - Per Image	0.10	10.00
100	PLGI	Large Format Scanning - Per Image	0.75	75.00
100	DESTR	Secure Document Destruction - Per Pound	0.39	39.00
		Sales Tax	8.00%	0.00

Total	\$130.00
Payments/Credits	\$0.00
Balance Due	\$130.00



October 29, 2016

City of Fort Lauderdale  
Procurement Services Division  
100 N. Andrews Avenue, #619,  
Fort Lauderdale, FL 33301

Re: Solicitation 575-11786  
Scanning, Indexing, Imaging and Media Conversion Services

This proposal has been written and submitted by Terry Borovitcky, Director of Sales, Southeast Region. Mr. Borovitcky is an authorized representative Scanning America and does in fact have the required authority to submit the proposal, negotiate and sign a contract.

Sincerely

A handwritten signature in black ink, appearing to read "Tim Hunsinger", with a long horizontal flourish extending to the right.

Tim Hunsinger  
Scanning America, Inc.  
C.E.O.

## ADDENDUM NO. 1

RFP No. 575-11786

TITLE: Scanning, Indexing, Imaging and Media Conversion Services

ISSUED: October 31, 2016

This addendum is being issued to make the following change(s):

1. Section 2.16.6 has been added to Minimum Qualifications as follows:

2.16.6 This RFP is for City-wide scanning services, and will include City Departments that possess data ranging from restricted, private, and public. Since the handling of this data in certain instances could contain Health Insurance Portability and Accountability Act (HIPAA), Payment Card Industry (PCI) and Classified Law Enforcement data, certain background clearances will be necessary for these data classes, and handled by those who are familiar with safeguarding the collection, storage and destruction of the data. The contractor or subcontractor and facility that will be handling data classified as restricted and private data classes when applicable will require the following additional requirements:

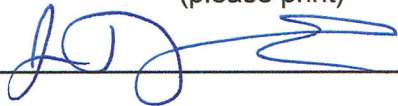
- PCI Data- Background Checks and an understanding of Payment Card Industry Data Security Standards (PCI-DSS)
- Restricted Police Data- Security levels to provide National Institute of Standards and Technology (NIST) and Department of Justice (DOJ) classified conversion. Scanning is preferable onsite, if offsite must meet Criminal Justice Information Services (CJIS) compliance standards of physical security and appropriate staff clearances for the handling, processing, and destruction of data. Prospective vendors must be able to furnish documentation that staff has appropriate background clearances and appropriate physical and logical security to handle classified data classes. This documentation shall be included in the proposal submittal.

2. Section VI - Cost Proposal Page has been revised. Proposers shall use the revised page included with this addendum.
3. The bid end date has been changed to Thursday, November 10, 2016.

All other terms, conditions, and specifications remain unchanged.

AnnDebra Diaz, CPPB  
Senior Procurement Specialist

Company Name: Scanning America, Inc.  
(please print)

Bidder's Signature:   \_\_\_\_\_

Date: 11/07/2016