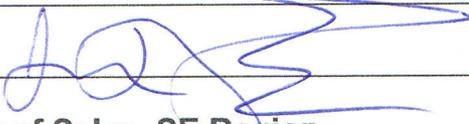


**PART 4  
PROPOSALS DOCUMENTS  
PROPOSALS COVER PAGE**

<b>Name of Firm, Entity or Organization: Scanning America, Inc.</b>										
<b>Federal Employer Identification Number (FEIN):</b>										
<b>FEIN:</b>	<b>48-1122189</b>									
<b>State of Florida License Number (If Applicable):</b>										
<b>Name of Contact Person: Terry Borovitcky</b>										
<b>Title: Director of Sales, SE Region</b>										
<b>Mailing Address: 1440 N 3<sup>rd</sup> Street</b>										
<b>Street Address (if different):</b>										
<b>City, State, Zip: Lawrence KS 66044</b>										
<b>Telephone:</b>	<b>404-824-6633</b>	<b>Fax:</b>	<b>888-748-3247</b>							
<b>Organizational Structure – Please Check One:</b>										
<input checked="" type="checkbox"/>	<b>“Corporation”</b>	<input type="checkbox"/>	<b>Partnership</b>	<input type="checkbox"/>	<b>Proprietorship</b>	<input type="checkbox"/>	<b>Joint Venture</b>	<input type="checkbox"/>	<b>Other</b>	
<b>If Corporation:</b>				<b>Date of Incorporation:</b>		<b>1979</b>		<b>State of Incorporation:</b>		<b>KS</b>
<b>States Registered in as Foreign Corporation:</b>										
<b>Authorized Signature:</b>										
<b>Print Name:</b>				<b>Terry Borovitcky</b>						
<b>Signature:</b>										
<b>Title:</b>				<b>Director of Sales, SE Region</b>						
<b>Phone:</b>				<b>404-824-6633</b>						
<b><i>This document must be completed and returned with your Submittal.</i></b>										

## **PROPOSAL DOCUMENTS CHECKLIST OF ITEMS REQUIRED TO BE SUBMITTED**

The following documents and forms in the following arrangement must accompany each proposal or alternate proposal submitted:

- Proposal Cover Page. This is to be used as the first page of the RFP. This form must be fully completed and signed by an authorized officer of the vendor.
- Proposal Document Checklist of Items Required to be Submitted (this sheet).
- A separate sheet or sheets, clearly identified and numbered, of Exceptions or Deviations from the minimum specifications, must be attached to the Proposal Form (if applicable). N/A
- Proposer Certification / Addenda Acknowledgement Form.
- Statement of General Terms and Conditions.
- Disclosure of Subcontractors, Sub-consultants and Suppliers
- Proposal / Price Form
- A sworn, notarized Statement of Contractor's Experience and Personnel.
- A sworn, notarized Drug Free Work Place Certificate must accompany each proposal or alternate proposal.
- Hold Harmless Agreement
- E-Verify Certification Form
- Anti-Collusion Statement
- Statement of Public Entity Crimes
- One (1) original proposal, clearly labeled "Original; three (3) printed copies of the proposal in its entirety; and one (1) electronic version not password protected of the original submitted proposal in its entirety.
- A Certificate of Insurability, acceptable to the County, shall accompany each proposal or alternate proposal, in the amounts as prescribed by State and Sumter County BOCC

All insurance policies shall be written on companies authorized to do business in the State of Florida and satisfactory to the Sumter County BOCC. Prior to commencing services pursuant to the award of this proposal, the Contractor shall furnish to the Sumter County BOCC certificates of insurance showing the required coverage has been procured and paid for in advance. Within thirty (30) days prior to expiration, the Contractor shall provide the Sumter County BOCC with proof that required coverage has been extended.

Date:

I, John T Borovitsky \_\_\_\_\_ (name), an authorized officer of Scanning America, Inc. (company/vendor), confirm that the above listed documents are provided in our company's proposal being submitted to Sumter County and confirm I have read and understand the RFP document in its entirety

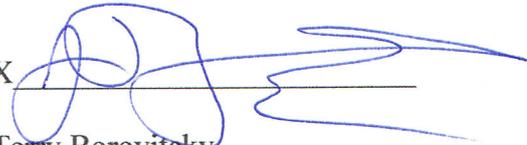
***This document must be completed and returned with your Submittal.***



11/29/12

COPY

Scanning America takes no Exceptions or Deviations from the minimum specifications.

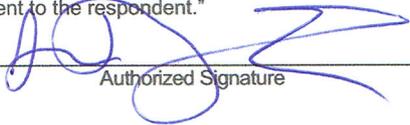
X 

11/29/12

Terry Borovitsky  
Director of Sales, SE Region

COPY

## PROPOSER'S CERTIFICATION

Submit To: Sumter County Board of County Commissioners  7375 Powell Road Wildwood, Florida, 34785 Phone 352-689-4400 Fax 352-689-4401	SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS  REQUEST FOR PROPOSALS (RFP) CERTIFICATION  AND ADDENDA ACKNOWLEDGMENT			
<b>DUE DATE: December 3, 2012</b> <b>DUE TIME: 10:00 am</b> <b>RFP # 025-0-2012/AT</b>				
<b>TITLE: Sumter County Scanning and Attribution/Indexing of Paper Files for Public Works Division</b>				
<b>VENDOR NAME:</b> Scanning America, Inc.	<b>PHONE NUMBER:</b> 404-824-6633			
<b>VENDOR MAILING ADDRESS:</b> 1440 N 3rd Street	<b>FAX NUMBER:</b> (888) 748-3247			
<b>CITY/STATE/ZIP:</b> Lawrence KS 66044	<b>E-MAIL ADDRESS:</b> terry@scanningamerica.com			
<p>"I, the undersigned, certify that I have reviewed the addenda listed below (list all addenda received to date). I understand that timely commencement will be considered in award of this RFP and that cancellation of award will be considered if commencement time is not met, and that untimely commencement may be cause for termination of contract. I further certify that the services will meet or exceed the RFP requirements. I, the undersigned, declare that I have carefully examined the RFP, specifications, terms and conditions as applicable for this Request, and that I am thoroughly familiar with all provisions and the quality and type of coverage and services specified. I further declare that I have not divulged, discussed, or compared this RFP with any other Offeror and have not colluded with any Offerors or parties to an RFP whatsoever for any fraudulent purpose."</p>				
<b>#1 Q&amp;A's</b>				
Addendum #	Addendum #	Addendum #	Addendum #	Addendum #
<p>"I certify that this quote is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting an RFP for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this RFP and certify that I am authorized to sign this response and that the offer is in compliance with all requirements of the RFP, including but not limited to certification requirements. In conducting offers with an agency for Sumter County Board of County Commissioners (BOCC), respondent agrees that if this Proposals is accepted, the respondent will convey, sell, assign, or transfer to the Sumter County BOCC all rights, title and interest in and to all causes of action it may now or hereafter acquire under the anti-trust laws of the United States for price fixing relating to the particular commodities or services purchased or acquired by the COUNTY. At the Sumter County BOCC discretion, such assignment shall be made and become effective at the time the purchasing agency renders final payment to the respondent."</p>				
Terry Borovitsky Director of Sales, SE Region	X		11/29/12	
Authorized Agent Name, Title (Print)		Authorized Signature	Date	
<b><i>This form must be completed and returned with your Submittal</i></b>				

# Statement of General Terms and Conditions

**PUBLIC ENTITY CRIME:** A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a Proposals/Bid on a contract to provide any goods or services to a public entity, for the construction or repair of a public building or public work, may not submit Proposals/Bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

**INDEMNIFICATION:** The Contractor agrees to indemnify and hold harmless Board of Sumter County Commissioners, and their elected officials, employees and volunteers from and against all claims, losses and expenses, including legal costs, arising out of or resulting from, the performance of this contract, provided that any such claims, damage, loss of expenses is attributed to bodily injury, sickness, disease, personal injury or death, or to injury to or destruction of tangible property including the loss or loss of use resulting there from and is caused in whole or in part by any negligent act or omission of the tenant.

**PROHIBITION OF LOBBYING:** During the black out period which is, the period between the time the submittals for Invitation to Bid or the Request for Proposals, or Qualifications, or information, as applicable, are received at Contracts / Purchasing and the time the Board awards the contract, no proposer, no lobbyist, principal, or other person may lobby, on behalf of a competing party in a particular procurement matter, any member of the Board, or any Board employee other than the Financial Services Manager. Violation of this provision may result in disqualification of violating party. All questions regarding this Request for Proposals (RFP) or Invitation to Bid (BID) must be submitted in writing to the Board's Financial Services Manager.

**ANTI TRUST LAWS:** By submission of a signed RFP or BID, the successful Vendor acknowledges compliance with all antitrust laws of the United States and the State of Florida, in order to protect the public from restraint of trade, which illegally increases prices.

**CONFLICT OF INTEREST:** The award of the contract hereunder is subject to the provisions of Chapter 112 of the Florida Statutes. Vendors shall disclose the name of any Officer, Director, Partner, Associate, or Agent who is also an Officer, Appointee, or Employee of any of the Boards at the time of the RFP or BID, or at the time of occurrence of the Conflict of Interest thereafter.

**INTERPRETATION, CLARIFICATIONS AND ADDENDA:** No oral interpretations will be made to any vendor as to the meaning of the RFP/BID Contract Documents. Any inquiry or request for interpretation received by the Financial Services Manager before the date listed herein will be given consideration. All such changes or interpretations will be made in writing in the form of an addendum and, if issued, will be distributed at or after the Pre-Proposals/Pre-Bid Conference, mailed or sent by available or electronic means to all attending prospective Submitters prior to the established RFP/BID opening date. Each Vendor shall acknowledge receipt of such addenda in the space provided. In case any Proposer/Bidder fails to acknowledge receipt of such addenda or addendum, his offer will nevertheless be construed as though it had been received and acknowledged and the submission of his bid will constitute acknowledgment of the receipt of same. All addenda are a part of the RFP/BID FORMS and each Proposer/Bidder will be bound by such addenda, whether or not received by him. It is the responsibility of each proposer/bidder to verify that he has received all addenda issued before RFP's/BID's are opened. In the case of unit price items, the quantities of work to be done and materials to be furnished under this RFP/BID Contract are to be considered as approximate only and are to be used solely for the comparison of RFP's/BID's received. The Board and/or his CONSULTANT do not expressly or by implication represent that the actual quantities involved will correspond exactly therewith; nor shall the Vendor plead misunderstanding or deception because of such estimate or quantities of work performed or material furnished in accordance with the Specifications and/or Drawings and other Proposals/Bid Documents, and it is understood that the quantities may be increased or diminished as provided herein without in any way invalidating any of the unit or lump sum prices bid.

**GOVERNING LAWS AND REGULATIONS:** The vendor is required to be familiar with and shall be responsible for complying with all federal, state and local laws, ordinances, rules and regulations that in any manner affect the work.

**PROPRIETARY/CONFIDENTIAL INFORMATION:** Vendors are hereby notified that all information submitted as part of, or in support of RFP's/BID's, will be available for public inspection ten days after opening of the RFP's/BID's or until a short list is recommended whichever comes first, in compliance with Chapter 119, and 287 of the Florida Statutes. Any person wishing to view the RFP's/BID's must make an appointment by calling the Financial Services Manager at (352) 793-0200. All RFP's/BID's submitted in response to this solicitation become the property of the Board. Unless information submitted is proprietary, copy written, trademarked, or patented, the Board reserves the right to utilize any or all information, ideas, conceptions, or portions of any RFP/BID, in its best interest.

**TAXES:** The Board of Sumter County Commissioners is exempt from any taxes imposed by the State and/or Federal Government. Exemption certificates will be provided upon request.

**NON-COLLUSION DECLARATION:** By signing this RFP/BID, all Vendors shall affirm that they shall not collude, conspire, connive or agree, directly or indirectly, with any other Proposer, firm, or person to submit a collusive or sham Proposals in connection with the work for which their RFP/BID has been submitted; or to refrain from Bidding in connection with such work; or have in any manner, directly or indirectly, sought by person to fix the price or prices in the RFP/BID or of any other Bidder, or to fix any overhead, profit, or cost elements of the RFP/BID price or the RFP/BID price of any other Bidder, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against any other Bidder, or any person interested in the proposed work.

**PROPOSER RESPONSIBILITY:** Invitation by the Boards to vendors is based on the recipient's specific request and application to DemandStar by Onvia at [www.DemandStar.com](http://www.DemandStar.com) [(800) 711-1712] or as the result of response by the public to the legal advertisements required by State law. Firms or individuals submit their responses on a voluntary basis, and therefore are not entitled to compensation of any kind.

**OWNERSHIP OF SUBMITTALS:** All responses, inquiries or correspondence relating to or in reference to this RFP/BID, and all other reports, charts, displays, schedules, exhibits and other documentation submitted by the vendors will become the property of the Board. Reference to literature submitted with a previous RFP/BID will not relieve the Bidder from including any required documents with this RFP/BID.

**EXAMINATION OF BID DOCUMENTS:** Each Bidder shall carefully examine the RFP/BID Document to ensure all pages have been received, all drawings and/or Specifications and other applicable documents are included, and shall inform himself thoroughly regarding any and all conditions and requirements that may in any manner affect cost, progress or performance of the work to be performed under the Contract. Ignorance on the part of the CONTRACTOR will in no way relieve him of the obligations and responsibilities assumed under the Contract.

**VENDOR RESPONSIBILITY:** Vendors are fully and completely responsible for the labeling, identification and delivery of their submittals. The Financial Services Manager will not be responsible for any mislabeled or misdirected submissions, nor those handled by delivery persons, couriers, or the US Postal Service. **DRUG FREE WORKPLACE:** All Proposers/Bidders shall submit the enclosed, duly signed and notarized form entitled "Drug Free Workplace Certificate". The Drug Free Workplace Vendor shall have the burden of demonstrating that his program complies with Section 287.087 of the Florida Statutes, and any other applicable state law.

**BOARD OF SUMTER COUNTY COMMISSIONERS,** are political subdivisions of the State of Florida, and reserve the right to reject any and/or all submittals, reserve the right to waive any informalities or irregularities in the examination process, and reserve the right to award contracts and/or in the best interest of the Boards. Submittals not meeting stated minimum terms and qualifications may be rejected by the Boards as nonresponsive. The Boards reserve the right to reject any or all submittals without cause. The Boards reserves the right to reject the submission of any Vendor in arrears or in default upon any debt or contract to the Boards, or who has failed to perform faithfully any previous contract with the Boards or with other governmental agencies.

**PUBLIC RECORDS LAW:** Correspondence, materials and documents received pursuant to this RFP/BID become public records subject to the provisions of Chapter 119, Florida Statutes.

**VERIFICATION OF TIME:** Nextel time is hereby established as the Official Time of the Boards.

**PREPARATION OF PROPOSALS/BIDS:**

**Signature of the Bidder:** The Bidder must sign the RFP/BID FORMS in the space provided for the signature. If the Proposer/Bidder is an individual, the words "doing business as ." must appear beneath such signature. In the case of a partnership, the signature of at least one of the partners must follow the firm name and the words, "Member of the Firm" should be written beneath such signature. If the Proposer/Bidder is a corporation, the title of the officer signing the RFP/BID on behalf of the corporation must be stated and evidence of his authority to sign the RFP/BID must be submitted. The Proposer/Bidder shall state in the RFP/BID FORMS the name and address of each person interested therein.

**Basis for Bidding:** The price proposed for each item shall be on a lump sum or unit price basis according to specifications on the RFP/BID FORM. The proposed prices shall remain unchanged for the duration of the Contract and no claims for cost escalation during the progress of the work will be considered, unless otherwise provided herein.

**Total Proposed Price/Total Contract Sum Proposed:** If applicable, the total price bid for the work shall be the aggregate of the lump sum prices proposed and/or unit prices multiplied by the appropriate estimated quantities for the individual items and shall be stated in figures in the appropriate place on the RFP/BID FORM. In the event that there is a discrepancy on the RFP/BID FORM due to unit price extensions or additions, the corrected extensions and additions shall be used to determine the project bid amount.

**TABULATION:** Those wishing to receive an official tabulation of the results of the opening of this RFP/BID are to submit a self-addressed, stamped business size (No. 10) envelope, prominently marked on the front lower left side, with the RFP identification. Tabulation requested by telephone, fax or electronic media will not be accepted.

**OBLIGATION OF WINNING BIDDER:** The contents of the RFP/BID of the successful proposer/bidder will become contractual obligations if acquisition action ensues. Failure of the successful Proposer/Bidder to accept these obligations in a contract may result in cancellation of the award and such vendor may be removed from future participation.

**AWARD OF BID:** It is the Board's intent to select a vendor within sixty (60) calendar days of the deadline for receipt of Proposals/Bids. However, Proposals/Bids must be firm and valid for award for at least ninety (90) calendar days after the deadline for receipt of the RFP/BID.

**ADDITIONAL REQUIREMENTS:** The firms shall furnish such additional information as the Boards may reasonably require. This includes information which indicates financial resources as well as ability to provide the services. The Boards reserve the right to make investigations of the qualifications of the firm as it deems appropriate.

**PREPARATION COSTS:** The Boards shall not be obligated or be liable for any costs incurred by Proposers/Bidders prior to issuance of a contract. All costs to prepare and submit a response to this RFP/BID shall be borne by the Proposer/Bidder.

**TIMELINESS:** All work will commence upon authorization from the Boards' representative (Financial Services Manager). All work will proceed in a timely manner without delays. The Contractor shall commence the work UPON RECEIPT OF NOTICE TO PROCEED and/or ORDER PLACED (PURCHASE ORDER PRESENTED), and shall deliver in accordance to the terms and conditions outlined and agreed upon herein.

**DELIVERY:** All prices shall be FOB Destination, Sumter County, Florida, inside delivery unless otherwise specified.

**ADDITIONAL SERVICES/PURCHASES BY OTHER PUBLIC AGENCIES ("PIGGY-BACK"):** The Vendor by submitting a Bid acknowledges that other Public Agencies may seek to "Piggy-Back" under the same terms and conditions, during the effective period of any resulting contract – services and/or purchases being offered in this Bid, for the same prices and/or terms proposed. Vendor has the option to agree or disagree to allow contract Piggy-Backs on a case-by-case basis. Before a Public Agency is allowed to Piggy-Back any contract, the Agency must first obtain the vendor's approval – without the vendor's approval, the seeking Agency cannot Piggy-Back.

**PLANS, FORMS & SPECIFICATIONS:** Bid Packages are available from the Financial Services Manager. These packages are available for pickup or by mail. If requested to mail, the Proposer/Bidder must supply a courier account number (UPS, FedEx, etc). Proposers/Bidders are required to use the official RFP/BID FORMS, and all attachments itemized herein, are to be submitted as a single document. Any variation from the minimum specifications must be clearly stated on the RFP/BID FORM and/or Exceptions/Deviations Sheet(s). Only one set of plans, forms, and specifications will be furnished each company or corporation interested in submitting a Proposals/bid. RFP/BID FORM documents for this project are free of charge and are available on-line and are downloadable (vendor must pay any DemandStar fees or any shipping).

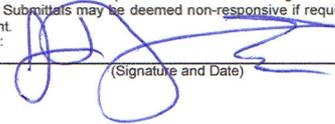
**MANUFACTURER'S NAME AND APPROVED EQUIVALENTS:** Any manufacturer's names, trade names, brand names, information and/or catalog numbers listed in a specification are for information and not intended to limit competition unless otherwise indicated. The Proposer/Bidder may offer any brand for which he is an authorized representative, which meets or exceeds the RFP/BID specification for any item(s). If RFP's/BID's are based on equivalent products, indicate on the RFP/BID FORM the manufacturer's product name and literature, and/or complete specifications. Reference to literature submitted with a previous RFP/BID will not satisfy this provision. The Proposer/Bidder shall explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. RFP's/BID's which do not comply with these requirements are subject to rejection. RFP's/BID's lacking any written indication of intent to quote an alternate brand will be received and considered in complete compliance with the specifications as listed on the RFP/BID FORM. The Financial Services Manager is to be notified, in writing, of any proposed changes in materials used, manufacturing process, or construction. However, changes shall not be binding upon the Boards unless evidenced by a Change Notice issued and signed by the Financial Services Manager, or designated representative.

**QUANTITIES:** The quantities as specified in this RFP/BID are estimates only and are not to be construed as guaranteed minimums.

**SAMPLES:** Samples of items, when called for, shall be furnished free of expense, and if not destroyed may, upon request, be returned at the Proposer's/Bidder's expense. Each sample shall be labeled with the Proposer's/Bidder's name, manufacturer brand name and number, RFP/BID number and item reference. Samples of successful Proposer's/Bidder's items may remain on file for the term of the contract. Request for return of samples shall be accompanied by instructions which include shipping authorization and must be received at time of opening. Samples not returned may be disposed of by the Boards within a reasonable time as deemed appropriate.

**DOCUMENT RE-CREATION:** Vendor may choose to re-create any document(s) required for this solicitation, but must do so at his own risk. All required information in the original Board format must be included in any re-created document. Submittals may be deemed non-responsive if required information is not included in any re-created document.

ACKNOWLEDGED:

 (Signature and Date) 11/29/12

**CONTRACTOR'S AFFIDAVIT**

State of Florida GA  
County of DeKalb

Before me personally appeared Terry Borovitcky who is (title) Director of Sales, SE Region of (the company described herein) Scanning America, Inc. being duly sworn, deposes and says that the foregoing statements are a true and accurate statement of the position of said organization as of the date thereof, and, that the statements and answers to the foregoing experience questionnaire are correct and true as of the date of this affidavit; and, that he/she understands that intentional inclusion of false, deceptive, or fraudulent statements of this application constitutes fraud; and, agrees to furnish any pertinent information requested by The Sumter County Board of County Commissioner deemed necessary to verify the statements made in this application or regarding the ability, standing and general reputation of the applicant.

Personally Known \_\_\_\_\_ or Produced Identification

Sworn to and subscribed before me this 30 day of November, 20 12

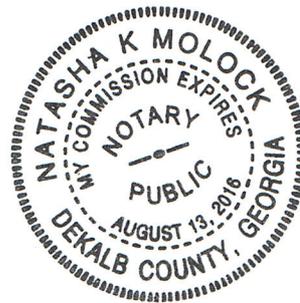
[Signature]  
NOTARY PUBLIC - STATE OF FLORIDA GA  
(Signature of Notary Public)

Natasha Molock  
(Print Name of Notary Public)

(seal)

Scanning America will not be using any Subcontractors, Sub-Consultants, or outside suppliers.

[Signature]



***This document must be completed and returned with your Submittal***

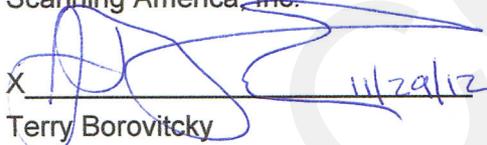
**PROPOSAL PRICING FORM**

All sizes in inches	Estimated Quantity	Unit Price <i>(travel cost factored into unit price)</i>	Total Cost
*Storage Boxes Price per each box 10 (H) x 12 (W) x 15 (D)	100	\$94.00/Box	\$9,400.00
Flat files greater than 11 x 17 Price per each sheet	10,000	\$0.80/Drawing	\$8,000.00
<b>Total Project Cost:</b>			<b>\$17,400.00</b>

\* When preparing, quote submitter must take into consideration that storage boxes may contain various sized documents.

Estimated quantities are Public Works Division best estimate for proposal. Unit prices for winning proposer will be used to adjust cost for quantities over or below estimated quantity.

Scanning America, Inc.

X  11/29/12

Terry Borovitsky  
Director of Sales, SE Region

**REFERENCE'S AFFIDAVIT**

State of Georgia County of DeKalb

Before me personally appeared Terry Borovitchky who is (title) *Director of Sales, SE Region of (the company described herein) Scanning America, Inc.* being duly sworn, deposes and says that the foregoing statements are a true and accurate statement of the position of said organization as of the date thereof, and, that the statements and answers to the foregoing experience questionnaire are correct and true as of the date of this affidavit; and, that he/she understands that intentional inclusion of false, deceptive, or fraudulent statements of this application constitutes fraud; and, agrees to furnish any pertinent information requested by The Sumter County Board of County Commissioner deemed necessary to verify the statements made in this application or regarding the ability, standing and general reputation of the applicant.

Personally Known \_\_\_\_\_ or Produced Identification

Sworn to and subscribed before me this 30 day of Nov, 2012

[Signature]

Natasha Molock

NOTARY PUBLIC - STATE OF FLORIDA (Print Name of Notary Public)

(Signature of Notary Public)

(seal)

[Signature]



## REFERENCE & SIMILAR PROJECTS EXPERIENCE FORM

*This document must be completed and returned with your Submittal*

Owner / Business Name: <b>Stearns Weaver Miller Weissler Alhadeff &amp; Sitterson, P.A.</b>		
Project Location / Address: <b>150 West Flagler Street, Suite 125</b>		
City: <b>Miami</b>	State: <b>FL</b>	Zip Code: <b>33130</b>
Point of Contact: <b>Adriane Davis</b>		Dates of Work: <b>02/2010 - Present</b>
Phone Number: <b>305-789-3216</b>		Fax Number:
E-mail Address: <b>ADavis@stearnsweaver.com</b>		
Project Name: <b>Closed Case Legal Files</b>		
Brief Description of Project: <b>SWMWAS contracted with Scanning America to scan and index approximately 35,000,000 images/33,000 Drawings of closed legal files. Scanning America has provided prep, scanning, indexing, QC and creation of load files for import into the firms document management system</b>		

Owner / Business Name: <b>Bon Secours Health System</b>		
Project Location / Address: <b>8565 Magellan Parkway, Suite 900</b>		
City: <b>Richmond</b>	State: <b>VA</b>	Zip Code: <b>23227</b>
Point of Contact: <b>Ms. Pam Lane</b>		Dates of Work: <b>2009 - Present</b>
Phone Number: <b>804-627-5138</b>		Fax Number:
E-mail Address: <b>Pam_Lane@bshi.org</b>		
Project Name: <b>HR Backfile and On Demand Scanning</b>		
Brief Description of Project: <b>The project involved the scanning of over 7,500 employee active Human Resource files containing approximately 780,000 images and the long term storage for On Demand Scanning and 8,800 terminated employee files.</b>		

Owner / Business Name: <b>Virginia Commonwealth University</b>		
Project Location / Address: <b>701 W Broad St.</b>		
City: <b>Richmond</b>	State: <b>VA</b>	Zip Code: <b>23220</b>
Point of Contact: <b>Barry Lanneau Jr.</b>		Dates of Work: <b>2010</b>
Phone Number: <b>804.828.1414</b>		Fax Number:
E-mail Address: <b>bolannea@vcu.edu</b>		
Project Name: <b>Registrars Office Backfile</b>		
Brief Description of Project: <b>Virginia Commonwealth University contracted with Scanning America to provide on site scanning and index approximately 300,000 images/150,000 documents in the Registrars office and 50,000 documents in the Provost office. Scanning America has provided prep, scanning, indexing, QC and creation of load files</b>		

**DRUG FREE WORKPLACE CERTIFICATE**

I, the undersigned, in accordance with Florida Statute 287.087, hereby certify that,

Scanning America, Inc.  
(print or type name of firm)

- Publishes a written statement notifying that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace named above, and specifying actions that will be taken against violations of such prohibition.
- Informs employees about the dangers of drug abuse in the work place, the firm's policy of maintaining a drug free working environment, and available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug use violations.
- Gives each employee engaged in providing commodities or contractual services that are under Proposals or bid, a copy of the statement specified above.
- Notifies the employees that as a condition of working on the commodities or contractual services that are under Proposals or bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, plea or guilty or nolo contendere to, any violation of Chapter 1893, or of any controlled substance law of the State of Florida or the United States, for a violation occurring in the work place, no later than five (5) days after such conviction, and requires employees to sign copies of such written (\*) statement to acknowledge their receipt.
- Imposes a sanction on, or requires the satisfactory participation in, a drug abuse assistance or rehabilitation program, if such is available in the employee's community, by any employee who is so convicted.
- Makes a good faith effort to continue to maintain a drug free work place through the implementation of the drug free workplace program.
- "As a person authorized to sign this statement, I certify that the above named business, firm or corporation complies fully with the requirements set forth herein".

[Signature]  
Authorized Signature  
11/29/2012

Date Signed

State of: Georgia

County of: DeKalb

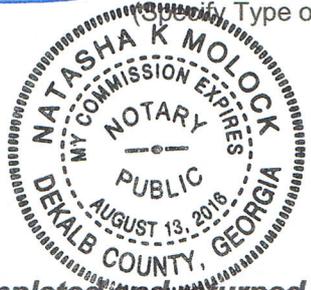
Sworn to and subscribed before me this 30 day of November, 2012

Personally known \_\_\_\_\_ or Produced Identification GA Drivers License  
(Type of Identification)

[Signature]  
Signature of Notary

My Commission Expires 8-13-16

(seal)



***This document must be completed and returned with your Submittal.***

## HOLD HARMLESS AGREEMENT

The Contractor/Vendor is required to purchase and maintain minimum limits of \$1,000,000 per occurrence for all liability, which includes general liability and, if applicable, automobile liability. Other coverage may be required where applicable.

The Contractor/Vendor agrees to hold the Board of Sumter County Commissioners harmless against all claims for bodily injury, sickness, disease, death or personal injury or damage to property or loss of use resulting there from, arising out of the agreement, unless such claims are a result of the County's sole negligence.

The Contractor/Vendor shall purchase and maintain workers' compensation insurance for all workers' compensation obligations imposed by state law and employer's liability limits of at least \$100,000 each accident and \$100,000 each employee/\$500,000 policy limit for disease. Even if the Contractor/Vendor is not required by state law to secure workers' compensation insurance, the Contractor/Vendor shall purchase and maintain worker's compensation insurance in order to perform or provide services to Sumter County. This is the standard requirement however; the Financial Services Department can perform a special review as needed on a case-by-case basis for the Contractor/Vendor.

The Contractor/Vendor shall also purchase any other coverage required by law for the benefit of employees.

Required insurance shall be documented in Certificates of Insurance and shall be provided to the County representative requesting the service.

By signature upon this form the Contractor/Vendor stipulates that he/she agrees to the Hold Harmless Agreement, and to abide by all insurance requirements.

Scanning America, Inc.	X 
<b>Contractor/Vendor-Print Name</b>	<b>Signature</b>
RFP # 025-0-2012/AT	11/29/2012
<b>Project Name</b>	<b>Date</b>

**The effective dates of this Hold Harmless Agreement shall be for the current Fiscal Year.**

## E-Verify Vendor/Contractor/Subcontractor Certification

The Sumter County Board of County Commissioners has mandated that effective August 1, 2012, all vendors, contractors and subcontractors doing business with Sumter County must certify that they have implemented the federal E-Verify program.

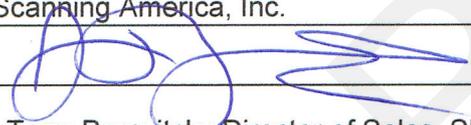
E-Verify is a federal system established by the Department of Homeland Security to determine the immigration and work-eligibility status of prospective employees. Detailed E-Verify program information for employers can be found at <http://www.dhs.gov/e-verify>.

Prior to providing goods or services to Sumter County, vendors must certify compliance with the federal E-Verify program. In the case of contractors, this includes obtaining written certification from all subcontractors who will participate in the performance of the contract. The certification below has been prepared for all vendors and contractors to use for this purpose. All subcontractor certifications must be kept on file with the contract vendor and made available to the state and/or County upon request.

### CERTIFICATION (In accordance with Executive Order No. 11-02)

I certify that the company shown below is in compliance with the above statement and that I am authorized to sign on its behalf.

Name of Company: Scanning America, Inc.

Authorized signature: 

Printed name & Title: Terry Borovitsky Director of Sales, SE Region

Address: 1440 N 3rd Street Lawrence KS 66044

Date: 11/29/2012

Telephone Number: 404-824-6633

E-mail address: terry@scanningamerica.com

Sumter County reserves the right to determine how it will respond to any instances of non-compliance or false certification of compliance. Potential County actions include, but are not limited to, cancellation of the contract and/or suspending or debaring the contract vendor from performing services in any aspect to the County.

Please send the completed form to the Financial Services Department, 7375 Powell Road, Suite 206, Wildwood, FL 34785, or fax the form to (352)-689-4436. Once the form is received by the Financial Services Department the completed form will remain on file according to the Sumter County Retention Policy.

Please contact the Financial Services Department at 352-689-4435 with questions regarding this requirement.

**The effective dates of this E-Verify Form shall be for the current fiscal year.**

***This document must be completed and returned with your Submittal.***

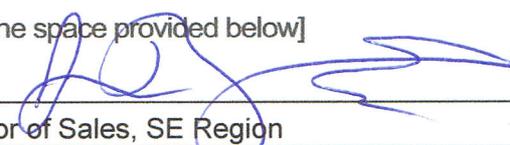
**ANTI-COLLUSION STATEMENT**

By signing this form, the vendor agrees that this quote is made without any other understanding, agreement, or connection with any person, corporation, or firm submitting a quote for the same purpose and that the quote is in all respects fair and without collusion or fraud,

IT IS AGREED BY THE UNDERSIGNED VENDOR, THAT THE SIGNING AND DELIVERY OF THE QUOTE REPRESENTS THE VENDOR'S ACCEPTANCE OF THE TERMS AND CONDITIONS OF THE FORGOING SPECIFICATIONS AND PROVISIONS, AND IF AWARDED, THIS CONTRACT WILL REPRESENT THE AGREEMENT BETWEEN THE VENDOR AND THE BOARD OF SUMTER COUNTY COMMISSIONERS

NAME OF FIRM: Scanning America, Inc.

[Sign in ink in the space provided below]

SIGNED BY: 

TITLE: Director of Sales, SE Region

ADDRESS: 1440 N 3rd Street

CITY & STATE: Lawrence, KS 66044

TELEPHONE: 404-824-6633

NO quotes will be withdrawn for a period of sixty (60) days subsequent to the opening of quotes, without the consent of the Board of Sumter County Commissioners,

NO QUOTE (Reason):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

***This document must be completed and returned with your Submittal***

***This document must be completed and returned with your Submittal***  
**STATEMENT OF PUBLIC ENTITY CRIMES**

This is a sworn statement under Section 287.133(3)(a), Florida Statutes, on public entity crimes and must be signed in the presence of a notary public or other officer authorized to administer oaths.

1. This sworn statement is submitted with Bid, Proposal or Contract No. # 025-0-2012/AT for

2. This sworn statement is submitted by Scanning America, Inc.  
(Name of entity submitting sworn statement)

whose business address is:

1440 N 3rd Street Lawrence KS 66044

Its Federal Employer Identification Number (FEIN) is 481122189. (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: \_\_\_\_\_.)

3. I understand that a *Public Entity Crime* as defined in Paragraph 287.133(1)(g), Florida Statutes, is a violation of any State or Federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other State or with the United States, including, but not limited to, any bid, proposal, reply or contract for goods or services, any lease for real property, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
4. I understand that *convicted* or *conviction* as defined in Paragraph 286.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any Federal or State trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial or entry of a plea of guilty or nolo contendere.
5. I understand that an *affiliate* as defined in Paragraph 287.133 (1)(a), Florida Statutes, means:
- (a) A predecessor or successor of a person convicted of a public entity or crime; or
  - (b) An entity under the control of a natural person who is active in the management of the entity and who has been convicted of a public entity crime. *Affiliate* includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding thirty-six (36) months shall be considered an *affiliate*.

6. I understand that a *person* as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts let by a public entity, or which otherwise transacts or applies to transact business with a public entity. *Person* includes those officers, directors, executives, shareholders, partners, employees, members, and agents who are active in management of an entity.
7. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

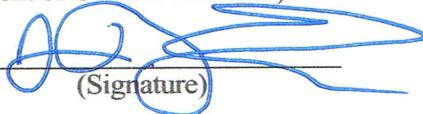
X Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor any affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

\_\_\_\_\_ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989 AND (Please indicate which additional statement applies.)

\_\_\_\_\_ There has been a proceeding concerning the conviction before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. (Please attach a copy of the final order.)

\_\_\_\_\_ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. (Please attach a copy of the final order.)

\_\_\_\_\_ The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by or pending with the Department of General Services.)

  
(Signature)

Sworn to and subscribed before me this 30 day of November, 2012.

Personally Known \_\_\_\_\_

OR produced identification GA Drivers License Notary Public – State of GA

GA Drivers License  
Type of identification produced

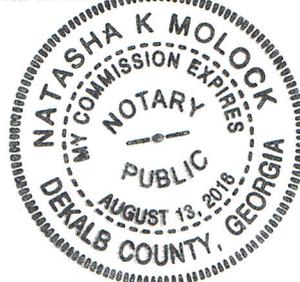
My commission expires 8/13/16



(Printed, typed or stamped

Commissioned name of notary public)

Sumter County Board of County Commissioners – RFP # 025-0-2012/AT Sumter County Scanning and Attribution/Indexing of Documents for Public Works Division



Financial Services Department

Page 27 of 38





**Scanning America, Inc.  
150 W Flagler Avenue  
Suite 150  
Miami Florida 33130**

**404-824-6633**

**Corporate Headquarters  
1440 N 3<sup>rd</sup> Street  
Lawrence, KS 66044**

**“RFP # 025-0-2012/AT Sumter County Scanning and  
Attribution/Indexing of Paper Files for Public Works Division”**

**Due December 3, 2012**

**The Villages Sumter  
County Service Center  
Suite 200  
7375 Powell Road,  
Wildwood, FL 34785**

November 29, 2012

The Villages Sumter  
County Service Center  
Suite 200  
7375 Powell Road,  
Wildwood, FL 34785

Re: RFP # 025-0-2012/AT  
Scope of Work / Pricing

Scanning America, Inc. is pleased to forward the enclosed requested Scope of Work and Pricing for the Scanning and Attribution/Indexing of Paper Files for Public Works Division for Sumter County.

Mr. Terry Borovitcky has written the response and is authorized to provide any clarifications required.

All SAI's proposed terms, including prices, will remain in effect for a minimum of Thirty (30) Days from the proposal date.

Inspection and Acceptance of Images/Database. All unacceptable images, filenames, directory names or entire batches will be corrected at no additional cost to Sumter County for a period of twelve (12) months after images are delivered.

If there are any questions regarding our proposal please do not hesitate to contact the following individual:

Terry Borovitcky  
Director of Sales, Southeast Region  
Scanning America, Inc.  
150 W Flagler Avenue  
Suite 150  
Miami Florida 33130  
404-824-6633  
[terry@scanningamerica.com](mailto:terry@scanningamerica.com)

## Corporate Background

Scanning America, Inc. (hereinafter referred to as Scanning America or SAI) is pleased to submit the following proposal to Sumter County (hereinafter referred to as Sumter County or SC) for the Scanning and Attribution/Indexing of Paper Files. 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.

Scanning America, Inc. was founded in 1989 as a national provider of document conversion services. Since 1989, Scanning America, Inc. has converted over a billion documents of all types into electronic format. Scanning America, Inc. is a privately held company of approximately 110 employees, with on-site ownership. Scanning America, Inc. has three locations engaged in document conversion services. Scanning America, Inc.'s headquarters is located in Lawrence, Kansas. Scanning America, Inc. also has offices in Miami FL, Atlanta, GA and Springfield MO.

In conjunction with scanning, Scanning America, Inc. also provides indexing of documents into a wide variety of formats. Scanning America, Inc. has converted documents and formatted index data for import into most all widely used document management software applications and hundreds more of proprietary systems. Scanning America, Inc.'s technical staff members are to develop tools designed to maximize the quality and efficiency of scanning projects.

Since its inception, Scanning America, Inc. has completed a wide variety of types of conversion projects. These projects have included such challenges as: mixed media types, mixed document qualities, mixed film densities, aggressive schedules, remote service locations, and complex, non-intuitive indexing requirements.

Scanning America, Inc. has personnel on staff that understands and can maintain imaging/scanning equipment. This depth of knowledge about the scanning equipment allows Scanning America, Inc. to maximize the capabilities of the equipment. 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.

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). More information about Scanning America, Inc. is available at <http://www.scanningamerica.com>.

## **Project Organization**

### **Overview**

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 Sumter County 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 Sumter County.

Scanning America will employ its proven Project Management Methodology called *eProject*. Sumter County 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 Sumter County) 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 developed in Microsoft Project and will be updated on a regular basis.

### **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 Sumter County's Project Manager will review and finalize the work plan and key milestone dates will be confirmed.

Sumter County 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 Sumter County staff to discuss and jointly develop a plan for the imaging of Sumter County's files and drawings.

Scanning America's Project Manager is authorized and empowered to make binding commitments relating to the project and Scanning America's scope of activities (but not necessarily relating to the terms and conditions of the contract)

## **Staffing Plan**

SAI understands the importance of forming a comprehensive staffing plan, which means starting with the right team. The SAI staffing plan for Sumter County 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.

- The project's status is reviewed continually and reported frequently. Upon Request SAI will conference with Sumter County's Project Manager to report on the overall project status, key issues, and plans for the following reporting period.

## **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 take 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 Sumter County files. Our staff members and employees agree to maintain as confidential all individually identifiable information regarding Sumter County files. All information obtained by SAI for the Sumter County 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.

## **Privacy and Security**

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

We have established "logging" mechanisms that will document access to protected information.

We have established procedures to receive and resolve complaints, plus sanctions for employees who fail to comply with privacy policies. SAI takes non-compliance with privacy policies seriously, and promotes a zero tolerance policy. We have also established physical safeguards for information, including protection around electronic processing and storage.

### **Security / Back-up Services**

Security is a topic of concern for all of our customers and a matter that our executive management team is continually reviewing to ensure that we are taking all necessary steps to protect our customer's data and our systems from being compromised. We address levels of security including but not limited to physical security, access control, telecommunications, and data security.

The Scanning America facilities incorporate the highest levels of technology available to provide the most secure environment for your document management needs. Security and fire systems are monitored twenty-four hours a day, seven days a week by a central station.

Scanning America backs up 100% of data every 24 hours, 7 Days a week. Delivered data is also backed up for archival purposes. In our document capture environment, images are scanned to directories named for the batch number. Batches are accumulated to approximately 500Mb, and then copied to servers. Each image is then decompressed to ensure that a valid image has been backed up. When the backup is secure, the files are deleted from the original hard drive of the scanner. In our hosting environment, nightly incremental backups are performed using a backup utility and backup program. Full backups are completed on a nightly basis. The backup optical media are stored in a secure off-site facility for restoration in the event of a disaster at our primary data center.

### **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 both 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.

### **Customer Service**

Our customer service statement is "Our customer's satisfaction is ultimately our success". We are a dedicated and professional team focused on excellent customer service. Our

customer service mission is to provide a comprehensive set of services that enable our customers to succeed. Our strategy for achieving this mission is as follows:

First, we will listen carefully in an effort to understand and respond to our customers' individual needs every day, in every way.

Second, we are committed to exceeding expectations for performance and service. This commitment touches all aspects of our organization from superior consulting, programming and on-time delivery, to responsive communication and expert technical support.

Third, we focus our technical expertise on providing the highest quality of service and support solutions that add value to customer operations.

Customer service begins with customer account services representative and extends throughout the organization. The account manager and the implementation team work very closely as a team in conjunction with the customer's project team to ensure the goals of the project are met, and continue to work with the customer after the system has been placed into production ensure the system continues to meet their needs. This ongoing interaction provides valuable feedback throughout the organization and ensures the success of the relationship.

## Technical Approach

### Project Summary / General Overview

Conceptually, this project involves the on site conversion of Sumter County's critical files from paper to digital images and the import of the files into EMC AppXtender/WebXtender to allow the retrieval of those images. This is the dominant methodology in records management today, and the concept has been implemented innumerable times in many diverse organizations. What distinguishes this project is the total number of records, the throughput volume, the turnaround time and the level of quality required. SAI has developed process and procedures to conduct and validate a proof of concept on the implemented solution. Scanning America acknowledges that meeting these goals will require a thorough understanding of Sumter County's requirements as well as a set of processes and procedures which, if implemented correctly, will result in the achievement of Sumter County's goals.

### *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 or file containing records. These labels will include the project number we assign to this project, location from which the documents are received 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 Sumter County 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 the facility. 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.

### **Emergency Retrieval Services**

SAI shall return a requested document upon receipt of a retrieval request from the Sumter County's project manager. SAI shall provide emergency phone number(s) and contact person(s) to Sumter County's project manager and provide updates should any of the information change during the term of the contract.

Sumter County shall have access to all files/documents while in Scanning America possession. Sumter County 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 Sumter County.

### **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**

Sumter County intends to convert most, if not all, of their existing paper records to 300 dpi, multi-image pdf 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 Sumter County via electronic media such as DVD or external USB Drive. Scanning America will create an import file for EMC AppXtender/WebXtender.

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.

### **Converting existing information**

SAI will assist Sumter County develop and implement standards, process and procedures, flowcharts and diagrams which identify all processes, logs and instructions to handle pulling documents for manifest creation and verification, design document pulling strategy, batching, and removal. Outlined below are the procedures that will be provided by Scanning America, Inc. in converting the Sumter County backfile conversion documents to raster images.

### **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
- In some cases maintaining the existing time-ordered sequence so that during retrieval, sorting the scanned documents on the scanned date/time index field will result in a presentation order similar to what is available in the paper folder today
- Inserting Sumter County created Tag Sheets

### **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 bbbnnnn.tif, where bbbb is the batch number, and nnnn is the sequential order of scanning. Thus, the 123<sup>rd</sup> 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 back up server daily. After indexing, Quality Control and post processing, the images will be delivered via electronic media to a designated Sumter County employee. Thirty days after acknowledgement of receipt of the data by Sumter County 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 Sumter County 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.

All documents will be prepped by PWD with targets inserted either in or affixed to documents. At this time, the following attributes have been identified by PWD staff for inclusion with the scanned documents. These attributes need to be added on the EMC AppXtender/WebXtender platform. Attribute fields that are required entry will be noted on target sheets.

- \*\*Dept
- To
- \*\*Subject
- Date (MM/DD/YYYY)
- From(name)
- From(Co/Agency)
- Road
- Project Name
- Date Rec(MM/DD/YYYY)
- Retention
- Scanon (MM/DD/YYYY)

\*\* Designates a **Required** index and must be populated.

Fields that are left blank on the PWD index sheet will be left empty in the metadata file.

## Scanning - Large Format Work Flow

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 converted to a .pdf 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 0.5 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.

### **Re-scanning**

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 DVD for 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 Sumter County.

### **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 Sumter County.

Scanning America employs a quality assurance program based on the results of an internal audit and 23 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 99.0% accuracy rating, SAI will provide corrective action to reproduce accurate images and indices for the records in error at no additional cost.

### **Schedule**

The scanning will be substantially completed in less than four (4) months from Notice to Proceed with an additional one (1) month for final completion of the entire project.

The estimated number of batches or trips will be one or two. If all the documents are ready at one time the estimated time to complete the project is less than sixty (60) days.

### **Inspection and Acceptance of Images/Database**

All unacceptable images, filenames, directory names or entire batches will be corrected at no additional cost to Sumter County for a period of twelve (12) month after delivery. Sumter County shall have twelve (12) months to approve or submit needed corrections to images beginning the date after the electronic transfer of images to Sumter County. 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 Sumter County.

### **Document Security**

SAI's mission is to be the leader in our industry by creating long-term value for our customers through exceptional service and innovative products. Our focus is the complete protection of your entity's information assets.

On site and off site, SAI incorporates the highest levels of technology available to provide the most secure environment for both your hard copy records and electronic media storage.

Our strong financial position allows us to acquire progressive technology, which leads to exciting new products and services that benefit the client. These advancements allow you to explore a broad spectrum of information management options.

At SAI, our only goal is to provide you with the most efficient, cost effective solutions to your records imaging challenges.

Our record of excellence begins with our commitment to service, our high operational standards, experienced staff and the reliable information management solutions we offer. Those solutions are built around:

Our facilities incorporate the highest levels of technology available to provide the most secure environment for your records. Security and fire systems are monitored twenty-four hours a day, seven days a week by a central station. Boxes are placed on shelves to insure safe and orderly storage of your information. Our information management centers are built to meet or exceed industry standards to offer you the highest degree of protection.

Having your records readily available when you need them saves valuable time and money. SAI will deliver your requested documents or to your office or other designated area. If you need information immediately, timely deliveries are guaranteed.

SAI utilizes sophisticated, computerized state-of-the-art bar code technology. Bar code scanning feeds information into a computer faster and more accurately. Our system-wide bar code markings assure you the highest level of safety by eliminating the need to put identifying names or markings on the outside of your carton. It also offers you the highest degree of security.

# **Attachment A**

## **Information and IT Security - Scanning America, Inc.**

### **Introduction**

The purpose of document is to describe the security guidelines regarding the safeguarding of client information in all forms (paper, film, and electronic) in Scanning America's possession. They are designed to prevent or respond to any foreseeable threats, unauthorized use or disclosure of this client information.

### **Objectives**

Any information provided by a client to Scanning America, Inc (SAI) will be treated as confidential information. This information may be in any form such as: electronic images, documents, databases, or physical documents such as paper records or microfilm. The security and confidentiality of this information will be maintained at all times. This includes the following:

- Protecting the physical documents from unauthorized access.
- Ensuring the proper disposal of any documents or electronic media.
- Protecting any electronic information from unauthorized access.
- Maintain the security and integrity of any information in our possession
- Respond appropriately to any threats to these objectives.

### **Threats**

The following are some of the foreseeable threats to client information in our possession:

- Misplacing documents or information.
- Loss of documents or information from natural disaster.
- Allowing unauthorized access to documents or information.

### **Safeguards and Procedures to Protect Information Overview**

All of the following safeguards and procedures are designed to protect both physical documents and electronic information from the foreseeable threats. They break down into the following categories:

- Security of our facility
- Security of our network and IT equipment
- Secure document handling and tracking
- Employee related security

## Security of our Facility

We maintain a secure facility at all times in order to prevent unauthorized access to any information in our facility. This security consists of the following safeguards and procedures:

- **Card Key Access Control** – Each employee has a card key that allows them access to certain doors at our facility. Access is controlled as needed and logged. All exterior doors are locked at all hours except our main entrance which is unlocked during normal business hours while the front desk is attended.
- **24-hour Security Monitoring** – We have an alarm system that is monitored 24 hours per day by Overfield Corporation of Lawrence, Kansas, a UL approved monitoring station. In addition to motion detectors and entrance alarms, this system also monitors smoke and fire detection. The monitoring service dispatches a private security firm, police, or fire department as needed in addition to notifying company officials.
- **Private Security Patrol** – We have random security patrols provided by a licensed and bonded firm, Mil Spec Security of Lawrence, Kansas. This service patrols every day of the year as well as responds to alarm calls.
- **Video Surveillance** – We have video surveillance of all critical areas of our facility that record constantly and can be remote monitored.
- **Facility Security Policies** – We have policies in place to further secure our facility. These include not allowing unescorted visitors, inactivating any unaccounted key cards, and changing alarm codes periodically.
- **Secure Destruction of Documents** – We use Cintas of Kansas City, Kansas to destroy any documents in a secure manner as needed. No client information whatsoever is disposed of through insecure means.

## Security of Our Network and IT Equipment

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 polices 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.

## Secure Document Handling and Tracking

Part of securing documents is to know where they are in our process at all times. We utilize an internally developed software application, called *eProject*, to track the location and status of all documents in our possession at all times. 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.

## Handling of Confidential Information by our Employees

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.

## Responses to Unauthorized Access or Disclosure

In the even of any detection of unauthorized access or disclosure a full investigation will be conducted utilizing internal and external resources as required. The following steps will be taken:

- Attempts to determine the scope of the breach will be made.
- Attempts to recover any and all data will be made if possible.
- Clients will be notified as soon as possible and provided as much information as is possible.
- Appropriate law enforcement agencies will be notified.
- All appropriate legal action will be taken to continue to protect the information.