SUBJECT: CITYWIDE CONTENT CONVERSION PROJECT

BID #: SC-0541-19 **OPEN DATE: 2019-07-10**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – PERIOD OF SERVICE WILL BE TWO (2) YEARS FROM DATE OF AWARD, WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: ALL OR NONE TO THE LOWEST RESPONSIVE, RESPONSIBLE BIDDER

NUMBER OF BIDS INVITED: 20 **NUMBER RECEIVED:** 5 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval of award to the lowest responsive, responsible bidder Fidelity National Information Services, Inc. (FIS) in the amount of $732,853.00 for CITYWIDE CONTENT CONVERSION PROJECT. Period of service will be two (2) years from date of award, with three (3) one year renewal options.

Funding for this award to be encumbered by AFIT53A-ITDS01-05-06522 and PDBZ159DMS-03109, to be executed by purchase order(s).

Attachments: Recommendation Memo, Bid Tabulation Sheets, Terms and Conditions, Specifications

ANALYST: _____ RUBEN OLA **RESPECTFULLY SUBMITTED:** _____ GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies Division/CIO

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING ____ MEMBERS DISAPPROVING ____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

CITY OF JACKSONVILLE

DATE: August 6, 2019

TO: Greg Pease, Chief of Procurement Division

JCP 8/6/19

THRU: Kenneth Lathrop, Chief of Information Technologies / CIO 08/06/19 13:17:39 Kenneth E. Lathrop

FROM: Amy D. Monk, Senior Business Systems Analyst ADMonk

SUBJECT: SC-0541-19 CITYWIDE CONTENT CONVERSION PROJECT

Information Technologies Division (ITD) submitted an RFP to Procurement Division for solicitation of media conversion services to convert existing media into digital format Bid #SC-0541-19. The bid was solicited for converting various media types (i.e. print, microfilm, microfiche, CDs/Discs, etc.) into an electronic/digital format.

The Procurement Division received five (5) vendor bid responses and zero (0) no bids on July 10, 2019.

ITD recommends awarding to the lowest, responsive, responsible bidder: Fidelity National Information Services, Inc. (FIS), in the amount of $732,853.00. The term will be two (2) years from the date of award with three (3), one (1) year renewals.

Vendor	Bid Proposal Amount
Fidelity National Information Services, Inc. (FIS)	**$732,853.00**
Global Solutions Group (GSG)	$826,609.38
ImageStoreHouse	$909,321.60
Vastec, Inc.	$962,391.53
Pioneer Records Management (PRM)	$1,489,523.39

FUNDING SOURCES:

- PDBZ159DMS-03109 ($642,853)
- AFIT53A-ITDS01-05-06522 ($90,000)

The purchase will be via purchase order.

Your favorable consideration of this request is appreciated.

cc: Joshua Gideon, Chief of Building Inspection
Tom Goldsbury, Planning Department, Project Manager
Kevin Stork, Comptroller
Ellyn Cavin, Acting Chief of Development Services
John Proctor, IT Finance Manager
Joy Bradley-Walker, Business Analysis & Quality Assurance Manager JCBW

BID TABULATION SHEET

TITLE:	CITYWIDE CONTENT CONVERSION PROJECT
BID NO.:	SC-0541-19
OPEN DATE:	7//10/2019
PURCHASING ANALYST:	RUBEN OLA

BID ANNOUNCER: S. WILLIAMS, BID RECORDER: R. BARNETT

No. Invited: (20) No. Received (5) No Bids: (0)

ITEM	DESCRIPTION	QUANTITY	IMAGESTOREHOUSELLC.COM AMOUNT	VASTEC, INC. AMOUNT	FIS AMOUNT	PIONEER RECORDS MANAGEMENT AMOUNT	GLOBAL SOLUTIONS GROUP AMOUNT
1	CITYWIDE CONTENT CONVERSION PROJECT	1	$909,321.60	$962,391.53	$732,853.00	$1,489,523.39	$826,609.38
		GRAND TOTAL:	$909,321.60	$962,391.53	$732,853.00	$1,489,523.39	$826,609.38
		MINIMUM REQUIREMENTS:					
		TERMS:		0% 30 DAYS		0% 30 DAYS	0%
		DELIVERY (Business Days):		3		90	
		CONFLICT OF INTEREST:	✓	✓	✓	✓	✓
		ADDENDUM(S)(1,2):	✓	✓	✓	✓	✓
		NOTES:					

TERMS AND CONDITIONS

CITYWIDE CONTENT CONVERSION PROJECT

1. SCOPE

The City of Jacksonville, Information Technologies Division is currently accepting bids to obtain source(s) of supply for the item(s) / service(s) as outlined in the bid documents provided. The purpose of this bid invitation is to obtain information about your firm and its ability to provide these item(s) / service(s) and to obtain pricing commitments for **CITYWIDE CONTENT CONVERSION PROJECT** as listed in the bid documents to include warranty as specified.

2. AWARD

Award will be **ALL OR NONE** to the lowest responsive, responsible bidder grand total amount. Bidders must bid on all items to be considered for award. ALL awards are subject to the availability of funds.

3. TERM OF AGREEMENT

The term of this agreement will be two (2) years from date of award, with three (3), one (1) year renewal options.

4. MINIMUM REQUIREMENTS

Bidders should submit or comply with the following requirements; failure to submit any of these requirements may be grounds for rejection:

a. The Contractor shall provide all business licenses required by local, state, and federal law as applicable.

5. PRE-BID CONFERENCE

Not Applicable.

6. STATE CONTRACTS

The City reserves the right to utilize contracts established by the State of Florida and or other governmental agencies for item(s)/service(s) covered under this bid. The city reserves the right to cancel this contract in whole or in part for such item(s)/service(s).

7. QUANTITIES

Quantities indicated may vary as needed and should not be considered fixed.

8. ESCALATION/DE-ESCALATION

All pricing submitted shall remain firm for the initial term period. Upon renewal (if applicable), a supplier may submit in writing a request for price escalation/de-escalation for the percentage of change as listed in the Consumer Pricing Index (CPI) and/or documentation notifying of an industry wide increase. The City reserves the right to decline any price increase request.

9. PRICES

All unit prices shall include freight, delivery, and handling charges to the delivery location as outlined in

the bid documents.

10. COMPLIANCE WITH SPECIFICATIONS

The bidder, by affixing their signature to the bid form submitted, agrees to provide item(s)/service(s) in accordance with the bid documents provided. Bid only a single offering for each bid item. Multiple offerings, alternates (unless stated) and or stipulations may be cause for bid rejection. Bid only on forms provided herein unless otherwise stated. Bid submissions shall be in ink or typewritten. All corrections must be initialed.

11. INVOICING

Invoices will be issued once services are delivered and/or rendered to the City of Jacksonville or its agencies. At a minimum, invoices must include: purchase order number, item number and description, date of shipment, quantity ordered and shipped, unit prices, unit of measure, and extended totals. Payment terms are Net 30 days. All original invoices shall be submitted to: City of Jacksonville, General Accounting Division, 117 West Duval Street, Suite 375, Jacksonville, Florida, 32202.

12. INSURANCE/INDEMNIFICATION

Each supplier shall maintain, for the entire term of this bid, current insurance coverage as stated in the bid documents. All insurance certificates shall list the City of Jacksonville as an additional insured. The awarded vendor will be required to submit the copy of insurance certificate within ten (10) days from date of receipt of award notice. Bid number should be listed on certificate.

13. REPORTING

The City may request, during the term of this bid, reports including but not limited to; usage, pricing, and delivery. Suppliers will be required to provide reports requested in hard copy and electronic format as required.

14. SUPPLIER ACCESSIBILITY

The City or its representative must be able to contact, during normal business hours, by telephone or email any supplier providing goods or services to the City or its agencies. Any supplier accessibility requirements outlined in the specifications supersede this section.

SPECIFICATIONS

Description of Services and Deliverables

A. BACKGROUND

The Information Technologies Division (ITD) of the City of Jacksonville, Florida is currently accepting bids to obtain source(s) of supply for the item(s) / service(s) as outlined in the bid documents provided. The purpose of this bid invitation is to obtain information about your firm, its ability to provide these services, and to obtain pricing commitments for converting various media types (i.e. print, microfilm, microfiche, CDs/Discs, etc.) into an electronic/digital format.

B. SCOPE OF SERVICES

The City of Jacksonville desires to convert its existing documents into electronic/digital format duly catalogued and indexed in a manner and form that facilitates easy retrieval. The City is seeking a Contractor that will:

1) Prepare source materials
2) Scan source materials
3) Index source materials
4) Validate quality

The Contractor shall ensure that the digital images are properly indexed for retrieval and can be retrieved and viewed using Hyland/OnBase systems.

This project will address three divisions: Accounting, Building Inspections and Development Services.

C. Description of Services and Deliverables

1. The Contractor will:

1.1 Prepare, scan, index and perform quality control on all source materials.

1.2 Ensure that the digital images are indexed for retrieval via Hyland/OnBase (OnBase) systems.

1.3 Ensure that the digital images can be retrieved and viewed using OnBase.

2. Source Documents

2.1 Examples of source material media types that the Contractor must be able to prepare, scan, index and validate include, but are not limited to, the following:

a) Microfilm
b) Microfiche
c) CD/Discs
d) Cassettes
e) Paper
f) Card Catalog cards
g) Administrative documents (e.g. log sheets, sign-in sheets, training manuals, etc.)
h) Plans (e.g. building plans)
i) Loosely bound binders/books (such as 3-ring binders and spiral ring binders)

2.2 The Contractor must be able to scan and index both simplex and duplex documents.

2.3 Examples of document sizes that the Contractor must be able to scan and index include, but are not limited to, the following:

a) 3" x 5"
b) 3 1/8" x 6"
c) 5 ½" x 8 ½"
d) 5" x 11"
e) 8.5" x 11"
f) 8.5" x 14"
g) 11" x 17"
h) 12" x 18"
i) 18" x 24"
j) 24" x 36"
k) 30" x 36"
l) 30" x 40"
m) 32" x 40"
n) 34" x 42"
o) 36" x 48"
p) 42" x 60"
q) Other, miscellaneous-sized documents such as register tape, invoices, checks, etc.

2.4 The table below provides estimated source document quantities per Division.

Note: The Bid Proposal Form (on page 31) identifies the estimated quantities by unit of measure (each).

COJ's Estimated Quantities by Division		
Division	**Estimated Quantity**	**Comments**
Accounting – **Payroll**	100 boxes (324,000 paper documents)	1. Primary document size is 8 1/2" x 11"; B&W 2. Boxes are "banker boxes" ~12" x 10" x 15". Boxes may contain documents of various sizes.
Accounting – **Fund Accounting (Fixed Assets)**	116 boxes (492,200 paper documents)	1. Primary document size is 8 1/2" x 11"; B&W 2. Boxes are "banker boxes" ~12" x 10" x 15". Boxes may contain documents of various sizes.
Accounting – **Accounts Payable**	300 boxes (1,000,000 paper documents)	1. Primary document size is 8 ½" x 11"; B&W 2. Boxes are "banker boxes" ~12" x 10" x 15". Boxes may contain documents of various sizes. 3. Types of documents include the following but are not limited to: checks, ACH, credit card, invoices, contracts, payment agreements, 1099, check registers, W-9, and travel vouchers.
Accounting – **Payroll, Fund Accounting (Fixed Assets) & Accounts Payable**	75 boxes (300,000 paper documents)	1. 200,000 documents, primary document size is 8 ½" x 11" (50 boxes); B&W 2. 100,000 documents, primary document size is 8 ½" x 14" (25 boxes); B&W 3. Boxes are "banker boxes" ~12" x 10" x 15". Boxes may contain documents of various sizes.
Building Inspection	• 360,000 Microfiche slides • 767 Microfilm rolls • 1,450 boxes of plans that range in size (See comment)	Boxes might contain microfiche or microfilm as well, but most of them contain Permit Cards (5 ½" x 8 ½") and large size plans 24" x 36" size. • 6,000,000 permit cards; Color • 45,000 large size plans; Color

Development Services	• 900 boxes • 350 boxes with loosely bound binders/books • 150 CD discs (AutoCAD, .DWG or .DXF format)	1. Boxes are "banker boxes" ~12" x 10" x 15". Boxes may contain documents of various sizes. 2. 900 boxes can contain paper plans and documents of the following sizes: - 8 ½" x 11" (341,105 B&W; 341,105 Color) - 8 ½ x 14" (325 B&W; 325 Color) - 11" x 17" (1,575 B&W; 1,575 Color) - 24" x 36" (148,755 B&W; 148,755 Color) 3. 350 boxes – Loosely bound binders/ books are 8 ½" x 11" (41,000) 4. Additional documents of the following sizes: - 18" x 24" (145 B&W; 145 Color) - 36" x 48" (40 B&W; 40 Color) - 30" x 40" (90 B&W; 90 Color) - 42" x 60" (20 B&W; 20 color) - 3 1/8" x 6" - check stubs (9,600 B&W, 9,600 Color)

3. **Pickup Source Documents**

3.1 The Contractor shall pickup documents that are to be converted to electronic format from COJ. COJ documents are stored on and off-site. Examples of on-site and off-site addresses include, but are not limited to, the following:

Examples of on-site Addresses	
•	Jacksonville City Hall 117 W. Duval Street Jacksonville, FL 32205
•	Ed Ball Building 214 North Hogan Street Jacksonville, FL 32205

Examples of off-site Addresses	
•	Access Information Management 11777 Central Parkway Jacksonville, FL 32224
•	Access Information Management 7529 Salisbury Road Jacksonville, FL 32256

3.2 The City will contact the Contractor to arrange for pickup of source documents (date, time & location).

3.3 The City will fill out a records transmittal form that contains information about the documents that are ready for pickup. Examples of the information that will be completed by the City are:

a) Name and Address of Department/Division
b) Department/Division Contact Name & Telephone Number
c) Number of Boxes Ready for Pickup
d) Listing of Boxes for Pickup (including Record Series Title and Inclusive Dates)
e) Other information if required

3.4 The City will send the transmittal form to the Contractor:

a) As verification that documents are ready to be Picked Up
b) To provide the pickup details (address, contact information, number of boxes, etc.)

3.5 When picking up documents, the Contractor shall complete the records transmittal form that the City started and sent to the Contractor. Examples of transmittal form fields that the Contractor will complete include:

a) Number of Boxes Picked Up
b) Date Received (Picked Up)
c) Received By Signature
d) Other information if required

The form will function as both a transmittal and a receipt (written acknowledgement of contractor taking possession) for the documents.

4. Conversion (Indexing, Quality Control, etc.)

4.1 The Contractor must create index files (.csv) and corresponding image files (.tif) that can be read by OnBase's document import processor.

4.2 The Contractor must create index files that contain the list of documents and all required keywords for those documents. *Note: Indexing associates keyword and document type information with scanned documents. It allows documents to be retrieved easily by identifying important keywords.*

4.3 The Contractor must create an index file for all document types. Document types and corresponding Indexes (keywords) will be defined by the City. Below are examples of two document types and the associated keywords:

Document Type	Indexes (Keywords)
Building Permit	Permit Number Street Number Street Name Street Type Street Direction Unit/Suite
Civil Plan	CDN (City Development Number) Project Name Real Estate # (RE#) Project Type Engineering Company Name Developer Company Name Document Type

4.4 The Contractor must crop images to the document size to minimize excess white background (sometimes referred to as "rubber banding" the images). This allows the printed image to cover a majority of the printed page instead of a tiny picture on a piece of paper. See Description of Services and Deliverables #12 page 30.

4.5 The Contractor must contact the appropriate COJ personnel for direction, if/when misfiled or duplicate documents are discovered.

4.6 The Contractor must have procedures in place to confirm the following:

- The electronic images are clear (image clarity)
- All the images have been captured in the electronic file
- Indexing is complete and correct

5. Deliverables

5.1 The Contractor must deliver electronic files (index and image) to the City's secured FTP site.

5.2 The delivered files must successfully load into OnBase using DIP (Document Import Processor).

5.3 The Contractor shall deliver the following:

5.3.1 Images that meet or exceed Florida Administrative Code 1b-26.003: Electronic Recordkeeping.

5.3.2 Image files in TIF format with index files in CSV format (comma-separated values).

5.3.3 Reports requested by COJ (to be defined).

5.3.4 Rework of any defects. At no cost to COJ, the Contractor shall rework records that COJ considers defective.

6. Acceptance

6.1 The Contractor and COJ personnel will work together to ensure that the products delivered by the Contractor are clear, properly indexed, and can be retrieved and viewed using OnBase.

7. COJ Personnel Accessing Documents

7.1 When COJ personnel need to access documents that are in the Contractor's possession, an authorized COJ staff member will request the documents by completing the appropriate form (e.g. the Contractor's pull request). The Contractor shall fulfill requests during normal business hours (M-F 7:00 am to 5:00 pm EST). After-hours fulfillment must also be available.

7.2 During normal business hours, the Contractor shall access ("pull") documents within five (5) hours of receiving the request from COJ.

7.3 The Contractor will transmit all requested documents to the appropriate COJ division via email or hand delivery (if the document is required).

8. Security

8.1 The Contractor must maintain all converted records and source documents in a secure environment. The environment must reside in the continental United States and be operated by the Contractor. Use of cloud services is permissible only in the Private Cloud deployment model.

8.2 It is the Contractor's responsibility to ensure that care, custody and control of the City's documents is maintained at all times.

8.3 The Contractor will only allow COJ-authorized personnel to access COJ documents (the City will provide a list of authorized personnel).

8.4 The Contractor must disclose any data breaches, loss of confidentiality, or other security incidents that impacts City artifacts.

8.5 The Contractor must notify the City of any acquisitions or buyouts that would transfer the chain of custody of City artifacts.

9. Project Completion and Delivery

9.1 The Contractor shall not retain any of the City's documents in any format following project completion and delivery.

10. Destruction of Source Documents

10.1 The Contractor must retain, return or destroy all media as defined in writing by the City.

10.2 The Contractor shall not destroy any COJ documents without a signed "Authorization to Destroy" document from COJ.

10.3 Upon receipt of a signed "Authorization to Destroy" document from COJ, the Contractor shall destroy or engage the services of an onsite shredding service to confidentially destroy source documents (at the Contractor's facility).

10.4 A Contractor's employee must be present and must observe the destruction of the identified COJ documents.

11. Turnaround Time

11.1 Given the following parameters, the Contractor must be able to process at least four "banker" boxes per business day:

- Each box is 12" x 10" x 15"
- Contains approximately 2,500 to 3,000 documents
- Approximately 80% of the documents are 8 ½" x 11"

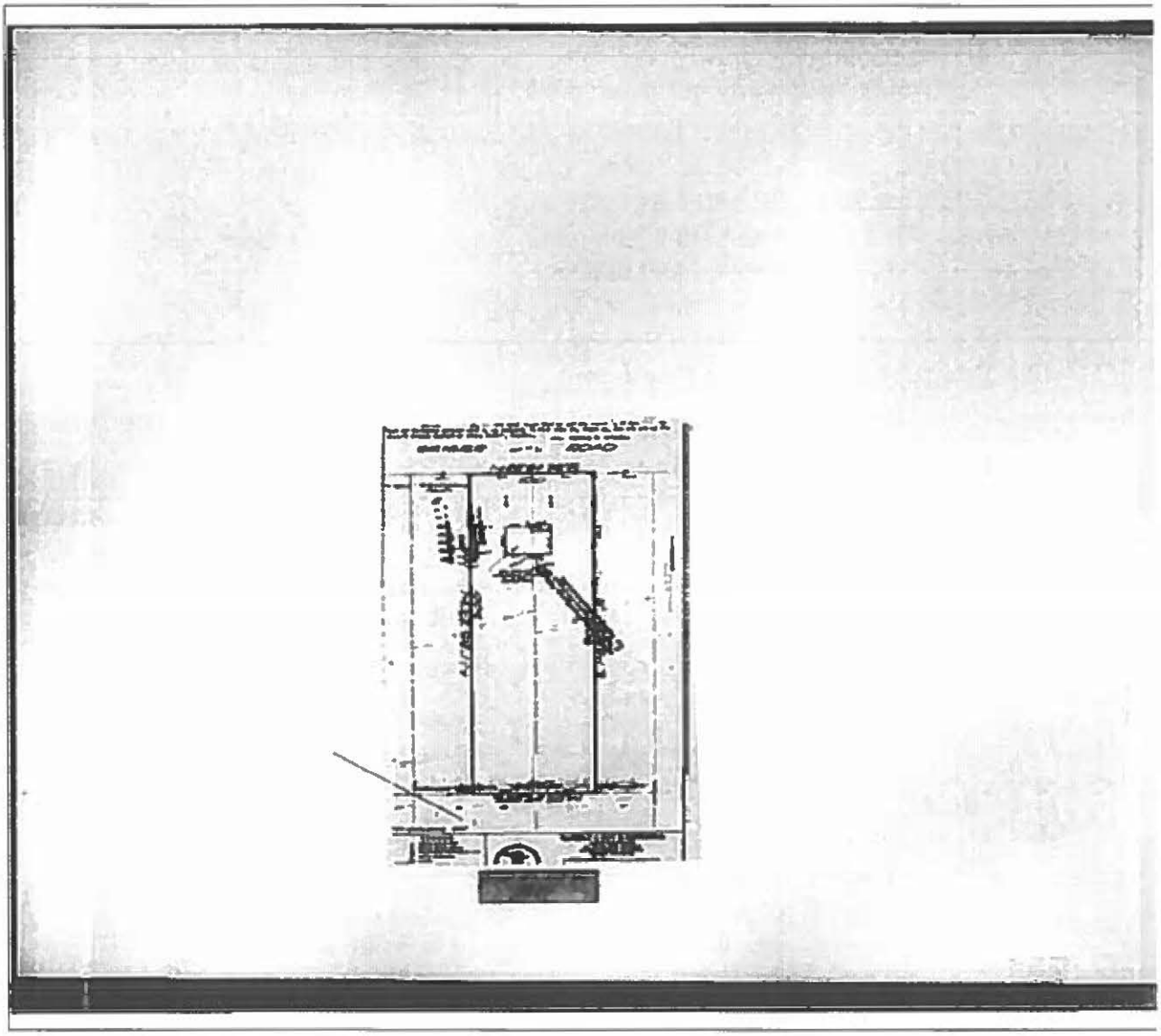
11.2 The Contractor shall:

- Deliver the indexed and imaged electronic files to the City's secured FTP site within 72 hours of the agreed-upon pickup date and time.
- Return the source documents to COJ within 72 hours of the agreed-upon pickup date and time.

11.3 Within 20 business days from the time the Contractor receives COJ's notification of defect, the Contractor shall deliver the re-worked, indexed and imaged electronic files to the City's secured FTP site.

12 Example of an image that was not properly cropped.

12.1 Below is an example of an image that was not properly cropped. As a result, when printed this image is displayed as a tiny picture on the page. This is not usable by the City of Jacksonville.



QWS3270X 8/8/2019 11:50 AM
FAML6350 V5.1 ** NW COJ FAMIS PRODUCTION ** 08/08/2019
LINK TO: ACCOUNT SUMMARY INQUIRY 11:49 AM

FISCAL MO/YEAR : 11 2019 CURRENCY CODE :
INDEX CODE : AFIT53A ITD SYSTEM DEVELOPMENT
SUBOBJECT : 06522 CAPITAL PROFESSIONAL SERVICES
PROJECT : ITDS01 DATA STORAGE/ARCHIVING/IMAGING
PROJECT DETAIL : 05 DATA STORE-ENTERPRISE DOC MGMT SOULTION
GRANT :
GRANT DETAIL :
USER CODE :

S	AUG 2019	ANNUAL BALANCE	ALL YEARS BALANCE
ESTIMATED REVENUES	.00	.00	.00
REVENUES	.00	.00	.00
UNREALIZED REVENUES	.00	.00	.00
BUDGET	.00	90,000.00	90,000.00
EXPENDITURES	.00	.00	.00
ENCUMBRANCES	.00	.00	.00
PRE-ENCUMBRANCES	.00	.00	.00
REMAINING BALANCE	.00	90,000.00	90,000.00

F1-HELP F2-SELECT F4-PRIOR F5-NEXT
F9-LINK F10-PRIOR-MO F11-NEXT-MO

G014 - RECORD FOUND

QWS3270X 8/8/2019 11:48 AM
FAML6350 V5.1 ** NW COJ FAMIS PRODUCTION ** 08/08/2019
LINK TO: ACCOUNT SUMMARY INQUIRY 11:48 AM

FISCAL MO/YEAR : 11 2019 CURRENCY CODE :
INDEX CODE : PDBZ159DMS DOCUMENT MANAGEMENT SOLUTION
SUBOBJECT : 03109 PROFESSIONAL SERVICES
PROJECT :
PROJECT DETAIL :
GRANT :
GRANT DETAIL :
USER CODE :

S	AUG 2019	ANNUAL BALANCE	ALL YEARS BALANCE
ESTIMATED REVENUES	.00	.00	.00
REVENUES	.00	.00	.00
UNREALIZED REVENUES	.00	.00	.00
BUDGET	.00	750,000.00	750,000.00
EXPENDITURES	.00	.00	.00
ENCUMBRANCES	.00	.00	.00
PRE-ENCUMBRANCES	.00	.00	.00
REMAINING BALANCE	.00	750,000.00	750,000.00

F1-HELP F2-SELECT F4-PRIOR F5-NEXT
F9-LINK F10-PRIOR-MO F11-NEXT-MO

G014 - RECORD FOUND