

LACKAWANNA COUNTY BOARD OF COMMISSIONERS  
REQUEST FOR QUALIFICATIONS

NOTICE IS HERBY GIVEN that pursuant to a fair and open process, sealed submissions will be received by the County of Lackawanna (the "County) Board of Commissioners ("Board of Commissioners") at its offices at 200 Adams Avenue, 6<sup>th</sup> floor, Scranton, Pennsylvania 18503 for the following:

Consulting and Services for On-Site Needs Analysis, Records Storage and Management Services, Document Imaging/Data Capture, Electronic Mailroom Services and Workflow processing.

- A. PURPOSE: The purpose of this Request for Qualifications is to solicit interest from qualified firms to provide professional information management services for the County. A qualified firm will be selected through a competitive, quality-based, fair and open process at the sole discretion of the County.
- B. PROCEDURES FOR RESPONDING TO REQUEST FOR QUALIFICATIONS:
1. Four (4) copies of the submission, inclusive of all information required at Section D hereof, should be provided. Qualifications must be submitted to the Board of Commissioners, c/o Maria Elkins, 200 Adams Avenue 6<sup>th</sup> Floor, Scranton, Pennsylvania 18503. Submissions must be submitted in a sealed envelope with the name of the firm submitting the qualifications clearly marked on the outside of the envelope. The County assumes no responsibility for the delays in any form of carrier, mail, or delivery causing the submission to be received after the **above-referenced due date and time**. Submission by fax, telephone, email is not permitted. The final selection shall be made in the sole discretion of the Board of Commissioners.
  2. All questions regarding this Request for Qualifications should be made in writing to the Board of Commissions, c/o Maria Elkins, 200 Adams Avenue, 6<sup>th</sup> Floor, Scranton, Pennsylvania 18503.
- C. CRITERIA FOR EVALUATION OF QUALIFICATIONS: The Board of Commissioners will independently evaluate each submission and selection will be made upon the following criteria:
1. Experience and reputation in the field;
  2. Knowledge of the subject matter of the services to be provided to the County;

3. Knowledge of the County, its affairs and operations;
4. Availability to accommodate any required meetings of the County;
5. Compliance with the minimum qualifications established by the County for the services; and
6. Other factors to be determined in the best interest of the County.

D. QUALIFICATIONS REQUIREMENTS: The Board of Commissioners is requesting qualifications for consulting services for on-site analysis, records storage and management services and document imaging/data capture and electronic mailroom services, which should include:

1. Scope of Services (Total Information Management Capabilities including Consulting);
2. On-Site Needs Analysis Consultant Certifications/Experience;
3. Industry Experience and Certifications;
4. Services and Solutions Offerings;
5. Description of Technical Capabilities (Records Storage and Management);
6. Description of Technical Capabilities (Electronic Document Imaging and Mailroom Services);
7. Facilities Descriptions and Characteristics; and
8. Pricing/Costs.

The minimum qualifications established by the County for the professional services are as follows:

A professional firm experienced in the secure storage, protection, and management of County records in hard copy format and other types of media including microfilm/fiche, computer tapes, electronic images/data, etc. Must have in-depth industry knowledge and expertise in providing consulting services relating to proper storage requirements, compliance and regulatory requirements, retention, and industry best practices.

The following explains what the Board of Commissioners expects in each of the major sections

1. Scope of Services - The Board of Commissioners is requesting qualification statements to provide professional information management services relating to consulting and services for on-site needs analysis, records storage and management services, document imaging/data capture and electronic mailroom services for the County. Your response should detail the firm's qualifications to provide those types of services including, at a minimum, company history, innovative solutions, and best value pricing alternatives.

## 2 On-Site Needs Analysis

Define On-Site Needs Analysis Objectives, Process and Consultant(s) prior experience. Identify prior consulting engagements and length of engagement include appropriate resume(s).

## 3 Industry Experience and Certifications

List specific experience as it relates to the firms expertise in the general information management industry including certifications, verticals served, sample of customer base, etc.

## 4. Services and Solutions Offerings

List and describe all services and solutions offerings capable of being provided and performed by your firm with respect to total information management. Include any certifications and value added benefits for the County.

## 5 Description of Technical Capabilities (Records Storage and Management):

Describe in detail the technical capabilities utilized in the records storage and management operations. Include any specific hardware, software, and systems capable of providing tracking of the records, accessing records, delivery of the records and any/other operational enhancements achieved through the application of technology.

## 6 Description of Technical Capabilities (Document Imaging/Data Capture and Electronic Mailroom Services)

Describe in detail the technical capabilities utilized in the document imaging/data capture and electronic mailroom services including hardware, software, system, hosting/repository and access capabilities, and any/other operational enhancements achieved through the application of technology.

#### 7. Facilities Description and Characteristics:

Detail the locations of the facilities that will be designated to service the County and describe the safety and security characteristics including but not limited to, intrusion and alarm systems, sprinkler and fire suppression systems, racking systems, security systems, etc.

#### 8. Pricing/Costs

Include pricing proposal for consulting services for on-site needs analysis initially. Pricing for records management storage and management, document imaging/data capture and electronic mailroom may be required at a later date once specific requirements are identified.

E. RESERVATION OF RIGHTS: The Board of Commissioners reserves the right to reject any and all submissions, in whole or in part, and to waive any immaterial defect or informality in any proposal as may be permitted by law.