

**Lee County Board Of County Commissioners
Agenda Item Summary**

Blue Sheet No. 20030816

1. REQUESTED MOTION:

ACTION REQUESTED: Approve award of Project No. EX030647, Electronic Document Conversion, for the Community Development Department, to The DRS Group of Florida Inc., at the prices listed in the vendor's proposal. Lee County will be utilizing the State of Florida SNAPS Contract No. 2501992-4. Request BOCC Board Chairman sign the attached Services agreement. Also request authority to continue to utilize this contract if renewed by the State of Florida.

WHY ACTION IS NECESSARY: Board approval is required because this expenditure will exceed \$50,000.

WHAT ACTION ACCOMPLISHES: Provides the Community Development Department with electronic document conversion at State of Florida negotiated prices.

**2. DEPARTMENTAL CATEGORY:
COMMISSION DISTRICT #**

C4A

3. MEETING DATE:

08-05-2003

4. AGENDA:

- CONSENT ADMINISTRATIVE APPEALS
- PUBLIC WALK ON
- TIME REQUIRED:

**5. REQUIREMENT/PURPOSE:
(Specify)**

- STATUTE
- ORDINANCE
- ADMIN. CODE AC-4-1
- OTHER

6. REQUESTOR OF INFORMATION:

- A. COMMISSIONER
 - B. DEPARTMENT Community Develop.
 - C. DIVISION
- BY: Mary Gibbs

7. BACKGROUND: For general information, Community Development expects to spend about \$75,000 for electronic document conversion on an annual basis. Funding will come from the individual department's budget and they will be responsible for monitoring their own expenditures.

- ATTACHMENTS:**
- (1) State of Florida SNAPS Agreement Summary Page
 - (2) Proposal outlining services and prices from the DRS Group of Florida
 - (3) Two Copies of the vendor's Service Agreement for the Chairman's signature
 - (4) Department request to purchase services

8. MANAGEMENT RECOMMENDATIONS:

9. RECOMMENDED APPROVAL:

A Department Director	B Purchasing or Contracts	C Human Resources	D Other	E County Attorney	F Budget Services	G County Manager
<i>Mary Gibbs</i>	<i>7/14/03 Earl Blawie</i>			<i>Koe 7/14/03</i>	<i>OA 7/15/03</i> <i>OM 7/15/03</i> <i>Risk 7/15/03</i> <i>GC 7/15/03</i>	<i>[Signature]</i>

10. COMMISSION ACTION:

- APPROVED
- DENIED
- DEFERRED
- OTHER

Rec. by CoAtty
Date: *7/14/03*
Time: *1:47 PM*
Forwarded To: *Co. Admin*
7/14/03

RECEIVED BY COUNTY ADMIN: *TD*
7-14-03
4:15
COUNTY ADMIN FORWARDED TO: *[Signature]*
7/15/03



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Services

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SNAPS AGREEMENT TITLE : DOCUMENT IMAGING TECHNOLOGIES
AGREEMENT NUMBER :2501992 -4
TERM OF AGREEMENT:

Begin date: 05-31-2000

End date: 05-30-2004

VENDOR :

THE DRS GROUP OF FLORIDA
600 Technology Park Dr. St. 104
Lake Mary, FL 32746

SPURS NO: F593748214-001
MBE CODE: NON-MINORITY (A)
CONTACT: BILL FAIRFULL
PHONE: 407-833-9126

COMMODITY CLASS : 250 **COMMODITY GROUP :** 550
DELIVERY : 30 days ARO
WARRANTY :

APPROVED PRICE SCHEDULE & DATE :
1.) Price list eff. 3/1/00 Expire date: 05-30-2004

CONTACT VENDOR FOR COPY OF PRICE SCHEDULE & CONTRACT INFORMATION.

Document conversion, microfilm and CD-Rom. All formats including PDF

ATTACHMENT #2

Imaging Services Proposal For



Lee County Florida
Department of Community Development Administration
Prepared for:

Ms. Karen Hutcherson
Office Manager

July 9th, 2003

By: Mike Bernardy
DRS Group of Florida, Inc.

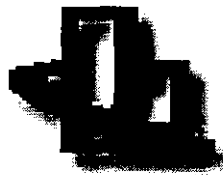


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SECTION A – Letter of Transmittal

DRS Group of Florida, Inc.

DRS Group is pleased to present to Lee County this proposal to provide high quality, cost effective services necessary to convert selected documents to electronic images.

DRS Group of Florida, Inc. has a wide range of imaging, microfilm, and data capture services available to our client base. Our facilities are designed to accommodate the needs of our clients by utilizing our staff and taking advantage of present day technology. We also have successfully completed numerous projects on client locations and we have several facilities management sites

The following individuals are authorized to represent DRS GROUP.

Mike Bernardy
Vice President

Cindy Wix
General Manager South Florida

Following review of this proposal, I am very confident our company can meet and/or exceed all of Lee County's' goals and expectations. We have been involved in many projects of similar size and scope and have added to our knowledge base with each experience. It is our hope that we will be able to develop a long-term relationship with Lee County, as we view ourselves as not just a vendor, but as a vital partner in the success of your business.

Sincerely,

Mike Bernardy
Vice President

Corporate Background

DRS has its corporate headquarters at 50 West 17th Street, New York, NY 10001. In addition, DRS maintains facilities in Charlotte North Carolina, Atlanta Georgia, Orlando Florida, and Miramar Florida for additional processing capabilities. DRS provide services and support to clients throughout the United States.

Documentary Reproduction Service, Ltd. was founded in 1964 with the basic goal of providing a less costly and more efficient means of document conversion. DRS is the oldest and one of the largest service bureaus in the metropolitan area with a complete line of services such as imaging, data capture, and micrographics.

Our experience and operational insight, which were achieved through the years, have helped our customers attain measurable results through increased productivity, lowered cost, and technological innovation.

To date, we have successfully completed more than 1,000 projects with a variety of systems and formats. Our success, which is measured by the satisfaction of our customers, has resulted in the continued growth of our reputation as a leader in document conversion to financial institutions, hospitals, and major corporations. We believe that the future will demand greater efficiency in current information systems as electronic technologies continue to grow.

DRS Group

Our staff of experienced personnel approach an application to be outsourced with seasoned knowledge and creativity. Clients rely on the DRS Group to provide solutions that will serve them both now and in the future.

We are committed to maintaining the positive client relationship, which we have worked hard to develop. We handle inquires promptly and accurately. We value our long-term relationships and seek to continually earn the confidence of those we serve. Our commitment to quality becomes immediately evident when working with our company.

With a commitment to excellence in staffing, product quality, customer service and market responsiveness the DRS Group will enjoy a steady growth in the years to come.

DRS Imaging

DRS Imaging Services was established to facilitate high volume document conversion. Our document conversion service utilizes high volume output equipment and our staff is trained in the methodologies of scanning and storing electronic media.

Our services can be performed onsite at your facility or at our location. We can deliver output of data in various formats that may be required by your imaging system. Our compatibility with a wide variety of imaging systems is accomplished through our strict adherence to industry standards.

DRS imaging services has the experience and technical knowledge of open-systems technology to support all major SQL databases including Oracle, Sybase, SQL Server and SQL base. Our professional staff can accommodate the requirements to interface with open-system architecture. We have knowledgeable developers that can support Application Programming Interfaces (API).

Automated Data Solutions

ADS is a complete data capture service, our facilities for both hardware and software are designed to accommodate the needs of our clients by utilizing our professional staff and taking advantage of present day technology. Our thirty seat, 10 Base-T network operates twenty-four hours, seven days a week. With backup servers in place we can feel comfortable that the data is secure and schedules can be obtained.

Our software can be tailored to our client's application and generated in any type of output media. We can format the data in Binary, ASCII and EBCDIC. We can create the output on magnetic media (tape 800, 1600, 6250 BPI) 3490 cartridges and 3.5 disks. We support all communication protocols, including on-line to the client's host via CICS.

All programming is custom written for the client's particular application, with built in editing features or supplied tables. This is in addition to the verification of specified fields.

Our client base of applications ranges from market research (surveys), prescription forms, financial records, and medical records, microfilm retrieval systems and full text.

ADS recognizes that each client has different needs, requirements, and methods, and works in conjunction with them to establish the trust and cooperation essential for the successful completion of the job.

Services

DRS offers numerous services pertaining to Document Conversion.

Imaging	<ul style="list-style-type: none">• Backfile Conversion• Kodak and Bell & Howell Scanner• On-Site Locations• Alchemy CDROM conversions• Information Management Research COLD Conversions• FileNet, KeyFile ,Wang conversions• Web Browser Technology
Micrographics	<ul style="list-style-type: none">• Facilities Management at Client Locations• Kodak Image Guard Processing• Backfile Conversion
Data Capture	<ul style="list-style-type: none">• 100 Seats• DSI Paperflow Capture• Twenty-four Hour Service• Indexing at Branch or Client Location• Powerscan Stageworks Software• Open Image 3.04 Eastman Software (Wang)

SECTION C – Scope of Work

DOCUMENT PREPARATION

- Documents will be picked up at the department level by a DRS bonded courier.
- As the boxes are received in the Miramar DRS facility, they will be logged and any discrepancies will be resolved.
- DRS Group staff will complete document preparation.

DOCUMENT IMAGING

For all boxes of documents the operators will:

- Review and verify scanner settings.
- Files will be scanned at 200 dpi.
- Plans will be scanned at 300 dpi.
- File structure will be single page Group IV tiff files.
- Scan all documents in same exact order received.
- After scanning and re-filing, boxes will be moved to staging area pending QC checks and storage.

DOCUMENT INDEXING

1. Project name
2. D.O. Number (Permit Number)
3. Strap Number (If Available)
4. Year (four digits)
5. Type Plans or files

DRS personnel will populate index fields directly from images. Numeric fields will be keyed and verified for highest possible accuracy.

QUALITY ASSURANCE

Proper quality control and quality assurance during any conversion of paper based information images will not occur in itself. The number of controllable and uncontrollable variables that occur during the conversion process range from human error, hardware/software/firmware, program errors, to imperfections in the record material. This requires that the quality assurance function be an exacting task, and that quality be a priority throughout every step in the process.

DRS will use its Quality Control System for the Lee County project. The major steps are as follows:

1. Production Requirements and Staffing.
2. Image Inspection.
3. Technical Inspection Index Data.
4. Rework.
5. Quality Surveillance.

Production Requirements and Staffing

Conversion quality control begins with production requirements and staffing. To impose unreasonably high production requirements on a conversion staff or attempt to accomplish a conversion with an inadequate number or operating and management personnel invites substandard quality. Reasonable production requirements and schedule must be established to allow time to perform work correctly, with staffing levels established accordingly. A dedicated Q. C. staff is in place and assigned the responsibility and authority to reject substandard work. Sufficient time will be available to perform the required inspections and re-inspections.

Image Inspection

After a document has been captured the resultant images reviewed by DRS Miramar quality control technicians, the image(s) are visually inspected for legibility, readability and operator or equipment error. Any discrepancies identified are recorded and rework personnel notified.

Technical Inspection of Index Data

Index data will pass through a rigorous technical inspection to insure that no data is neither missing nor misinterpreted from the original documents. The data entry system will verify (pragmatically) that appropriate fields have been entered by index operators.

Rework

All images/indices identified as not meeting accepted criteria will be tagged for rework. Rework personnel will query the DRS Production Management System each day to determine if there are images or indices requiring rework.

Errors will be tracked by type of error (human, equipment), date of error and operator that committed error. Reports will be generated and reviewed by management personnel to alert them to the types of errors being made and the individual or equipment responsible. Additional training for the individual and service for the equipment will keep the production and quality at optimum levels.

Quality Surveillance

Quality Control tasks such as technical inspection and image inspection are, by their nature, continuous activities. But there are other equally important quality control activities, some of which we also provide continuous surveillance.

Equipment is maintained at regular intervals: backups are performed daily so that index work is not lost. The frequency of surveillance of

quality assurance factors is monitored systematically because DRS knows the value of both quality control processes and quality control schedules.

Pricing

Image Generation Services

Scanning Small Format	\$.035	Per Image/Page
Scanning Large Format	\$ 1.20	Per Image/Page

Prepping Documents

Small Format	\$.05	Per Image/Page
Large Format (each CD contains a viewer with index)	\$.12	Per Image/Page

Indexing Services

Data Entry	\$.12	Per Title
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Pickup & Delivery	No Charge
Stat record service	No Charge
Record destruction	No charge

Electronic Document Management Software

DSI PaperVision Xpress Includes installation and training	\$ 600.00	Per seat
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SERVICES AGREEMENT

This Document Imaging Services Agreement ("Agreement"), entered into between **Lee County** and **DRS Group**, (Seller").

1. Term

The Agreement shall commence on 8/5/03 and shall extend for a period of 2 years. Lee County shall have the right to renew this Agreement for single one year periods after the two year time, unless otherwise terminated upon written notice prior to the end of the then existing term of the Agreement.

2. Services

Seller shall provide the items of services ("Services") set forth in the Proposal enclosed within this Agreement.

3. Price

Pricing will be guaranteed for a period of two years.

4. Invoicing

Seller shall submit to Lee County an itemized invoice detailing the price per Service and the Services rendered by Seller. The invoice shall be addressed to:

Lee County
1500 Monroe Street
Fort Myers, Florida 33901

5. Trademarks

Seller acknowledges that Lee County is the exclusive owner of all of Lee County' trade names, trademarks, service marks, copyrights, logos, corporate names, and intellectual property (collectively, "Intellectual Property"), and Seller agrees not to contest Lee County' ownership of the Intellectual Property at any time or in any manner. Seller shall not use the Intellectual Property in any manner or at any time without prior written approval from Lee County.

6. Choice of Law

This agreement shall be governed by, construed, interpreted and enforced in Accordance with the laws of the State of Florida and both parties shall submit to the jurisdiction of the courts in the State of Florida.

7. Confidentiality

The provisions of this Agreement are confidential as between Seller and Lee County and neither shall voluntarily disclose to any other party any other party any such provision without prior written authorization of the other party. The Documents, microfilm/CDs, and indexes, and all of their contents, are confidential and the proprietary property of Lee County, and Seller will take all necessary steps to ensure that Seller's employees, officers, directors, agents and subcontractors will not disclose their contents to any other party without Lee County' prior written authorization. Seller will take all steps necessary to ensure limited and secured access to the documents while in the possession of Seller.

The signatures below are authorized representatives of the parties and indicate the approval of Lee County and Seller to the Provisions of this Agreement.

DRS Group of Florida, Inc.

Lee County

By: _____

By: _____

Name: Mike Bernardy

Name: Ray Judah

Title: Vice President

Title: Chairman, Lee County BOCC

Date: _____

Date: _____

The Proposed Conversion Plan and Specifications as prepared by DRS Group for this quotation are intended for the sole and exclusive use by DRS Group and Lee County. The review and approval of this project as such are not to be disclosed to other parties without the consent of DRS Group.

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03 APR 17 PM 2:18

MEMORANDUM

FROM
THE DEPARTMENT OF
COMMUNITY DEVELOPMENT

DATE: April 14, 2003

TO: Janet Sheehan
Purchasing

FROM: Mary Gibbs
Mary Gibbs, Director

RE: **W#000376, Micrographic Services**

Please accept this formal request to prepare a Bluesheet on behalf of Community Development to increase W#000376 for Micrographic Services. This waiver, approved May 4, 2000, is with ACS Image Solutions (formerly known as Dataplex Corporation).

While some of the internal records-storage procedures are in the process of being streamlined by the use of our document imaging system, records for Development Order files and plans need to continue to be microfilmed for retention purposes along with continued access and use by the public.

FY02 expenses totaled \$41,000. Current FY03 expenses stand at \$31,654 halfway through the year. We are just now beginning to microfilm records for commercial building plans.

Based on anticipated expenses exceeding \$50,000 we are requesting a Bluesheet be prepared to increase the waiver amount from \$50,000 to \$75,000.

We would like this Waiver to continue to be open ended, until such time that document imaging is fully functional and available to the public, risk-free to the County's computer network.

Thank you and please contact Peter Cloutier at 479-8512 if you have any questions.

Attachment: Original Waiver

cc: Peter Cloutier, Fiscal, Fiscal Manager
Karen Hutcherson, DCD Administration, Office Manager