

## **TAB 8**

### **Protocol for Future Document Scanning of Association Records**

#### **Issue:**

Association paper records through 2017 have been scanned and converted into digitized format. No protocol was established for future record keeping. Paper files have again been accumulating.

#### **Background:**

In 2017 the Board obtained proposals and estimates from multiple vendors to convert association records to a digitized format. The Techcomm committee reviewed the proposals and chose vendor DocuServe located in Georgia. The Board approved the vendor. Paper records were boxed and transported to vendor where they were digitized according to the RFP's scope of work. Scanned images were uploaded to Office 365 (SharePoint Online) and to USB drives provided to the General Manager. All paper records were destroyed after verification that the scanning project was successful.

No protocol was established for future scanning of paper records which have been accumulating in file cabinets since the latter part of 2018.

#### **Recommendation:**

Every three years paper records shall be boxed and transported to a vendor approved by the Board to be digitized using the Quality, Production, and Pricing Requirements listed in the original Request for Proposal (See Attachment). The next digitizing time period would be 2022 so that a price can be determined and put in the budget for that year.

#### **Motion:**

Approve the above recommendation for digitization of association paper records.

Pat Majewski, Director

September 13, 2020

# Request for Proposals

## Document Scanning

### Purpose

Lake Holiday Country Club Inc. (LHCC) is interested in obtaining proposals from qualified vendors to convert association records to a digitized format.

### Background

Lake Holiday Country Club is a gated community encompassing approximately 1900 acres located 15 miles northwest of Winchester, Virginia. The Lake Holiday Property Owners Association has been existence for over 40 years. During that time, the association has accumulated a large volume of records in paper format. These records are stored on-site in one or more facilities at Lake Holliday. The association is interested in converting the existing large volume of paper records into a more accessible digital format.

### Scope of Work

#### Offsite Scanning

The selected Vendor will provide an estimated cost for performing all scanning at their facility. The Vendor will provide details on how they will pick-up, transport and handle all records, or provide specific desired shipping instructions. The Vendor will also provide details on the facility where records will be stored and the security features in place to protect the records and the confidential information within the records. The Vendor will also provide details on how the records will be securely destroyed only after receiving approval and verification that the scanning project is successful.

#### Quality, Production, and Pricing Requirements.

For the following requirements will be taken into consideration to perform the scanning.

- The Vendor shall perform all “Document Preparation” as necessary to scan all files, which includes removing all staples and paperclips, straighten all folded paper and otherwise make the documents ready for processing.
- Scanned images shall be stored in an agreed-upon format and stored in 2 locations:
  - o Primary storage location: files will be uploaded to Microsoft Office 365 (SharePoint Online)

- o Secondary storage location: files will be placed on a DVD or other appropriate approved read-only media for delivery. This media will be provided only after all scanning is completed as a 'permanent archive'.
- Each scanned image shall have a unique file name. This file naming convention will be agreed upon after an initial analysis and prior to scanning.
- Each scanned file shall have a unique set of metadata attached to it capturing, for example: Property location, owner name, contract type, vendor name, etc. The vendor is expected to work with our staff to recommend a metadata structure and hierarchy (Year, Type of Document, etc.).
  - o The Vendor is expected to provide specific guidance with recommendations for all required and optional SharePoint Online metadata columns.
  - o The Vendor is expected to upload and set all metadata columns for each scanned document appropriately within SharePoint Online. NOTE: we realize that the 'offline storage' (DVD/drive storage) will only contain file names and will not have metadata columns.
- Documents shall be rotated to provide maximum readability, i.e. letters shall be in proper orientation when document is displayed without rotation.
- Vendor shall use 300 dpi or higher.
- The Vendor shall not scan blank documents.
- The Vendor shall scan all documents in either black and white or gray scale.
- Vendor shall perform a consistency check on 20% of the images. This includes image clarity, orientation, and accuracy.
- Vendor shall be responsible for their own equipment, and must calibrate and maintain systems and ensure that scanning system is free from dust and other particles; maintain calibration through each shift; use appropriate technical targets and procedures as defined by manufacturer.
- The vendor is responsible for reporting and discussing any problem images that cannot be captured to meet benchmark specifications.

### **Specifications and Types of Records.**

- More than 95% of the records being scanned will be letter and legal size pages.
- There are several large document images that need scanned. The large documents are primarily architectural planning documents.

Each file is clearly labeled within ‘bank boxes’, folders, files, and papers clips. There is a small likelihood that there will be irregular sized documents such as envelopes, post-it notes, etc. found within the files. Those are expected to be scanned as well.

Estimated Quantity of Records. There will be approximately XXXX Boxes of records that need to be scanned.

### **Proposal Preparation Requirements**

The offeror shall provide a summary of previous experience in conducting studies and analyses similar to those specified in this statement of work and a list of references knowledgeable about offeror’s prior experience.

Offeror’s proposal shall include a detailed schedule for accomplishing all tasks specified in the statement of work.

Proposals are due at the following address not later than 5:00 pm on TBD, 2017.

Lake Holiday Country Club, Inc  
231 Redland Road  
Cross Junction, VA 22625

An electronic copy may be provided to [construction@lakeholidaycc.org](mailto:construction@lakeholidaycc.org).

### **SIGNED PROPOSAL CONSIDERED AN OFFER:**

Receipt of a signed proposal shall be considered an offer on the part of the Offeror. The terms, conditions and specifications of this proposal will become part of the contract, if the proposal shall be deemed approved and accepted by the Lake Holliday Homeowners Association Board. The Offeror to whom this project is awarded shall execute a written contract with the Lake Holiday Homeowners Association, to perform the work as outlined in these specifications and in accordance with all the conditions as described in this RFP.

### **Proposal Evaluation Factors**

#### **AWARD OF BID:**

The Lake Holliday HOA Board, at its sole discretion, following an objective evaluation, intends to award this contract to the most responsible, responsive Offeror. Price will be a consideration but will not be the determining factor in our selection. The award of this contract will be based and granted on “**BEST VALUE.**” “**BEST VALUE**” will allow the HOA Board to consider factors beyond pricing such as whether the responsible Offeror is able to meet and/or exceed the required specifications. “**BEST VALUE**” will permit and reflect prudent stewardship of HOA non-profit funds and trust. Award of the contract to one Offeror does not mean that the other proposals lacked merit. Award of the contract signifies that after all factors have been considered, the selected proposal was deemed most advantageous to the Lake Holiday Homeowners Association.

Factors to be considered in the “Best Value” determination include:

- Offeror's technical approach
- Schedule
- Prior experience
- Cost

LHCC reserves the right to reject all proposals if none satisfies the evaluation criteria.