



Robert P. Astorino
County Executive

Department of Social Services

Kevin M. McGuire
Commissioner

48275

Date: August 26, 2015

To: Board of Acquisition and Contract

From: Kevin M. McGuire
Commissioner of Social Services

John B. McCaffrey
Chief Information Officer
Department of Information Technology

Re: Authority to enter into an agreement with Arc of Westchester, Westchester County Chapter, NYSARC, Inc. on behalf of its eDocNY program for the provision of document management services for the period from September 16, 2015 to September 15, 2018, with the County having the sole option to renew the agreement for two (2) additional one (1) year renewal periods, for a total amount not to exceed \$3,600,000, payable pursuant to an approved budget and subject to appropriation.

Authority is hereby requested for the County of Westchester, acting by and through its Department of Social Services, to enter into an agreement with Arc of Westchester, Westchester County Chapter, NYSARC, Inc. on behalf of its eDocNY program for the provision of document management services including scanning, indexing, storage, destruction, mailroom services and self-scan customer kiosks for the period from September 16, 2015 to September 15, 2018, with the County having the sole option to renew the agreement for two (2) additional one (1) year renewal periods upon the same terms and conditions. The agreement is for an amount not to exceed \$3,600,000 to be paid pursuant to an approved budget and subject to appropriation.

The County issued a Request for Proposals for the provision of scanning & indexing services on July 24, 2015. Six (6) firms submitted proposals. In accordance with the County's Procurement Policy and the RFP, the proposals were ranked based upon the evaluation criteria set forth in the RFP and Arc of Westchester, Westchester County Chapter, NYSARC, Inc. on behalf of its

eDocNY program was ranked first. Attached hereto is a copy of the Summary Comparison Chart ranking the proposers. In reviewing all of the proposals, it was exceedingly clear that eDocNY, the Department's existing scanning & indexing provider through NYSID, was the most qualified proposer.

The eDocNY program of Arc of Westchester, NYSARC, Inc. is a Westchester based social enterprise with a long history providing document management services to both corporate and government clients. Since December 2011, eDocNY has reliably served the Westchester Department of Social Services as the primary document management vendor for the scanning and indexing of SNAP, Medicaid, Temporary Assistance, HEAP and Child Care subsidies records. eDocNY is responsible for picking up boxes of processed records daily from DSS locations, scanning all the paperwork, indexing each document according to case type and document type for both the county's and state's document repository system, storing and ultimately shredding the original source paper. In 2014, eDocNY picked up 1,500 boxes, scanned nearly 3,000,000 pages and indexed over 740,000 documents. During this period, eDocNY worked closely with the Westchester Department of Information Technology to successfully establish electronic image migration to both local and state systems.

While not the lowest cost proposer, eDocNY provides experienced staff to identify the various state and local documents and corresponding index categories. In comparison to other proposals, Arc of Westchester submitted the most comprehensive project plan to continue the current scanning & indexing workload and to add two new planned initiatives to increase the Department's ability to capture documentation quickly and reliably through mailroom services for SNAP Recertifications and to create a self-service customer kiosk.

This contract is in the public's best interest by providing a smooth transition essential to the integrity of operations while reducing costs in DSS. DSS will track the agreement's progress by performing quality control for indexed documents to ensure legibility and correct categorization.

I recommend approval of the attached proposed resolution.

KMM/cph

RESOLUTION

Upon a communication from the Commissioner of Social Services and the Chief Information Officer, Department of Information Technology, be it hereby

RESOLVED, that the County of Westchester (the "County"), acting by and through its Department of Social Services, ("DSS"), is hereby authorized to enter into an agreement (the "Agreement") with Arc of Westchester, Westchester County Chapter, NYSARC, Inc. on behalf of eDocNY program for the provision of document management services; and be it further

RESOLVED, that the Agreement shall be for a term of three (3) years commencing on September 16, 2015 and continuing through September 15, 2018, with the County having the sole option to renew the agreement for two (2) additional one (1) year periods upon the same terms and conditions; and be it further

RESOLVED, that for the services rendered pursuant to the Agreement, Arc of Westchester shall be compensated in an amount not to exceed \$3,600,000 for the initial three (3) year term, payable pursuant to an approved budget; and be it further

RESOLVED, that this Agreement is subject to appropriations; and be it further

RESOLVED, that this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the County shall retain

the right to either terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the Contractor, then the Contractor shall have the right to terminate this Agreement upon reasonable prior written notice; and be it further

RESOLVED, that the County Executive, or his duly authorized designee, is hereby authorized to execute such documents and take such actions as may be necessary and appropriate to effectuate the purposes hereof.

Account to be Charged/Credited

Year	Fund	Dept	Major Program, Program & Phase Or Unit	Object/ Sub-Object	Trust Account	Dollars
2015	101	22	0010	4420	-----	\$350,000
2016	101	22	0010	4420	-----	\$1,200,000
2017	101	22	0010	4420	-----	\$1,200,000
2018	101	22	0010	4420	-----	\$850,000

Budget Funding Year(s): 2015-18 Start Date 09/16/2015 End Date: 09/15/2018
 (must match resolution)

Funding Source Tax Dollars: 35%

State Aid: 24%

\$ 3,600,000 Federal Aid: 41%

(must match resolution)

Other:

APPROVED BOARD OF ACQUISITION & CONTRACT - 09/10/2015 - JUAN COCCIAPI, SECRETARY

SCHEDULE "A"

SUMMARY COMPARISON CHART

QUALIFICATIONS & EXPERIENCE	SCORE
BP DOC Solutions, Inc.	6.3
Digiscribe	20.3
eDocNY	21.4
Filebank, Inc.	11.1
Smooth Solutions	21.3
SourceHOV, Inc.	17.0
REFERENCES	SCORE
BP DOC Solutions, Inc.	4.6
Digiscribe	7.9
eDocNY	9.9
Filebank, Inc.	4.8
Smooth Solutions	9.5
SourceHOV, Inc.	6.6
PROJECT DESCRIPTION	SCORE
BP DOC Solutions, Inc.	12.1
Digiscribe	31.8
eDocNY	36.3
Filebank, Inc.	26.4
Smooth Solutions	32.4
SourceHOV, Inc.	32.5
PRICE PROPOSAL	SCORE
BP DOC Solutions, Inc.	9.3
Digiscribe	15.0
eDocNY	12.9
Filebank, Inc.	11.1
Smooth Solutions	11.6
SourceHOV, Inc.	14.8

In compiling raw scores of the four areas set forth above, eDocNY ranked first (80.4), Digiscribe second (74.9), Smooth Solutions third (74.8), SourceHOV fourth (70.8), Filebank, Inc. (52.3) and BP Doc Solutions, Inc. sixth (32.3)