

George Latimer
County Executive

Department of Social Services

Kevin M. McGuire
Commissioner

64319

Date: July 20, 2018

To: Board of Acquisition and Contract

From: Kevin M. McGuire
Commissioner of Social Services

Marguerite Bernie
Chief Information Officer, Department of Information Technology

Re: Authority for the County of Westchester to exercise an option to renew an Agreement with Arc of Westchester, Westchester County Chapter, NYSARC, Inc. on behalf of its eDocNY program, for provision of document management services for the County's Department of Social Services, including scanning, indexing, storage, destruction and mailroom services, for the period from September 16, 2018 through September 15, 2019 for an amount not-to-exceed \$850,000.00, payable at approved rates.

On September 10, 2015, your Honorable Board approved a resolution authorizing the County of Westchester (the "County"), acting by and through its Department of Social Services ("DSS"), to enter an agreement with Arc of Westchester, Westchester County Chapter, NYSARC, Inc. on behalf of its eDocNY program ("Arc of Westchester"), 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, payable at approved rates, not-to-exceed the total aggregate sum of \$3,600,000.00 (the "Initial Term"), with the County having the sole option to renew the agreement for up to two (2) additional one (1) year renewal terms under the same terms and conditions and payable at the same rates as the Initial Term (the "Agreement"). The Agreement was subsequently executed.

Thereafter, by resolution approved on March 16, 2017, your Honorable Board authorized the County, acting by and through DSS, to approve Digiscribe International, LLC ("Digiscribe") and Performance Connectivity, Inc. ("PCI") to serve as subcontractors to perform portions of the work under the Agreement (the "First Amendment"). Specifically, Digiscribe was retained by Arc to perform scanning and indexing services and PCI was retained to provide software and technical support in connection with the development and implementation of the self-scan customer kiosks. The First Amendment was subsequently executed.

Thereafter, by resolution approved on May 10, 2018, your Honorable Board authorized the County, acting by and through DSS, to approve Shred-it USA ("Shred-it") to serve as an additional subcontractor to perform portions of the work under the Agreement (the "Second Amendment"). Specifically, Shred-it was retained by Arc to pick up boxes already indexed by Digiscribe and shred the documents contained therein. The Second Amendment was subsequently executed.

The County now desires to exercise the first of its two (2) renewal options under the Agreement. Accordingly, authority is respectfully requested for the County to renew its Agreement with Arc of Westchester for the provision of document management services for the County's Department of Social Services, including scanning, indexing, storage, destruction and mailroom services, by renewing the Agreement for the period from September 16, 2018 through September 15, 2019 (the "First Option Term"). In consideration for services to be rendered during the First Option Term, the County shall continue to pay Arc of Westchester at the same rates as authorized under the Initial Term, for an amount not-to-exceed \$850,000.00.

It should be noted that due to personnel changes and a dispute with one of its subcontractors, Arc of Westchester was unable to fulfill its obligations to the County with respect to the development and implementation of the self-scan customer kiosks during the Initial Term. Consequently, no payments were ever made by the County to Arc of Westchester for these services. As such, this deliverable will not be included as part of the scope of services during the First Option Term. In addition, the services of one of the subcontractors, PCI, which was retained by Arc to provide software and technical support in connection with the development and implementation of the self-scan customer kiosks, will no longer be needed. However, during the First Option Term, Arc of Westchester will continue to subcontract with Digiscribe to perform scanning mailroom and indexing services and with Shred-it for document destruction.

Except as otherwise specifically amended hereby, all remaining terms and conditions of the Agreement, as previously amended, shall remain in full force and effect upon the parties.

DSS has complied with the County Procurement Policy. On July 24, 2015, the County issued a Request for Proposals for the provision of scanning & indexing services. Six (6) firms submitted proposals in response to the RFP. 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 on behalf of its eDocNY program, was ranked first and deemed the most qualified proposer.

In addition, in accordance with the applicable Federal regulations, DSS performed a cost analysis of the costs for the County to perform scanning and indexing services under the First Option Term. After analyzing current marketplace costs for such services, including obtaining price quotes from different vendors, DSS concluded that the costs to be paid by the County during the First Option Term are reasonable and it is therefore, economically prudent to exercise the County's option under the Agreement with Arc of Westchester.

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.

A Resolution to accomplish the foregoing is attached.

KMM/CPH/jpg
Attachment

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, acting by and through its Department of Social Services, is hereby authorized to exercise the first of its two (2) renewal options under its agreement with Arc of Westchester, Westchester County Chapter, NYSARC, Inc., on behalf of its eDocNY program (“Arc of Westchester”), for provision of document management services for the County’s Department of Social Services, including scanning, indexing, storage, destruction and mailroom services (the “Agreement”), by renewing the Agreement for the period from September 16, 2018 through September 15, 2019 (the “First Option Term”); and be it further

RESOLVED, that development and implementation services in connection with the self-scan customer kiosks, shall not be included as part of the scope of services during the First Option Term; and be it further

RESOLVED, that in consideration for services to be rendered during the First Option Term, the County shall continue to pay Arc of Westchester at the same rates as authorized under the initial term of the Agreement, for an amount not-to-exceed \$850,000.00; and be it further

RESOLVED, that during the First Option Term, Arc of Westchester shall only be authorized to subcontract with the following subcontractors for the stated purposes: Digiscribe International, LLC, 150 Clearbrook Rd #125, Elmsford, N.Y. 10523 (scanning and indexing); and Shred-it USA, 7734 S 133rd Street, Omaha NE 68138 (document shredding); and be it further

RESOLVED, that except as specifically amended hereby, all remaining terms and conditions of the Agreement shall remain in full force and effect upon the parties; 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
2018	101	22	0010	4420	-----	\$247,900
2019	101	22	0010	4420	-----	\$602,100

Budget Funding Year(s): 2018-19 Start Date: 09/16/2018 End Date: 09/15/2019
 (must match resolution)

Funding Source Tax Dollars: 45%
 State Aid: 22%
\$850,000 Federal Aid: 33%
 (must match resolution) Other: