

COLUMBIANA COUNTY DEPARTMENT OF JOB & FAMILY SERVICES
DOCUMENT BACK-FILE IMAGING SERVICES SPECIFICATIONS &
DESTRUCTION OF IMAGED RECORDS

Bids are being accepted to provide document imaging services to the Columbiana County Department of Job & Family Services (CCDJFS). Bidder herein known as Service Provider should list how they adhere to the following criteria in each bid:

- Service Provider shall be willing and able to convert paper records, on stored Children Services records, to electronic images.
- Service Provider shall provide record management system for easy retrieval of imaged records, including indexing and burning images on CD's.
- Service provider must file format and index files so that it is compatible with the JFS Document Imaging system which is an SQL relational database system provided by the Butler County JFS. The system is known as the Butler County Imaging System. Finished document should be formatted as a multi-page, black and white TIFF file.
- Service Provider will accept items for imaging on an "as is" basis which means that items could be in manila folders, in envelopes, has staples, paper clips or rubber bands.
- Service Provider shall be willing to allow the CCDJFS to inspect their document imaging process at any time deemed necessary.
- Service Provider shall provide written protocol to assure data protection for all records that are waiting to be imaged or have been imaged and are awaiting destruction. All records will be protected and confidentiality standards will be met and adhered to. Many records are court sealed records so verification of the "high level" of security of these records during imaging process, will be needed. Protocol shall include protection of records in transit, data security process, length of time county files will be retained on the vendor's servers or back-up servers, current firewall hardware, software and /or firmware, disaster recovery plan; daily backing up and archiving data and details on how the county will be notified if any of the County's information is stolen, compromised or suspected to have been compromised.
- Service Provider shall provide the CCDJFS with a plan for destruction of records after each record is electronically imaged. Such plan shall include the method of destruction, the time frame for destruction and the certification to CCDJFS of the destruction. CCDJFS would like notification of the destruction date of records so they may possibly witness the destruction of the records when applicable. Provider shall explain how that notification and observation of destruction can occur.
- Service Provider shall provide details about the cost of picking up the records, of storing the records until imaged, of imaging the records and for destruction of the paper record after imaged.

- Service provider shall provide a proposed time line for completion of the imaging and destruction of all back files designated by CCDJFS.
- Service provider will provide payment information options if they are available.
- Service provider will provide detail information on the security checks on their employees who do the actual imaging of the documents and the safeguards in place on the confidential information that they will be available to them. Service provider should identify the proposed project team including the Project Manager. A summary of relevant professional qualifications, relevant project experience and the results of their background checks are required. Substitutions of other personnel may not be made at a later date without prior written approval of Columbiana County DJFS.