



**OFFICE OF COUNCIL SERVICES  
COUNTY OF MAUI**

**RELEASE DATE: 5/3/2024**

**REQUEST FOR PROPOSALS  
RFP No. 24-005OCS**

**SEALED PROPOSALS  
FOR**

**DIGITAL IMAGING SERVICES**

WILL BE RECEIVED UP TO  
2:00 PM HST ON June 4, 2024

IN THE OFFICE OF COUNCIL SERVICES, 200 SOUTH HIGH STREET, ROOM 703, WAILUKU, HAWAII 96793. SEND QUESTIONS RELATING TO THIS SOLICITATION TO TAMMY FRIAS, OFFICE OF COUNCIL SERVICES, AT COUNTY.COUNCIL@MAUICOUNTY.US.

A handwritten signature in cursive script, appearing to read "Alice L. Lee".

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Alice L. Lee  
Chief Procurement Officer

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## 1) INTRODUCTION

On behalf of the Maui County Council, the Office of Council Services (“OCS”) seeks to engage the services of a qualified Contractor for Digital Imaging Services. The purpose of the Request for Proposals (“RFP”) is to solicit sealed proposals to establish a contract through competitive procurement for the services described in these specifications. These specifications provide information concerning the objectives, scope, general methodology, conduct of the services, and instructions for submitting a proposal. All provisions of these specifications and instructions are part of the contract executed by the Contractor selected and the Chief Procurement Officer (“CPO”), unless otherwise expressly provided in the contract. The CPO may delegate the CPO's authority under the contract to the extent permitted by law.

**Since time is of the essence, once the highest-ranked proposal is determined, OCS will verify with the Hawaii Compliance Express (“HCE”) online system to determine whether the Contractor is compliant with State-required certificates. Pursuant to Hawaii Revised Statutes (“HRS”) Section 103D-310(c), upon award of the contract, the Contractor must be registered with HCE to demonstrate compliance with applicable State laws. There can be significant delays in attaining HCE compliance. Offerors should verify HCE compliance as soon as possible. DO NOT WAIT UNTIL AWARD OF THE CONTRACT.**

## 2) CANCELLATION

This RFP may be canceled and any or all proposals rejected in whole or in part, without liability to the County, when it is in the best interest of the County.

## 3) TERMS

Definitions. Unless the context requires otherwise, terms used in this document have the following definitions:

“Contractor” means the Offeror who has been awarded the contract.

“Council” means the Maui County Council.

“Chief Procurement Officer” or “CPO” means the Chair of the Maui County Council, or the Chair’s designated representative.

“County” means the County of Maui.

“Department” means the County’s Office of Council Services.

“Offeror” means any individual, partnership, firm, corporation, joint venture, or representative (or agent) responding to the RFP.

“OCS” means the County’s Office of Council Services.

#### **4) RFP SCHEDULE AND SIGNIFICANT DATES**

The schedule represents OCS’ best estimate of the schedule that will be followed. All times indicated are Hawaii Standard Time (“HST”). If a component of this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Any change to the RFP Schedule and Significant Dates will be reflected in and issued in an addendum. The approximate schedule is as follows, and dates are subject to change:

Release of Request for Proposals	May 3, 2024
Due Date to Submit Questions	May 14, 2024
OCS’s Response to Questions	May 20, 2024
Proposals Due Date and Time	2:00 PM, June 4, 2024
Proposal Evaluation	As soon as practical
Notice of Award By	June 7, 2024
Contract Start Date By	June 30, 2024
Work Plan Due	July 15, 2024
Final Report Due Date	December 1, 2024
Completion of Contract By	December 31, 2024

#### **5) OVERVIEW**

Digital imaging and indexing of hard copy committee legislative documents for copying and uploading to OCS’ system (SharePoint).

#### **6) BACKGROUND**

- a) OCS is an agency of the legislative branch of Maui County government. OCS is the repository of committee legislative documents.

- b) OCS is located on the seventh floor of the Kalana O Maui building, 200 South High Street, Room 703, Wailuku, Hawaii. Past committee legislative documents are currently stored off-site at Access Records Management Services (“Access”) at 821 Eha Street, Wailuku, Maui.
- c) The digital imaging project consists of the following committee legislative documents:
  - i) Committee document files: Approximately 709 Banker Boxes and Access Boxes (1.2 cu ft/box = 36 cubic feet) with an estimated average of 2,500 image pages per box. Documents are either one-sided or two-sided and black and white and/or color. Documents typically consist of 8 ½” x 11” or 8 ½” x 14” pages or larger.
  - ii) Different size documents may be contained in the boxes to be digitized, including large scale building or architectural type plans.
  - iii) Other forms of electronic media such as compact disc (“CD”) or floppy disks will also need to be digitized to specifications.

## **7) SPECIFICATIONS**

- a) The digital imaging of committee legislative documents will be handled offsite. Hard copy documents will need to be retrieved from Access.
- b) OCS will coordinate retrieving documents from Access for the Contractor.
- c) The Contractor is responsible for the transport of the documents to be imaged, which include the pickup, delivery to and return from OCS.
- d) The Contractor must image and index documents in folders to digital media or store it on the Contractor’s records system (Secure File Transfer Protocol) in order to load onto the equipment at OCS (SharePoint). Indexing the documents involves:
  1. Creating a main folder and subfolders, by year, box barcode number, and name of committee(s) identified in each box. Brief lists outlining documents contained in each box and barcode number will be provided by OCS.

2. Imaging the files and saving each document as a separate PDF within the aforementioned folders.
  3. Generally naming each file so as to differentiate from other files within that folder (sequential numbering, etc. may be used as OCS will follow up and correctly name each file post-digitizing).
  4. Metadata file format will be determined.
- e) Work must be done utilizing equipment that is able to image documents without causing damage or undue stress to the documents and be able to scan at a required minimum of 300 dots per inch for black and white text, and a required minimum of 600 dots per inch for maps, other images, and colored text. Software used to navigate the folder structure and view the digital scanned images must be non-proprietary and must provide a means to find and read images on the standard drives found on OCS' equipment. Proposals submitted must indicate the equipment proposed to be used in the imaging project.
- f) Imaging of files may be done in black and white or grayscale for all black and white text documents, but all files containing images, maps, or other items containing color must be imaged in color at a minimum of 16 bits per pixel. Some of the older documents may be contained upon paper that varies in color. The selected Contractor need not scan these papers in color, unless there are text, images, maps, or other items containing color upon those papers.
- g) Imaged media must meet the American National Standards Institute and the Association for Information and Image Management standards for archival grade quality. The digital media provided must be brand named and lifetime guaranteed.
- h) Images must be retrievable directly from the digital media without special software and must be capable of uploading into OCS' system. File folders must contain no more than 2,000 files. Each file saved must be under 200 MB per file. The Contractor must ensure each document is scanned as one file, and that each file is under 200 MB, utilizing compressing tools, partially scanning in color and black and white, or various other means to achieve this. A single document must not be split into multiple files unless approved prior by OCS.
- i) OCS requests that imaging of all documents be completed by 4:30 p.m. on December 31, 2024. This deadline may be extended if approved by OCS. The Contractor must agree to

correct any errors in imaging that OCS may find, free of charge to OCS, for a period of up to one year after the completion of the imaging.

- j) Digitizing of files must include one (1) Portable Document Format (PDF) Image File. To the extent possible based on the condition and format of the documents to be imaged, PDF files must be searchable.
- k) The vast majority of the records to be imaged contain bindings (paper clips, staples, iron binding clamps, etc.) that will need to be removed before imaging the documents. In most cases, the bindings will not need to be replaced by the selected Contractor; however, clear, and distinct separation between documents must be maintained (either through bindings, distinct color-coded separator sheets, folders, etc.) so that document separation is obvious. Documents must be placed back in their respective box in the same order as they were retrieved.
- l) The Contractor must provide a certification to OCS, certifying that the digital images provided are complete and accurate copies of the originals imaged.
- m) An OCS representative will witness the performance of any part of the services by the Contractor at the designated work site.
- n) The Contractor must perform all services to the sole satisfaction of OCS as specified herein. The Contractor must understand that an agency representative may, at any time throughout the contract, accompany the Contractor during the collection, transport, digitizing, and disposal or recycling of materials. The Contractor must not restrict in any way or limit OCS rights or ability to oversee the work being performed by the Contractor.
- o) After OCS has accepted and approved scanned services, the Contractor will recycle boxes and contents as much as possible and dispose any materials not recyclable. This may be done in batches.

## **8) BUDGET LIMITATIONS AND PAYMENT SCHEDULE**

- a) The total sum to be allocated for this procurement is limited to the extent of funds appropriated for this purpose and the continued availability of such funds during the course of the project.

- b) The County processes payments based on written invoices. Payments will be made in increments subject to acceptance of progress reports or delivered services, as set forth in the proposal. With each itemized invoice, the Contractor will submit a signed statement of actual costs incurred and the type of work performed.
- c) The final payment to the Contractor will be made after the Contractor has delivered the final report to Supervising Committee Secretary, Tammy Frias at county.council@mauicounty.us.

## **9) PROPOSAL**

- a) Offeror's Authority to Submit an Offer. OCS will not participate in determinations regarding an Offeror's authority to sell a product or service. If there is a question or doubt regarding an Offeror's right or ability to obtain and sell a product or service, the Offeror must resolve that question prior to submitting an offer.
- b) Required Review.
  - i) Before submitting a proposal, each Offeror must thoroughly and carefully examine this RFP and any attachment, addendum, and other relevant document to ensure the Offeror understands the requirements of the RFP. The Offeror must also become familiar with County, State, and Federal laws, statutes, ordinances, rules, and regulations that may in any manner affect cost, progress, or performance of the work required.
  - ii) Should the Offeror find defects and questionable or objectionable items in the RFP, the Offeror must notify OCS in writing prior to the deadline for written questions as stated in the RFP Schedule and Significant Dates. This will allow the issuance of any necessary corrections or amendments to the RFP by addendum and mitigate reliance of a defective solicitation and exposure of proposals upon which award could not be made.
- c) Proposal Preparation Costs. Any and all costs incurred by the Offeror in preparing or submitting a proposal are the Offeror's sole responsibility whether or not any award results from this RFP. OCS will not reimburse such costs.
- d) Tax Liability.



- i) Work to be performed under this solicitation is a business activity taxable under Chapter 237, HRS, and if applicable, taxable under Chapter 238, HRS. The Offeror is advised that they are liable for the applicable Hawaii General Excise Tax (“GET”). If, however, an Offeror is a person exempt by the HRS from paying the GET and therefore, not liable for the taxes on this solicitation, the Offeror must state its tax-exempt status and cite the HRS chapter or section allowing the exemption.
  - ii) The Offeror must submit its current Federal Tax ID and Hawaii GET license numbers in the space provided on the Offer Form, OF-1, thereby attesting that the Offeror is doing business in the State and that the Offeror will pay such taxes on all sales made to the State.
- e) Property of the County. All proposals become the property of the County upon submission to the CPO.
- f) Proposal Forms. To be considered responsive, the Offeror’s proposal must respond to and include all items specified in this RFP and any subsequent addendum. Any proposal offering any other set of terms and conditions that conflict with the terms and conditions provided in the RFP or in any subsequent addendum may be rejected without further consideration.
- i) Offer Form, OF-1. Offer Form, OF-1, is required to be completed using the Offeror’s exact legal name as registered with the State of Hawaii, Department of Commerce and Consumer Affairs, if applicable, in the appropriate space on the Offer Form, OF-1 (Exhibit “A”). Failure to do so may delay proper execution of the Contract.
- The Offeror’s authorized signature on the Offer Form, OF-1, must be an original signature in ink, which is required before an award, if any, can be made. The submission of the proposal must indicate the Offeror’s intent to be bound.
- ii) Offer Form, OF-2. Pricing must be submitted on the Offer Form, OF-2 (Exhibit “B”). The price must be the all-inclusive cost, including the GET, to the Council. No other costs will be honored. Any unit prices must be inclusive.
- g) Proposal Content. In preparing the proposal, the Offeror must fully describe the following:

- i) Methodology. Describe the approach, method, and procedure the Offeror intends to use, in implementing the contract. In addition, if the Offeror intends to hire outside consultants, the Offeror must identify who they are and how they will be used. Finally, the Offeror must explain how their methodology conforms to the objectives and scope in this RFP.
- ii) Description of the Offeror.
  - 1) General. Describe the Offeror, including the nature of services and how the Offeror is organized to perform the services.
  - 2) Qualifications. Describe the experience of the Offeror, as well as key personnel that will be assigned to the contract.
  - 3) Previous Work. Indicate work relating to the State of Hawaii and the counties of Hawaii done within the last three years.
  - 4) Independence. The Offeror must provide an affirmative statement that it is independent of the County. The Offeror must disclose any potential conflict of interest that may affect the performance of the contract. Examples of potential conflicts include having close ties to Department employees and having conducted previous studies on behalf of OCS. If there is a potential conflict of interest, the Offeror must indicate how it can be minimized to safeguard the independence of the contract work.
- iii) Resources to Be Used. Identify the resources that the Offeror intends to commit to the work, including the qualifications and experience of staff assigned.
  - 1) Proposals must be inclusive of all costs related to the project, including but not limited to supplies, preparation time, labor, equipment, post-digitizing corrections, vehicles, transport, taxes, and other expenses.
  - 2) The proposal must identify the individual who will represent the Offeror in all matters concerning the contract.
  - 3) Indicate how the quality of staff over the term of the contract will be assured.
  - 4) Subcontractors may be used by the Offeror in performing any portion of the services requested in this RFP; however,

the Offeror must be the sole point of contact, including payment of any charges resulting from the contract, and will be responsible for all services whether or not the offeror performs them. If subcontractors will be used, a statement from each subcontractor must be included in the proposal, signed by an individual authorized to legally bind the subcontractor, and stating the following:

- a) The subcontractor's name, mailing address, telephone number, fax number, and contact person;
  - b) The general scope of work to be performed by the subcontractor; and
  - c) The subcontractor's willingness to perform the work indicated.
- 5) Note that the Offeror will be required to notify the CPO of any changes to the management and professional staff identified in the proposal. Furthermore, the CPO's approval will be required before assigning any other management or professional staff to this engagement.
- iv) Timetable and Compensation. Payment will be based on, and in proportion to, the work performed. The proposal must include a timetable of the dates for the work plan, delivery services, schedule of periodic updates, final report, and the proposed compensation, including a payment schedule.
  - v) Address Where Work Will Be Conducted. The proposal must specify the address of the office from which the Offeror will conduct and coordinate its activities. The proposal must specify facilities, equipment, or anything else the Offeror requires the County to provide. Available office space in a county facility is scarce and providing room to the Contractor will not be possible.
- h) Submittal of Proposal.
- i) The original proposal for the work as outlined herein, along with three hard copies and an electronic copy, must be submitted in sealed envelopes or packages marked "Proposal for OCS Digital Scanning Services RFP 24-005OCS", and mailed or delivered to:

Chief Procurement Officer  
Office of Council Services

County of Maui  
200 South High Street, Room 703  
Wailuku, Hawaii 96793

- ii) The proposal must be received by the CPO no later than the time and date specified in the RFP Schedule and Significant Dates section. Timely receipt of offers must be evidenced by the date and time registered by an OCS time-stamp clock on the hard copy and the date and time of the email for the electronic copy. Proposals received after the deadline will be rejected.
- iii) If the Offeror chooses to deliver its proposal by United States Postal Services (“USPS”), please be aware that the USPS does not make deliveries to Room 703, but rather to a central County mailroom. This may cause a delay in receipt by the CPO, and the proposal may reach the CPO after the deadline, resulting in an automatic rejection.
- iv) Proposals will not be publicly opened but will be opened only in the presence of the CPO and two or more employees of OCS. Proposals will become public information after the posting of the award or rejection of all proposals in accordance with procurement laws.
- v) Proposals submitted via fax will not be accepted.
- vi) Performance and payment bonds are NOT required for responding to this RFP.
- vii) Multiple or alternate proposals will not be accepted.
- viii) Proposals may be accepted without discussion. However, if deemed necessary, discussions may occur with priority-listed Offerors who have submitted acceptable and potentially acceptable proposals. The priority list may be limited to a minimum of three responsible proposers who submitted the highest-ranked proposals, in accordance with Section 3-122-53, Hawaii Administrative Rules.
- ix) Confidential Information. Offerors must designate in writing those portions of the unpriced proposal that contain trade secrets or other proprietary data that are to remain confidential, subject to Section 3-122-58, Hawaii Administrative Rules; and material designated as confidential must be readily separable from the proposal to facilitate inspection of the nonconfidential

portion of the proposal. Price is not considered confidential and will not be withheld.

- x) The Offeror is advised that to be awarded a contract under this solicitation, the Offeror will be required to be compliant with all laws governing entities doing business in the State, including the following HRS provisions:

- 1) Chapter 237, General Excise Tax Law
- 2) Chapter 383, Hawaii Employment Security Law
- 3) Chapter 386, Workers' Compensation Law
- 4) Chapter 392, Temporary Disability Insurance
- 5) Chapter 393, Prepaid Health Care Act
- 6) Section 103D-310(c), compliance with all laws governing entities doing business in the State of Hawaii.

OCS will verify compliance with the State HCE online system that allows contractors doing business with Hawaii government agencies to demonstrate compliance quickly and easily with acceptable laws. This online system eliminates the need for paper compliance certificates from the State Department of Taxation, the Federal Internal Revenue Service, the State Department of Labor and Industrial Relations, and the State Department of Commerce and Consumer Affairs.

**Offerors should register with HCE prior to submitting an offer at <https://vendors.ehawaii.gov>. If the Offeror is not compliant on HCE at the time of award, the Offeror will not receive the award.**

- xi) Failure to comply with the specified instructions and requirements may result in rejection of the proposal.
  - xii) A statement by the contractor agreeing to abide by the terms of this RFP must be included in the proposal.
  - xiii) No proposal security is required.
- i) Official Contact Person. The official contact for all technical communication regarding this RFP is:

Tammy Frias, Supervising Committee Secretary  
Office of Council Services  
200 South High Street  
Wailuku, Hawaii 96793  
county.council@mauicounty.us

## 10) EVALUATION CRITERIA AND AWARD

- a) Evaluation Criteria. An evaluation committee will review the proposals and provide a recommendation to the CPO based on the following criteria:
- i) Scope of services to be performed, including feasibility and suitability of proposed procedure for providing requested services and structuring of work to minimize the likelihood of cost overruns, project approach, methodology, and timeline. (40 points)
  - ii) Qualifications of the Offeror and key personnel (and any subcontractors, if applicable), including education and training, experience in performing similar projects, professional standing and credibility, available resources, and knowledge of long-range planning best practices. (40 points)
  - iii) Price and suitability of compensation structure (i.e., fee accruals and payment schedule) that, together with status reports, allow the County to monitor progress. (20 points)

The total number of points used to score this proposal is 100.

- b) Award of Contract.
- i) Award, if any, will be made to the responsive, responsible Offeror whose proposals are determined to be the most advantageous to the Council, taking into consideration the evaluation criteria set forth in this RFP.
  - ii) After the CPO has made a determination, the successful Offeror will be notified in writing by the CPO that it has been selected as the Contractor, and the contract will be awarded with reasonable promptness.
  - iii) Award of contract is subject to available funds.

**11) COMPLIANCE WITH COUNTY'S GENERAL TERMS AND CONDITIONS**

The substance of the standard General Terms and Conditions for County contracts are incorporated into the contract to the extent pertinent. A copy of the standard General Terms and Conditions can be accessed at <https://www.mauicounty.gov/DocumentCenter/View/3186/Goods-and-Services-?bidId=>.

**12) SERVICES NOT EXCLUSIVE**

During the contract term, OCS or the Council may or may not contract with other entities for services other than those within the scope of this RFP.

ocs:proj:rfp digital imaging services

EXHIBIT "A"  
**OFFER FORM**  
**OF-1**

DIGITAL IMAGING SERVICES  
COUNTY OF MAUI, OFFICE OF COUNCIL SERVICES  
RFP NO. 24-0050OCS

Chief Procurement Officer  
Office of Council Services  
County of Maui  
200 South High Street, Room 703  
Wailuku, Hawaii 96793

Dear Chief Procurement Officer:

The undersigned has carefully read and understands the terms and conditions specified in the Request for Proposals attached hereto, and in the County of Maui General Terms and Conditions, and hereby submits the following offer to perform the work specified herein, all in accordance with the true intent and meaning thereof. The undersigned further understands and agrees that by submitting this offer, 1) she or he is declaring her or his offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and 2) she or he is certifying that the price or prices submitted were independently arrived at without collusion.

Offeror is:

Sole Proprietor     Partnership     \*Corporation     Joint Venture  
 Other \_\_\_\_\_  
\*State of incorporation: \_\_\_\_\_

Hawaii General Excise Tax License ID \_\_\_\_\_

Federal Tax ID \_\_\_\_\_

Payment address (other than street address below): \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_

Business address (street address): \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_

Respectfully submitted:

Date: \_\_\_\_\_    **(x)** \_\_\_\_\_  
Authorized Signature

Telephone No.: \_\_\_\_\_

Fax No.: \_\_\_\_\_    \_\_\_\_\_  
Name and Title (Please Type or Print)

Email Address: \_\_\_\_\_    \*\* \_\_\_\_\_  
**Exact Legal Name of Company (Offeror)**

\*\*If Offeror is a "dba" or a "division" of a corporation, furnish the exact legal name of the corporation under which the awarded contract will be executed:



EXHIBIT "B"

**OFFER FORM  
OF-2**

DIGITAL IMAGING SERVICES  
COUNTY OF MAUI, OFFICE OF COUNCIL SERVICES  
RFP NO. 24-005OCS

Total contract cost for accomplishing the development and delivery of the services.

\$\_\_\_\_\_

**Note: Pricing shall include labor, materials, supplies, all applicable taxes, and any other costs incurred to provide the specified services.**