



**RFP Title: Document Scan Conversion for the
Gila County Recorder's Office
RFP Number: 092815**

**Due Date: Thursday, January 28, 2016
Due Time: @ 11:00 a.m. (Arizona time)**

RFP Response from:

**Offeror, ICM Document Solutions
4320 E. Cotton Center Boulevard, Suite 106,
Phoenix, AZ 85040**

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Executive Summary

ICM is one of the nation's leading document conversion service companies with more than twenty-eight (28) years of experience. ICM is a rapidly growing product and service providing company actively developing best-in-class document and content management solutions.

Of significant note is that ICM has successfully provided our technology products and document imaging services to over thirty Arizona State government agencies since 2012. In addition, ICM currently holds the Arizona State Document Imaging Contract EPS090009-04; which was issued in 2009.

ICM's Vice President of Production, Pat Goulet and his team, have carefully reviewed RFP 092815, the Scope of Services, and all RFP addendums. We are confident that upon your evaluation of our response to RFP 092815, you will determine that ICM is 'uniquely' qualified to support the Gila County Recorder's Office in the conversion of 1 million microfilmed images to enhanced electronic files for storage within its online recording system.

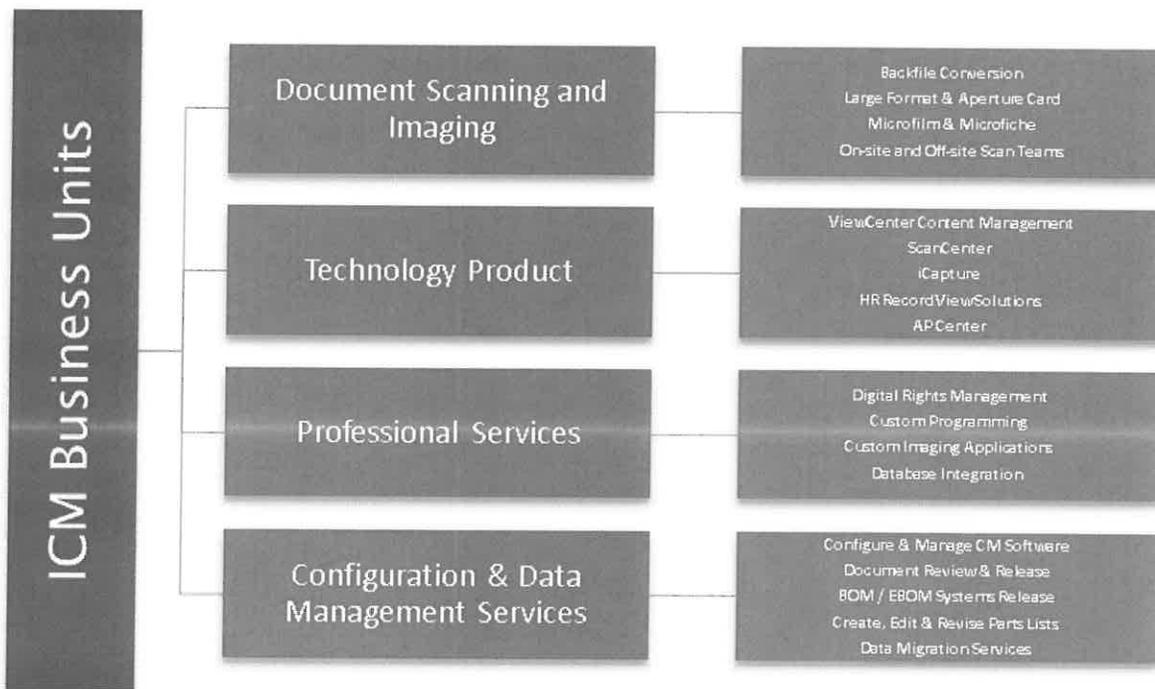
ISO 9001:2008 Compliant – Quality Management



ICM is proudly ISO 9001:2008 compliant having achieved third-party certification. ICM has a complete Quality Management System (QMS) in place. This QMS addresses all aspects of our business, and all topics covered in this Solicitation. Our QMS starts with Executive Management items such as Vision and Values, Corporate Structure, Strategic Objectives, and Management Principles.

Business Units

Organizationally, ICM has multiple business units, each supporting the others, to provide total solutions to our customers. Below is an overview of the various business units.



Method of Approach

ICM views every customer as a long-term partner and every project as a joint effort. ICM's definition of a successful project is one in which our customer's internal goals are met. Our management team spends the time up-front, working together with the customer to discover the project requirements and create a Project Plan / Statement of Work (SOW) which details the project scope and cost. This clear, mutual understanding of expectations ensures that each and every project is completed successfully. Below is an overview of our process.

Project Consulting

Once a project has been identified, ICM staff meets with the customer to fully understand all project requirements. Below is a step-by-step overview of the project issues and items discovered and documented.

ICM interviews stakeholders to understand the business situation and challenge to be solved using imaging technology. This includes the following:

- User community, their needs, and requirements
- Volume of images to be scanned
- Document's media (microfilm, microfiche, etc)
- Complexity of the preparation required to process the documents
- Indexing options required for user searching and retrieval

After understanding the project requirements, ICM is able to advise the customer on the best, longest-lasting approach (or solution) to solve the business challenge which takes into account the following factors:

- Existing, and planned, computer environment; including Document Management Software, hardware, and other infrastructure items
- Costs and options
- Level of in-house technical expertise
- Volumes, cycle-times, and available internal resources

In addition, ICM would engage its own production staff, CDIA Imaging Experts, and IT staff as needed to address the technical components of the project.

- Security and document access issues
- Record retention and disaster recovery plans
- Existing processes and potential improvements using document imaging technology
- Storage space required for the electronic images



Job Plan

After all project requirements are understood, options are discussed, and source materials are reviewed, ICM then creates a Statement of Work (SOW), otherwise known as a Job Plan.

A statement of work includes, but is not limited to, the following information:

- Project assumptions
- Technical specifications
- Deliverables
- Conversion location
- Delivery Schedule
- Level of Quality Control
- Project Management and Support

On-Site Performance

ICM develops a scan team to meet your requirements. For example, your business may require multiple work-shifts, additional security, or special skill sets. Typically, ICM performs the document prep, scan and scan QA steps on premise. Optionally, image processing and indexing steps are performed on premise, off premise at ICM headquarters, or a combination of the two; whichever is most cost-effective. Pick the model to suite your needs: on-site, partial off premise or a combination of the two.

Work Agreements

Every ICM employee working on-site is required to sign an ICM Work Agreement Form, and file it with ICM HR. This Agreement covers items such as adhering to client work hours and dress codes, handling of proprietary information, safety items, and other HR and project-based items.

Security Requirements

ICM staff is prepared to meet any security requirements required by the customer, whether it is additional background testing, finger printing, drug tests or special training classes. If required, ICM's employees will wear an employer's photo ID badge.

Customer Operations

ICM works with our clients to develop a plan which minimizes any disruption our on-site team may have on current operations. Typically, our on-site teams have little to no effect on customer operations.

ICM-Provided and Customer-Provided Items

ICM has decades of experience providing on-site scanning. We have documented processes which include those items provided by ICM and those provided by the customer. ICM provides the majority, including equipment, maintenance, staff management, training and project management. Our clients provide facility, power and systems/network access requirements. Complete information is part of the project discovery process and is included in the statement of work (SOW) for your project.



Off-Site Performance

ICM is prepared to provide off-site document imaging services at its 16,000 square foot Corporate Headquarters. ICM maintains, manages, and funds all the traditional employee support services for the customer. These include project and personnel management; human resources; payroll and accounting; general liability and worker compensation insurance; state and federal taxes; employee benefits; and more.

ICM has over 27 years of experience with on-site and off-site staff augmentation and project-based support in industries such government, defense, aerospace, utilities, semiconductor, education, and more.

Secure Transportation

ICM would comply with any customer-communicated, specific transportation policies based on Federal, State, and/or Entity requirements.

In addition, ICM has a documented *Pick-up and Delivery Process* which details the steps for attaining custody of project items or general items from ICM's customers, clients, partners, and/or vendors as well as to provide for inspection, temporary warehousing, and material handling.

In terms of project items, Project Management generally schedules pickup and creates the necessary Pickup Queue in ICM's timecard and order fulfillment systems (P5 and SOPS). This prompts the creation of Container Pick Up, Container Track (or manifest), and Delivery Receipt forms; as warranted. Internally, qualified team member(s) are assigned to the pickup task or a qualified courier service may be contracted.

For internally promoted transport, ICM has adopted Pickup and Delivery protocols premised on three (3) Safeguarding Guidelines:

- Level 1 - Maximum protection
- Level 2 - Elevated protection
- Level 3 - Standard protection

Control and Storage of Records

ICM safeguards customer documents in a secure, HIPAA-compliant facility featuring a card-key badge system, picture-ID badges, 24-hour video-surveillance and compartmentalized access to restricted areas. (As required) before working in this secure area, ICM staff members complete the Arizona Department of Public Safety background check and investigation, drug-testing and the ACJIS Network Technical Terminal Operator Certification Program. As appropriate, ICM staff will comply with client requirements that may pertain to Conflict of Interest/Confidentiality.

All ICM employees are screened, and have completed the following checks.

- Each individual on the Scanning Operations team is a citizen of the United States
- Each individual is subjected to a drug test
- Each individual is subjected to a background check
- Each individual signs a Non-Disclosure Agreement

In addition, as part of an award of a long-term contract with the Government Printing Office, ICM has a Department of Defense (DoD) security clearance for both SECRET and CONFIDENTIAL records, which positions ICM to assist contractors and subcontractors with NISPOM compliancy. ICM's FCL status can be verified on the Industrial Security Facilities Database (ISFD), under CAGE Code 1KW33 at <http://www.dss.mil/diss/isfd.html>.



Progress Reports

Upon project approval, ICM sales staff turns the project over to a dedicated Project Manager. The Project Manager is the primary point-of-contact during the course of the engagement. Typically, ICM conducts regular status meetings, providing written reports, to track action items and discuss any issues needing resolution. ICM's Project Manager ensures that all project goals, schedules, budgets, and quality levels are obtained.

Part of the Project Manager's responsibility is to provide progress reports to the customer during the course of the project. Progress reports will be tailored to meet the needs of the customer based on the data required. Each customer/project may have different requirements and so the format of progress reports can vary.

Scanning Data and Capturing Images

Below is technical detail regarding ICM's scanning, data capture, and image enhancement processes. The technical specifications for each project will be defined during the Project Plan phase.

Scanning and Data Capture

- ICM currently has equipment to scan any page type, any page size, and any media, for this contract.
- ICM can perform scanning of any media both on-site, or off-site.
- ICM uses a custom program utilizing VRS features to program automated image controls. For most originals the median control features insure quality scans. When dark backgrounds, color drop outs or very poor originals are prevalent, ICM can set threshold limits and rescan pages outside of defined limits.
- The specifications for the scanning will be determined during the Project Plan phase. This includes resolutions, file formats, and other specs. Many images of very light content are scanned using 8 bit grayscale format, producing far better images than increased bi-tonal resolution. For film images where image quality is the most unpredictable, ICM offers dual image formats where both the bitonal and grayscale images are saved and delivered.
- Scan equipment is calibrated at the beginning of each work day, and recalibrated as part of troubleshooting techniques in investigating root cause of image quality issues.
- During the scan step – images are previewed as they are fed through high volume equipment and suspect pages verified and rescanned as necessary. Double feed issues are detected and corrected.
- Upon completion of a scanned box, all electronic files are reconciled to the total barcode count, which verifies that all original documents are accounted for.
- After scanning is completed, a final validation of the original scanned image is performed. ICM performs an image by image QA immediately after scan, and rescans pages with illegible, cutoff, folded, and/or blurred images, as well as potential missing images.
- Subsequent process steps (indexing, data QA, etc.) that follow the scan and scan QA tasks are also opportunities to detect scan quality issues and return for rescanning.



Image Enhancement

- ICM can apply auto enhancement techniques using VRS and specific Scanner software including: Brightness and Contrast, Noise reduction, Deskew, Edge Cleanup, Auto Orientation, and page Background adjustments. ICM also has several options for post processing image enhancement.
- ICM can convert documents into Searchable PDF format ("Image Plus Hidden Text"). "Image Plus Hidden Text" format is an image of each page overlaying "hidden" text which has been OCR'd (Optical Character Recognition). This provides users with the ability to perform word searches on words contained in the body of the document. Please note that this OCR can be edited to fix OCR errors, or not edited, based on the Project Plan.
- ICM can perform automated blank page deletion to delete blank back pages.
- ICM can set all PDF properties to client standards (initial view set-to "thumbnails+page", initial view set-to "fit page width", etc).
- ICM can populate PDF document properties fields (title, author, subject, keywords).
- ICM can create thumbnails.
- ICM can create navigation within the view file, such as Bookmarks and Hyperlinks.

Indexing and Data Entry

Listed below is technical detail regarding ICM's indexing and data entry processes.

Source Index

Source Indexing is an option for paper files that have an existing database or electronic list of the files.

- During the document prep step, ICM will ensure that documents in the box match the same order and sequential ID as the records in the database. Staff will sort as needed, and perform QA to ensure accuracy. We reconcile, and verify the quantity of records scanned per box and validates the first and last record to assure a document-to-database match.
- For documents that do not exactly match the sequence in a database, ICM will index all documents to an ID number such as Permit number. ICM will then associate the Permit number to the provided data, verify the record exists, and then validate the record matches the scanned image. ICM can record the box number and the sequence in box as metadata for paper retention purposes.
- ICM will reconcile that all documents, and database records, are accounted for. An exception report is generated for any discrepancies.
- Automated Indexing Using OCR, Hand Print, and Mark Sense Technology
- This technology is an option for documents that have index information located in a consistent location, such as pre-printed forms.
- If a database exists (similar to Source Index above), ICM will perform the same "paper-to-electronic" verification to reconcile the number of paper documents equals the number of resulting electronic files.
- Bar Code Capture. For this technology, ICM software captures ("reads") barcodes for automated indexing, or matching documents to an electronic list. ICM can help design documents, and add additional bar code information to separate records to document types and classifications.



- **Forms Capture.** For this technology, ICM applies Zonal OCR for projects where a consistent application or cover sheet can be identified, or documents have the same index information located in a consistent location on the paper documents. We will create a template, identify the index locations on the documents using zones, and then provide the rules for capturing the information (numeric, etc). Then, paper documents are scanned, images routed to the Forms Extraction tool, the form template is overlaid on the image, and specific fields are "read" using OCR and handprint recognition software. Captured fields are then verified and entered into the database.
- **OMR.** For this technology, ICM uses Teleform and other tools for capturing marks in circles, boxes, and checklists (such as yes/no, etc). Captured information is validated as described above. This technology is ideal for documents such as surveys (selecting male/female, selecting age, etc) and other surveytype, multiple-choice documents.

Quality Control and Assurance

From a Production perspective, ICM performs Quality Control (QC) throughout the imaging process. The earlier a quality control issue is detected the less the cost and time to correct. Quality Control is performed in four (4) levels: 100% Visual Inspection, QA Validation, Exception Reporting, and Final Customer QA.

100% Visual Inspection and Rescans

ICM will perform 100% visual inspection on the scanned images. Images that are "suspect" will be flagged, and re-scanned as necessary at no additional cost, to attempt to obtain a higher-quality image. The results of this process are high-quality images, and it will ensure that any poor quality images are a result of poor quality originals – not a problem with the scan step.

QA Validation

ICM uses several database checks as QA validation steps for the completed database. Wherever possible, ICM uses externally provided data to QA validate the index information. For example, comparing index fields to a list of valid names can validate certain fields. Additionally, checks can be performed using maximum / minimum values to ensure indexes fall within known ranges/ Using logical validation procedures not only provides an excellent QA process for the index step, but also identifies any potential issues of incorrect or mislabelled documents provided by the customer.

Exception Reporting

After completion of a document set, prior to delivery, ICM will have a Project Manager perform "reasonableness" check on the database. Any "exceptions" will be noted and provided to the customer. This "exception report" will enable the customer to ensure that all documents are accounted for, and flag any potential issues regarding missing or inconsistent documents or files.

Final Customer QA

The project is not complete until final approval is received from the client. ICM uses customer feedback to update project specifications, and overall processes within the project. In addition, ICM's file naming convention is used to track to the exact page for any box, for any project, to quickly address and resolve any issues.

Output

ICM can support any method of output required: SFTP, CD-ROM, external hard drive, flash drive or web-based download. ICM can even provide the services to upload images into external system for our customers if requested.



Disaster Recovery

ICM takes the responsibility of data backup very seriously. Of primary concern is the source data we store for customers (Prep) and files throughout the imaging process (Scan, Process, and Index). In addition, our own internal operations rely on the dependence and availability of our network. To that end, the IT department continues to research the latest technology options to make sure we are keeping up with challenges and requirements. As part of ICM's QMS system, we have documented processes for Information Security and Corporate Backup.

ICM has ready access to customer backup and replicated data whether it is located at ICM Corporate, our co-location facility, or our disaster recovery location.

Backup of Scan Images

ICM Production scans images onto VMware Virtual Servers (VMs) located on our highly redundant Nimble Storage CS240. The VMs run Windows Server 2008 R2 with Microsoft Shadow Copy enabled on the drives where the scanned images are located. Shadow Copying is a first-level defence that allows for the quick restoration of files that may have been accidentally deleted.

ICM also uses XXCopy (www.xxcopy.com) to provide two weeks of backups of our Production drives. XXCopy is a scripting batch application that runs as a Scheduled Task every two weeks in a WeekA and WeekB schedule. The key feature of our XXCopy backup process is that the files are backed up onto drives that are not part of our VMware environment and that the WeekA and WeekB backups for a particular project are backed up on to separate physical drive boxes that are attached to a backup server.

Off-Site Disaster Recovery

An important component of a comprehensive disaster recovery plan is a replica copy of electronic data located far enough away that both locations (host and target) would not likely be subject to the same natural disasters. ICM uses VMware Site Recovery Management (SRM) provided by Vigilant Technologies (located in New Jersey). Through this service, ICM's source virtual machine sends 'changed blocks' to a secondary, off-site location where a replica copy is automatically maintained.

Customer Request for Restore

ICM IT would be made aware of an event that causes the need to restore customer data by our Production staff. ICM would perform the restore internally using our documented *Corporate Backup Process* via our Helpdesk system. In the unlikely event that a project milestone or deadline would be affected, the ICM Sales Account Manager would get in contact with the customer to mitigate impact.

Continuity

ICM has three-levels of data backups. Two of those three levels ensure our customer's data is available in the event the ICM Corporate Facility experiences a total environmental failure. One is at our hosted co-location facility: PhoenixNaP in Phoenix, AZ. The second is at our disaster recovery location: IO Data Centers in Edison, New Jersey.

In the unlikely case of a total environmental failure, ICM would need 12 to 24 hours to assess the situation. Once the situation was stable, ICM would contact its customer base with information on a new data location and ICM's means of delivering the data to the customer.

Timeframe for Recovery

The timeframe for recovery varies depending on the individual machine and amount of data lost. Typically, ICM can restore data within one (1) to twenty-four (24) hours. (See 'Continuity' above for the timeframe where a total environmental failure has occurred.)



Protection of Physical Materials In-House

Part of ICM's documented *Information Security Process* includes safeguards for physical materials in-house; both ICM and Customer. Those safeguards which relate to physical materials are:

- Facility intrusion alarms (burglar/broken glass)
- Facility fire alarms & suppression sprinkler system
- Fire extinguisher deployment and maintenance
- Security camera surveillance system(s)
- Receiving Storage & Security Cage

Capacity of Offeror: ICM

ICM has over 28 years of experience handling large film scanning projects for the three different film media: roll film, microfiche, and aperture card. We have the film scanning technology, staff, and processes to capture high-quality images from film at competitive rates; making your project economically feasible and practical.

ICM helps clients mitigate the risk of deteriorating film, obsolete film reader equipment, and the associated cost of managing film archives by converting film to electronic files which can then be stored, retrieved, and viewed by web-based document management systems.

Every ICM film scanning project includes:

- Advanced film scanning hardware and software technology
- Automated image processing and document indexing
- Equipment and staff to handle large, complex film scanning projects
- Automatic threshold and visual attendant QA processes
- Experienced film scan technicians who are ICM trained and certified
- Secondary QA processes to inspect images using both automatic and visual methods
- ISO 9008 compliant processes to ensure high-quality deliverables

Full Legal Name

ICM Conversions, Inc. is D.B.A. ICM Document Solutions and was incorporated in the State of Arizona on March 1, 1988.

Brief Company History

In March of 1988, Mr. Phil Harrington founded an imaging company (ICM) to address the document conversion needs of companies that had drawings, maps, illustrations and legacy documents. ICM had the mission of converting these documents, typically in a paper form, into an electronic format for ease of reference, management, change and electronic distribution. Utilizing all the quality, process and management concepts that Mr. Harrington brought from General Telephone & Electronics (GTE), he built a company that consistently provides high-quality conversion services to its customers. He later saw the need for web-based document and content management products. ICM has developed world-class technology products to address these needs.



ICM Corporate Headquarters

Our Phoenix Corporate Headquarters and Production Facility are comprised of 16,000 square feet located in the Cotton Center Business Complex at 4320 E. Cotton Center Boulevard, Suite 106, Phoenix, Arizona 85040. ICM also maintains on-site facilities at eight (8) separate locations with a combined square footage of 4,000+.

Designated Representatives

Patrick Goulet, Vice President of Operations, is ICM's designated representative. Contact information for Mr. Goulet, and those assisting him in this engagement, are given below.

Name	Title	Email	Direct Number	Cell Number
Patrick Goulet	Vice President of Operations	patg@icmconv.com	(480) 269-9302	(602) 920-6423
Kristin Macedo	Director of Sales / Marketing	kristinm@icmconv.com	(480) 269-9301	(480) 748-8785
Deb Trinchieri	Sales Account Manager	deborah@icmconv.com	(480) 269-9312	(602) 549-0997
Dusty Vokacek	Production Project Manager	dustyv@icmconv.com	(480) 269-9325	(480) 862-4583

Hours of Operation

ICM safeguards customer documents in a secure, HIPAA-compliant facility featuring a card-key badge system, picture-ID badges, 24-hour video-surveillance and compartmentalized access to restricted areas. With a staff of more than 140, including three work-shifts, ICM is able to provide 24-hour production support.

Legal Standing

ICM is not currently involved in any litigation in which an adverse decision might result in a material change in the company's financial position or future viability.

Staff Qualifications

ICM maintains written job descriptions for all scan production support job titles, which are used to screen prospective candidates. The Department Team Manager, with the support of the HR team, perform an in-person job interview and hands-on testing of each applicant to evaluate and validate job requirements and "best fit" attributes of the applicant. Once the selection is made, and all pre-screening (drug screen and background test) is successfully completed, the certified task training can begin.

Accuracy

ICM's industry experience and commitment to quality is demonstrated with its overall philosophy and refined processes towards image quality. Through extended Lean training of management and staff, ICM has emphasized a major component to overall quality in maintaining short cycle times and managing the work queues of each major production step during a project. By minimizing work-in-process queues, defects are identified quicker, with minimal impact on outputs, therefore simplifying corrective action, and reducing the overall disruption to the production process.



Customer Base

Provided below are the names and contact information for customers whom ICM has successfully delivered similar services. Each of these customers has consented to be listed and is willing to be contacted.

Virlynn Tinnell

Mohave County

Clerk of Superior Court

700 W Beale Street

Kingman, Arizona 86401

(928) 753-0713 x4037

vtinnell@courts.az.gov

Project Description: ICM converted over 250,000 documents equaling over 5 million images.(See included Customer Profile, *Mohave County Superior Court.*)

Joyce Dehnert

Arizona Department of Public Safety

Records Unit Manager

2102 W Encanto Blvd

PO Box 6638

Phoenix, AZ 85009

(602) 223-2261

JDehnert@azdps.gov

Project Description: ICM digitized over 11 million pages of criminal history files for the Arizona Department of Public Safety (DPS). (See included Press Release dated 04/09/2013.)

Robert Ballard

Mohave County

Records Manager

700 W Beale Street

Kingman, AZ 86401

(928) 753-0701 x4597

robert.ballard@mohavecounty.us



Project Description: ICM digitized 1.5 million pages - representing 25,000 case files. Files we indexed, uploaded, and integrated with existing electronic document management system. (See included Customer Profile, *Mohave County Criminal Justice Services*.)

Mr. Michael Hempel

Industrial Commission of Arizona

CIO

800 West Washington Street

Phoenix, AZ 85007

(602) 542-1823

mhempel@ica.state.az.us

Project Description: Microfilm conversion project. Total Rolls: 2516 Total Images: 7,848,717

Acknowledgements

ICM is pleased to submit this response to RFP 092815, Document Scan Conversion for the Gila County Recorder's Office.

Approved By ICM



Patrick Goulet

Vice President of Operations

Date: January 26, 2016



Appendix A: Bidder Checklist Items

The following completed, original, signed forms are placed in this section in the following order:

1. Qualification & Certification Form
2. Price Sheet
3. Reference List
4. No Collusion in Bidding
5. Intentions in Subcontracting
6. Legal Arizona Workers Act Compliance
7. Bidder's Checklist & Addenda Acknowledgement
8. Offer and Acceptance Page
9. W-9



QUALIFICATION AND CERTIFICATION FORM

This exhibit shall serve as a requirement to enable the evaluation team to assess the qualifications of Contractors under consideration for final award.

The information may or may not be a determining factor in award.

Contract Number 042815 Document Scan Conversion for the Gila County Recorder's Office

The applicant submitting this Proposal warrants the following:

1. Name, Physical Address, E-Mail Address and Telephone Number of Principal Contractor:
4320 E Cotton Center Boulevard
STE 106
Phoenix, AZ 85040

2. Has Contractor (under its present or any previous name) ever failed to complete a contract? _____ Yes No. If "Yes, give details, including the date, the contracting agency, and the reasons Contractor failed to perform in the narrative part of this Contract.

3. Has Contractor (under its present or any previous name) ever been disbarred or prohibited from competing for a contract? _____ Yes No. If "Yes", give details, including the date, the contracting agency, the reasons for the Contractors disqualification, and whether this disqualification remains in effect in the narrative part of this Contract.

4. Has a contracting agency ever terminated a contract with the Contractor prior to contract expiration date (under your Contractor's present or any previous name)? _____ Yes No. If "Yes", give details including the date, the contracting agency, and the reasons Contractor was terminated in the narrative part of this Contract.

5. **CONTRACTOR MUST ALSO PROVIDE AT LEAST THE FOLLOWING INFORMATION ALONG WITH THEIR PROPOSAL SUBMITTAL:**
 - a. A brief history of the Company.
 - b. A Cost Proposal shall be submitted on the Price Sheet, attached herein and made a full part of this contract by this reference.
 - c. A list of previous and current customers, which are considered identical or similar to the Scope of Services described herein, shall be submitted on the Reference List, attached herein and made a full part of this contract by this reference.
 - d. List the specific qualifications the Contractor has in supplying the specified services.
 - e. A list of any subcontractors (if applicable) to be used in performing the service must accompany the Proposal.

6. Contractor Experience Modifier (e-mod) Rating in Arizona:
not applicable

(If Applicable)

A method the National Council on Compensation Insurance (NCCI) uses to measure a business' computed loss ratio and determine a factor, which when multiplied by premium, can reward policyholders with lower losses. E-mod rate may be a determining factor in bid award.

7. Current Contractor Business License Number:
not applicable

(If Applicable)

8. Contractor must provide copies of all required Arizona Certifications and Licenses in performing the scope of services provided in this request for proposals.



Signature of Authorized Representative

Pat Goulet

Printed Name

VP of Operations

Title

PRICE SHEET

Please complete price sheet in its entirety for the services provided in RFP 042815 Document Scan Conversion for the Gila County Recorder's Office.

Contractor Name: ICM Document Solutions

Phone No.: 602-678-1978

Description	Cost
Phase I	\$ 19,129
Phase II	\$ 25,017
Phase III	\$ 5,806
TOTAL COST	\$ 49,952

All applicable taxes shall be included in proposed amount.

Pricing Assumptions:

1. Total images will not exceed 1,000,000 images.
2. All three (3) phases are completed by ICM, and not awarded separately.

REFERENCES LIST

References

Please list a minimum of three (3) references for contracts of similar size and scope as this Request for Proposals during the past twenty-four (24) months, in or as close to Gila County as possible. Bidder may attach further reference information as necessary.

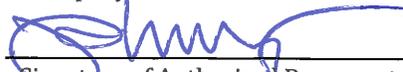
1. Company Name: Arizona State Land Department
Contact: Carolyn Brown, Project Manager cbrown@azland.gov
Phone: 602-542-2691 Address: 1616 W Adams Phoenix AZ 85007
Job Length of Time: 8 Months Ongoing Years
Job Description: Microfiche conversion of Arizona State Land Records

2. Company Name: Sagicor Life Insurance
Contact: Thomas Groves, Records Manager thomas_groves@sagicor.com
Phone: 480-425-5100 Address: 4343 N Scottsdale Rd, #300 Scottsdale AZ
Job Length of Time: 9 Months Ongoing Years
Job Description: Microfiche conversion of insurance information.

3. Company Name: Mohave County Courts
Contact: Terri Williams, Procurement Ofc terri.williams@co.mohave.az.us
Phone: 928-753-0752 Address: 401 E Spring St Kingman AZ 86402
Job Length of Time: 20 Months 1.67 Years
Job Description: Conversion of microfiche of court cases

ICM Document Solutions

Company Name



Signature of Authorized Representative

Pat Goulet, VP of Operations

Title

CERTIFICATION: INTENTIONS CONCERNING SUBCONTRACTING

At the time of the submission of bids for Request for Proposals No. 042815, Document Scan Conversion for the Gila County Recorder's Office, my intention concerning subcontracting a portion of the work is as indicated below.

In indicating that it is my intention to subcontract a portion of the work, this will acknowledge that such subcontractor will be identified and approved by the Facilities Manager prior to award of the contract; and that documentation, such as copies of letters, requests for quotations, quotations, etc., substantiating the actions taken and the responses to such actions is on file and available for review.

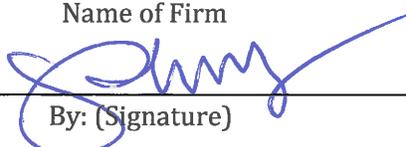
A list of any subcontractors (if applicable) to be used in performing the service must accompany the Proposal response. The list must include the subcontractors name, address, and phone number.

Any subcontractor not listed with the bid must be approved by the County Facilities Manager prior to providing any work pursuant to this contract. Further, contractor warrants that all subcontractors will comply with all terms and conditions of this contract including but not limited to all insurance and worker's compensation coverage provisions of this contract. The County reserves the right to terminate the contract if the contractor fails to comply with the provisions of this certification.

- It is my intention to subcontract a portion of the work.
- It is not my intention to subcontract a portion of the work.

ICM Document Solutions

Name of Firm



By: (Signature)

Pat Goulet, VP of Operations

Title

LEGAL ARIZONA WORKERS ACT COMPLIANCE

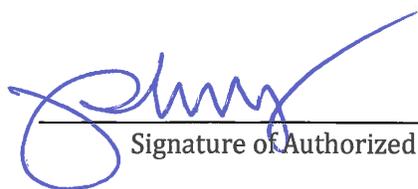
Contractor hereby warrants that it will at all times during the term of this Contract comply with all federal immigration laws applicable to Contractor's employment of its employees, and with the requirements of A.R.S. § 23-214 (A) (together the "State and Federal Immigration Laws"). Contractor shall further ensure that each subcontractor who performs any work for Contractor under this contract likewise complies with the State and Federal Immigration Laws.

County shall have the right at any time to inspect the books and records of Contractor and any subcontractor in order to verify such party's compliance with the State and Federal Immigration Laws.

Any breach of Contractor's or any subcontractor's warranty of compliance with the State and Federal Immigration Laws, or of any other provision of this section, shall be deemed to be a material breach of this Contract subjecting Contractor to penalties up to and including suspension or termination of this Contract. If the breach is by a subcontractor, and the subcontract is suspended or terminated as a result, Contractor shall be required to take such steps as may be necessary to either self-perform the services that would have been provided under the subcontract or retain a replacement subcontractor as soon as possible so as not to delay delivery of services.

Contractor shall advise each subcontractor of County's rights, and the subcontractor's obligations, under this Article by including a provision in each subcontract substantially in the following form: "Subcontractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Subcontractor's employees, and with the requirements of A.R.S. § 23-214 (A). Subcontractor further agrees that County may inspect the Subcontractor's books and records to insure that Subcontractor is in compliance with these requirements. Any breach of this paragraph by Subcontractor will be deemed to be a material breach of this contract subjecting Subcontractor to penalties up to and including suspension or termination of this contract."

Any additional costs attributable directly or indirectly to remedial action under this Article shall be the responsibility of Contractor.



Signature of Authorized Representative

Pat Goulet

Printed Name

VP of Operations

Title

BIDDER CHECKLIST & ADDENDA ACKNOWLEDGMENT

NOTICE IS HEREBY GIVEN that all Bid Documents shall be completed and/or executed and submitted with this Request for Proposals (RFP). If Contractor fails to complete and/or execute any portion of the Bid documents, all with original signatures, the RFP may be determined to be "non-responsive" and rejected.

CHECKLIST:

<u>REQUIRED DOCUMENT</u>	<u>COMPLETED / EXECUTED</u>
QUALIFICATION & CERTIFICATION FORM	<u>✓</u>
PRICE SHEET	<u>✓</u>
REFERENCE LIST	<u>✓</u>
NO COLLUSION IN BIDDING	<u>✓</u>
INTENTIONS IN SUBCONTRACTING	<u>✓</u>
LEGAL ARIZONA WORKERS ACT COMPLIANCE	<u>✓</u>
BIDDER'S CHECKLIST & ADDENDA ACKNOWLEDGMENT	<u>✓</u>
OFFER AND ACCEPTANCE PAGE	<u>✓</u>
BACKGROUND AUTHORIZATION	<u>✓</u>
W-9	<u>✓</u>

ACKNOWLEDGMENT OF RECEIPT OF ADDENDA:

	#1	#2	#3	#4	#5
INITIALS	_____	_____	_____	_____	_____
DATE	<u>1/12/16</u>	<u>1/13/16</u>	_____	_____	_____

Signed and dated this 26 day of JANUARY, 2016.

ICM DOCUMENT SOLUTIONS
 Contractor: _____
 By: [Signature]
PAT GOULET, VP OPERATIONS

Each proposal shall be sealed in an envelope addressed to the Gila County Finance Department and bearing the following statement on the outside of the envelope: *Company Name, Request for Sealed Proposals No. 092815 Document Scan Conversion for the Gila County Recorder's Office-Rebid.* All proposals shall be filed with Gila County Finance at 1400 E. Ash St., Guerrero Building, Globe, AZ on or before January 21, 2016, 11:00 AM.

OFFER AND ACCEPTANCE

TO GILA COUNTY:

The undersigned hereby offers and agrees to furnish the material or service in compliance with all terms and conditions, instruction, specifications, and any amendments contained in this Request for Proposal document.

Signature also certifies the Contractors bid proposal is genuine, and is not in any way collusive or a sham; that the bid proposal is not made with the intent to restrict or prohibit competition; that the Contractor submitting the proposal has not revealed the contents of the proposal to, or in any way colluded with, any other Contractor which may compete for the contract; and that no other Contractor which may compete for the contract has revealed the contents of a proposal to, or in any way colluded with, the Contractor submitting this proposal.

Contractor Submitting Proposal:

ICM DOCUMENT SOLUTIONS
Company Name
4320 E COTTON CTR BLVD, STE 106
Address
PHOENIX AZ 85040
City State Zip

Signature of Person Authorized to Sign
PAT GOULET
Printed Name
VP OF OPERATIONS
Title

For Clarification of this Offer, Contact:

Name: PAT GOULET
Title: VP OF OPERATIONS
Phone No.: 480-269-9302
Fax: 602-678-1985
Email: patg@icmconv.com

ACCEPTANCE OF OFFER
(For Gila County use only)

The Contractor is now bound to provide the materials or services listed in RFP No.: 092815 including all terms and conditions, specifications, amendments, etc. and the Contractor's Offer as accepted by County/public entity. The contract shall henceforth be referenced to as Contract No. 092815.

GILA COUNTY BOARD OF SUPERVISORS

ATTEST

Awarded this _____ day of _____, 201__

Marian Sheppard, Clerk of the Board

Michael A. Pastor, Chairman, Board of Supervisors

APPROVED AS TO FORM

Jefferson R. Dalton, Deputy Gila County Attorney,
Civil Bureau Chief
for Bradley D. Beauchamp, County Attorney

Request for Taxpayer Identification Number and Certification

**Give Form to the
 requester. Do not
 send to the IRS.**

Print or type See Specific Instructions on page 2.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. ICM Conversions, Inc	
	2 Business name/disregarded entity name, if different from above ICM Document Solutions	
	3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>	
	5 Address (number, street, and apt. or suite no.) 4320 E Cotton Center Blvd Suite 106	Requester's name and address (optional)
	6 City, state, and ZIP code Phoenix, AZ 85040	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number	
[] [] [] - [] [] - [] [] [] []	
or	
Employer identification number	
8 6 - 0 6 0 4 0 6 8	

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here Signature of U.S. person ▶ *Paula D. [Signature]* Date ▶ *1/26/2016*

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.