

NOTICE

STATE OF WASHINGTON

Department of Natural Resources

SOLE SOURCE POSTING 93-094593

The Department of Natural Resources contemplates awarding a sole source contract to Image Source, Inc., to provide a highly-specialized package of state-of-the-art electronic document imaging hardware (Canon), software and licenses (Kofax/Kofax VRS/Capture) for new and reconfigurations of existing licenses already in use, and local on-site service maintenance and customer support; all of which must be compatibly integrated with existing scanner hardware, software and licenses, already in use by the Engineering Division, Title & Records Office.

The nature of the specific documents digitized encompasses a wide-variety of document types ranging from standard black and white text documents to full-color-spectrum documents such as aerial photographs, maps, charts and historical documents of various mediums. After testing several other scanners, only the Canon DR-X10c accurately captured black and white, gray-scale and highly-accurate extreme colors, in a single document, ranging from pale yellow, light pink, violet etc., to very dark reds, greens and blues. The Canon DR-X10c is specifically configured to utilize our preferred Kofax/Kofax VRS software which overcomes the issue of competing brands pre-packaging their hardware with their own proprietary brand of document imaging software.

The proposed sole source vendor, Image Source, is the leading independent provider of business process automation. They offer a broad portfolio of world leading Enterprise Content Management (ECM) technology to automate how our agency land record documents and data are managed and integrated with our existing ECM software application known as ApplicationXtender (AX)/Automated Tract Book (ATB). Each Image Source account executive is ECMp certified; each Project Manager is PMP certified; and each Professional Consultant is CIP certified. And in addition to providing the highest-level of consulting and strategic analysis services, Image Source provides a comprehensive array of major leading brands of scanning hardware; Premier Partner status as an authorized retailer of Kofax software, licenses and assurance service plans; plus continuing maintenance and local service. Image Source staff includes highly-trained and experienced Service Technicians stationed at their downtown Olympia headquarters which is less than 1 mile (0.8) from our agency location.

When we experience any difficulties with our scanning hardware or scanning software, and how they interface with our ECM ApplicationXtender AX/Automated Tract Book (ATB) database, Image Source is able to respond to our Tech Support Ticket Request and appear on-site within less than 10 minutes. Their local technicians provide essential technical support and are able to appear on-site, diagnose the problem, identify and provide the best resolution, all before any of their industry competitors who cover larger geographic territories and are often stuck in heavy Puget Sound area traffic, have even made it to the South Puget Sound area.

In any business, time is money. Down-time in a technology dependent core-business process such as ours, quickly results in costly productivity and efficiency losses. So it's imperative we obtain the specific scanning hardware, software, licensing and service package, which best meets our business requirements, from a local single-source vendor. Image Source is just that vendor. They are not only authorized re-sellers of the Canon brand of scanner, and the Kofax/Kofax VRS software and licenses, which we require to successfully meet our business needs, but they also provide local customer support and technical service to keep us in full-production mode. Simply put, they already know our business and how to keep it running efficiently and consistently. So there will be no learning curve for us as the customer or Image

Source as the vendor. The past performance of Image Source, through each step of a sale or service transaction, has been phenomenal. Image Source is large enough to have available the hardware and software products our business requires, yet, small enough to provide personalized, local customer service and immediate technical support.

Manufacturer's Software Regulations - We already have Kofax/Kofax VRS software licenses, for our existing production scanners, and these licenses were previously purchased from Image Source. The vendor from which we purchase each Kofax/Kofax VRS license is the vendor the manufacturer requires to service the license for at least one year. If we are unable to purchase the additional Kofax/Kofax VRS license from Image Source, we would have two different vendors servicing our Kofax/Kofax VRS licenses. This would not be feasible and would cost us extra time and money anytime we experience issues with the Kofax/VRS software and/or need to make changes to our existing licenses. For testimony on this potential disaster, feel free to contact the Department of Labor & Industries, in Tumwater WA, as they unknowingly entered into just this arrangement and suffered disastrous consequences of conflict, chaos and added costs by having two different vendors simultaneously for their Kofax/Kofax VRS software licenses. We can learn from L&I's mistake, and the negative outcomes they endured, by avoiding this arrangement from the get-go. Procuring this package purchase, of hardware, software, licenses and maintenance service, from the only local one-stop-shop, Image Source, is the necessary and practical sole-source procurement solution.

The contract will be issued on or about 09/08/2016 for 12 months with a potential option to renew the service maintenance component for succeeding 12 month intervals. The dollar value is estimated at \$25,850.88 including delivery fee and WA State Sales Tax.

Offerors contemplating the above requirements are required to submit capability statements detailing their ability to meet the state's requirements by 08/31/2016. The following information should be included in the capability statements:

Specifics of the required hardware, software and service maintenance components as follows with a quantity of one (1) for each of the following bulleted items:

- Canon DR-X10C color scanner (brand-new not refurbished) 128PPM/256IPM including 3 month on-site NBD Response Maintenance (5x9x24)
- Canon maintenance 9-months uplift (to 1 year coverage) Ecarepak for DR-X10C onsite basic maintenance, including parts, labor and travel only; no PM visits.
- On-site maintenance and repair with service tech response on-site within 15 minutes of customer's request
- Delivery Fee/Shipping Freight Ground for Canon DR-X10C color scanner
- Kofax VRS Elite Production Upgrade
- Kofax Reconfiguration to merge one existing Serial Number into an existing station license
- Kofax Reconfiguration to upgrade existing hardware dongle into software version
- Kofax Capture Addition of 1 existing station to concurrent station
- Software maintenance for Kofax Capture concurrent station
- WA State Sales Tax based on shipping delivery location within the City of Olympia WA

In the absence of other qualified sources, it is the state's intent to make a sole source award of the contract. To submit capability statements or for questions, contact:

Contact Name: Victoria McAferty

E-mail: victoria.mcaferty@dnr.wa.gov

Phone: (360) 902-1611