



VICTOR D. CRIST

CLERK OF COURT & COMPTROLLER

HILLSBOROUGH COUNTY, FLORIDA

REQUEST FOR INFORMATION (RFI)

FOR

ONSITE DOCUMENT DIGITIZATION SERVICES

RESPONSES DUE: JUNE 2, 2025

REQUEST FOR INFORMATIONNUMBER
ONSITE DOCUMENT DIGITIZATION SERVICES

The Clerk of Court & Comptroller, Hillsborough County, Florida (the “Clerk”) is currently seeking information from qualified vendors to provide on-site document scanning and digitization services at the Clerk’s Records Center Warehouse. The project involves scanning approximately 1.89 million physical court case files, totaling 300–400 million pages into PDF/A OCR-searchable format, with prepping and indexing included. The objective is to securely and efficiently convert these records into a digital format while ensuring compliance with record retention regulations and indexing standards for future retrieval. This Request for Information (RFI) is designed to gather information only. This RFI is an invitation by the Clerk for potential vendors to submit information and potential service demos, which may be subject to subsequent discussion. Submittal of a response does not create any right in or expectation to a contract with the Clerk. The Clerk declares that it shall incur no financial obligations for any costs by any company in preparation of its response. This request is issued solely for information and planning purposes and does not constitute a solicitation or promise to award a contract.

All vendor communications regarding this RFI shall be directed to the Clerk's Purchasing Department, purchase@hillsclerk.com and Julian.mendez@hillsclerk.com.

A. SPECIFICATIONS AND REQUIREMENTS:

1. Document Volume and Types

- a. Total Files: 1.89 million case files
- b. Total Pages: 300 - 400 million
- c. Paper Type & Size:
 - i. Standard 8.5” x 11” letter-sized pages
 - ii. Legal-sized 8.5” x 14” pages
- d. Document Characteristics: Majority black & white, limited color pages
- e. File Organization: Documents must be bookmarked and indexed for efficient navigation

2. Required Indexing and Organization

- a. Each scanned file must have bookmarks for Judges, Attorneys, and Customers to quickly navigate.
- b. Bookmarking must be based on document title and event date.
- c. Files must be arranged in descending order of the event clock-in date (most recent first).
- d. Any documents without a clock-in date must be scanned at the end of the file.
- e. File Naming Convention: YY-CC-XXXXXX (Year, Case Category, 6-digit Case Number).

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- f. These requirements are subject to change based on project needs or in response to imaging standards, laws, and regulations.
3. Output Format & Quality
- a. PDF/A OCR-searchable format required for all documents.
 - b. Scanning DPI requirements:
 - i. Fingerprints: Grey scale, 600 DPI
 - ii. Pictures: Color, 600 DPI
 - iii. All other documents: Black & White, 300 DPI
 - c. The above are minimum scanning requirements. Requirements may be modified to comply with imaging standards, laws, and regulations.
4. On-Site Logistics
- a. Location: All digitization services will be performed onsite at the Clerk's Records Center Warehouse, 2526 N. Falkenburg Road, Tampa, Florida 33619. (All records are on-site; no off-site retrieval needed).
 - b. Workspace: Adequate space is available for scanning personnel and equipment.
 - c. Security Requirements:
 - i. All vendor personnel must pass a Level 2 background check before beginning work.
 - ii. All vendor personnel must sign a Confidentiality Agreement.
 - iii. Restricted access applies to evidence and confidential record areas.
5. Handling and Processing
- a. Documents must be moved from the shelf to a pre-imaging staging area before scanning.
 - b. Files must be scanned one at a time and securely returned to their original file after scanning.
 - c. Completed physical files must be stored in the post-imaging staging area for quality control (QC) review before being re-shelved.
6. Quality Control (QC)
- a. The vendor is responsible for verifying accuracy and completeness before submission.
 - b. QC team will review files and flag errors for correction.

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- c. Vendor must correct any identified scanning or indexing errors before final acceptance.

7. File Delivery and System Integration

- a. Primary Upload: Documents must be directly uploaded to Odyssey Navigator, under a newly created event in the case file (“Converted New Case Filing”).

8. Retention and Compliance Requirements

- a. The vendor must comply with Florida Rules of General Practice and Judicial Administration (FRGPGA) 2.525, which govern electronic document retention.
- b. Scanned documents must be retained as per Florida’s record retention schedule.
- c. Physical files must be retained until:
 - i. QC is completed
 - ii. Any documents required to be maintained in paper format are identified

9. Estimated Cost Information (Non-Binding)

- a. Vendors are encouraged to provide non-binding estimated pricing solely for information and budget planning purposes. This information will assist the Clerk in understanding potential costs associated with large-scale digitization of records. This request is not a formal solicitation and will not result in a contract award. Submitted pricing will not be evaluated, negotiated, or used to make a vendor selection.
- b. Estimates may include, but are not limited to::
 - i. Document preparation (removal of staples, unfolding, organization, etc.)
 - ii. Scanning and conversion to PDF/A OCR-searchable format
 - iii. Include additional costs for legal size pages or color documents, if applicable
 - iv. Indexing and bookmarking as specified
 - v. File reassembly and return to the Records Center staging area
 - vi. Estimated total number of years required to complete full digitization
 - vii. Additional fees (e.g., licensing, software, equipment rental).

Pricing Format Example (Encouraged in Vendor Submissions)

Item	Price Per Image	Estimate Volume	Total Cost
Document Preparation & Scanning	\$-	300 - 400M pages	\$-
OCR & Indexing	\$-	300 - 400M pages	\$-
File Upload & Storage	\$-	300 - 400M pages	\$-

Vendors should clearly mark all pricing as “Estimated Only – Non-Binding”.

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10. Vendor Qualifications & Requirements

- a. To be considered for this RFI, vendors must:
- i. Have a minimum of 5 years' experience in document scanning and digitization services.
 - ii. Provide references from at least three governmental or similar-scale projects.
 - iii. Ensure all personnel pass Level 2 background checks before beginning work.
 - iv. Have the necessary equipment and software to meet scanning and OCR requirements.
 - v. Demonstrate the ability to integrate with Odyssey Navigator and meet file upload requirements.

11. Questions

- a. Any questions regarding this RFI should be submitted to the Clerk's Purchasing department. All responses to vendor questions will be provided in electronic format.

B. SUBMISSION DETAILS

Request for Information Timeline of Events

Request for Information Issue Date:	April 21, 2025
Submission of Vendor RFI Responses Due by:	June 2, 2025

It is the sole responsibility of the vendor to ensure that the Purchasing department receives all electronic submissions. The Purchasing department will confirm receipt of your submitted response by replying to the sender via email.