



BUNCOMBE COUNTY REQUEST FOR INFORMATION

Mail, Courier, & Scanning Services

May 14, 2021

All Interested Parties,

Buncombe County is developing a Request for Proposal for a third party to administer the County's courier service along with managing Health and Human Services mail room and scanning service. The RFP is tentatively scheduled for January of 2022 with the contract beginning in July of 2022.

Currently, all three services are being overseen by one company. The County is willing to consider contracting each service separately or together.

Please review the scope of work below and determine if your organization is interested in participating in the upcoming RFP.

Scope of Work

Courier Service

- Provide daily Courier service based on schedule



- If the contract is extended – a 2.5% per annum increase will apply.

Mail Service

- Retrieve incoming mail
- Process undeliverable mail and resend as needed
- Sort, log, date-stamp and prioritize all incoming mail
- Prepare all outgoing mail
- Provide mail counts, both incoming and outgoing, for the following:
 - First class
 - Business reply
 - Bulk mail
 - Certified mail.
- Scan incoming mail into designated document management software

Scanning Services

Filing & Record Storage:

- Record retrieval for both on-site storage and off-site storage upon request from HHS staff
 - Off-site storage is a separate third party vendor
 - Contractor provides box level tracking of the records
 - File Level detail of the documents are the responsibility of the originating department
- Files are updated/pulled, tracked, and distributed via scheduled Mailroom or courier deliveries
 - Health Records are prepared for secure transport
- Files returned to the Record Room are tracked and re-filed.
- Automation of paper records will include barcodes that will containing
 - Client information
 - Tracking of file at a moment in time
 - Historical data
- Preparation of designated documents for off-site storage, includes:
 - indexing of documents
 - marking of appropriate boxes for accurate identification
- Purging of files for removal from on-site storage to off-site storage should occur on a consistent basis.

Data Entry

NC FAST – HHS Case management system from the State. Data entry. Entering client information and updating

- Assign applications.
- Reassigning caseloads



- Assign program reviews
- Monitor and assign tasks from NC FAST application and non-application queues
- Updating non-eligibility, client addresses and demographic in NC FAST
- Research duplicate client information
- Create new persons within NC FAST
- Upload of documents into NC FAST taxonomy
- Processing County transfers

If interested please respond to this RFI by July 13, 2021, 5:00pm EST, and provide an email response to ron.venturella@buncombecounty.org and answer the following:

1. Provide your contact information, including email address, to receive the RFP.
2. State any additional information the County should provide in the RFP, not already included in the scope of work above, that would assist with your organization providing a competitive proposal.

Sincerely,
Ron Venturella
Procurement Manager