

## Data Processing: Web Based Data Entry and E-mail

5/27/2011

**ConsumerBankruptcyCounseling.info** is a project of the Tides Center. Our website provides online counseling for debtors prior to declaring bankruptcy.

Upon completion of counseling, the clients request a *certificate of completion* (a PDF file), which our staff members obtain from a US Justice Department website, and e-mail to the client.

*This program has received authorization from the Executive Office for United States Trustee, United States Department of Justice, and approval to issue certificates in compliance with the Bankruptcy Code.*

We have an ongoing requirement for a data processing contractor to issue these certificates.

The contractor(s) will:

1. Log into our website, using IDs that we provide, to access the queue of clients waiting for certificates.
2. Log in to the US Justice Department website, using IDs that we provide. Copy client information from our website to the US Justice Department website, then download the certificates as PDF files.
3. E-mail the certificates to the clients, using POP/SMTP e-mail accounts that we will provide.

We will provide detailed written instructions and all necessary IDs and passwords to the selected contractor.

### Requirements

Contract must be located in North America or Latin America.

Contractor's staff must be available to work 6 days per week, Monday through Saturday.

We currently have enough work for three full time individuals. We are looking for a company that can initially provide one individual during a trial period, and then scale up to three, and eventually more, as our site grows.

We will require a single point of contact from the contractor's company, who will then manage the activities of individual contractors. The contact person must be technically proficient and responsive. We will also require an after-hours emergency contact at the contractor's company.

The IP addresses of the contractor's computers MUST NOT APPEAR on any Spam Blocklist. We will require a list of IP addresses that we will verify at <http://www.mxtoolbox.com/blacklists.aspx>

Because the contractors will be working with government-issued documents as part of a legal process, attention to detail is essential. We will require a sustained quality rate of less than 1 error per 1000 transactions.

Speed is also important. After an initial training and familiarization period, we expect each contractor to be able to issue a minimum of 120 certificates per day.

Contractors should be proactive and responsive. Any system problems should be reported to us within one hour.

*The web operation is managed on behalf of Tides Center by LunaGraphica Inc.*

### **Responding to this Request**

When responding to this request, please include:

- Company name and contact information
- Company overview (brief history, size, focus)
- Verify that you are able to “scale” staffing to meet our requirements, from one person to three or more, each working six days per week.
- Hourly rate for contractors (as described above)
- Contract and payment terms
- Three references who can address your speed, responsiveness, and the quality of your work.

### **Respond by June 15, 2011**

E-mail your response to: [hire@lunagraphica.com](mailto:hire@lunagraphica.com)

Questions may be sent to the same e-mail address.

***Do not call LunaGraphica Inc, ConsumerBankruptcyCounseling.info, or the Tides Center for any reason. Vendors who violate this will be placed on a permanent do-not-hire list.***