



Terms of Reference

Consultant- Document Digitization Services – Office Records Scanning

1. Background

The Carter Center seeks to digitize its physical office documents to enhance operational efficiency, ensure secure archival, and improve accessibility. This TOR outlines the scope, deliverables, and expectations for engaging a qualified vendor to provide document scanning services.

2. Objectives

- Digitize physical office documents into searchable digital formats (e.g., PDF).
- Ensure secure handling, confidentiality, and integrity of sensitive records.
- Organize scanned files according to predefined folder structures and naming conventions.

3. Scope of Work

The selected vendor shall:

- Transport its equipment to the TCC Office, where the scanning of physical documents will be done securely.
- Remove staples, paper clips, and other bindings from the papers.
- Scan approximately 200 Box files of office records.
- Apply Optical Character Recognition (OCR) for searchable content.
- Index and categorize documents based on agreed metadata (e.g., department, date, document type).
- Deliver scanned files in an encrypted External drive or secure cloud service.
- Provide quality assurance checks to ensure legibility and completeness.
- Maintain confidentiality and comply with TCC's data protection regulations.

4. Qualifications

- Proven a minimum of five years (5) of experience in document digitization for government or corporate clients.
- Capacity to handle sensitive and confidential information.
- Access to high-speed scanners and OCR software.
- Compliance with the TCC Data Protection Regulation.
- Ability to work on-site or off-site as required.

5. Deliverables

- Digitized documents in PDF format (OCR-enabled).
- Indexed file directory aligned with organizational structure.
- Final report summarizing scanned volumes, issues encountered, and resolution steps.
- Secure return of physical documents (if applicable)

6. Timeline

<i>Deliverable</i>	<i>Due Date</i>	<i>Amount</i>
Digitized documents in PDF format (OCR-enabled).	November 30, 2025	
Indexed file directory aligned with organizational structure	December 5, 2025	
Final report summarizing scanned volumes, issues encountered, and resolution steps	December 10, 2025	
Secure return of physical documents (if applicable)	December 10, 2025	

7. Reporting

The vendor will report to the IT Manager who will oversee implementation, review deliverables, and approve payments.

8. Payment Terms

The consultant will be remunerated upon delivery of the agreed-upon outputs at the rate and for the agreed-upon number of days of professional fees chargeable.

The evaluation criteria will be based on the following:

Category	Maximum Score
Technical capacity and relevant experience	40
Proposed methodology and quality assurance plan	20
Cost-effectiveness and value for money	25
References from previous clients	15

Application Process

All applications must be submitted electronically via email with the subject line "Consultant-Document Digitization Services – Office Records Scanning" to **employmentliberia@cartercenter.org** by **Tuesday, September 16, 2025, at 17:00. Any applications received after this time will not be considered.**

Please include the following application materials:

- A letter of interest detailing the candidate's relevant experience and qualifications.
- A technical proposal outlining the approach and methodology, including a timeline.
- A financial proposal as per the deliverable table above.
- References from clients.

The Carter Center is an equal opportunity employer and does not discriminate against any employee or applicant based on race, color, sex, sexual orientation, gender identity, religion, nationality, or disability.

Please note that only short-listed candidates will be contacted.