

City of Foster City

3/14/2022
REQUEST FOR PRICING

Document Management System Replacement Project

City of Foster City RFP – Document Management System Replacement Project

The City of Foster City requests pricing for a Document Management System Replacement. Pricing is to include professional services for software deployment and migration of existing data and files. The vendor selected will be responsible for the implementation and maintenance of all selected components, project management, training, and providing a complete installation that meets the City's performance requirements.

The City invites you to submit a proposal to furnish materials in accordance with the terms, conditions and specifications contained in this document. Please complete the proposal form as instructed below and return it to the specified e-mail address by the due date. No extensions to the deadline will be allowed. All responses must be in an email to:

TO: Rob Lasky
rlasky@fostercity.org
Due Date: 4/11/2022

The undersigned proposes to provide solution and installation services to the City for the stated prices in accordance with the terms and conditions set forth in this document.

VENDOR:

Company Name	Street Address of Company
Signature of Officer	City, State, Zip
Printed Name of Officer	Telephone No./Fax Nbr.
Title of Officer	Federal I.D. Tax Number

This Request for Proposal includes the following Sections:

Section 1	Introduction / Background
Section 2	System Requirements
Section 3	RFP Submittal Requirements
Section 4	Project Services
Section 5	Vendor Evaluation Process

TERMS AND CONDITIONS

1. **DATE DUE: 4/11/2022**
2. **QUESTIONS:** Call Rob Lasky at 650-740-7101 or e-mail questions to rlasky@fostercity.org. All communication/questions are to be submitted by any vendor to Rob Lasky via e-mail. All responses to questions/clarifications will be posted on the City’s website as addendums and any vendor who has provided an e-mail will be notified via -email of the posting. Vendors are required to provide an e-mail address to which we may send responses.
3. **REPLY FORMAT:** The Vendor’s proposal, signed acknowledgment terms and conditions, including all attachments, must be returned by the due date with submittal. Vendors are required to clearly identify any limitations or exceptions to the requirements defined in this RFP. Alternative approaches will be given consideration if the approach clearly offers increased benefit to the City. **The City is not responsible for non-receipt or misdelivery and that it is bidder’s responsibility to ensure we have received their communication. The City’s e-mail system does not allow attachments larger than 25MB.**
4. **DEADLINES TIME ZONE:** Where referred to in document, all times are in the Pacific Time Zone.
5. **VENDOR QUALIFICATIONS:** The vendor has been in business doing this type of work for at least the last three years.
6. **RESPONSIVENESS AND SELECTION PROCESS:** The decision for selection will be made on a combination of criteria, including: total cost (including ongoing operating costs); responsiveness to RFP, reputation of Vendor and products in similar installations; quality and completeness of proposal; Vendor’s ability to perform in a timely fashion; and the City’s perception of Vendor’s stability within the industry.

The City reserves the right to reject any and all proposals or to waive any minor errors, discrepancies or irregularities. The selection will be at the discretion of the City and may be made in any manner that best meets the needs of the City.
7. **FIRM PRICES:** All quotes shall be held firm for a minimum of ninety (90) days after the proposal due date to allow adequate time for the City to consider each proposal and make an award. All blanks for unit price and total price shall be completed. All prices shall include sales tax where applicable. Any charges for boxing, packing, crating, cartage, handling, insurance, unloading, inside delivery, and any other related charges shall be included in the bid price provided on the Bid Form. Any discrepancy between the unit price and the extended or total price shall be determined by taking the lower price. Upon receipt of this proposal by the City, the Vendor shall be presumed to be thoroughly familiar with all aspects of this work. The failure or omission to examine any location, equipment, form, instrument or document shall in no way relieve Vendor from any obligation with respect to this proposal.

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8. **WARRANTY:** The delivered and installed goods, equipment or services shall be warranted to be free from defects in materials and workmanship. The warranty period shall begin upon final acceptance by the City. As a minimum, all goods, equipment and services shall be warranted to operate satisfactorily in accordance with the requirements of these specifications, the representations of the Vendor and the published specifications of the manufacturer(s) for a period of at least one (1) year from the date of acceptance by the City.
9. **CANCELLATION CLAUSE:** The City may terminate and cancel any purchase order or contract that result from this RFP without obligation at any time prior to receipt of the goods or services.

Section 1

Introduction / Background

1.1. The Project

The City of Foster City is requesting pricing for a Document Management System Replacement. Pricing is to include professional services for software deployment and migration of existing data and files. The vendor selected will be responsible for the implementation of all selected components, project management, training, and providing a complete installation that will meet the performance requirements as stated in final contract.

The vendor shall submit a proposed time-line schedule for implementation. The vendor will need to identify staff from their company who will be working on their team and confirm their availability for the duration of the project.

Tentative schedule and dates:

Release RFP	3/14/2022
Vendor Written Inquiries (on or before)	4/4/2022
City response to Written Inquiry (on or before)	4/5/2022
Proposals due from potential bidders	4/11/2022
Scripted Demos	4/25/2022-4/29/2022
Vendor Notified of accepted bids	5/2/2022
Award of Contract	5/16/2022
System Implementation	TBD

1.2. Current Systems Environment

1.2.1. The City of Foster City currently uses Docuphase for Document Management.

1.2.2. We have 10 document types in Docuphase, containing approximately 110,000 total documents. The document types we have are:

- Agenda Packets - Prior to March 2010
- Agreements
- Capital Improvement Projects
- CDD Building Permits
- CDD Planning
- Deeds Easements
- Legislative History
- Minutes
- Oaths of Office
- Resolutions Ordinances and Minute Orders

1.2.3. Total storage used currently is ~650GB.

1.2.4. Document scanning is done via Copiers/MFPs or desktop scanners.

1.2.5. We currently have 20 concurrent user licenses for Docuphase.

1.2.6. The City runs a Nutanix/VMWare server cluster on-prem, so we are open to on-prem deployed solutions. But we also understand there can be benefits of cloud-based solutions. So, we will welcome proposals for either on-prem or cloud-based solutions.

Section 2

System Requirements

The following are the minimum requirements we expect from the vendor's solution. Some requirements are specific to the City. We expect your response to address every requirement.

1. A public portal is required to allow the public to access designated cabinets without a need to login.
2. Describe how your solution allows import of pdfs from an outside scanning vendor. How do you allow index information to be imported at the same time?
3. How does your solution handle secured and/or signed pdfs? Can you pdf viewer open signed pdfs, or does it just display "Please open this pdf in Adobe Acrobat"? The City currently uses both Adobe Sign and DocuSign.
4. How does your solution comply with the requirements of a Trusted System, as defined by the State of California, in order for the City to be able to destroy original paper copies.
5. How does your solution allow the application of retention rules from the City's Records Retention Schedule to the documents stored in the system?
6. Document migration from our current system will be required. Provide a narrative as to your approach to document conversion/migration and the specific responsibilities of the City to ensure a successful conversion
7. The system is expected to work with modern systems (e.g., operating systems, web browsers, databases). Client-side ActiveX or Java is not allowed.
8. Role-based security that Integrates with Active Directory or Azure AD for the purposes of authenticating and authorizing users is required.
9. Describe your user licensing. Is it by named user, concurrent user, or device? How do you license the access for the public portal?
10. The City currently stores Agreements in DocuPhase, but we would like to track more information such as Total Dollar Amount of Agreement, and whether it was signed by the Mayor or the City Manager. We would also be interested in automation features, such as automatically notifying vendors when their insurance documents are expiring and allowing the vendor to upload updated insurance documentation. Does your solution have an Agreement Management module? If so, please describe it and provide line-item pricing.
11. An unbreakable audit trail is required for accountability. Describe how your system provides an enforceable chain of custody (i.e., what the record said at a particular point in time, how its content evolved to that point, and who was involved with it).
12. Advanced scanning features such as: image enhancement, OCR, viewing, annotation, printing, and storing images for both black-and-white and color pages, barcode and patch code recognition for automatic document separation when processing large numbers of documents.
13. Ability to customize search results, including the ability to resize columns

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14. Ability to use “Sticky indexes” during batch imports, allowing the user to enter index fields once per batch and those values “stick” when moving to the next document. Fields that need to be changed per documents can be changed.
15. Ability to export search results in a tabular format to csv.
16. Ability to send secured links to documents directly to team members, partners, suppliers, or customers. File security is maintained as only authorized users can retrieve the file by using the link.
17. Ability to export content in a non proprietary format, which contains both the document and the index values.
18. Vendor is required to provide customer service with phone, email and web support. A ticket tracking system that is accessible to users is also required.
19. Other features that we are not currently using but would like included in optional pricing line items include:
 - a. Workflow
 - b. Conversion to PDF-A
 - c. Redaction
 - d. Electronic Forms
 - e. API

Section 3

Proposal Submittal Requirements -- below are all the items that must be submitted by the Vendor. Any Vendor who fails to include responses to the following requirements shall be deemed non-responsive.

Requirement A – General

1. Proposed Timeline for Implementation
2. Copy of proposed Maintenance Contract which includes support options
3. Response to all City requirements (See Section 2).

Requirement B - Pricing Sheet

1. Upfront Software Licensing/Subscription Cost (with each component itemized)
2. Ongoing Annual Maintenance/Subscription Cost (with each component itemized)
3. All Project Service Costs (See Section 4)
4. Additional Modules/Components Price(s) (Optional)

Section 4

Project Services

1. Installation and Integration
Vendor shall be responsible to install and integrate all software/components to complete the system to 'final acceptance' by the City. The City shall determine the final decision on the installation work to be done by whom and when.
2. Data Migration
Vendor shall provide costs for migrating existing files and metadata from the City's current Document Management System (Docuphase). We currently have 10 document types in Docuphase, containing approximately 110,000 total documents. Total storage used currently is ~650GB.
3. Integration
We currently only have one integration, and we will need to be able to do something similar with a new solution. The integration is a SQL database lookup that pulls all metadata fields for Building Permits when only the permit number is provided. We use this database lookup both during interactive scanning of documents as well as bulk-importing documents from an outside scanning contractor.
4. Training
 - 1.4.1. Vendor shall do knowledge transfer to City Project Team during the course of the implementation.
 - 1.4.2. Vendor shall provide pricing for an administrator training session for all designated system admins. Vendor shall propose suggested length of administrator training sessions for each purchased module,
 - 1.4.3. Vendor shall provide pricing for in-person and/or virtual training for end users of the proposed system. Please include training options for both document creators/indexers as well as read-only (search only) users. Please include the length (in hours) of the training sessions, the suggested maximum number of participants for each class, and whether users will be expected to have a PC available to be hands-on during training.
5. Maintenance and Support
Vendor shall submit a three year maintenance pricing structure so the City can prepare the necessary budget. Vendor shall detail what the maintenance/support contract covers – vendor responsibility and city responsibility.

Section 5

Vendor Evaluation Process

1. Selection/Evaluation Criteria for RFP Proposals

Proposals will be reviewed by members of Foster City's IT Division and the City Clerk Department.

A subset of vendors will be requested to perform 1 to 2 hour scripted demos during the week of 4/25/2022-4/29/2022. Selected vendors will be contacted during the week of 4/18/2022 to set up a timeslot for their demo.

2. City Purchasing Ordinance '3.04.260 --Lowest responsible bidder determination' states as follows:

In determining the "lowest responsible bidder," the following factors may be considered in addition to price:

- A. The ability, capacity and skill of the bidder to perform the contract or provide the service required;*
- B. The character, integrity, reputation, judgment, experience and efficiency for the city or other contracting parties;*
- C. The quality of performance of previous contracts or services for the city or other contracting parties;*
- D. The previous and existing compliance by the bidder with the laws and ordinances relating to a contract or service;*
- E. The sufficiency of the financial resources and ability of the bidder to perform the contract or provide the services;*
- F. The ability of the bidder to provide future maintenance and service for the use of the subject of the contract. (Ord. 536 § 1 (part), 2007)*

3. Project Specific Evaluation

RFP Format Response Section

The vendor shall respond to all the areas listed in Section 3. The vendor shall describe how their proposal will meet the objectives, tasks, requirements, and other services identified in this document.