REQUEST FOR PROPOSAL FOR ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

North Ogden City, hereinafter referred to as the City, is seeking proposals from qualified vendors for Electronic Document Management System.

Proposal Requirements:

- All proposals must be submitted to the City Recorder’s Office no later than 5pm, Friday, September 28, 2012 (MST). Proposals shall reflect the best and most current information and offers.

- Proposals received after the deadline will not be considered and will be returned unopened.

- To be considered for the project, the vendor shall submit six (6) copies of its complete proposal. Materials shall be in 8 ½ “x 11” portrait format. Charts may be paper size landscape style format. Proposals must be submitted in a sealed envelope that is clearly marked with the name of the project, the company, and a statement that the envelope contains a proposal.

- The proposal shall not exceed 15 pages, exclusive of covers and dividers.

- All proposals shall become the property of the City.

- Information contained in the proposal must be clearly marked and delineated. The City may release any information contained in the proposal that is not marked and delineated a proprietary 30 days following execution of a contract for services.

The City reserves the right to reject any or all proposals, to waive any informality or technicality, or to accept proposals deemed to be in the best interest of the City.

I. INTENT OF REQUEST FOR PROPOSALS
   It is the intent of the Request for Proposal to generally set forth the minimum acceptable requirements for the proposal to be submitted herein.

II. DESCRIPTION OF THE PROJECT
    Proposals that are submitted must contain the following information:
• Vendors must include a detailed breakdown of all services included in the quoted monthly service fee.
• Vendors must also include rates for services not include in the monthly fee.

III. SUBMITTAL OF PROPOSAL
Proposals shall be submitted in sealed envelopes, with the project title and vendor’s name clearly marked on the face of the envelope. In order to be considered, vendors must complete all requirements and submit the same on or before the specified time and date for the proposal submittal. All proposals will be received at the Office of the City Recorder located at 505 E. 2600 N., North Ogden, Utah between the hours of 9am and 5pm, Monday through Friday, but no later than 5pm on Friday, September 28, 2012.

Proposal shall remain valid for a period of sixty (60) days from the due date.

IV. SIGNATURE ON PROPOSAL
Proposal must be signed by an authorized representative of the vendor named thereon. The signature on the proposal shall be interpreted to signify the vendor’s intent to comply with all the required services.

V. SCOPE OF WORK
The Electronic Document Management Features must do the following:
1. Proposed system must facilitate scanning from network scanners, TWAIN, and ISIS scanners. Web and Windows Client scanning is desirable.
2. Proposed system must provide advanced image enhancement features including but not limited to: auto-cropping, auto-orientation, blank page deletion, color dropout, hole punch removal.
3. Proposed system must provide optional full integration into network scanning appliances, including the ability to select scan destination and index directly from the panel.
4. Proposed system must be provided by locally represented company within 50 mile radius of North Ogden City. Same day remote support and/or on-site support within one business day of request must be available. Support must come from local company and not direct from software developer, although direct support as an option is desirable.
5. Proposed system must facilitate electronic document storage and indexing. Indexes must be stored in an ODBC compliant database. Solution must provide optional database at no extra charge to North Ogden City.
6. Proposed system must store the images in their native file format, and not in a proprietary or encrypted format. The database must store pointers to the images and not store the images as blobs in the database.

7. Proposed system must have multiple interfaces for interacting with the software including but not limited to: Windows Client, Web Client, Windows Explore-like Client, Mobile Client (iPhone, iPad, Android, etc.).

8. Proposed system must be scalable to hundreds of users and include both fixed and concurrent licensing options. Proposed system must not include additional fees for interchanging between concurrent and fixed user licensing.

9. Proposed system must provide simple integration between different software applications whether they are web-based, or windows-based. Hot key and/or integrated button integration is preferable. This integration should be available without requiring any custom programming.

10. Proposed system must have API’s for a variety of programming languages.

11. Proposed system must provide Active Directory and single sign-on capabilities in all available clients.

12. Proposed system must provide a document viewer that facilitates rendering of and viewing of various file formats including: .dox, .dwg, .pdf, .tiff, .xls, etc. The system must support viewing documents in the document viewer or viewing documents in their native default application.


14. Proposed system must provide workflow capabilities. Document stamping, electronic signatures, and routing must be part of the solution. Email notifications with dynamic links to documents are preferable. Audit trails of steps of the workflow processes including listing the user and time of approvals must be viewable. A workflow administrator must have the capability to view documents currently in workflow but not completed.

15. Proposed system must provide indexing assisting capabilities such as: barcode reading, OCR, zonal OCR, internal database lookups, external database lookups, point and shoot OCR, etc.

16. Proposed system must provide hot folder monitoring, email inbox monitoring, and print monitoring. Documents must be able to be printed directly into the electronic document management system without requiring a hard copy.

17. Proposed system must provide document import via scanner, virtual printer, drag and drop, hot folder monitoring, email monitoring, and browse to file.

18. Proposed system must be provided by a well-established software vendor with a minimum install base of 10,000 implementations.
19. Proposed system must have robust training materials including manuals, e-
learning, etc.

VI. SOLUTION PROVIDER REQUIREMENTS:
The Solution Provider must plan for the following:
1. Solution provider must have demonstrated experience in exporting documents 
from a competitive document management system and importing into their 
proposed software solution.
2. Solution provider must provide dedicated solution support representatives 
with a key contact for future troubleshooting.
3. Solution provider must demonstrate expertise in analysis of North Ogden City’s 
current electronic filing situation and recommend solutions to enhance and 
automate North Ogden City’s scanning processes.
4. Solution provider must have technology credentials to demonstrate 
competence in the electronic document management space. Microsoft Certified 
Professionals are preferable. CompTIA CDIA+ certifications (or similar 
certifications) are required.
5. Solution provider must provide references of customers North Ogden City may 
call to ask questions.
6. Solution provider must provide on-site training at no additional charge to North 
Ogden City.
7. Solution provider must provide contact information of the software developer 
support line, so North Ogden City may contact them if necessary.

VII. FORMAT OF PROPOSAL
The successful vendor will be selected on the basis of several factors, including but 
not limited to, the vendor’s qualifications and proposed cost.

a. INTRODUCTION OF THE VENDOR – Provide a brief introduction to the 
qualifications and background of your firm.
b. RELEVANT VENDOR EXPERIENCE – Provide a listing of clients and a contact 
person for each.
c. REFERENCES – Provide a name, telephone number, and project title for five (5) 
references to be contacted as to your performance on similar projects.
d. MONTHLY COST – Provide a monthly price for services as described in this RFP.
e. LOCATION – Provide a list of corporate locations, including which locations will 
be primarily responsible for the service provided to the city.
f. EMPLOYEES – Provide a list along with brief qualifications of employees that 
will have direct responsibilities to the city.
The City reserves the right to cancel the award of this contract at any time before execution of the contract by both parties if cancellation is deemed to be in the City's best interest. In no event shall the City have any liability for the cancellation of the award. The contractor assumes the sole responsibility for all expenses connected with the preparation of this proposal.

VIII. SELECTION CRITERIA
Proposals submitted in response to this RFP will be awarded using the “Choosing by Advantages Decision Making Systems.” Contract negotiations will be initiated with the highest-ranking vendor.

IX. TERMS OF CONTRACT
The City will require that the selected vendor be willing to enter into a written agreement with the City to provide all services required within the scope of services as submitted. The City’s Attorney’s Office, working with the selected vendor, will negotiate the agreement. All provisions of the agreement will be in compliance with State and Federal laws.

X. GENERAL INFORMATION
Response to this Request for Proposal is at the vendor’s sole risk and expense. The City anticipates selecting one of the responding vendors, but there is no guarantee that any responding vendor will be selected.

It is the City’s policy to encourage equal opportunity in its professional services and contracts. The City endeavors to do business with vendors that share the City’s commitment to equal opportunity and will not do business with any proposer that discriminates on the basis of race, religion, color, ancestry, age, gender, sexual orientation, disability, medical condition, or place of birth.

The City appreciates in advance the efforts vendors will make in behalf of this project and looks forward to participating with vendors in the selection process.

For further information contact:
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