

**Request for Proposals
RFP Item #ECM211-10**

**ENTERPRISE CONTENT MANAGEMENT SYSTEM
For
The City of Fayetteville, Georgia**

RFP Due: Friday December 15, 2017 @ 2:00 P.M.
Question Deadline: Friday, December 1, 2017 @ 5:00 P.M.

Sealed proposals for the Enterprise Content Management System for the City of Fayetteville must be received at the Office of Finance & Administrative Services, located at 240 South Glynn Street, Fayetteville, Georgia, 30214 by 2:00 P.M., Friday December 15, 2017 at which time, proposals will be opened and publicly read. The City Council reserves the right to reject any and all proposals and to waive formalities.

Instructions for preparation and submission of the proposal are available on the City of Fayetteville's official website, www.fayetteville-ga.gov, or by email, written, or phone request. Any changes to the conditions and specifications for this RFP must be in the form of a written addendum to be valid; therefore, the City will issue a written addendum to document all approved changes. Any proposal submitted which does not acknowledge the receipt of an addendum will not be considered.

Should you have any questions concerning the proposal documents, or need additional information, you may contact Danielle Ballard, our City's Designated Contact, directly at 770-719-4152 or by email at dballard@fayetteville-ga.gov.

Mailing Address for proposal submission:

*Danielle Ballard – Purchasing Agent
240 South Glynn Street
Fayetteville, GA 30214*

*RFP Response - RFP #ECM211-10
Enterprise Content Management System*



**CITY OF FAYETTEVILLE
REQUEST FOR
PROPOSAL**

Issue Date: 11/15/17	RFP Number: #ECM211-10	RFP Title: ENTERPRISE CONTENT MANAGEMENT SYSTEM
RFP Due Date & Time: 12/15/2017 @ 2pm		Number of Pages:

CONTACT INFORMATION	
Procurement Agent and Contact for this RFP: Danielle Ballard, Purchasing Agent	Procurement Official: Carleetha Talmadge, Assistant Finance Director
City of Fayetteville Finance & Administrative Services Department 240 South Glynn Street Fayetteville, GA 30214	Phone: (770) 461-6029 Fax: (770) 460-4238 Website: www.fayetteville-ga.gov

INSTRUCTIONS TO OFFERORS	
Return Sealed Proposal to: City of Fayetteville Finance & Administrative Services Department 240 South Glynn Street Fayetteville, GA 30214	Mark Face of Sealed Envelope/Package: Offeror's Name and Address RFP Name and Number: #ECM211-10 ENTERPRISE CONTENT MANAGEMENT SYSTEM RFP Due Date & Time: 12/15/17@2pm Special Instructions: Submit 3 copies of all documents- plus one (1) original copy.
IMPORTANT: SEE STANDARD TERMS AND CONDITIONS	

OFFERORS MUST COMPLETE THE FOLLOWING	
Offeror Name & Address:	Authorized Signatory: (Please Print Name and Sign in Ink)
Offeror Phone Number:	Offeror Fax Number:
Offeror Federal I.D. Number:	Offeror Email Address:
OFFEROR MUST RETURN THIS COVER SHEET WITH RFP RESPONSE	

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OFFEROR'S RFP CHECKLIST

**The 10 Most Critical Things to Keep in Mind
When Responding to an RFP for the City of Fayetteville**

1. _____ **Read the entire document.** Note critical items such as: mandatory requirements; supplies/services required; submittal dates; number of copies required for submittal; funding amount and source; contract requirements (e.g. contract performance security, insurance requirements, performance and/or reporting requirements, etc.).
2. _____ **Note the procurement agent's name, address, phone numbers and e-mail address.** This is the only person you are allowed to communicate with regarding the RFP and is an excellent source of information for any questions you may have.
3. _____ **Attend the pre-proposal conference** if one is offered. These conferences provide an opportunity to ask clarifying questions, obtain a better understanding of the project, or to notify the City of any ambiguities, inconsistencies, or errors in the RFP.
4. _____ **Take advantage of the "question and answer" period.** Submit your questions to the procurement agent by the due date listed in the Schedule of Events and view the answers given in the formal "addenda" issued for the RFP. All addenda issued for an RFP are posted on the City's website and will include all questions asked and answered concerning the RFP.
5. _____ **Follow the format required in the RFP** when preparing your response. Provide point-by-point responses to all sections in a clear and concise manner.
6. _____ **Provide complete answers/descriptions.** Read and answer all questions and requirements. Don't assume the City or evaluation committee will know what your company capabilities are or what items/services you can provide, even if you have previously contracted with the City. The proposals are evaluated based solely on the information and materials provided in your response.
7. _____ **Use the forms provided,** e.g. cover page, sample budget form, certification forms, etc.
8. _____ **Check the City website for RFP addenda.** Before submitting your response, check the City website at www.fayetteville-ga.gov to see whether any addenda were issued for the RFP. If so, you must submit a signed cover sheet for each addendum issued along with your RFP response.
9. _____ **Review and read the RFP document again** to make sure that you have addressed all requirements. Your original response and the requested copies must be identical and complete. The copies are provided to the evaluation committee members and will be used to rank your response.
10. _____ **Submit your response on time.** Note all the dates and times listed in the Schedule of Events and within the document, and be sure to submit all required items on time. Late proposal responses will not be accepted.

This checklist is provided for assistance only and should not be submitted with Offeror's

SCHEDULE OF EVENTS

EVENT	DATE
RFP Issue Date	11/15/17
Deadline for Receipt of Written Questions	12/1/17
Deadline for City Response to written Questions	12/6/17
RFP Response Due Date	12/15/17
Notification of Offeror Interviews/Product Demonstrations	N/A
Offeror Interviews/Product Demonstrations	TBA if needed
Intended Date for Contract Award	TBA

1.0 Project Overview

I. Introduction

A. Organizational Background

The City of Fayetteville was established in 1822 as the seat of Fayette County Georgia. Its population is around 17,000 people. The City currently employs around a 160 fulltime and part-time employees.

We have been using Laserfiche products for about 15 years. We are on Laserfiche 10.2 on a SQL 2012 express database server. Current types of templates utilized are Building department, City Clerk, Finance, Planning and Zoning. The current Laserfiche database stats are:

- 1 Child Folders 2,589
- 2 Child Documents 24,601 13GB
- 3 Text Count 40870, 118 MB
- 4 Electronic Count 24 files, 72 MB

B. Project Overview

City of Fayetteville Georgia is seeking to acquire an enterprise content management (ECM) system that allows employees to:

- Efficiently capture information and automate classification, eliminating the need for manual sorting and processing.
- Securely and efficiently search, retrieve, scan, store, email, and manage multiple types of content, including but not limited to, electronic and imaged documents, audio and video files.
- Integrate between ECM and our Financial System "New World Systems."
- Automate content-related business processes such as auto scanning purchase orders and supporting documents, and allowing on-line Registration and document submissions.
- Archive records and apply formal retention schedules for effective information governance.

There will be 10 – 25 scan users across the following departments (Quote for 10 users):

- Finance
- Utility Billing
- City Clerk's Office
- Building, Planning and Zoning Department

The organization's estimated document volume per month is 500 – 1000.

Users will hold the following roles:

- Scanning of documents
- Document retrieval
- Document Retention

The ECM system will integrate with the following software applications:

- Tyler New World Financials
- BS&A Software
- ESRI GIS System

C. Project Objectives and Key Results

The City of Fayetteville's goal is to reduce paper, increase business continuity, increase document access between departments, and establish business process rules.

Fayetteville has identified the following as key project objectives and key results:

- Storage of documents, less paper, less storage of paper on site.
- Sharing of document data, easy access by users, better business processes.
- Citizen access, transparency, on-line registration and access to public documents, better customer service.

Executive Summary – Section B

- Provide a narrative response to the high-level system overview.
- Scenarios – Section D
 - Provide an overview description of how your ECM system would solve the needs identified in the scenarios.
- Functional and Technical Requirements – Section E
 - Outline which requirements your system does or does not meet.
- Services Required – Section G
- Cost Detail and Summary Pages – Section H
 - Outline your pricing structure.

Demonstrations

If your firm is invited to demonstrate its solution, be prepared to show how it can be used in response to the below scenarios, highlighting the following capabilities:

1. Demonstrate Zone OCR on a City PO
2. Demonstrate the integration feature between ECM and a third party software, preferably New World.
3. Demonstrate the search functions
4. Demonstrate on-line forms and document import
5. Demonstrate document batch scan processing from pre-processing folder
6. Demonstrate workflow processing

1.1 Single Point of Contact

From the date this Request for Proposal (the "RFP") is issued until an offeror is selected and the selection is announced by the procurement officer, **offerors are not allowed to communicate with any City staff or elected officials regarding this procurement, except at the direction of Danielle Ballard** the procurement agent in charge of the solicitation. Any unauthorized contact may disqualify the offeror from further consideration. Contact information for the single point of contact is as follows:

Procurement Agent: Danielle Ballard
Address: 240 South Glynn Street
Fayetteville, GA 30214
Telephone Number: 770-461-6029
Fax Number: 770-460-4238
E-mail Address: dballard@fayetteville-ga.gov

1.2 Required Review

1.2.1 Review RFP: Offerors should carefully review the instructions, mandatory requirements, specifications, and standard terms/conditions as set out in this RFP and promptly notify the Procurement Agent, identified above, in writing or via e-mail of any ambiguity, inconsistency, unduly restrictive specifications, or error which they discover upon examination of this RFP.

1.2.2 Form of Questions: Offerors with questions or requiring clarification or interpretation of any section within this RFP must address these questions in writing or via e-mail to the Procurement Agent referenced above on or before December 1, 2017. Each question must provide clear reference to the section, page, and item in question. Questions received after the deadline may not be considered.

1.2.3 City's Answers: The City will provide by December 6, 2017, an official written answer to all questions received within the time frame stipulated under section 1.2.2. The City's response will be by formal written addendum. Any other form of interpretation, correction, or change to this RFP will not be binding upon the City. Any formal written addendum will be posted on the City's website alongside the posting of the RFP at www.fayetteville-ga.gov by the close of business on the date listed.

1.2.4 Standard Terms and Conditions: By submitting a response to this RFP, offeror agrees to acceptance of the standard terms and conditions as set forth in *Appendix A* of this RFP. Much of the language included in the standard terms and conditions reflects requirements of state law. Requests for exceptions to the standard terms and conditions or any added provisions must be submitted to the Procurement Agent referenced above by the date for receipt of written/e-mailed questions or with the offeror's RFP response and must be accompanied by an explanation of why the exception is being taken and what specific effect it will have on the offeror's ability to respond to the RFP or perform the contract. The City reserves the right to address non-material, minor, insubstantial requests for exceptions with the highest ranking offeror during negotiation. Any material, substantive, important exceptions requested and granted to the standard terms and conditions will be addressed in any formal written addendum issued for this RFP and will apply to all offerors submitting a response to this RFP.

1.2.5 Mandatory Requirements: To be eligible for consideration, an offeror *must* meet the intent of all mandatory requirements. The City will determine whether an offeror's RFP response complies with the intent of the requirements. RFP responses that do not meet the full intent of all requirements listed in this RFP may be subject to ranking reductions during the evaluation process or may be deemed non-responsive.

1.3 Submitting a Sealed Proposal

1.3.1 Organization of Proposal: Offerors must organize their proposal into sections that follow the format of this RFP, with tabs separating each section. A point-by-point response to all numbered sections, subsections, and appendix is required. If no explanation or clarification is required in the offeror's response to a specific subsection, the offeror shall indicate so in the point-by-point response or utilize a blanket response for the entire section with the following statement:

"(Offeror's Name)" understands and will comply.

1.3.2 Failure to Comply with Instructions: Offerors failing to comply with these instructions may be subject to ranking reductions. The City may also choose to not evaluate, may deem non-responsive, and/or may disqualify from further consideration any proposals that do not follow this RFP format, are difficult to understand, are difficult to read, or are missing any requested information.

1.3.3 Multiple Proposals: Offerors may, at their option, submit multiple proposals, in which case each proposal shall be evaluated as a separate document.

1.3.4 Cost Proposal Form: Offerors *must* respond to this RFP by utilizing the Cost Proposal form found in *Section 5*. The Cost Proposal form will be used as the primary representation of each offeror's cost/price, and will be used extensively during proposal evaluations. Additional information should be included as necessary to explain in detail the offeror's cost/price. One Cost Proposal shall be submitted in a separate, sealed envelope marked "Cost Proposal, RFP #, RFP Name, and Due Date/Time. Additional Cost proposal sheets shall not be included in proposal original or copies.

1.3.5 Standard Forms: Offerors *must* respond to this RFP by completing the standard forms set forth under *Appendix B*. The standard forms include legal requirements that must be met before formal negotiations can be completed and the award process commenced.

1.3.6 Copies Required and Deadline for Receipt of Sealed Proposals: All proposals must be received in sealed packaging. Offerors must submit **one (1) original proposal** and **3 copies** to the address set forth in the Cover Page. **One (1) Cost Proposal** shall be submitted in a separate, sealed envelope marked "Cost Proposal", RFP #, RFP Name, and Due Date/Time. Additional Cost Proposal sheets **shall not** be included in proposal original or copies.

Proposals must be received sealed and at the receptionist's desk of the location noted in the Cover Page prior to December 15, 2017, local time 2:00 pm. Facsimile responses to requests for proposals are NOT accepted.

1.3.7 Late Proposals: *Regardless of cause, late proposals will not be accepted and will automatically be disqualified from further consideration.* It shall be the offeror's sole risk to assure delivery to the receptionist's desk at the designated office by the designated time. Late proposals

will not be opened and may be returned to the offeror at the expense of the offeror or destroyed if requested.

1.4 Offeror's Certification

1.4.1 Understanding of Specifications and Requirements: By submitting a response to this RFP, offeror agrees to an understanding of and compliance with the specifications and requirements described in this RFP.

1.4.2 Offeror's Signature: The proposals must be signed in ink by an individual authorized to legally bind the business submitting the proposal. The offeror's signature on a proposal in response to this RFP guarantees that the prices quoted have been established without collusion and without effort to preclude the City from obtaining the best possible supply or service. Proof of authority of the person signing the RFP response must be furnished upon request.

1.4.3 Offer in Effect for 90 Days: A proposal may not be modified, withdrawn, or canceled by the offeror for a 90-day period following the deadline for proposal submission as defined in the Schedule of Events, or receipt of best and final offer, if required, and offeror so agrees in submitting the proposal.

1.5 Cost of Preparing a Proposal

1.5.1 City Not Responsible for Preparation Costs: The costs for developing and delivering responses to this RFP and any subsequent presentations of the proposal as requested by the City are entirely the responsibility of the offeror. The City is not liable for any expense incurred by the offeror in the preparation and presentation of their proposal.

1.5.2 All Timely Submitted Materials Become City Property: All materials submitted in response to this RFP become the property of the City and are to be appended to any formal documentation, which would further define or expand any contractual relationship between the City and offeror resulting from this RFP process.

2.0 Authority

This RFP is issued under the authority of the City of Fayetteville. The RFP process is a procurement option allowing the award to be based on stated evaluation criteria.

2.1 Offeror Competition

The City encourages free and open competition among offerors. Whenever possible, the City will design specifications, proposal requests, and conditions to accomplish this objective, consistent with the necessity to satisfy the City's need to procure technically sound, cost-effective services and supplies.

2.2 Receipt of Proposals and Public Inspection

2.2.1 Public Information: During the opening of sealed proposal information such as name of bidder, bid price, and name of product or service. If a price is submitted on an addendum, this should be read and abstracted rather than original bid price. Prices should be read twice. No other information will be disclosed nor shall the proposals be considered open record until after council award. All information received in response to this RFP, including copyrighted material, is deemed public information and will be made available for public viewing and copying shortly after the council award with the following four exceptions: (1) bona fide trade secrets meeting confidentiality requirements that have been properly marked, separated, and documented; (2) matters involving individual safety as determined by the City; (3) any company financial information requested by the City to determine vendor responsibility, unless prior written consent has been given by the offeror; and (4) other constitutional protections.

2.2.2 Procurement Agent's Review of Proposals: Upon opening the sealed proposals received in response to this RFP, the Procurement Agent in charge of the solicitation will review the proposals and separate out any information that meets the referenced exceptions in Section 2.2.1 above, providing the following conditions have been met:

- Confidential information is clearly marked and separated from the rest of the proposal;
- The proposal does not contain confidential material in the cost or price section; and,
- An affidavit from an offeror's legal counsel attesting to and explaining the validity of the trade secret claim is attached to each proposal containing trade secrets. Counsel must use the City's *Affidavit for Trade Secret/Private Information* form in requesting information remain confidential. This affidavit form is available by contacting the Procurement Agent at the contact number set forth under *Section 1.1*.

Information separated out under this process will be available for review only by the Procurement Officer, Procurement Agent, the Evaluation Committee members, and limited other designees. Offerors must be prepared to pay all legal costs and fees associated with defending a claim for confidentiality in the event of a "right to know" (open records) request from another party.

2.3 Classification and Evaluation of Proposals

2.3.1 Initial Classification of Proposals as Responsive or Nonresponsive: All proposals will initially be classified as either “responsive” or “nonresponsive”. Proposals may be found nonresponsive any time during the evaluation process or negotiations if any of the required information is not provided; the submitted price is found to be excessive or inadequate as measured by criteria stated in the RFP; or the proposal is not within the plans and specifications described and required in the RFP. If a proposal is found to be nonresponsive, it will not be considered further.

2.3.2 Determination of Responsibility: The Procurement Officer will determine whether an offeror has met the standards of responsibility. Such a determination may be made at any time during the evaluation process and through negotiation if information surfaces that would result in a determination of non-responsibility. If an offeror is found non-responsible, the determination must be in writing, made a part of the procurement file and mailed to the affected offeror.

2.3.3 Evaluation of Proposals: The Evaluation Committee will evaluate the remaining proposals and recommend whether to award to the highest ranking offeror or, if necessary, to seek discussion/negotiation or a “best and final offer” in order to determine the highest ranking offeror. All responsive proposals will be evaluated based on stated evaluation criteria. In ranking against stated criteria, the City may consider such factors as accepted industry standards and a comparative evaluation of all other qualified RFP responses in terms of differing price, quality, and contractual factors. These rankings will be used to determine the most advantageous offering to the City.

2.3.4 Completeness of Proposals: Selection and award will be based on the offeror’s proposal and other items outlined in this RFP. Submitted responses may not include references to information located elsewhere, such as Internet websites or libraries, unless specifically requested. Information or materials presented by offerors outside the formal response or subsequent discussion/negotiation or “best and final offer,” if requested, will not be considered, will have no bearing on any award, and may result in the offeror being disqualified from further consideration.

2.3.5 Achieve Passing Ranking: Any proposal that fails to achieve a passing ranking for any part/section for which a passing ranking is indicated will be eliminated from further consideration.

2.3.6 Opportunity for Discussion/Negotiation and/or Oral Presentation/ Product Demonstration: After receipt of all proposals and prior to the determination of the award, the City may initiate discussions with one or more offerors should clarification or negotiation be necessary. Offerors may also be required to make an oral presentation and/or product demonstration to clarify their RFP response or to further define their offer. In either case, offerors should be prepared to send qualified personnel to the City to discuss technical and contractual aspects of the proposal. Oral presentations and product demonstrations, if requested, shall be at the offeror’s expense.

2.3.7 Best and Final Offer: The “Best and Final Offer” is an option available to the City under the RFP process which permits the City to request a “best and final offer” from one or more offerors if additional information is required to make a final decision. Offerors may be contacted asking that they submit their “best and final offer,” which must include any and all discussed and/or negotiated changes. The City reserves the right to request a “best and final offer” for this RFP, if any, based on price/cost alone.

2.3.8 Evaluation Committee Recommendation for Award: The Evaluation Committee will provide a written recommendation for award to the Procurement Officer that contains the ranking and related supporting documentation for its decision. The Procurement Officer will review the recommendation to ensure its compliance with the RFP process and criteria before concurring in the Evaluation Committee's recommendation.

2.3.9 Negotiation: Upon recommendation from the Selection Committee, the Procurement Officer and/or City department representatives may begin negotiations with the responsive and responsible offeror whose proposal achieves the highest ranking and is, therefore, the most advantageous to the City. If negotiation is unsuccessful or the highest ranking offeror fails to provide necessary documents or information in a timely manner, or fails to negotiate in good faith, the City may terminate negotiations and begin negotiations with the next highest ranking offeror.

2.3.10 Award: Award, if any, will be made to the highest ranking offeror who provides all required documents and successfully completes the negotiation process.

2.4 City's Rights Reserved

While the City has every intention to make an award as a result of this RFP, issuance of the RFP in no way constitutes a commitment by the City to award. Upon a determination such actions would be in its best interest, the City, in its sole discretion, reserves the right to:

- cancel or terminate this RFP;
- reject any or all proposals received in response to this RFP;
- waive any undesirable, inconsequential, or inconsistent provisions of this RFP which would not have significant impact on any proposal;
- not award if it is in the best interest of the City; or
- if awarded, terminate any contract if the City determines adequate funds are not available.

3.0 City's Intent

A. General

Except as otherwise provided herein as the responsibility of Fayetteville, the successful proposer will provide all services, software, and materials, to successfully install and implement an enterprise content management system in accordance with the provisions of the resulting agreement between the parties.

B. Executive Summary

1. The ECM system must be robust and scalable, so that it can provide a unified tool for managing content across the organization. There are currently 160 employees in the organization. For the purposes of this RFP, there will be 10 scan users of the ECM system.
2. The organization will consider both a solution made up of one tool or a suite of software tools that can operate together in a seamless way to provide enterprise content management functionality.
3. The organization prefers **Canned software**. Canned software, also referred to as prewritten, "shrink-wrapped" or standards, but will consider software that may require some minimal level of customization to ensure that the software links easily to other applications and systems currently in use. Extensive customization is not desired.
4. Databases and equipment requirements should be non-proprietary. Storage of electronic documents in an archival, non-proprietary format is necessary. The system must easily create images of electronic documents and import them into the system. Storage of electronic documents in their native file format is necessary. We would prefer to use Microsoft Express SQL until we grow into the full Microsoft SQL.
5. The ECM system must include integrated capture that can accommodate both hard copy and electronic documents. The ECM system must accept documents from the Microsoft Office suite of products, as well as other types of files such as maps, photographs, scanned images, sound and movie formats, Web pages, PDFs. The system must be able to automatically extract metadata from captured content.
6. The City of Fayetteville is requiring a data conversion of our current Laserfiche ECM to your ECM product. Please provide the percent of conversion you will be able to perform on a Laserfiche SQL Express database and documents. We prefer 100% conversion of both database and attached documents for our current system.

C. Technical Environment

Any solution adopted as a result of this RFP will have to work within Fayetteville's technical environment and may need to integrate with existing systems. A description of the organization's current technical environment follows.

1. VMWare virtual servers
2. Windows Server 2012 Standard R2 or higher.
3. Windows operation system 7, 8 and 10.
4. Large Format Scanners
5. Fujitsu Fi scanners such as the Fi-7160

D. Scenarios

A number of scenarios are identified below as opportunities for significant improvement organization-wide. In a short narrative (two pages or less): See the area below labeled "In responding to the above scenarios" for examples of scenarios of interest.

- Summarize the software modules that would be appropriate (e.g. workflow, records management, e-forms, etc.) for use in each scenario.
- Describe the extent of standard configuration versus custom programming/interfaces that might be required (e.g. out-of-the-box, vendor customization required, third-party applications already developed for particular use, etc.).
- Describe a similar existing solution using the proposed ECM system.

In responding to the above scenarios. Proposers, whenever possible, will use a similar operating environment to the City of Fayetteville. Proposers should make a case for the use of their solution and the value that the proposer brings.

1. Allow citizens to enter data using a kiosks or on-line, allow for capture of documents, submitted to departments using a business process rules.
2. Allow departments to scan in their purchase orders and support documents to finance. The PO would be Zone OCR for PO number, date and other fields; record would be created according to the input template.
3. Allow departments to search for archived documents from New World or other linked software by clicking a screen button or icon. Example: Pull up a PO on New World, press an icon, the archived data from the ECM system would automatically search and display on the screen.
4. Link our GIS maps parcel data to documents such as plats, agreements, applications for zoning and so on.
5. Document retention, with built-in management and disposal of documents according to the State of Georgia retention schedule.

E. Functional and Technical Requirements

- 1. Easy scanning of documents and files from large format scanners, desktop scanners, disk storage, email system and from desktop computer.**
- 2. Importing most popular file formats.**
- 3. Tools for OCR Zone scanning of both paper and electronic documents, auto fill of database templates for a batch of records.**
- 4. Workflow processes to help with our business needs.**
- 5. Retention management of documents according to the State of Georgia archive retention schedule.**
- 6. Citizen portal for on-line or kiosk registration and document submissions.**

F. Hardware Recommendations

Identify the hardware necessary for ECM system implementation, including any product-specific required hardware:

- PCs, both user (retrieval) and scan/index stations (specifications only)**
- Server(s) (specifications only)**
- Scanners (provide recommended scanners)**
- Other hardware**

G. Services Required for the Project

- 1. Implementation**
 - a. Describe your implementation methodology. Is your method flexible enough to incorporate changes during the implementation process?**
 - b. Submit an implementation plan for planning, designing, installing and configuring the core system. Explain how and when end-user feedback is incorporated into your plan.**
 - c. Identify roles and responsibilities (e.g. team lead, product owner, technical expert, etc.) for the successful proposer and Fayetteville's business and technical resources needed by stage.**
 - d. Do you provide a central point of contact during implementation?**
- 2. Training and Certification**
 - a. Describe the training available and state whether you will provide it onsite.**
 - b. Describe your training program for end users, system administrators and workflow developers prior to going live.**
 - c. Provide details on recommended system-specific training and certification courses—either online or in-person—including course name, description, location and duration.**
- 3. Service, Maintenance and Ongoing Support**
 - a. Describe the warranty or maintenance program offered with your product(s).**
 - b. Describe how problems are prioritized.**
 - c. Describe the problem escalation process.**
 - d. Provide information on your guaranteed response time to reported problems.**

- e. Describe how you will allow us to maintain self-sufficiency in supporting and expanding the implemented solution.
- f. Describe the resources that are available on your support website.
- g. Describe any active user groups, discussion forums and additional means of solution exchange with other customers.
- h. Describe your process for rolling out new versions and/or updates to your customers.
- i. Describe your process for training customers on new versions.
- j. Identify the current version of the software and the anticipated release date of the next version. What new features will the next version support?
- k. Describe the measures, if any, your company takes to encourage customers to stay on the current version of the software.

H. Fill out questionnaire Form

Must fill out the "EMC Pricing and Functional Requirements." Please try to match your software modules (if not laserfiche) to LaserFiche modules listed on the sheet. This will allow the City better comparison of software packages.

4.0 City's Right to Investigate

The City may make such investigations as deemed necessary to determine the ability of the offeror to provide the supplies and/or perform the services specified.

4.1 Offeror Informational Requirements

In determining the capabilities of an offeror to perform the services specified herein, the following informational requirements must be met by the offeror. **(Note: Each item must be thoroughly addressed. Offerors taking exception to any requirements listed in this section may be found non-responsive or be subject to ranking reductions.)**

4.1.1 References: Offeror shall provide a minimum of **three** references that are using services of the type proposed in this RFP. The references may include any government or universities where the offeror, preferably within the last **five** years, has successfully set up and provided Audio System services. At a minimum, the offeror shall provide the company name, the location where the services were provided, contact person(s), customer's telephone number, a complete description of the service type and dates the services were provided. These references may be contacted to verify offeror's ability to perform the services requested. The City reserves the right to use any information or additional references deemed necessary to establish the ability of the offeror to perform the conditions of this request. Negative references may be grounds for proposal disqualification.

4.1.2 Resumes/Company Profile and Experience: Offeror shall specify how long the individual/company submitting the proposal has been in the business of providing services similar to those requested in this RFP. A resume or summary of qualifications, work experience, education, skills, etc., which emphasizes previous experience in this area should be provided for all key personnel who will be involved with any aspects to perform the services requested. Offeror should specify how long it has been in the business of providing these services and under what company name.

4.1.3 Method of Providing Services: Offeror should provide a description of the work plan and the methods to be used that will convincingly demonstrate to the City what the offeror intends to do, the timeframes necessary to accomplish the work, and how the work will be accomplished.

SECTION 5: COST PROPOSAL

Software/Installation/Training/Support Costs:

Include vendor’s software, installation, training and support costs as well as any additional system software needed. Please submit an itemized list of all costs. Vendor must indicate how support will be provided (phone, on-site, etc.). Vendor must permit software to be installed on a development server to ensure updates and changes work correctly before being implemented.

Must fill out the “EMC Pricing and Functional Requirements.” Please try to match your software modules (if not laserfiche) to LaserFiche modules listed on the sheet. This will allow the City better comparison of software packages.

Award will consider price, but price will not be the sole, determining factor.

Instructions for submitting Cost Proposal: One Cost Proposal shall be submitted in a separate, sealed envelope marked “Cost Proposal, RFP #, RFP Name, and Due Date/Time. Additional Cost proposal sheets shall not be included in proposal original or copies.

Proposal Price Certification

In compliance with the attached specification, the undersigned offers and agrees that if this proposal is accepted by the City Council within one hundred and twenty (120) days of the date of proposal opening, that the undersigned will furnish any or all of the deliverables upon which prices are quoted, at the price set opposite each, to the designated point(s) within the time specified.

COMPANY _____

ADDRESS _____

AUTHORIZED SIGNATURES _____

PRINT / TYPE NAME _____

SECTION 6: EVALUATION CRITERIA

6.0 Evaluation Criteria

All proposals received will be reviewed by the Procurement Agent to ensure that all administrative requirements of the RFP package have been met, such as all documents requiring a signature have been signed and submitted. Failure to meet these requirements may be cause for rejection. All proposals that meet the administrative requirements will be turned over to the Evaluation Committee for further evaluation. The Evaluation Committee will review all proposals received and determine a ranking based on the information provided in Sections 3 through 5 of this RFP. As previously indicated, the Evaluation Committee may, in its sole discretion and in the course of its evaluation, arrange a site visit or request presentations/demonstrations with one or more selected offerors.

In reviewing proposals, the Evaluation Committee will weigh the following:

1. Ability to provide services listed in the "Scope of Project"	25%
2. Understanding of Project	20%
3. Previous Comparable Experience	20%
4. Approach	15%
5. <u>Cost</u>	20%
Total	100%

SECTION 7: STANDARD CONTRACT INFORMATION

7.0 Additional Contract Provisions and Terms

This RFP and any addenda, the offeror's RFP response, including any amendments, a best and final offer, any clarification question responses, and any negotiations shall be included in any resulting contract. The Standard Terms and Conditions do not define the total extent of the contract language that may be negotiated. In the event of a dispute as to the duties and responsibilities of the parties under any resulting contract, the contract, along with any attachments prepared by the City, will govern in the same order of precedence as listed in the contract.

7.1 Contract Term

The contract term is for a period not to exceed **1 year**. Renewals of the contract, by mutual agreement of both parties, may be made at **any time**.

7.2 Subcontractors

The highest ranking offeror will be the prime contractor if a contract is awarded and shall be responsible, in total, for all work of any subcontractors. All subcontractors, if any, must be listed in the proposal. The City reserves the right to approve all subcontractors. The Contractor shall be responsible to the City for the acts and omissions of all subcontractors or agents and of persons directly or indirectly employed by such subcontractors, and for the acts and omissions of persons employed directly by the Contractor. Further, nothing contained within this document or any contract documents created as a result of any

contract awards derived from this RFP shall create any contractual relationships between any subcontractor and the City.

7.3 General Insurance Requirements

7.4.1 General Requirements: The Contractor shall maintain for the duration of the contract, at its cost and expense, insurance against claims for injuries to persons or damages to property, including contractual liability, which may arise from or in connection with the performance of the work by the Contractor, agents, employees, representatives, assigns, or subcontractors. This insurance shall cover such claims as may be caused by any negligent act or omission. Proof of insurance must be received at the address listed under *Section 1.1* within acceptable time limits established during the contract negotiation process.

7.4 Compliance with Workers' Compensation Act

The Contractor is required to supply the City with proof of compliance with the Workers' Compensation Act while performing work for the City. Neither the Contractor nor its employees are employees of the City. Proof of compliance must be received at the address listed under *Section 1.1* within acceptable time limits established during the contract negotiation process.

7.5 Compliance with Security and Immigration Act

7.5.1 Work Eligibility Verification Requirement:

(1) Pursuant to O.C.G.A. 13-10-91, every public employer, every contractor of a public employer, and every subcontractor of a public employer's contractor must register and participate in a federal work authorization program, as follows:

- (a) On or after July 1, 2007, every public employer shall register and participate in a federal work authorization program to verify the work eligibility information of all new employees.
- (b) No public employer shall enter into a contract for the physical performance of services within the State of Georgia unless the contractor registers and participates in a federal work authorization program to verify the work eligibility information of all new employees.
- (c) No contractor or subcontractor who enters into a contract with a public employer shall enter into such a contract or subcontract in connection with the physical performance of services within the State of Georgia unless such contractor or subcontractor registers and participates in a federal work authorization program to verify the work eligibility information of all new employees.

(2) In accordance with O.C.G.A. 13-10-91, the requirements of paragraphs (b) and (c) of paragraph (1) shall apply to public employers, their contractors and subcontractors, as follows:

- (a) On or after July 1, 2007, to public employers, contractors, or subcontractors of 500 or more employees;
- (b) On or after July 1, 2008, to public employers, contractors or subcontractors of 100 or more employees; and
- (c) On or after July 1, 2009, to all other public employers, their contractors, or subcontractors.

(3) As of the date of enactment of O.C.G.A. 13-10-91, the applicable federal work authorization program is the "Employment Eligibility Verification (EEV)/Basic Pilot Program" operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA). Public employers, contractors and subcontractors subject to O.C.G.A. 13-10-91 shall comply with O.C.G.A. 13-10-91 and this rule by utilizing the EEV/Basic Pilot Program. The EEV/Basic Pilot Program can be accessed from the USDHS U.S. Citizenship and Immigration Services Internet website at <http://www.uscis.gov/>. Information and instructions regarding EEV/Basic Pilot Program Registration, Corporate Administrator Registration, and Designated Agent Registration can be found at that website address.

(4) All rules, regulations, policies, procedures and other requirements of the EEV/Basic Pilot Program or any other federal work authorization program defined in Rule 300-10-1-.01 and permitted to be used to satisfy the requirements of O.C.G.A. 13-10-91 and these rules, shall be considered additional requirements of this rule.

(5) In accordance with O.C.G.A. 13-10-91, public employers, contractors and subcontractors may utilize any other federal work authorization program operated by the United States Department of Homeland Security or any other equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control act of 1986 (IRCA), P.L. 99-603, as such work authorization programs become available.

(6) A copy of these Chapter 300-10-1 rules, including any forms prescribed or available to administer and effectuate these rules, shall be published on the Georgia Department of Labor's website.

7.5.2 Contractor and Subcontractor Evidence of Compliance:

(1) Pursuant to O.C.G.A. 13-10-91, public employers who enter into a contract for the physical performance of services within the State of Georgia shall include in such contract all of the following provisions:

- (a) A provision stating that compliance with the requirements of O.C.G.A. 13-10-91 and Rule 300-10-1-.02 are conditions of the contract;
- (b) A provision listing the three statutory employee-number categories of "500 or more employees," "100 or more employees," and fewer than 100 employees," as identified in O.C.G.A. 13-10-91, with a space provided for the contractor to check, initial or otherwise affirmatively indicate the employee-number category applicable to the contractor (**See Appendix B for the applicable form**); and
- (c) Provisions stating that: (1) the contractor's compliance with the requirements of O.C.G.A. 13-10-91 and Rule 300-10-1-.02 shall be attested by the execution of the contractor affidavit as shown in Rule 300-10-1-.07 which document shall become part of the covered contract; and (2) the contractor's agreement that, in the event the contractor employs or contracts with any subcontractor(s) in connection with the covered contract, the contractor will secure from the subcontractor(s) such subcontractor(s) indication of employee-number category applicable to the subcontractor (**See Appendix B for the applicable form**).

- (2) Pursuant to O.C.G.A. 13-10-91, public employers shall include in all covered contracts a provision stating the contractor's agreement that, in the event the contractor employs or contracts with any subcontractor(s) in connection with the covered contract, the contractor will secure from such subcontractor(s) attestation of the subcontractor's compliance with O.C.G.A. 13-10-91 and Rule 300-10-1-.02 by the subcontractor's execution of the subcontractor affidavit shown in Rule 300-10-1-.08 and maintain records of such attestation for inspection by the City at any time. Such subcontractor affidavit shall become a part of the contractor/subcontractor agreement and is available from the Georgia Department of Labor.
- (3) All portions of contracts pertaining to compliance with O.C.G.A. 13-10-91 and these rules, and any affidavit related hereto, shall be open for public inspection in this State at reasonable times during normal business hours.

Forms necessary to ensure compliance with this section are included under *Appendix B* and must be received at the address listed under *Section 1.1* within acceptable time limits established during the contract negotiation process.

7.6 Compliance with Laws

The Contractor must, in performance of work under this contract, fully comply with all applicable federal, state, or local laws, rules and regulations, including the Civil Rights Act of 1964, the Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973. Any subletting or subcontracting by the Contractor subjects subcontractors to the same provision. The Contractor agrees that the hiring of persons to perform the contract will be made on the basis of merit and qualifications and there will be no discrimination based upon race, color, religion, creed, political ideas, sex, age, marital status, physical or mental disability, or national origin by the persons performing the contract.

7.7 Contract Termination

The City may, by written notice to the Contractor, terminate any resulting contract without cause. The City must give notice of termination to the Contractor at least 30 days prior to the effective date of termination.

No proposals received after said time or at any place other than the time and place as stated in the notice shall be considered. Unsealed proposals will not be accepted. No responsibility shall attach to The City of Fayetteville for the premature opening of a proposal not properly addressed and identified.

WITHDRAWAL OF PROPOSAL:

An offeror may withdraw his proposal before the expiration of the time during which proposals may be submitted without prejudice to the proposer, by submitting a written request of withdrawal to The City of Fayetteville Purchasing Office.

REJECTION OF PROPOSAL:

The City of Fayetteville may reject any and all proposals, and must reject a proposal of any party who has been delinquent or unfaithful in any formal contract with The City of Fayetteville. Also, the right is reserved to waive any irregularities or informalities in any proposal in the proposing procedure. The City of Fayetteville shall be the sole judge as to which proposal is best, and in ascertaining this, will take into consideration the business integrity, financial resources, facilities for performing the work, and experience in similar operations of the various offerors.

STATEMENT OF EXPERIENCE AND QUALIFICATIONS:

The offeror may be required, upon request, to prove to the satisfaction of The City of Fayetteville that he/she has the skill and experience and the necessary facilities and ample financial resources to perform the contract(s) in a satisfactory manner and within the required time. If the available evidence of competency of any offeror is not satisfactory, the proposal of such offeror may be rejected. The successful offeror is required to comply with and abide by all applicable federal and state laws in effect at the time the contract is awarded.

NON-COLLUSION AFFIDAVIT:

By submitting a proposal, the offeror represents and warrants that such proposal is genuine and not sham or collusive or made in the interest or in behalf of any person not therein named, and that the offeror has not directly or indirectly induced or solicited any other offeror to put in a sham proposal, or any other person, firm or corporation to refrain from bidding and that the offeror has not in any manner sought by collusion to secure to that offeror any advantage over any other offeror.

INTEREST OF:

By submitting a proposal, the offeror represents and warrants that neither a Council Member, employee nor any other person employed by The City of Fayetteville has, in any manner, an interest, directly or indirectly in the proposal or in the contract which may be made under it, or in any expected profits to arise there from.

DOCUMENTS DEEMED PART OF THE CONTRACT:

The notice, invitation to offerors, general conditions, and instructions for offerors, special conditions, specifications, proposal, and addenda, if any, will be deemed part of the contract.

PERFORMANCE PRIOR TO THE EXECUTION OF THE CONTRACT:

The successful offeror shall not begin performance of the project prior to the execution of a formal written contract by the City and the offeror. Any offeror beginning performance prior to the execution of the contract shall be deemed to be proceeding at the offeror's risk, and shall not be entitled to any

compensation for such performance. In addition, the City reserves the right to withdraw or cancel the award of the bid.

1. The instructions contained herein shall be construed as a part of any bid/proposal invitation and/or specifications issued by The City of Fayetteville and must be followed by each bid/proposal.
2. The written specifications contained in this bid/proposal shall not be changed or superseded except by written addendum from The City of Fayetteville. Failure to comply with the written specifications for this bid/proposal may result in disqualification by The City of Fayetteville.
3. All goods and materials shall be F.O.B. Fayetteville, Georgia and no freight or postage charges will be paid by The City of Fayetteville unless such charges are included in the bid/proposal price.
4. The following number, **RFP #ECM211-10**, should be written clearly on the outside of your envelope in order to avoid opening in error.
5. All bids/proposals must be sealed, received and in-hand at bid/proposal due date and time. Each offeror assumes the responsibility for having his/her bid/proposal received at the designated time and place of bid/proposal due date. Bids/Proposals received after the stated time and date may be subject to rejection without consideration, regardless of postmark. The City of Fayetteville accepts no responsibility for mail delivery. Unsealed proposals will not be accepted.
6. Unless otherwise stated, all bids/proposals submitted shall be valid and may not be withdrawn for a period of 90 days from the due date.
7. Each bid/proposal form submitted must include the name of the business, mailing address, the name, title and signature of the person submitting the bid/proposal. When submitting a Bid/Proposal package to the City of Fayetteville, the first page of your bid/proposal package should be the Bid or Proposal Form listing price, delivery, etc. unless the Proposal form is requested to be in a separate sealed envelope.
8. The City of Fayetteville reserves the right to accept a bid/proposal that is not the lowest price if, in the City's judgment, such bid/proposal is in the best interest of the City and the public. The City reserves the right to reject any and all bid/proposals.
9. Telephone, Telegraphic or Facsimile bids/proposals will not be accepted.
10. No sales tax will be charged on any orders.
11. If applicable, completed questionnaires must be signed manually. The City of Fayetteville reserves the right to accept or reject any bid/proposal on the basis of incomplete or inaccurate answers to the questionnaire.
12. If applicable, warranty information shall be provided.
13. Offerors shall state delivery time after receiving order.
14. Offerors shall identify any subcontractors, and include an explanation of the service or product that they may provide.

APPENDIX B: STANDARD FORMS

This section contains the forms necessary to ensure compliance with various laws as described within this RFP.

CITY OF FAYETTEVILLE DISCLOSURE FORM

This form is for disclosure of campaign contributions and family member relations with City of Fayetteville officials/employees.

Please complete this form and return as part of your RFP package when it is submitted.

Name of Offeror _____

Name and the official position of the Fayetteville Official to whom the campaign contribution was made. Please use a separate form for each official to whom a contribution has been made in the past two (2) years.

List the dollar amount/value and description of each campaign contribution made over the past two (2) years by the Applicant/Opponent to the named Fayetteville Official.

Amount/Value Description

Please list any family member that is currently (or has been employed within the last 12 months) by the City of Fayetteville and your relation:

I certify that the provisions of the O.C.G.A. 45-10-20 through 45-10-28 have not been violated and will not be violated in any respect. O.C.G.A. 45-10-20 through 45-10-28 provide that it is unlawful for a state employee to transact business with the agency by which that person is employed for himself, on behalf of a business in which the employee or his spouse or dependents has a substantial interest, or on behalf of anyone as agent, broker, dealer or representative. Transacting business is defined as selling real property, personal property, or services, or purchasing surplus real or personal property.

Authorized Signature _____ Date _____

Print/Type Name _____

Print/Type Company Name Here _____

(Sign and return with proposal)

**COMPLIANCE WITH GEORGIA SECURITY AND IMMIGRATION ACT
DECLARATION OF EMPLOYEE-NUMBER CATEGORIES**

Please indicate the employee/number category applicable to your organization by checking one (1) of the following boxes:

- 500+ employees
- 100 to 499 employees
- 1 to 99 employees

Organization Name: _____

I certify that the above information is true and correct.

Signed: _____

Printed: _____

Title: _____

Date: _____

**STATE OF GEORGIA
CITY OF FAYETTEVILLE
GEORGIA SECURITY AND IMMIGRATION
CONTRACTOR AFFIDAVIT AND AGREEMENT**

Certification Regarding Georgia Department of Labor Compliance. Contractor certifies that it is in compliance with O.C.G.A. Section 13-10-91 and Chapter 300-10-1 of the Rules of the Georgia Department of Labor, and that it has registered and currently participates in the federal work authorization program* to verify information of all new employees as of July 1, 2007 if Contractor employs 500 or more employees, or July 1, 2008 if Contractor employs 100 or more employees, or July 1, 2009 if Contractor employs fewer than 100 employees or July 1, 2009, with respect to all public employers, contractors or subcontractors. Further, as part of any subcontracting agreement, the Contractor certifies that any subcontractor entering into this contract for the physical performance of services within this state is in compliance with O.C.G.A. Section 13-10-91 and Chapter 300-10-1 of the Rules of the Georgia Department of Labor and has registered and currently participates in the federal work authorization program to verify information of all new employees as of July 1, 2007 if the subcontractor employs 500 or more employees, or July 1, 2008 if the subcontractor employs 100 or more employees, or July 1, 2009 if the subcontractor employs fewer than 100 employees or July 1, 2009, with respect to all public employers, contractors or subcontractors.

The Contractor may be suspended, terminated, or debarred if it is determined that the Contractor has made false certification or that the Contractor has violated such certification by failure to carry out this requirement.

EEV/Basic Pilot Program* User Identification Number

Contractor Name

Title of Authorized Officer or Agent of Contractor

Printed Name of Authorized Officer or Agent

Signature of Authorized Officer or Agent Date

Sworn to and subscribed before me this _____ day of _____, 20____.

Notary Public: _____

County: _____

Commission Expires: _____

NOTE:

As of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is the "EEV/Basic Pilot Program" operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA).

NOTICE OF "NO BID"

BID NO. _____ RFP NO. _____ QUOTATION NO. _____

CLOSING DATE: _____

IMPORTANT NOTICE – Please read

It is important to the City of Fayetteville to receive a reply from all invited bidders. There is no obligation to submit a bid, quotation or proposal; however, if this "Notice of No Bid" is not executed and returned, your company may be deleted from our list of qualified bidders/proposers.

INSTRUCTIONS:

If you are unable, or do not wish to participate on this bid, quotation, or proposal, please complete this form in full and forward to the City's procurement division at the contact information provided below. State your reason for not participating by checking the applicable space(s) or by explaining briefly in the space provided. It is not necessary to return any other bid/quotation/proposal information in connection with this solicitation.

1. We do not manufacture/supply the commodity _____
2. We do not manufacture/supply to this specification _____
3. Unable to quote completely _____
4. Cannot handle due to present plant loading _____
5. Quantity/job too large _____
6. Quantity/job too small _____
7. Cannot meet delivery/completion requirements _____
8. Agreements with distributors/dealers do not permit us to sell direct _____
9. Licensing restrictions _____

Other reasons/additional comments: _____

Do you wish to bid on these goods/services in the future? Yes _____ No _____

COMPANY NAME: _____

ADDRESS: _____

SIGNATURE OF COMPANY REPRESENTATIVE: _____

POSITION: _____

TELEPHONE NO.: _____ DATE: _____

PLEASE FAX TO (770) 460-4238, E-MAIL TO dballard@cityoffayetteville-ga.gov, OR MAIL TO THE ADDRESS PROVIDED IN THIS OFFERING TO THE ATTENTION OF DANIELLE BALLARD IDENTIFYING THE ENVELOPE AS CONTAINING "NOTICE OF NO BID".

ECM Pricing and Functional Requirements

Please fill out the items below. If you are quoting Laserfiche, enter the price only. If you are bidding with a different product, type the equivalent Product or Information in the "Equivalent ECM Product" column and pricing. You may expand the page layout on 11 by 17 format paper is needed to return a printed copier with your bid.

Product Description	QTY	Equivalent ECM Product	Price	Total
ECM SOFTWARE LICENSING FOR AVANTE				
Avante Server for SQL Express	1			
LF Records Management Module	1			
LF Full Named User				
<i>Includes Web Access, Snapshot, Email, and Workflow</i>	10			
Laserfiche Starter Audit Trail	10			
Import Agent	1			
OCR Scheduler for Laserfiche - Requires one dedicated Laserfiche User License	1			
LF Scanconnect 5-pack	1			
LF Workflow	1			
LF Forms Professional	1			
Avante LF Forms Portal *Allows Forms Portal to be activated on a Forms server. Multiple licenses are needed if multiple activations are required. Allows needed if multiple activations are required. Allows form submission only, from unlicensed (public) and non-authenticated users.	10			
Laserfiche Starter Public Portal Includes Weblink and 10 Retrieval Connections	1			
Quick Fields	1			
Zone OCR and Validation Package or Equivalent ECM Product	1			
<i>Includes Zone OCR and Pattern Matching</i>				
Real Time Look Up and Validation Package	1			
<i>Includes Real Time Look Up and Pattern Matching</i>				
Laserfiche Connector, Per User	1			
ECM Software Licensing For Avante Totals	10			
ANNUAL SOFTWARE SUPPORT/SUBSCRIPTION - BASIC LSAP				
Avante Server for SQL Express	1			
LF Records Management Module	1			
LF Full Named User				
<i>Includes Web Access, Snapshot, Email, and Workflow</i>	10			
Laserfiche Starter Audit Trail	10			
Import Agent	1			
OCR Scheduler for Laserfiche - Requires one dedicated Laserfiche User License	1			
LF Scanconnect 5-pack	1			
LF Workflow	1			
LF Forms Professional	1			
Avante LF Forms Portal *Allows Forms Portal to be activated on a Forms server. Multiple licenses are needed if multiple activations are required. Allows needed if multiple activations are required. Allows form submission only, from unlicensed (public) and non-authenticated users.	10			
ECM Software Licensing For Avante Totals	1			
Price				

Laseriche Starter Public Portal Includes Weblink and 10 Retrieval Connections	1	
Quick Fields	1	
Zone OCR and Validation Package <i>Includes Zone OCR and Pattern Matching</i>	1	
Real Time Look Up and Validation Package <i>Includes Real Time Look Up and Pattern Matching</i>	1	
Laseriche Connector, Per User	10	
Laseriche Administration Services, Level 1 Laseriche Administration Services needs are		
Laseriche Administration Services needs are estimated based on the current software components provided herein: up to 30 hours.	1	
Training Center 10 - 24 Users	1	
MCCI SLA 11-24 Laseriche Users		
Receive 4 hour or less response time and up to 10% off future professional service engagements – full SLA document available upon request	1	
Professional Services Total		
MCCI Professional Services		
Laseriche Filing Workflow Configuration <i>*Up to 15 Documents</i>	1	
Records Management Module Training, per day <i>*Travel expenses included.</i>	2	
Remote Upgrade to Avante <i>Workflow training and installation excluded.</i>	1	
Basic Onsite Training of software, per day or Equivalent ECM Product <i>Work/low training and installation excluded. Travel expense included</i>	2	
Quick Fields Document Class Session Configuration, per document class or Equivalent ECM Product <i>*For PO Packet processing configuration; assumed New World is on-premise and City has access to query</i>	1	
LF Forms Training - Comprehensive MS SQL database Includes remote installation with up to 2 days onsite training. MCCI will provide remote forms configuration assistance for up to 30 days post onsite training.	1	
Project Management Services - Will cover the pre-installation set up of the account, set up of folders, structures, etc. Also included would be the pre-install and eventual installation of all the new products that Fayetteville doesn't currently have such as Import Agent, Forms, OCR Scheduler, etc. The project management is designed to make sure that our on-site training time with you is spent training and not doing preparatory work. We concentrate on defining business requirements and the deliverables that follow. The MCCI Project Manager will work with the client's point of contact to put together a project plan that clearly defines the scope of services of the Project Management services. These services are included to ensure the Client is "prepared for the final project implementation. Laseriche Connector Integration Configuration" & Training Configuration for up to one application screen with 3 standard actions on one machine. Remote "Train the Trainer" training of up to 4 hours on configuration.	1	
Laseriche Connector Integration Configuration & Training Configuration for up to one application screen with 3 standard actions on one machine. Remote "Train the Trainer" training of up to 4 hours on configuration.	1	

<p>Data Conversion - Convert the old Laserfiche database and documents to new ECM system.</p>	<p>Number of Hours Times time Price. If included, put zero in QTY.</p>						
<p>Professional Services Total</p>							
<p>Grand Total of Project</p>							
<p>Annual Software and Support Totals For budgetary purposes, the Client should include in annual budget for renewal of the items quoted above. Please note that if you subscribe to SLA or Training Center, additional user licenses may increase the cost of these items at the time of your next annual renewal.</p>							

Addendum 2
Enterprise Content Management for the City of Fayetteville, GA
RFP Item #ECM211-10

The following questions were submitted by the Questions deadline of: 12/1/2017 by 5pm, they were omitted from Addendum 1 in error.

1. Under Functional and Technical Requirements, other than the scenarios laid out in the RFP are there additional business needs that need to be considered?
 - a. These are the current needs of the City at this time; please review the whole City's Intent section. We are not experts in record management software, we are relying on the vendor's experiences with local and state government's trends on what would best fit our needs, at a reasonable price.
2. What version of the ESRI software is City of Fayetteville on?
 - a. Laserfiche 9.2
3. Is there any additional functionality that the City of Fayetteville would require for the ESRI integration other than what is outlined in the scenarios?
 - a. Our goal is to attach ESRI parcel data to related documents in a records management system. Example: Parcel number of past projects would link planning and Zoning documents.
4. Is the City of Fayetteville using an on-premise or SaaS New World Platform?
 - a. On-premise
5. What version is the New World software and what modules are being used?
 - a. Newest version 2017. The main modules are HR, Financial System, Utility Billing, Business Licensing.
6. Will the City of Fayetteville want Transparent Records Management set up within Laserfiche (separate views for Records Management/Retention Staff and General Staff)?
 - a. Yes, that would be a goal

Addendum 1
Enterprise Content Management for the City of Fayetteville, GA
RFP Item #ECM211-10

Q&A

1. There any interest or desire in going to a cloud based ECM?
 - a. We are open to all technologies. We would like to keep it in-house, but open to the cloud.
2. Are you currently only using your Fujitsu scanners for ingesting documents into Laserfiche?
 - a. Yes
3. Do you want mobile access to the system where users can access the system through their tablets or mobile phones?
 - a. That would be a future goal, not required at this time. Would be nice
4. Section 1.4.3 states that the offer must remain in effect for 90 days then on page 16 it states 120 days. Please explain the difference or if this was just an error.
 - a. 1.4.3 Offer in Effect for 90 Days-This is stating that the proposal cannot be changed, altered, withdrawn that way it gives us a chance to review the proposal. Usually in this time period City staff is talking with the vendors to make a choice of the best qualified proposal. Page 16-Gives us an extra 30 days to get the proposal on a City Council Agenda for them to review and accept if they so choose. The 120 day total time frame gives us time to review (possibly interview) the vendors to make a recommendation to Council and time to get it on the agenda for their review.
5. What is your SQL Express DB size?
 - a. Approximately 14.5 GB
6. From my reading of the RFP it appears that you have 4 document types in Laserfiche. Is this understanding correct and if not how many do you have?
 - a. TIFs, PDF and Microsoft Office type files.
7. What are your current file types in your archive?
 - a. TIFs, PDF and Microsoft Office type files.
8. Do you currently use annotations?
 - a. No
9. Is my understanding that you are currently using versioning correct?
 - a. No
10. Do you currently use multi-value fields?
 - a. No
11. How many automated workflows do you currently have in Laserfiche?
 - a. None, will be part of this project. Please include pricing to get the City started, setup and training our IT staff.
12. Whether companies from Outside USA can apply for this?
(like,from India or Canada)
 - a. All companies may apply. We would prefer companies within the US borders due to travel cost required for training and other on-site configurations.
13. Whether we need to come over there for meetings?
 - a. Not required to be present, if chosen for a demo, it may be done on-line.

14. Can we perform the tasks (related to RFP) outside USA, (like, from India or Canada)?
- a. All companies may apply. We would prefer companies within the US borders due to travel cost required for training and other on-site configurations.
15. Can we submit the proposals via email?
- a. No, must be submitted per the RFP. All required documents must be shipped to the address in the RFP.
16. I have reviewed Fayetteville's RFP for Enterprise Content Management. It was unclear to us if Fayetteville is looking for a replacement for Laserfiche or is looking for help to do an upgrade or enhancement.
- a. The City of Fayetteville is looking at all vendors that provide Enterprise Content Management. If there is a better solution other than Laserfiche, we are open to change. Laserfiche is meeting the City's current needs; we are looking to upgrade Laserfiche or to any other system that helps the City improve its work flow and content management.
17. Is there a preference for having the ECM system on premise or in the cloud?
- a. Prefer on premise, we are open to the cloud.
18. Is there a preference to purchasing the ECM software versus a SaaS offering?
- a. Prefer on premise, we are open to the cloud.
19. In Section 1, the estimated monthly volume is 500 – 1000 documents. Would you be able to provide the average number of pages per document?
- a. That is the estimated number of pages that will go through some type of scanning device or PDF conversion. The number of documents with many pages would be different depending on:
 - i. PO with attachments such as shipping and packing slips, invoices and checks
 - ii. Blueprints for a home that may have 10 pages
 - iii. Commercial property that may have 100 pages, site plans, blueprints and contracts between the developer and the City.
20. Would you be able to provide the number of different document types you will be looking to scan? If so, would you also be able to provide samples for each type?
- a. Documents maybe as small as a check and as large as E size blue prints. Once we have selected a few vendors for demos, we will provide a document sample if requested for their demo.
21. How many users would require scanning capabilities?
- a. For RFP, we are asking for pricing for 10 scan users or device licenses or both. We need to know if the licenses are locked to the user or device, are the license floating.
22. Would the desired ECM system be configured to house the documents in a folder structure or just a search and retrieval?
- a. Department and folder type of structure. We would the system structure to be broken down by department and document types in some type of folder structure.
 - i. Example:
 - 1. City Clerk Office
 - a. Contracts
 - b. Legal Ads

23. In Section 1, the RFP request mentions zonal OCR. Would you be able to provide more detail around these requirements? Will the data that's required for extraction be in the same location every time for each specific document type? Can you provide the average number of fields that would need to be extracted per document type?
- a. There will be different types of documents depending on the department and type of document. Each type or group of documents will have some type of leader or information page with the fields in the same location. Example would be a PO and supporting documents. Your system would scanned batch of documents for each PO number. The first page of each group would be the internal PO page, which would have information about the PO. Your system will have pre-defined areas for the PO page, such as PO number, PO date and maybe Vendor name. This information is automatically filled into your systems template or index for later retrieval or searches. Some groups of documents may have a two header pages to be scanned and indexed. An example of this would be the City PO page for the PO number and PO date and City Check for the check number to be indexed.
24. Do you have a backlog of documents that need to be scanned?
- a. Yes, we have file cabinets full of documents that maybe scanned in the future. Currently, we have no plans on how we are going to process these documents. That will be a future project. The System should be built for growth.
25. Would you be able to provide additional details around the workflow piece of the project? Number of workflows, number of users needing access to workflow steps, etc.
- a. We are not currently doing workflows. You may want to include a number of hours and price for startup, setup and training our IT staff in using setting up workflows. An example of a workflows maybe:
 - i. A batch of documents are scanned into a holding area from different departments during the day with the required header pages. The system would run during the night, process each batch of documents and place them in the areas according to the type header page.

