



REQUEST FOR PROPOSAL (RFP) DOCUMENT/ RECORDS / AGENDA MANAGEMENT SYSTEM

Software, Implementation, and Optional Hosting Services
Document/ Agenda / Records Management Systems

City of Carmel-by-the-Sea

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Section A: RFP Overview

A.1 Purpose of RFP

The City of Carmel-by-the-Sea is seeking proposals from vendors for the implementation of a Document Management System, Records Management System, and Agenda Management System, including the conversion of data and images. The primary goal of all systems is to streamline related business processes in multiple departments. Different vendors may submit a proposal for all functions, or single or multiple components (i.e. vendors are welcome to propose only the Document Management System and conversion of that data, or only the Records Management System and conversion of that data, or Agenda Management System and conversion of that data, or a combination of two or more systems).

Specifically, the City wishes to: (1) purchase or otherwise acquire rights to use software; (2) retain professional services required to implement/train new users on the software; and (3) consider hosting services for the system, including cloud hosting services as an option. The system or systems shall be a commercially available, configurable product. The City is not interested in a custom software solution.

While the infrastructure and maintenance will be the vendor's responsibility, the City seeks to minimize system administration effort as much as possible. This means that the system should be intuitive so that non-technical staff members within the City can make appropriate changes as well as configure any public-facing portal according to the City's branding standards. If more technical expertise is required for certain functions, the City seeks a support model that has the vendor performing the majority of these actions.

Each proposal should include:

- Hardware requirements including storage, scanning stations, and use of existing multifunction copiers
- Software requirements including user and system licensing structures
- Major component feature explanations of each module
- Integration with the City's existing systems:
 - o Accela – Financial System, Payroll and Human Resources
 - o iWorQ – Permitting and customer service requests
 - o Granicus – Live streaming and recording of City Council meetings
- Annual maintenance costs for support and upgrades
- Itemized module cost including workflow and Web Content management (if not a part of the above three systems)
- Rates for scanning of past paper documents (Optional)
- Business process review, implementation, and training for the following departments:
 - o Administrative Services (City Administrator, City Clerk and finance department)
 - o Community Planning and Building
 - o Public Works
 - o Police
 - o Library and Community Activities

NOTE: The proposed system must work with the City's standard PCs, enterprise server environment and operating systems. The City uses **Windows 7 workstations, Windows Server 2008 R2 and Windows Server 2012.**

A.2 About the City

Carmel-by-the-Sea was incorporated as a General Law City in 1916, and has a Council/City Administrator form of government. The major operating departments of the City are, Administrative Services, which includes the City Administrator, City Clerk and finance, Community Planning and Building, Public Works, Police, and Library and Community Activities. Carmel-by-the-Sea is known for its urban forest, its beach and natural parklands and its village atmosphere. The City's boundary is one square mile in area, with a population that has remained steady at around 4,000. It is located within Monterey County approximately 120 miles south of San Francisco.

A.3 Project Background

The City currently utilizes Windows Explorer for electronic document and records management. The City does not currently have an agenda management system to facilitate the creation and distribution of Council or board / commission agenda packets including: the review, approval, management, and compilation of staff reports and attachments, the publication of agenda packets, creation of meeting minutes, and/or tracking follow-up actions required.

Granicus is utilized for the live streaming and recording of Council and board / commission meetings and the City's Community Planning and Building Department and the Public Works Department utilizes iWorQ, a web-based software to save/store/track permits and supporting documents including applications, scans of approved plans, and site photographs, as well as customer service requests

The City has contracted with Accela for the implementation of a core financial system (accounts payable/receivable; budget; business license; capital assets; cash receipts; general ledger; project and grant accounting; purchasing; and treasury) and payroll/human resources functionality (benefits; compensation planning; employee records, relations and self-service; payroll; performance appraisal/evaluation; position control; recruitment; workers compensation/risk; time and attendance; and training and development). This implementation is anticipated to be completed October 2017.

Desired outcomes of the project include: (1) Streamline related business processes in multiple departments with the provision of automated workflows; (2) Meet operational requirements and to protect legal, fiscal, historical and other interests of the municipality embodied in the City's records and develop a cohesive Citywide approach to documents and records; and (3) To continue to improve transparency and public access to City documents and records.

Key objectives of this procurement include: (1) Select and implement a software solution proven effective and affordable in small California cities and (2) Establish a potentially long-term relationship with a vendor partner (or partners) for provision of software and services, including possible hosting services (on-site and/or cloud-based) and (3) Identify systems that address the immediate need (document, records, and agenda management systems) that also provide opportunities to integrate with software currently in use by the City, or to be implemented.

A.4 Notice to Proposers

Failure to carefully read and understand this RFP may cause the proposal to be out of compliance or rejected by the City. Only the format described in the RFP and the attachments included with this RFP will be accepted as compliant for the submitted proposal. Failure to completely fill out all required attachments may result in disqualification.

A.5 City's Rights Reserved

- A.5.1** The City reserves the right to select the proposal(s) that in its sole judgment best meets the needs of the City. The lowest proposed cost will not be the sole criterion for recommending the contract award.
- A.5.2** The City reserves the right to award multiple contracts from this RFP. While selecting one proposal that provides all functionality for the entire RFP across all scope options is preferred, the City will be evaluating proposals for Scope Options separately and this may result in award of contract to different proposals for each Scope Option.
- A.5.3** The City reserves the right to reject any or all proposals and to waive technicalities and informalities when such waiver is determined by the City to be in the City's best interest.
- A.5.4** The City may modify this RFP by issuance of one or more written addenda to all parties who have been furnished the RFP.
- A.5.5** The City reserves the right to meet with select proposers at any time to gather additional information. Furthermore, the City reserves the right to remove or add functionality (i.e., modules and components) until the final contract signing.
- A.5.6** The City reserves the right to revise the RFP prior to the date that proposals are due. All registered proposers will be notified of revisions to the RFP. The City reserves the right to extend the date by which the proposals are due.
- A.5.7** This RFP does not commit the City to award a contract, all proposals submitted in response to this RFP become the property of the City and public records, and as such, may be subject to public review.
- A.5.8** The City shall not be liable for any pre-contractual expenses incurred by prospective vendors or selected contractors, including but not limited to costs incurred in the preparation or submission of proposals. The City shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP

A.6 Communication Regarding this RFP

All communication from prospective proposers regarding this RFP must be in writing by email to the address listed in section A.8 of this RFP. Communication by telephone or in person will not be accepted. Attempts by, or on behalf of, a prospective or existing vendor to make telephone or personal contact with any City employee regarding this RFP, may lead to the elimination of that vendor from further consideration.

Attempts by, or on behalf of, a prospective or existing vendor to contact or to influence any member of the selection committee, any member of the City Council, or any employee of the City of Carmel-by-the-Sea with regard to the acceptance of a proposal may lead to elimination of that vendor from further consideration.

A.7 Register as a Proposer

All firms interested in receiving further correspondence regarding this RFP are requested to register by sending an email to Ashlee Wright at awright@ci.carmel.ca.us and provide the following information: (1) Company name; (2) name of contact person; (3) email address; and (4) phone number of contact person.

A.8 Inquiries and Requests for Clarification

A.8.1 In an effort to maintain fairness in the process, inquiries concerning this procurement, including questions related to technical issues, are to be directed through email to the following contact. Questions over the phone will not be accepted.

Contact: Ashlee Wright
Title: City Clerk
Email: awright@ci.carmel.ca.us

A.8.2 All questions concerning the RFP must reference the RFP page number, and section heading. Questions will be answered and posted to the City's website in the form of an addenda to the RFP. When addenda are issued, all firms that have registered as a proposer will be notified through email.

A.8.3 Inquiries or requests for clarification submitted prior to October 31, 2016 at 4:00 PM (PDT) will be addressed at the pre-proposal vendor conference (and posted online).

A.9 Pre-Proposal Conference

A pre-proposal vendor conference will be held at the City of Carmel-by-the-Sea City Hall and will last approximately one hour. Attendance at the pre-proposal conference is not mandatory. The City will also provide the option for proposers to participate in the pre-proposal conference by phone. Proposers are asked to register for the pre-proposal conference and provide contact information for attendees. Proposers intending to participate in the pre-proposal conference by phone should request call-in information when registering. Answers to questions submitted prior to the conference by the deadline indicated on the procurement schedule will be documented and distributed to everyone in attendance at the beginning of the Pre-proposal conference. Answers will be emailed to any proposers participating by phone.

A.10 Procurement Schedule

The City reserves the right to change the procurement schedule. If changes are made, proposers will be notified by the City in the form of an addendum to this RFP, emailed directly to all registered proposers and posted on the City's website <http://www.ci.carmel.ca.us/>

Procurement Schedule	
October 21, 2016	RFP released
October 31, 2016	Pre-proposal question deadline (4:00 PM PDT)
November 7, 2016	Pre-proposal conference – (10:00 AM PDT)
December 16, 2016	Proposals due/Opened – (10:00 AM PDT)
December 23, 2016	Proposers notified for software demonstrations
Week of January 9, 2017	Software demonstrations
January 13, 2017	Proposers notified and additional discovery sessions scheduled
Week of January 23, 2017	Discovery sessions completed as applicable
Week of February 17, 2017	Notice of Intent to Award
March 7, 2017	Award of contract by City Council
March 8, 2016- April 2016	Finalize contract and commence Implementation

A.10.1 Software demonstrations will be held on-site at City facilities and will cover all functional areas listed in this RFP. To avoid unnecessary delays, the City expects that proposers will be available for software demonstrations and on-site Discovery sessions on the dates identified on the procurement schedule. Proposers that cannot demonstrate their software during the dates prescribed by the City may be eliminated. Software demonstrations will focus on software, however it will also cover implementation. The City reserves the right to change the dates as needed.

A.10.2 Discovery sessions will consist of an additional on-site meeting with proposers to focus on implementation issues as needed. It is the expectation of the City that all key project team members will be available for the on-site Discovery sessions.

A.11 Evaluation Criteria

The City will review all proposals received as part of a documented evaluation process. The City will evaluate each proposer according to specific criteria and then will elevate proposers to the next level based upon whether criteria has been satisfactorily met. The sole purpose of the proposal evaluation process is to determine which solution(s) best meets the City's needs. The criteria that will be used to evaluate proposals may include, but are not limited to the following:

A.11.1 Proposal Evaluation

- A. Implementation Approach, including data conversion and training
- B. Project Management Approach/Plan
- C. Technical Compatibility
- D. Past Experience with Similar Organizations and References
- E. Overall Understanding of the City's Needs and Project Risk Mitigation
- F. Integration of System
- G. Cost

A.11.2 Software Demonstrations

- A. Software demonstrations (Evaluation of software including system wide features such as reporting, workflow, security, ease of use, etc. and ability to meet the City's business process needs)
- B. Implementation Approach

A.11.3 Discovery

- A. Software – Ability of software to meet the City's needs
- B. Project Team Experience
- C. Implementation Roles and Responsibilities
- D. Implementation Schedule
- E. Ongoing Support for the System
- F. Compliance with City contract terms (See Appendix A- General Terms and Conditions)

The City reserves the right to determine the suitability of proposals on the basis of any or all of these criteria or other criteria not included in the above list. Proposals will be scored separately for each of the scope options.

A.12 Proposal Submission Instructions

A.12.1 Proposals are to be submitted in sealed packages with the name and address of the Proposer and clearly marked on the exterior of the envelope or box "**Proposal for Document / Records / Agenda Management System**".

A.12.2 Proposals shall be submitted by the deadline to:

City Clerk
 Carmel-by-the-Sea City Hall
 P.O. Box CC
 Monte Verde Street between Ocean and Seventh Avenues
 Carmel-by-the-Sea, CA 93921
 Phone: 831.620.2000

A.12.3 Proposers are required to separate their proposals into two sections, a technical proposal and a price proposal.

- Proposers are required to submit FIVE (5) hard copies and ONE (1) copy of the technical proposal non-bound and suitable for being copied by City staff in a sealed package that is clearly labeled with the proposer's company name, the RFP name and the words "Technical Proposal". Hard copies of the technical proposal must include a submittal letter signed by an authorized agent of each firm involved in the proposal. The letter should include appropriate contact information for each firm.
- Proposers are required to submit FIVE (5) hard copies and ONE (1) copy of the price proposal non-bound and suitable for being copied by City staff in a sealed package, clearly labeled with the proposer's company name, the RFP name and the words "Price Proposal".

A.12.4 Proposals are due by 10:00 A.M. PDT on December 16, 2016. The City Clerk shall record the date and time received on the exterior of the envelope or box. Proposals shall be opened in public at 10:00 A.M. PDT on December 16, 2016. Proposers do not need to be in attendance for the opening. The City will then review proposals based upon the evaluation criteria in A.11.**A.12.5** Late proposals will not be accepted. Corrections and/or modifications received after the closing time will not be accepted. Emailed proposals will not be accepted.**A.12.6** Failure to comply with the requirements of this RFP may result in disqualification. Proposals received subsequent to the time and date specified above will not be considered. Please note the following as part of the submittal process.**A.12.7** Signature of the proposal by the proposer constitutes acceptance by the proposer of terms, conditions, and requirements set forth herein.**A.12.8** Use the Submittal Checklist (Attachment 2) to ensure that all required documents, forms, and attachments have been completed and submitted as instructed.**A.12.9** By submitting a proposal, the proposer is providing a guarantee to the City that, if chosen, it will be able to provide the proposed products and services during the period of time discussed in the RFP.**A.12.10** Upon submission, all proposals shall be treated as confidential documents until the selection process is completed. Once the notice of intent to award is issued by the City, all proposals and any subsequent contract, shall be deemed public record per the California Government Code Sections 6250-6270, "California Public Records Act." Proprietary material must be clearly marked as such. Proposer must clearly identify the sections of the proposal with the word "confidential" printed on the top right corner of each page for which privilege is being claimed and each page shall be easily separated from the proposal in order to allow public inspection of the non-confidential portions of

the proposal. The city will consider a proposer's request for exemption from disclosure; however, the City will make its decision based upon applicable law.

A.13 Organization of Proposal

The proposal must be organized into the following major sections. Specific instructions for each section are provided in Section B of this RFP. Any required attachments must be included in the proper section as indicated by the instructions.

Section Number	Section
1	Cover Letter, Executive Summary and Checklists
2	Overview of Proposed System/Scope of Services
3	Company Background
4	Client References
5	Functional Requirements/ Computing Environment
6	Implementation
7	Training
8	Maintenance and Support Program
9	Exceptions to the RFP
10	Additional Documents
11	Cost (TO BE SUBMITTED UNDER SEPARATE COVER)

Section B: Detailed Submittal Requirements

So that competing proposals can be compared equally, proposers must assemble their proposals in strict adherence to the layout requirements identified in Section A.13. Failure to follow all proposal layout requirements may result in disqualification. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance, and clarity of content. Proposals must address the following questions and contain the following Sections.

B.1 Cover Letter, Executive Summary and Checklists

B.1.1 Cover letter must be completed and included as the first page of the proposal. The cover letter must be on the proposer's official business letterhead stationery and be signed by an individual that is authorized to bind the firm contractually. Please include

- Proposer's name and address
- Contact person's name
- Contact person's telephone, fax and email

B.1.2 Executive Summary shall not exceed five (5) pages and should summarize the proposal by providing salient features of the proposal as noted below. Avoid technical jargon as much as is feasible and do **not** include pricing or cost information.

- The proposer's background and qualifications, including all subcontractors, for providing software and services in a small city;
- A discussion that demonstrates that the proposer understands the purpose of the RFP and the City's goals, outcomes and objectives and operating/business needs;
- A summary of the proposed solution, the proposer's assumptions and how the solution meets the City's needs;
- An overview of the proposed system architecture, operating system and application software and a detailed description of the benefits that can be expected by implementing the proposed solution/system; and
- Description of the City's role and responsibilities in implementing the proposed solution

B.1.3 Checklists should be completed and include

- RFP Checklist (Attachment 1)
- Signature Page (Attachment 2)
- Addendum Acknowledgement Form (Attachment 3)

B.2 Company Background

(Proposal Section 3.0) Each proposal must provide information about any firm involved with this proposal including the software vendor, implementation vendor, and/or any third party vendors so that the City can evaluate the proposer's stability and ability to support the commitments set forth in response to the RFP. The City, at its discretion, may require a proposer to provide additional supporting documentation or clarify requested information.

B.2.1 Complete the Attachment 5 (Company Background) for each firm included in the proposal.

B.3 Client References

(Proposal Section 4.0) The City considers references for both the software and implementation services to be an important part of its decision-making process to award a contract. Proposers should assume that all provided references will be contacted. The name(s), phone numbers, and email addresses of the project manager or person with broad knowledge of the project for each reference must be listed. Failure to provide this information may result in the proposer not being elevated. The City reserves the right to contact additional clients for references, if deemed necessary.

B.3.1 Complete Attachment 6 (Client References), Customer Reference. Using the form attached to this RFP, proposer should provide three (3) public sector client references. Ideally, references should be similar in size to the City and have a similar implementation scope.

B.4 Proposed Application Software and Computing Environment

(Proposal Section 5.0) The proposer must present, in detail, features and capabilities of the proposed application software and technical environment.

B.4.1 Describe the proposed level of integration that exists between proposed third party

products and the base software. Specifically, describe the integration between both modules within a scope option (for example, within Document / Records / Agenda Management) and between functionality in different scope options (for example, between Document Management and Records Management and Agenda Management). If the proposal does not contain software for all scope options, describe the proposed level of integration between the proposed products and third party products that would fulfill functions listed in this RFP but not proposed.

- B.4.2** Describe tools that are proposed or available with the software for integrating the proposed system with third party applications in use at the City
- B.4.3** Describe any reporting tools that are included with your proposal.
- B.4.4** Describe the technical environment necessary for this software if the system were to be hosted by the City by completing
- B.4.5**
- B.4.6** Attachment 7 (Technical Specifications) Provide this information even if you are proposing hosted services.
- B.4.7**
- B.4.8** Attachment 8 (Alternative Delivery Options)
- B.4.9** Describe proposed services for hosting, if applicable, including:
- Information on the specific hosting services provided
 - Service desk support services including help desk
 - User Setup, Authentication and Management processes
 - Application support
 - Operational support services
 - Technology infrastructure services
 - Disaster recovery
 - Impact to City network and bandwidth
 - Will all products be hosted through the same provider?
 - Will the City need to host anything on its servers?
- B.4.10** Explain service levels that are used to guarantee performance for the City through the proposed hosting agreement; describe tiered level of service if any, response time and standard metrics
- B.4.11** Describe support model, including cost structure, for support calls.

B.5 Implementation Plan

(Proposal Section 6.0) This section should describe the proposed implementation plan.

- B.5.1** Provide a detailed plan for implementing the proposed system. This information must include:
- Proposed phasing for roll-out of proposed system

- Explanation of advantages AND risks associated with this plan

B.5.2 Explain the proposed methodology for implementation. This information must include

- Overview of key implementation phases or activities
- Description of key deliverables
- Overview of the approach to business process improvement including a description of specific proposed services that will be provided to help ensure the City adopts best business practices

B.5.3 Explain the proposed vendor staffing for the project including:

- How many staff will the vendor have assigned to the project
- Approximate dedication to the project of each resource and approximate time work will be completed on-site vs. off-site.
- Major roles and responsibilities for each key phase and activity for implementation.

B.5.4 Provide project team resumes for key members of the implementation team expected to be on the City's project. It is understood that assigning resources at this point may be difficult, however resumes provided should at least be representative of the staff that would make up the City's project team. (Note: During Discovery, implementation firms will be expected to identify and confirm project team resources.)

B.5.5 Explain proposed project management services including:

- Role of the vendor project manager
- Role of the City project manager
- Proposed project status reports format and process
- Proposed quality assurance procedures
- A description of how the project manager will ensure that the City's goals (for both system implementation and business process improvement) are met through this project

B.5.6 Explain the expected City staffing for the project including:

- Number of resources
- Key responsibilities for each resource
- Assumed participation in the project (average portion of FTE). This should include all time spent working on the project (including time spent with and without vendor consultants)
- Assumptions about prior skills / competencies of resources

B.5.7 Complete Attachment 9 (Staffing) and provide resumes as applicable.

B.6 Training Plan

(Proposal Section 7.0) This section should include the proposed knowledge transfer and training plan and a description of all products and services proposed to train both the project team and end users.

B.6.1 Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered for both on-site and off-site training and web training services for the core project team, end users, and technology personnel (if required).

B.6.2 Explain any roles and responsibilities the City is expected to provide for the training effort including, but not limited to, training coordination, training material development, training delivery, etc.

B.6.3 Explain your approach for ensuring a successful transition to the new system.

B.7 Maintenance and Support Program

(Proposal Section 8.0) The proposal must specify the nature of any post-implementation and on-going support provided by the vendor including:

B.7.1 Include explanation of approach to maintenance and support, including:

- Tiers of service, if any
- Help desk hours and policies
- Response times and other information to provide a complete picture of how the firm proposes to provide ongoing support for the City under a maintenance/service level agreement

B.7.2 Complete Attachment 10 (Maintenance and Support)

B.8 Exceptions to the RFP

(Proposal Section 9.0) All requested information in this RFP must be supplied. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section, and a written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the City, and the description of the advantages or disadvantages to the City as a result of exceptions. Section D of this RFP contains standard contract terms and conditions that the City expects to be part of the final agreements for these services. Please indicate your willingness to comply with each condition by noting any exceptions. The City, at its sole discretion, may reject any exceptions or specifications within the proposal.

B.9 Sample Documents

(Proposal Section 10.0) Proposers should include sample copies of the following documents. Although they are sample forms, the documents must contain all material terms so that the City can fairly evaluate the proposer's forms.

B.9.1 Sample software licensing agreement

B.9.2 Sample maintenance agreement

B.9.3 Sample implementation services agreement

B.9.4 Sample hosting agreement as applicable

B.9.5 Sample implementation project plan

B.9.6 Sample Training Plan

B.9.7 Sample agreements from proposed third party vendors if the City will be required to contract directly

B.10 Cost Proposal

(Proposal Section 11.0): TO BE SUBMITTED UNDER SEPARATE COVER. Proposers should submit their cost proposal in a separate and sealed packet according to the format provided in Attachment 11 (Cost) to this RFP. Do not cite cost anywhere else in the proposal in order to prevent evaluators from viewing this information. The City's Evaluation Team will review cost proposals after evaluating the non-cost information in the technical proposal and prior to selecting proposers for software demonstrations.

B.10.1 Complete and submit Attachment 11

- It is important that proposers use the format presented in this RFP even if an additional format is provided. Attachment 11 (Cost) should include total price for all software, services, and additional costs to acquire all software and services referenced in the proposal including third party prices. If third party products or services are included, do not provide separate version of Attachment 11 (Cost) for each third-party product.
- Do NOT use "To Be Determined" or similar annotations for cost estimates. The City is asking proposers to estimate prices and hours for all categories with the understanding that they may have to make assumptions. Such assumptions should be stated. Proposers may submit additional pricing sheets as an addendum to the cost template; however the cost template MUST be completed.
- The City may award a purchase contract, based on initial offers received without discussion of such offers. A proposer's initial offer should, therefore, be based on the most favorable terms available. The City may also request revised pricing offers from proposers, and/or enter into contract negotiations thereafter.
- Proposers must submit implementation costs as fully loaded rates that include all necessary travel.
- The City will require fixed maintenance fees for five (5) years following implementation.

Section C: Scope of Project

C.1 Scope of Services

(Proposal Section 2.0) This section of the proposal should include a general discussion of the proposer's overall understanding of the project and the scope of work proposed including the following:

C.1.1 Overall solution approach should include a discussion regarding the approach to working with the City and include the following items:

- The suggested organizational structure for the project, including both proposer's staff, and subcontractors/sub consultants to be used by proposer, and City staff, identify the roles each would play, and the effort involved In these roles and skills necessary to satisfy these roles
- Shared risk, meaning how the firm proposes to work together with the City as a team to minimize risk to the project
- Partnering, meaning how the firm proposes to work with other vendors whose solutions the City may implement as part of the ERP

C.1.2 Complete Attachment 4 (Scope of Proposal)**C.1.3 For each firm identified on Attachment 4 (Scope of Proposal), explain the following:**

- Role of the firm in the project
- Statement about whether the primary proposer's contract will/will not encompass the third-party product/service and/or whether City will have to contract on its own for the product/service

C.1.4 List and describe all **proposed software modules. Proposer must explicitly state the software product, versions and release that are proposed as well as any hardware that is required, including make, model and configuration.****C.2 Project Scope**

The scope of the project includes the software and implementation services to provide the functions listed below. Proposers may also provide hosting services for the system.

Please address each of the following requirements in the proposal:

1. All Systems

- a. Easy to use intuitive interface
- b. Security tied to Microsoft Active Directory controlling what users can do and see based on profile given. This would include the ability to grant or deny permissions to see redactions.
- c. Explanation of implementation plan including process reviews with departments
- d. Logging of each document's history including workflow audit tracking
- e. Easy to find documents needed based on full text search or indexed methods
- f. Security Audit trail logging and reporting
- g. Should be scalable for all departments
- h. Ability to use a web client interface for most functions

2. Document Management

- a. Ease of use in scanning/importing documents into system
- b. Ability to use existing copier multi-function systems to scan documents in addition to having scanning stations
- c. Must support multiple scanning stations
- d. Ability to perform image adjustments on scanned documents
- e. Auto-indexing of scanned / imported documents
- f. Ability to batch process scanned documents
- g. Easily cross-reference documents based on keywords
- h. Full-text indexing of all captured documents and zonal OCR
- i. Ability to perform full-text search on entire database
- j. Ability to perform custom queried searches
- k. Search results should highlight term in returned documents
- l. Ability to use templates to distinguish documents types and associate metadata for indexing
- m. Ability to annotate, highlight, and redact without changing original document
- n. Ability to easily print, fax, or email documents. Emailed documents should have option of using PDF format
- o. Integration with Microsoft Office to where documents can be imported directly
- p. Documents should be stored in non-proprietary formats

- q. Users should be able to access the same document at the same time
- r. Ability to rename and reorganize documents
- s. Ability to import documents from Windows Explorer

3. Records Management

- a. Explanation of retention schedules
- b. Configurable retention schedules with triggering events
- c. Meets DOD standard guidelines for records retention certification
- d. Ability to manage physical records as well as scanned documents
- e. System is fully integrated with document management and imaging

4. Agenda Management

- a. Ability to easily post to public website
- b. Ease of use in item submissions, approvals, and distributions
- c. Ability to set-up workflows to meet needs including email notification
- d. Ability to edit, reorder, publish and reassign items
- e. Ability to record votes, motions, and actions taken for minutes creation
- f. Ability to live stream and record meetings

C.3 Project Staffing

The City will make every effort to staff the project appropriately and understands that staffing a project is key to its success. However, having a small staff, dedicated project team staffing will be difficult. The City may seek an outside consultant to help with implementation efforts.

C.4 Statement of Work

The City will require the development of a detailed statement of work, including a high-level project plan, prior to contract signing. The statement of work will include at least the following and may include additional items the City deems necessary:

- Project Scope
- Phase details
- Project resources
- Project roles and responsibilities
- Project change control procedures
- Time commitments and project timelines
- High level project plan

Except as otherwise explicitly stated in the Agreement, the vendor will furnish all labor, materials, equipment, products, tools, transportation, and supplies required to complete the services. Any additional services not identified in the Agreement will be mutually agreed to in writing by each party through a change order process.

C.5 Project Schedule

The City expects a project start of March / April 2017. Implementation will be focused on the Agenda Management System, followed by the Documents and Records Management Systems. However proposers should recommend a proposed phasing and timeline that is the best for the City.

C.6 Number of Users

It is difficult for the City to envision exactly who will use the system, as implementation of the system will result in a major change for the way that the City does business. Proposers should plan however on having all City departments with access to the system for at least a few users to enter transactions. It is anticipated that between 15-25 users will have access. Proposers should use the anticipated user counts to appropriately license any proposed modules (if required) and to propose the appropriate training services to prepare all City staff for using the system.

C.7 Data Conversion

For purposes of determining level of effort for data conversion, proposers should assume that the City wishes to convert the all of the data and images as applicable.

C.8 Technical Standards

Current Technology Standards		
Computing Systems	Preference	Standard (Existing)
Desktop Operating Systems	Windows 10	Windows 7
Desktop Software	Office 2016	Windows Office 2003
Database Standards	None	SQL Server 2005, 2008
Hardware		
Server Vendor	None	Dell
Virtual Server	Acropolis (KVM)	None
Internet/Intranet		
Network Authentication	MS Active Directory	MS Active Directory
Email	GSuite	MS Exchange
Web Browser	Chrome	Chrome
Remote Access	None	SonicWALL
Network		
Network Infrastructure	150 Mbps Internet. Gigabit Ethernet LAN	50 Mbps Connection to Internet.
Reporting		
Report writers	No preference	None

Section D: Contract Terms and Conditions

Attached are standard contract terms and conditions that the City expects to be part of an agreement with the finalist proposer(s)—Exhibit A-General Terms and Conditions. Please indicate your willingness to comply with each condition by noting any exceptions per the instructions in section B.9 of this RFP. Contract terms in the final agreement should include but will not be limited to those listed below.

Section E: Attachments

E.1 Attachment 1 (RFP Submittal Checklist)

Submittal Checklist			
Section	Item	Vendor Response Section Title	Vendor Response Begins on Page
B.1	Cover letter, Executive Summary and Checklist (Attachments 1-3)		
E.1	Attachment 2- RFP Checklist		
E.2	Attachment 3- Addendum Acknowledgement Form		
B.2	Scope of Services		
E.4	Attachment 4- Scope of Services		
E.4B	Vendor Hosting Form (Optional)		
B.3	Company Background		
E.5	Attachment 5 (Company Background)		
B.4	Client References		
E.6	Attachment 6- Client Reference Form		
B.5	Proposed Application Software and Computing Environment		
E.7	Attachment 7-Technical Specification		
E.8	Attachment 8- Alternative Delivery Options		
B.6	Implementation Plan		
E.9	Attachment 9- Key Personnel/Staffing and Resumes		
B.7	Training Plan		
B.8	Maintenance and Support Program		
E.10	Attachment 10- Maintenance/Support		
B.9	Exceptions to the RFP		
B.10	Sample Documents		
B.11	Cost		
E.11	Attachment 11- Cost		

E.2 Attachment 2 (Signature Page)

The undersigned proposer, having examined this RFP and having full knowledge of the condition under which the work described herein must be performed, hereby proposes that the proposer will fulfill the obligations contained herein in accordance with all instructions, terms, conditions, and specifications set forth; and that the proposer will furnish all required products/services and pay all incidental costs in strict conformity with these documents, for the stated prices as proposed.

Proposer/Firm Name	Address	City	State	Zip

Authorized Representative Name and Title	Address	City	State	Zip

Authorized Representative	Email Address	Phone-Office Phone-Mobile	Fax

Signature _____ Date _____

E.3 Attachment 3 (Addendum Acknowledgement Form)

This page is used to acknowledge any and all addenda that might be issued. Any addendum issued within five days of the solicitation due date, will include a new due date to allow for addressing the addendum's issues. Your signature indicates that you took the information provided in the addendums into consideration when providing your complete response.

Please sign and date

ADDENDUM NO. 1 Acknowledgement

Signature Date

ADDENDUM NO. 2 Acknowledgement

Signature Date

ADDENDUM NO. 3 Acknowledgement

Signature Date

ADDENDUM NO. 4 Acknowledgement

Signature Date

ADDENDUM NO. 5 Acknowledgement

Signature Date

If no addenda were issued, please indicate below, sign the form and return with your response.

Proposer/Firm

Authorized Signature

E.4 Attachment 4 (Scope of Proposal)

Identify the scope of the proposal and if the proposal contains software and services for each scope option. Scope options are defined in the RFP in section A and Section C.

E.5 Attachment 5 (Company Background)

Complete one form for each firm included in the proposal.

Company Background	
Company Name:	
Location of corporate headquarters:	
Location of nearest office/location to the City:	
Proposer Experience	
Number of years in business:	
Number of years providing systems/services to public sector:	
Customer Base:	
Number of public sector clients, including number in California	
Number of local government clients	
Number of clients on current version (specify version)	
Organization Characteristics:	
<p>Number of Employees: If Proposer is a subsidiary, identify # of employees in proposing company/division</p> <p>Total Revenue: If Proposer is a subsidiary, identify revenues of proposing company/division</p> <p>Ownership: Privately held? Publicly traded? Parent Company?</p>	

E.6 Attachment 6 (Client References)

Please provide at least three (3) public sector references for the software that most closely reflect consulting projects that are similar to the City's scope of work. These references should be sites where the proposed software was installed and has been FULLY IMPLEMENTED and is "live." Please use the following format in submitting references.

GENERAL BACKGROUND

Name of Client: _____

Project Name: _____

Proposer's Project Manager Name and Title: _____

CLIENT CONTACT INFORMATION

Name and Title: _____

Organization: _____

Address: _____

Phone Number: _____ Email: _____

Number of Employees: _____ Size of Operating Budget: _____

Contract Dates (From-To): _____ Contract Value: \$ _____

Summary of Project Scope & Tasks:

PROJECT SCOPE

Please indicate (by checking box) functionality installed:

- Document Management System
- Records Management System
- Agenda Management System

TECHNOLOGY INFORMATION

Hardware, Software, Other Technology Installed/Integrated:

E.7 Attachment 7 (Technical Specifications)

Technical Specifications	
Technology Architecture	
Is the system available to be hosted by the City?	Yes/No
Platforms supported	
Optimal and minimum network requirements	
Optimal and minimum database requirements	
Optimal and minimum server requirements	
Optimal and minimum desktop (client) requirements	
Can servers be virtualized? Which virtual platforms are supported?	
What is the expected size of the database, both initially and 1-5 years of growth?	
What is stored in the database? Any large binary objects?	
Will the database be in Full or Simple Recovery Mode?	
Is content delivered through a web browser (which browsers supported?)	
Administration Toolsets/Skills	
What application toolsets are included in software	
What programming languages/skills required to maintain software	
What tools are available to customize/modify software and database (example: add fields, change forms)	
Security	
What security tools are provided in software?	
How is security profile defined?	
Does system support active directory?	
Does system support single sign on?	
Workflow	
Does system have workflow tools?	
Can workflow rules be applied to proposed third party solutions?	
Network Bandwidth	
What are bandwidth requirements?	

E.8 Attachment 8 (Alternative Delivery Options)

*Attach additional pages if necessary

Alternative Delivery Options (SaaS, PaaS, IaaS)	
Contract	
Describe any minimum contract periods (example: Minimum of 5 year)	
After contract period, is it possible to transition to self-hosted model? Describe what is required for transition and cost	
Proposed Services	
Number of users	
Number of database instances (please list)	
Describe proposed disaster recovery services	
Describe proposed application availability service level	
Security	
Describe security including firewalls, authentication, and architecture of data center	
Describe network level security	
Describe physical security of data center	
Describe data center security policies including background checks on employees and other measures to protect confidentiality and sensitivity of City's data	
Support	
Describe operations support	
Describe back up procedures and testing of backups and other quality assurance processes to ensure the backup is working correctly.	
Describe process for installing patches and updates	
Describe process for roll-back of patches and updates if major functionality is broken as a result of the patch and/or update	

E.9 Attachment 9 (Personnel/Staffing)

The Proposer shall include the names and detailed resumes of all proposed contractor key personnel, including references for the work performed by each of the staff. The Proposer must fill out the table below and include detailed resumes in a consistent format with the submittal.

Proposed Contractor Personnel					
Name					
Position Title					
Key Position as Specified in the RFP					
Project Manager Experience	Desired Years	Actual Years	Proposed Experience	Managers	Relevant
Worked as Project Manager on comparable projects	5				
Experience directing and overseeing all phases of Document / Records / Agenda management system, including, but not limited to, projects involving multiple business views, integration with 3 rd party software, interfacing with other systems and databases and training and customer service	5				
Experience managing projects similar or larger in scope as the project identified within this RFP	3				
Experience managing a team of 5 people or more	3				

E.10 Attachment 10 (Maintenance and Support)

Proposed Maintenance and Support	
Post-implementation Support:	
Days of on-site support after go-live	
Other on-site support after go-live (month end, quarter end, year end, open enrollment, etc.)	
Support Options:	
Support Packages Offered (Bronze, Silver, Gold, etc.)	
Support Package Proposed	
Other Support:	
Remote desktop support	
Additional on-site support	
Telephone Support:	
Hours available (and time zone)	
Problem Reporting and Resolution Procedures	
Response time for various levels of severity	
User Groups:	
Local User Group	
User Group Members (number)	
Third Parties:	
Support provided for third party products?	
Upgrades/Patches:	
Upgrade Frequency (major and minor releases)	
How are upgrades delivered?	
Are upgrades required?	
How many versions are currently supported?	

E.11 Attachment 11 (Cost)-Submit Under Separate Cover

Proposer Name: _____

1. One-time Costs	
Description	Proposed Price
Estimated Hardware Acquisition Cost	
Proposed Application Software Licensing Fees	
Third Party Software (i.e. operating system, databases, reporting tools)	
Application Development/Customization	
Installation/Implementation	
Project Management	
Training, including all materials	
Travel expenses	
Other One-Time Costs	
Total One-Time Costs	

2. Hardware	
Description (Make, Model, Configuration)	Proposed Price
Other One-Time Costs	
Total Costs	

3. Software (Product, Version, Release)	
Description	Proposed Price
Total Costs	

4. Travel Expenses	
Description	Proposed Price
Total Costs	

5. Other One-Time Costs	
Description (enhancements, additional modules, communications, etc.)	Proposed Price
Total Costs	

6. Reoccurring Annual Costs	
Description (maintenance and support fees, etc.)	Proposed Price
Total Costs	

7. Escrow	
Escrow Fees	Proposed Price
Year 1	
Year 2	
Year 3	
Year 4	
Year 5	
Total Costs	

8. Other Value-Added Services	
Description	Proposed Price
Total Costs	

9. Optional Services- Hourly Rates	
Position/Role	Hourly Rate
Total Costs	