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## **CITY OF GUNNISON, COLORADO**

### **REQUEST FOR PROPOSALS FOR ENTERPRISE DOCUMENT MANAGEMENT SYSTEM**

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**November 7, 2016**

201 WEST VIRGINIA AVENUE  
PO BOX 239  
GUNNISON, CO 8123

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## I. INVITATION TO SUBMIT PROPOSALS

Date of Request: November 7, 2016

**Due Date for Proposals: November 22, 2016 at 4:00 pm MST**

The City of Gunnison, Colorado, ("City") respectfully requests proposals from a qualified contractor ("Firm") to obtain software and assist in the implementation and deployment of a city-wide enterprise document management system ("DMS") that includes process workflows. The selected Firm will assist the City on the project that is discussed further in this request for proposal (the "RFP").

## II. PROJECT OBJECTIVES

- 1) Establish a main repository for documents within the City of Gunnison.
- 2) Reduce manual processes and increase productivity.
- 3) Increase integration and interaction between departments.
- 4) Improve workflow processes to streamline movement of documents between staff and departments to improve customer service.
- 5) Full text searching of documents stored in the DMS using Optical Character Recognition ("OCR") technology.
- 6) All City users will interact directly with the DMS to either enter/track their existing paper or retrieve documents as needed from other departments.
- 7) Take advantage of newer technology to develop and implement a Document Management Plan.

## III. SCHEDULE

- |    |                                   |  |
|----|-----------------------------------|--|
| 1. | Advertise RFP                     | November 7, 2016   |
| 2. | Due date for proposals            | <b>November 22, 2016 at 4:00 pm MST</b>  |
| 3. | Bid opening                       | November 23, 2016 at 9:00 am MST<br>City of Gunnison Town Hall<br>Conference Room<br>201 W. Virginia Ave<br>Gunnison, CO 81230 |
| 4. | Demos – up to 2 top vendors (MST) | December 5-9, 2016 (9:00 am MST, 2:00 pm MST)  |
| 5. | Announce selected vendor          | December 15, 2016  |
| 6. | Contract negotiations             | January 3, 2017  |

## IV. PROJECT GUIDELINES

In preparing their proposals, respondents should consider the following criteria:

### A. REQUIRED FEATURES AND FUNCTIONS

The following is a list of high level special requirements for the project. This list is not intended to be all-inclusive/exclusive or organized by specific software modules.

The proposed system must be provided by a well-established software vendor, and include the following features and functions:

1. Proposed system must have robust training materials including manuals, e-learning, etc.
2. Proposed system must provide optional full integration into network scanning appliances, including the ability to select scan destination and index directly from the panel.
3. Proposed system must facilitate the creation of workflows that create new folders and update document fields when content is created, initiate routing and approval workflows when web forms are submitted, track where documents are and who is working on each document, allow concurrent review and approval by routing documents to multiple users, ensure tasks are completed on time with automatic recurring notification emails or notices within the software, create an audit trail or log of activities related to the workflow and automatically send notifications when documents are created, edited or deleted.
4. Proposed system must include web-based forms to initiate workflow options.
5. Proposed system must adhere to the City's document retention schedule by identifying documents scheduled to be purged and providing archival of documents prior to the scheduled purge date.
6. Proposed system must facilitate electronic document storage and indexing as well as full text searching of documents stored in the DMS using Optical Character Recognition ("OCR") technology.
7. Proposed system must store the images in their native file format, and not in a proprietary or encrypted format.
8. Proposed system must have multiple interfaces for interacting with software used by the City. The proposal should describe example methods of such interaction.
9. Proposed system must be scalable to hundreds of users. The proposal shall provide licensing options and identify whether licensing is fixed or concurrent.

10. Proposed system must provide simple integration between different software applications whether they are web-based, or windows-based. Hot key and/or integrated button integration is preferable.
11. Proposed system must provide Active Directory and single sign-on capabilities in all available clients.
12. Proposed system must provide file version management.
13. Proposed system must provide indexing assisting capabilities by creating metadata based on form field data.
14. Documents must be able to be scanned or printed directly into the electronic document management system without requiring a hard copy.
15. Proposed system must provide document import via scanner, virtual printer, drag and drop, hot folder monitoring, email monitoring, and browse to file.

## B. TECHNICAL SPECIFICATIONS

In addition to these features and functions, please also identify the following for the software solution proposed:

1. Licensing requirements including system software, scanning stations and user viewing stations.
2. Identify whether the software licensing is based on concurrent usage and indicate how the usage is managed for scanning stations and user viewing stations.
3. Hardware and operating software suggested requirements to support the DMS which will be provided to the City assuming 25 concurrent users of the system on a daily basis.
4. Servers must operate in a virtual environment using Hyper-V or VMware. Local storage of data is preferred over cloud solutions.
5. Minimum and optimum PC and scanner specifications for scanning documents.
6. Minimum and optimum PC specifications for viewing images.
7. Interface for mobile or tablet devices.

8. The interface capabilities that the DMS supports. Describe security capabilities and levels. The software shall conform to Health Insurance Portability and Accountability Act (HIPAA), Payment Card Industry Data Security Standard (PCI DSS), Personal Identifiable Information (PII) regulations.
9. Provide a list of other items not noted elsewhere that are required for implementation or maintenance of your system as well as an explanation of their benefits.
10. Provide System Architecture and Proposed System Diagram.

## C. VENDOR REQUIREMENTS

The Firm must adhere to the following:

1. Firm must provide the City with key contact for dedicated solution support and future troubleshooting.
2. Firm must demonstrate expertise in analyzing the City's current electronic file structure and recommend solutions to enhance and automate the City's scanning processes.
3. Firm must have technological credentials to demonstrate competence in the electronic document management space. CompTIA CDIA+ certifications (or certifications in specific recognized software) are required.
4. Firm must provide a minimum of three (3) references of customers in local government, preferably in Western Colorado.
5. Firm must provide a forum or user group for customers in local government in Colorado, preferably in Western Colorado to facilitate collaboration in the creation of workflows that generate the greatest effectiveness and efficiency.
6. The Firm shall conform to Health Insurance Portability and Accountability Act (HIPAA), Payment Card Industry Data Security Standard (PCI DSS), Personally Identifiable Information (PII) regulations when handling and scanning documents subject to those standards.
7. Firm must provide training as part of the total cost of project implementation. Training schedule for use of basic functions shall be provided. Proposal shall identify whether training is on-site or performed remotely.
8. Firm must provide contact information of the software developer support line, for City use if needed.

#### D. EVALUATION CRITERIA

The evaluation criteria listed are in no particular order of importance:

- Provide required software features and functions. The flexibility of the application software.
- Seamless integration of the software and/or various system modules to meet the project objectives.
- The internal controls provided within the system which prevent unauthorized access to data and provide adequate audit trails.
- Future technology direction (major changes in architecture, database, platforms, languages, etc.).
- The expandability of the proposed solution, including the ease of upgrading the proposed system by adding components to accommodate future needs.
- The amount of vendor support that will be available for installation, conversion, training, ongoing modification, and software support.
- Vendor's performance record to date in meeting or exceeding the requirements of their existing customers.
- Adherence to the requested information requirements and thoroughness of the proposal.
- The total cost of the system for the first year including required software and hardware purchases, installation, and training.
- The total cost of the system over a 10-year period, including direct and indirect costs.

#### V. BASIS FOR EVALUATION OF PROPOSALS AND AWARD OF PROJECT

The City does not discriminate on the grounds of race, religion, color, age, sex, disability, or national origin in consideration of an award. Disadvantaged business enterprises are afforded a full opportunity to submit proposals. Proposals will be evaluated on the Firm's qualifications, experience, Project understanding and approach.

Based on the preliminary review of the proposals, Firms may then be interviewed prior to selection.

The award will be made to the responsible and responsive Firm with the lowest bid who best meets the City's needs and desires. In making such determination, the City shall consider but not be limited to the Project Guidelines enumerated in Section IV.

The City makes no commitments to any Firm until such time as the City approves the negotiated contract.

## VI. INTERPRETATIONS AND GOVERNING LAW

All questions regarding the meaning or intent of this RFP must be submitted **IN WRITING ONLY VIA EMAIL** to the IT Director, Mike Lee at [mlee@gunnisonco.gov](mailto:mlee@gunnisonco.gov). Only questions answered by formal written Addenda to this RFP will be binding. Oral and other interpretations or clarifications will be without legal effect and will NOT be considered in awarding the Project. Addenda will be mailed or delivered to all parties recorded by the City as having received the RFP. It shall be each Firm's responsibility to make inquiry as to Addenda that have been issued. All Addenda shall become part of this RFP, and all Firms shall be bound by such Addenda, whether or not received by the Firm.

All applicable State of Colorado and Federal laws, City ordinances, and licenses and regulations of all agencies having jurisdiction shall apply to the Firm and Project throughout the Project and are incorporated herein by reference. The Agreement with the selected Firm, and all questions concerning the execution, validity or invalidity, capacity of the parties, and the performance of the Agreement, shall be interpreted in all respects in accordance with the Home Rule Charter and Code of the City of Gunnison and the laws of the State of Colorado.

## VII. SUBMISSION OF PROPOSAL

**Due Date for Proposals: November 22, 2016 at 4:00 pm MST**

**Proposals must be submitted electronically via email to [mlee@gunnisonco.gov](mailto:mlee@gunnisonco.gov), with subject line *Enterprise Document Management System*.**

The City reserves the right to reject any and all proposals or any part thereof, to waive any formalities or informalities and further, to award the services to the most responsive and responsible Firm, according to the City's evaluation and as deemed to be in the best interest of the City. Further, in the event funds in an amount sufficient to support the project are not appropriated by the City Council of Gunnison, Colorado, the City reserves the right to reject all proposals.

Proposals must meet or exceed requirements contained in this RFP.

All costs of the development for Proposal submittal are the responsibility of the Firm.

Proposals shall be submitted prior to the time and date set for receipt of proposals as indicated in these Instructions and Proposal Requirements, or the modified time and date as indicated by any Addendum. Proposals received after the time and date set for receipt of proposals will not be considered. Firm shall assume full responsibility for timely delivery at the location designated for receipt of proposals; Firms must allow adequate time for delivery of their proposal either by hand delivery, postal service, or other delivery service.

No extensions for submittal of an RFP will be granted on an individual basis. If the City determines, in its sole discretion, that the response time it has provided is inadequate for the preparation of complete proposals, or if amendments issued have materially changed the proposal requirements, the City may, at its option, extend the opening or response dates to all firms.

No Firm may submit more than one proposal. Multiple proposals under different names will not be accepted from one firm or association. Evidence of collusion among Firms shall be grounds for exclusion of any Firm who is a participant in any such collusion.

All information submitted to the City by the Firm is a public record, and may be subject to disclosure under the Colorado Open Records Act, Colorado Revised Statute § 24-72-200.1, et seq. **The Firm shall clearly identify any portion(s) of its proposal that it believes constitutes trade secrets, privileged information, and/or confidential commercial, financial, geological or geophysical data which shall not be subject to disclosure under the Colorado Open Records Act.**

To the extent required by Illegal Aliens Public Contracts for Services C.R.S. § 8-17.5-102(1), by submitting a proposal, the Firm certifies that at the time of proposal submission it does not knowingly employ or contract with an illegal alien who will perform work under its proposal, and that the Firm will participate in the E-verify program administered by the United States Department of Homeland Security and the Social Security Administration, or the employment verification program administered by the Colorado Department of Labor and Employment in order to verify the employment eligibility of all employees who are newly hired for employment to perform work under its proposal.

## VIII. CONFIDENTIALITY

The Firm may be provided confidential information by the City. Complete confidentiality must be maintained regarding confidential City information and data. Signing of a confidentiality agreement may be required by the Successful Firm.

The information included in this RFP is for Firm's exclusive use in preparing a proposal and must not be shared, whether written or oral, with any other person or entity or used for any other purpose. The use of the City's name in any way as a potential client is strictly prohibited.

## IX. MODIFICATION AND WITHDRAWAL OF PROPOSAL

Proposals submitted early may be modified or withdrawn, subject to the Project Manager's discretion. Withdrawn proposals may be resubmitted until the deadline for submission of proposals.

## X. SIGNING OF AGREEMENT

When the City gives a notice of award to the Successful Firm, it will be accompanied by unsigned counterparts of the Agreement and this RFP. The Successful Firm shall execute the Agreement and deliver it, together with evidence of insurance to the City within ten (10) calendar days from the date of the notice of award. Failure to do so will be adequate and just cause for the annulment or cancellation of the awards.

## XI. PROPOSAL BECOMES CITY PROPERTY

Once submitted, a proposal becomes City property. The City reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the Firm of the conditions contained in this RFP.