

**City of Solvang
Request for Proposal
Document Imaging & Management**

Section A – Overview

The City of Solvang (City) is conducting a request for proposals for a document imaging and management system (Laserfiche) that includes workflow. This system must provide the City Clerk's Office, Administration, Finance, Community Development, and Public Works departments with the capability of imaging both paper and electronic documents, storing them on computer hard drives, CD-ROMs or other optical storage media for archiving and disaster recovery, and making them accessible via the City of Solvang's existing network and selectively over the Internet. The City would like a scalable software license that can be increased as the City's needs change.

Background

In most departments only a few people will require scanning and editing access, while the remainder will only need to be able to search, view, print, FAX and e-mail documents. Most documents consist of text with some graphics. Graphics can include but are not limited to drawings, plans, photographs, icons, graphs, charts and signatures. Community Development Department and Public Works Department documents contain a higher level of graphics.

Certain types of folders and documents need to be frequently accessed by multiple persons in multiple departments. The City estimates internal concurrent access to the same document or page to be from 5 to 10 persons. Retrieval time, from the time the user requests a selected document to the time it is displayed should be a maximum of 5 seconds.

The City would also like to make selected documents available to the public and city employees over the Internet. Browser-based viewing should not be platform specific. The City estimates that concurrent access via the Internet to the same document or page will vary widely, but could be as high as 100 persons. These documents should be controlled and able to be searched, viewed and/or printed.

Instructions

Please include the following components in the proposal:

- A. Statement that the vendor meets all requirements with exceptions clearly spelled out.
- B. Description of Solution
- C. Functional Requirements
- D. Software Costs
- E. Hardware Costs
- F. Cost Detail and Summary Pages
- G. Cost per volume of scanning historical documents
- H. Company Background
- I. Five (5) references of municipalities with similar systems, including contact name, title, City name, address and phone number
- J. Vendor's brochures and collateral materials

Submissions shall clearly state that the storage format complies with the State of California requirement for original permanent records.

Vendors are to complete all sections and return five bound copies to the office of the City Clerk and clearly marked:

City of Solvang Document Imaging Proposal
Mary Ellen Rio, City Clerk
City of Solvang
1644 Oak St.
Solvang, CA 93463

All responses to this RFP must be submitted by 5:00 p.m. on September 15, 2011. Proposals received after the due date and time will not be considered.

All questions regarding the RFP should be addressed in writing to the person and address above.

Selection of the vendor will be based on the following criteria:

1. Project Understanding/Scope of Work (25 points possible)
2. Team experience/References (25 points possible)
3. Firms related experience (15 points possible)
4. Cost (15 points possible)
5. Responsiveness to RFP (10 points possible)
6. Project schedule (10 points possible)

A consultant selection committee will be appointed by the City of Solvang to evaluate the proposals and make recommendations for selection. All proposals, whether selected or rejected shall become the property of the City of Solvang. The City reserves the right to reject any or all proposals. Proposals shall be signed by a representative of the firm who has the authority to sign contracts for the firm.

Section B-Description of Solution

Project Management

The scope of this project requires effective communication and coordination of activities between the City of Solvang and the vendor. The vendor's project manager, in cooperation with a representative of the City, will work together to track project milestones and coordinate activities.

Document Management System Installation and Integration

Provide and install Laserfiche Avante for 20 named users.

1. Provide implementation consulting focusing on identifying the folder structure, naming conventions, template field scheme, indexing, and volume structure. This component of the project is critical in building a strong foundation for future expansion, disaster recovery and business continuity planning, back-file conversion, and future integration with other applications (if applicable). Best practices for the structure of the electronic filing and document management system will be discussed, and upon the City's approval, be applied to the implementation.
2. Installation of Laserfiche Avante backend software on an existing Microsoft Windows Server 2008 Standard Edition with SQLServer 2008 Standard Edition server including integration with Sharepoint Foundation 2010. This server is the second server in a Microsoft Small Business Server 2011 Suite.
3. Installation of Laserfiche client software on 20 Windows XP Professional and Windows 7 Professional workstations in an Active Directory environment.
4. Implement user/group security and system auditing.
5. Development of initial workflows for the following departments:
 - a. City Clerk: Council and Commission agendas, staff reports, resolutions, ordinances.
 - b. Accounts Payable: invoices and credit memos
 - c. Human Resources: job applications and employee performance reviews.
 - d. Public Works: various types of encroachment permit applications, special event applications, and staff reports.
 - e. Planning & Development: building permits.
6. Setup of document retention schedules that comply with Federal, State and local statutes.
7. Training for 20 users in the use of Laserfiche Avante in general, and implemented workflows.
8. Follow up or refresher training after 3 months and 12 months for Laserfiche Avante in general, and implemented workflows.
9. Training for Systems Administrators in the installation and maintenance practices of Laserfiche Avante and development of workflows.
10. Implement external access to document management system via web browser.

Scanning of Archival Materials

1. Scanning and integration into the newly implemented Laserfiche Avante system of approximately **75** banker's boxes of archival City Clerk's materials including meeting packets, ordinances and resolutions.
2. Scanning and integration into the newly implemented Laserfiche Avante system of approximately **25** bankers boxes of Human Resources records.
3. Scanning and integration into the newly implemented Laserfiche Avante system of approximately 4000 "D" and "E" size drawings, maps for Public Works Department.
4. Scanning and integration into the newly implemented Laserfiche Avante system of approximately 2000 "D" and "E" size drawings & maps and approximately **25** bankers boxes for the Planning & Development Department.

System Support

The City requires that the vendor provide phone support for the proposed system with a maximum 4-business hour guaranteed response time. Software updates for the proposed system will be provided to the City for a minimum of 3 years from the time the award is made for installation. The chosen vendor shall provide documentation, license, and warranty information for all software components.

The vendor shall install, integrate and test all software at a time mutually convenient to both parties before training City personnel. All training shall be on-site using the City system and include separate sessions for network technicians, system administrators and end-users, including sessions using actual City materials. Training will be considered complete upon individual department sign-offs. In addition, the vendor will include consultation with the City prior to importing documents about the best way to implement the imaging system given the City's current paper filing system. The vendor shall provide a detailed timeline for installation and implementation as well as documentation of their implementation methodology and an explanation of how their methodology can ensure a successful implementation.

Vendor will provide detailed costs for 1 year, 3 year and 5 year maintenance agreements. Indicate the estimated annual increase for maintenance after 5 years.