



**Notice to Prospective Bidders
For
Request for Proposals For
Enterprise Content Management Solution**

BID: Q14-57

TO: ALL PROSPECTIVE BIDDERS

FROM: COCO HALL, PURCHASING AND CONTRACTS MANAGER

SUBJECT: REQUEST FOR PROPOSALS FOR:
Enterprise Content Management Solution

DATE: February 10, 2014

The Town of Chapel Hill is requesting proposals for **A Full Scale Software and Service Solution for an Enterprise Content Management Solution**. Sealed proposals are due to the Purchasing & Contracts Manager, Town of Chapel Hill, 405 Martin Luther King Jr. Boulevard, Chapel Hill, North Carolina 27514 until 3:00 P.M. on Monday, March 10, 2014.

Any questions regarding this RFP should be sent in writing to Marie James, Project Manager, mjames@townofchapelhill.org with "**Enterprise Content Management Solution RFP**" in the subject line. Questions should be sent no later than 3:00 P.M. on **February 24, 2014**. Answers will be published on the Town's web page (www.townofchapelhill.org) in the form of an addendum, by close of business on **February 28, 2014**.

If you should have any questions regarding the bidding procedures, please contact the Purchasing Division at (919) 969-5025.

Publications:

Town of Chapel Hill Website

DATE: **February 10, 2014**



Town of Chapel Hill

**REQUEST FOR PROPOSALS
FOR
ENTERPRISE CONTENT MANAGEMENT SOLUTION**

Date: February 10, 2014

Bid: Q14-57

The Town of Chapel Hill requests proposals for the implementation of a software and service solution for an enterprise content management solution as defined in the Scope of Work.

The Town of Chapel Hill reserves the right to reject any and all proposals. **A minimum of two hard copies of the proposal along with a digital copy on CD or DVD must be received by 3 P.M. on Monday, March 10, 2014. All bids should be in sealed envelopes and marked on the exterior, "RFP for Enterprise Content Management Solution."**

Please submit proposals to:

Coco Hall, Purchasing & Contracts Manager
Town of Chapel Hill
405 Martin Luther King Jr. Blvd.
Chapel Hill, NC 27514

General Information

This is a Request for Proposals.

RATING OF PROPOSALS:

Response to this RFP will be based on:

- 1.) Firm's experience with similar projects and the project team's past success (20 points)
- 2.) Response to the Scope of Work and how the firm intends to handle this particular project (30 points)
- 3.) Firm's overall experience in providing the described software to government entities – (20 points)
- 4.) Cost competitiveness and related expenditures (30 points)

It is anticipated that the final products produced by this initiative will include a contract (2 copies with original signatures of corporate officers) for the provision of an enterprise content management solution to be located at the Town of Chapel Hill and the provision of enterprise content management solution from the successful bidder.

CONTRACT:

This contract will be held by the Town of Chapel Hill, NC and managed according to our standard operating procedures.

INSURANCE:

The successful bidder shall procure and maintain during the life of the contract the following insurance coverage:

Worker's Compensation: Coverage to apply to all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer's liability with a limit of \$100,000 for each accident, \$100,000 bodily injury by disease each employee and \$500,000 bodily injury by disease policy limit.

Comprehensive General Liability: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include premises and/or operations, independent contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, sudden and accidental pollution losses, and a contractual liability endorsement.

Business Auto Policy: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include: owned vehicles, hired and non-owned vehicles and employee non-ownership.

Special Requirements:

The Town of Chapel Hill is to be named as an additional insured on the Comprehensive General Liability policy.

Current, valid insurance policies meeting the above requirements shall be maintained for the duration of the project. Renewal certificates shall be sent to the Town of Chapel Hill thirty (30) days prior to any expiration date. There shall also be a 30 day notification to the Town in the event of cancellation or modification of any stipulated insurance coverage. Certificates of Insurance on an Accord 25 (8/84) or similar form meeting the required insurance provisions shall be forwarded to the Town of Chapel Hill. Wording on the Certificate of Insurance which states that no liability shall be imposed upon the company for failure to provide such notice is not acceptable. Original policies or certified copies of policies may be required by the Town at any time.

Hold Harmless: The Contractor agrees to indemnify and hold harmless the Town of Chapel Hill from all loss, liability, claims or expense (including reasonable attorneys' fees) arising from bodily injury, including death or property damage to any person or persons caused in whole or in part by the negligence or willful misconduct of the Contractor except to the extent same are caused by the negligence or misconduct of the Town.

PROPOSALS:

Proposals to this RFP are due on **Monday, March 10, 2014 by 3:00 P.M.** The Town of Chapel Hill requests that a minimum of two hard copies of the proposal be submitted along with a digital copy on CD or DVD. Decision of award will be based on complete responses. It is anticipated that an award will be made within 45 days of receipt of proposals.

The following anticipated timeframe for selection of the consultant(s) and initiation of the project:

February 10, 2014:	Advertisements, Notice & Release of RFP Issued
February 24, 2014:	Pre-submittal Questions due 3P.M. (EST)
February 28, 2014:	Pre-submittal Answers published to Town web site
March 10, 2014:	Proposals Due by 3:00 P.M. (EST)
March 17-March 31, 2014:	Proposals Reviewed and Selection of Preferred Contractor
April 15, 2014:	Contract Awarded
August 15, 2014	Project Initiation

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INTRODUCTION

Chapel Hill Information

The Town of Chapel Hill is located principally in Orange County, in the north central portion of North Carolina on the Piedmont Plateau, approximately equidistant between Washington, DC, and Atlanta, Georgia. The area's topography is characterized by rolling hills. The Town, which was incorporated in 1819, presently covers an area of 21.1 square miles and has a population of approximately 58,400. The Town is the home of the University of North Carolina at Chapel Hill, the nation's oldest public university. Chapel Hill is a thriving community and is frequently listed as one of the best places to live in the United States.

Town of Chapel Hill Municipal Information

The Town of Chapel Hill has a Council-Manager form of government, comprising a Mayor and eight Council members who direct the Town Manager. The Town Manager leads a municipal organization that employs approximately 600 staff members in twelve departments: Business Management, Communications and Public Affairs, Fire, Housing, Human Resource Development, Library, Manager's Office, Parks & Recreation, Planning, Police, Public Works, Technology Solutions and Transit.

These departments and their divisions are housed in various facilities across Chapel Hill and are connected through high-speed broadband, the Town's website, the Town's intranet, and various servers by the Technology Solutions Department. Departments and their electronic and hardcopy documents follow a number of workflows, some of which are managed Town-wide by the relevant Department responsible for that area (purchasing, personnel, etc.) and others that are specific to a particular Department's or Division's business.

Reason for RFP

The Town of Chapel Hill is soliciting Proposals for an Enterprise Content Management Solution as it is defined in this document with the intent to include all divisions over the next five years.

For many years, the Town has had a decentralized system of records management. With the addition of many enterprise and vocational systems and the conversion from only hard copy to many electronic systems, the departments have multiple mechanisms for maintaining records.

The system will consist of hardware and software applications designed to interface with existing and developing technologies. Hardware includes scanning stations (multi-functional copier/scanners as well as desktop scanners), pc upgrades, and secure servers. Software applications include a dynamic file management system including search and retrieve functions.

This system will allow the department to process, file, and store the majority of materials into a secure database. The user interface will permit workers to efficiently locate files and share them effectively. The system will be available to all staff. Line staff will be able to directly enter information into the system while supervisors and management will be able to check accuracy, view follow-up of work and run various reports detailing client activity and demographics.

The project will provide an integrated software system that will support Town staff throughout the organization in the appropriate use, storage, retrieval, archiving, and potential disposal of documents, video and audio files, and various other types of content following defined business rules and state regulations in a manner that takes advantage of best practices and improves the efficient use of documents and related information resources.

INTRODUCTION

The Town hopes to accomplish the following objectives with the successful completion of this project:

- Incorporate fully integrated "best business practices".
- Develop a system that is user-friendly and empowers departments to analyze and improve their business processes.
- Improve quality and accessibility of information for decision support and business planning.
- Significantly reduce paper-based workflow processes and forms.
- Improve operational effectiveness and productivity.
- Provide secure, long-term storage for Town's document resources.
- Use the minimum number of systems to achieve maximum business benefit; retire existing legacy and back office systems and tools.

Issues to Solve:

- Lack of storage space in facilities
- Lack of office space in facilities due to storage use
- Multiple practices of business in each department
- Extremely slow processing due to manual document submittal
- Difficulty in retrieving documents or accessing them from or for other people
- Lack of security
- Inefficient workflow processes
- Overabundant paper and ink consumption
- Inaccessibility to files when individuals are away from the office
- Definitive original documents
- A decentralized filing system
- Compliance with records retention and disposition policy
- Ease of access and retrieval
- Integration with multiple enterprise and vocational systems

Processes to Automate:

- HR/Personnel transactions
- Form creation
- Finance/Budget transactions (i.e. contract approvals, accounts payable)
- Form posting and submission
- Files and filing processes
- Document/content access
- Document/content retrieval
- Public web access to retrieve records and make payments

PROPOSAL RESPONSE FORMAT

To facilitate the analysis of responses to this RFP, the Vendor is required to prepare their proposals in accordance with the instructions outlined in this section.

Proposals shall be prepared as simply as possible and provide a straightforward, concise description of the Vendor's capabilities to satisfy the requirements of the RFP. The technical proposal should be organized as follows:

Section	Title
-----	E-Verify Affidavit for Bids
A	Executive Summary
B	Company Background
C	Proposed Solution
D	Implementation Plan
E	Staffing Plan
F	On-Going Support and Maintenance
G	Response to Software Requirements
H	Response to Technical Requirements
I	Client References and Outstanding Contracts List
J	License and Maintenance Agreements
K	Exceptions and Deviations
L	Cost Proposal
M	Functional Requirements / Specifications

PROPOSAL RESPONSE FORMAT

STATE OF NORTH CAROLINA

COUNTY OF ORANGE

AFFIDAVIT:
E-VERIFY COMPLIANCE

WHEREAS, North Carolina General Statute § 160A-20.1(a) authorizes cities and towns to contract with a private entity to carry out any public purpose that the city or town is authorized to engage in by law; and

WHEREAS, North Carolina General Statute § 160A-20.1(b) prohibits cities and towns from entering into a contract with a private entity unless said entity and its subcontractors complies with the requirements of Article 2 of Chapter 64 of the General Statutes; and

WHEREAS, Article 2 of Chapter 64 of the General Statutes requires an employer that transacts business in the State of North Carolina and employs 25 or more employees in the State of North Carolina to verify the work authorization of its employees through the federal E-Verify program; and

WHEREAS, in accordance of North Carolina General Statute § 160A-20.1(b) and as a condition of bidding on potential contracts, the Town of Chapel Hill, North Carolina, requires contractors to comply with the E-Verify requirements in Article 2 of Chapter 64 of the North Carolina General Statutes as evidenced by submission of this Affidavit.

NOW THEREFORE, I, _____ (the individual attesting below),
being duly authorized by and on behalf of _____ (the entity
bidding on project hereinafter "Contractor") and as a condition of bidding
on _____
(the project, hereinafter "Project") for the Town of Chapel Hill, North Carolina, after first being duly sworn
hereby swear or affirm as follows:

1. Contractor is a person, business entity, or other organization that transacts business in the State of North Carolina and employs 25 or more employees in this State. (mark Yes or No)

- a. YES _____, or
- b. NO _____

2. Contractor understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with North Carolina General Statute §64-25(5).

3. Contractor affirms that if the answer to question 1 above is "yes" then after hiring an employee to work in the United States it shall verify the work authorization of said employee through E-Verify in accordance with North Carolina General Statute §64-26(a).

4. Contractor acknowledges that a subcontractor that transacts business in the State of North Carolina and employs 25 or more employees in this State must comply with E-Verify.

5. Contractor will ensure that any subcontractor subsequently hired by Contractor will comply with E-Verify.

PROPOSAL RESPONSE FORMAT

This ____ day of _____, 2014.

Signature of Affiant
Print or Type Name: _____
Title: _____
Contractor: _____

State of _____

County of _____

(Affix Official/Notarial
Seal)

Signed and sworn to (or affirmed) before me, this th
____ day of _____, 20__.

Notary Public

My Commission Expires: _____

PROPOSAL RESPONSE FORMAT

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

A. Executive Summary

This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages describing the proposed solution. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel.

B. Company Background

Vendors must provide information about their company so that the Town can evaluate the Vendor's stability and ability to support the commitments set forth in response to the RFP.

C. Proposed Solution

Applications Software

The Vendor is required to provide a general description of the application program product and how it will meet requirements of this RFP. This section must address, at a minimum, the following items:

1. Describe your overall proposed technology solution
2. Describe components of the solution that are industry standards versus being proprietary to the Vendor.
3. Describe your licensing scheme (module versus system; concurrent versus named; etc.) and how that works in a Disaster Recovery situation or Disaster Recovery testing.
4. Describe opportunities for making local customizations or development of interfaces without compromising the integrity of the base system
5. Describe the level of investment that you make in your products
6. Describe the standard / typical product release cycle including:
 - a) Frequency
 - b) Provision of release notes
 - c) Ability for Town staff to implement versus need to contract for services
 - d) Duration of support for prior releases
7. Describe the extent to which the various modules are integrated together versus being purchased separately and interfaced
8. List of third party products proposed that are integrated with the vendor's solution including:
 - a) Nature of relationship with the third-party vendor;
 - b) Reason that this product is a third-party product versus being part of the software vendor's solution,
 - c) Reason why this particular solution was chosen over other solutions in the marketplace,
 - d) Length of the existing relationship; and.
 - e) Extent to which this third-party product is integrated with the vendor's solution.
9. Describe any relevant upcoming major new releases that would be of interest to the Town.
10. Identify any data conversion upgrade tools that you may provide
11. Identify how your solution supports mobility needs including field use and remote-access use.
12. Describe your approach towards interfacing and integration with other solutions including use of specific tools, methods and standards.
13. Describe data exchange standards supported or provided by your product.

Describe whether the Vendor's solution inherently contains or is integrated with the following technologies in Current Software Application Environment (pages 31-32)

PROPOSAL RESPONSE FORMAT

Technical Environment

The Vendor is required to provide the following information. This will be used in the evaluation process. Vendors should identify where conflicts may exist between their solution and current technologies being used in the Town.

1. Hardware and Storage Environment

The Town is planning to virtualize. Describe computer hardware and storage environment to support the proposed system. In the event that there are multiple computer systems available, list all options. Indicate which is the preferred hypervisor environment as well as hardware platform and why. List the conditions in which the preferred hardware platform would change. A hardware configuration, which takes into account the size of the Town, virtualization, application modules, database size, and anticipated growth, must be provided.

What system architecture do you propose? Describe number and type of application servers, database server(s) and test environment. Describe your proposal's technical architecture (preferably using a PowerPoint or Visio diagram). This should show components such as the database server, applications server, reporting server, test/training server, firewall(s), web server(s), web browser, minimum workstation requirements, remote access, wireless connectivity, network connectivity to LANs and WAN, etc. Describe any potential use of virtual server technologies and application accelerators and note what vendors you partner with or recommend and/or support.

Please provide the recommended server and storage environments. The Town anticipates purchasing hardware separately.

2. Scanning Hardware

Describe any necessary ancillary computer hardware required to support operations of your proposed system. The Town currently uses Fujitsu scanners as well as multi-function copiers/scanners such as Ricoh Aficio MP 4000, Ricoh MP W3600, Sharp MX-C402S(C) and similar models which can scan to network folders using a PDF format. Describe the compatibility of this existing equipment with your proposed solution. Please provide and spec recommended hardware for scanning devices and any other equipment needed. The Town anticipates purchasing hardware separately.

3. Operating System

Identify the operating system that is supported by the proposed applications software and the proposed solution in the hardware environment recommended above and why. List the conditions in which the preferred operating system platform would change. In the event there are multiple operating systems available, list all options. Indicate which operating system is preferred. List the operating system software support products required to support the recommended computing environment. List any additional Vendor or third party software products required to support Vendor proposed application software.

4. Communication Systems

Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event there are multiple communication systems and/or protocols available, list all options. Take into account the Town's

PROPOSAL RESPONSE FORMAT

current WAN and remote computing requirements and indicate what changes are required or recommended.

5. Database Environment

Vendors should describe the database environment that is recommended for operating their application including all environments in which the application is certified.

6. Terminal Services or Virtual Desktop Infrastructure

Vendors should provide information on what thin-client environment their application is able to operate and is certified.

7. System Administration Tools

Vendors should describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc.

D. Implementation Plan

The Vendor is to provide an implementation plan in narrative format supported by a project plan that details how the proposed solution is to be implemented. This implementation plan should include the following elements:

1. General Implementation Approach
2. Project Management Approach
3. Change Management
4. Software Installation and Hardware Install Coordination
5. Report Development
6. Data Conversion Plan
7. Training
8. Testing
9. Operational Redesign
10. System Documentation
11. Knowledge Transfer

The Vendor should not be constrained to only include the above items in the Vendor's proposal response if the Vendor feels that they add value to the overall implementation.

It is expected that the Vendor will lead the efforts in each of the implementation areas described below unless stated otherwise. Further details on what is to be provided as part of the Vendors proposed implementation plan are included in the following subsections.

1. General Implementation Approach

Provide a general overview of the implementation approach you plan to use for the Town that includes addressing the following items:

- Describe how you transition from the sales cycle to the implementation phase of the project.
- Describe the key factors for success in this type of project.

PROPOSAL RESPONSE FORMAT

- Describe key differentiators of the approach as it relates to implementing a solution on time, within budget and with the ability to meet the needs of a client the size and complexity of the Town.
- Describe your approach towards accessing data from Town of Chapel Hill departments.
- Describe your approach towards running parallel systems for a period of time.

Any unique tools, techniques or methods that you use should be described in this section.

2. Project Management Approach

Provide an overall description of the Vendor project management approach towards this type of engagement. This would include a description of the Vendor methods for support of each of the five project management phases of this project (initiation, planning, execution, controlling and closing). Indicate any tools, templates and methods that the Vendor plans to use to manage this project in the following areas:

- Project charter development
- Risk assessment and management
- Communication management
- Issues and action item management
- Meeting management
- Change order management

3. Change Management

The Town recognizes that a movement from the current environment to a new solution will present change management challenges. The Vendor should clearly identify their approach towards Change Management including any unique approaches or tools that will be used.

4. Software Installation and Hardware Install Coordination

The Vendor is expected to specify, furnish, deliver, install and support all system software. The Vendor is expected to provide and specify minimum and recommended hardware configurations as well. The Town anticipates purchasing hardware separately.

Describe your process for coordinating hardware purchase and installation and subsequent process for software installation.

5. Report Development

It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. It is anticipated that the system will provide reports related to system usage, viewing statistics, and audit trail information for all documents. The Vendor is expected to provide assistance to the Town staff in the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc.

6. Data Conversion Plan

It is expected that data conversion will occur when migrating to the new application. The Vendor is expected to assist the Town in the conversion of both electronic records and scanning hardcopy documents to the new system. The successful Vendor will be responsible for overall data conversion

PROPOSAL RESPONSE FORMAT

coordination, definition of file layouts, and automated data import and validation into the new software. It is expected that the successful Vendor will be responsible for any manual data conversion, as agreed upon.

Scanning of hardcopy documents will need to take place at Town of Chapel Hill facilities. This may include Town Hall, Police and Fire Departments and other Town offices. It is estimated that the volume of hardcopy scanning required will include approximately 100,000-200,000 pages of documents per year for the first 2-5 years, and approximately 20,000 pages per year after that for as many years as necessary until the Town is virtually "paper free."

Describe your general approach towards data conversion and how you would work with the Town to conclude on what should be converted and what/how it should be indexed.

Please describe your organization's recommended approach toward retention of legacy data.

Do you foresee any issues in migrating electronic and hard copy data into your system?

7. Training (Also see Exhibit C, page 50)

The Town has an expectation that:

- All end-user and technical training will be performed on-site through implementation and be performed by the Vendor.
- End user Implementation Training will use a train-the-trainer approach including joint participation by relevant Town staff.
- Technical Implementation Training will include training for Town staff on the technologies required to support the new document management software system.

The Vendor should provide an overall description of their Training approach, including the following:

- General timeframes in which training will be conducted
- The Vendor must list the nature, level, and amount of training to be provided in each of the following areas:
 - Technical training (e.g., programming, operations, etc.)
 - User training
 - Other staff (e.g., executive level administrative staff)
- Types of documentation that will be developed by the vendor
- Tools that will be used in developing the training material
- On-going training opportunities
- Ability to provide online training material versus classroom training

Any training that cannot be easily accommodated or is not practical to be performed on-site should be specifically identified. Alternatively, the Town is open to conducting remote training via the Internet but wishes to understand the pros and cons of such an approach. Pricing for both "train-the-trainer" and "end user" training is requested.

8. Testing

The vendor should describe their recommended approach to the following types of testing that are anticipated to be performed during the implementation effort and the type of assistance they anticipate providing to the Town related to testing:

- System testing
- Integration testing
- Stress / performance testing
- User acceptance testing

PROPOSAL RESPONSE FORMAT

9. Operational Process Redesign

With the deployment of a new application, the Town wishes to take advantage of capabilities within the software that provide support for operational and process improvements. Vendors are requested to describe their approach and the services which are offered to address operational process redesign. Please describe your organization's philosophy regarding timing of process redesign versus new software implementation. Please provide any relevant customer references as to where such services were successfully performed. Please describe what best practices or other methods are used.

10. System Documentation

The Vendor is expected to provide user manuals and on-line help for use by the Town as part of the initial training and on-going operational support. Additionally, the Vendor is expected to provide technical documentation. Describe what types of documentation you anticipate developing during the course of the project.

11. Knowledge Transfer

The Vendor should describe their process for ensuring that knowledge transfer occurs back to Town staff such that staff is capable of supporting and maintaining the application in the most proficient manner once the Vendor implementation engagement is complete.

E. Staffing Plan

The Vendor must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment). If the Vendor is using a subcontractor, please include information on subcontracting staff being used and their specific role on the project.

F. On-Going Support and Maintenance

The Vendor must specify the nature, costs and conditions of any post-implementation support options including:

- On-site support
- Telephone support - Include the minimum response time provided as part of the basic support agreement and average response time for the past twelve (12) months.
- Delivery method of future upgrades and product enhancements.
- Hardware upgrade coordination
- Database
- Frequency of upgrades
- Availability of user groups
- Escalation procedures for issue resolution

Identify the party or business unit that is responsible for the support options provided above.

G. Response to Software Requirements

The Vendor must respond to each of the items below.

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1. Software Updates and Distribution

Provide information on how server and client side software updates are received, processed and distributed to either the server and/or client environment.

2. System Performance

System response time must not impede the ability for departmental staff to perform their required job functions using the system. The system must be available during normal hours of Town operations.

3. Guarantees on system performance

Describe system performance of the proposed solution including reference to the following performance areas:

- Studies/benchmarks on system failure frequency, duration and impact and root-cause analysis
- Problem avoidance techniques
- Evidence of system scalability to meet future needs as noted in key volumes section

Additionally, minimum hardware, software, storage, memory, operating system and other requirements for desktop computers to access the application must be provided such that the Town can determine the extent to which existing computers must be upgraded or replaced.

At what rate do you anticipate system growth based on Town size, in comparison to other municipalities you have serviced?

H. Response to Technical Requirements

This section contains the technical requirements used to control the primary system components. The Vendor must recommend a product, including identification of version number that can be used in support of the Vendor's software.

1. Multi-Tasking - The system must permit simultaneous data base accesses, permitting simultaneous access to files and queuing update requests at the record or field level when field contention prevents simultaneous updates. In addition, it must permit concurrent processing of batch and on-line jobs accessing and updating the same data files and data base while maintaining desired performance levels.
2. Independence - The system must be independent of terminal type or transaction type and be able to be accessed from any workstation in the network.
3. Logging, Restart, and Recovery - The system must provide restart capabilities, rollback and recovery, as well as data base access activity logging and back-out.
4. Performance and Activity Statistics - The system must support performance monitoring tools and activity statistics reporting features. Statistics should be available on data base access rates (both update and query) by program, terminal, IP address and ID, and by time of day.
5. Administrative Tools - The system should include a powerful set of administrative tools to monitor utilization, trace data base access chains, database reorganization, problem determination and

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resolution, optimize schema and sub-schema definitions, model, report areas/pages percent full, and to optimize file placement and layout.

6. System Security - The system should integrate to the Town's Microsoft Active Directory network security framework.
7. Database Characteristics - The system should use the concept of user views whereby pseudo-schema are defined and stored for utilization by users without the users becoming involved in the actual schema and sub-schema structures of the data base. The system should provide a security system to control utilization of user views by user ID, account, and activity.
8. Data Dictionary Facility - The system should include an active integrated central data dictionary. This dictionary should be an integral component of the data access capabilities, including the definition of both data attributes and values.
9. Data Import/Export Facility - The system should include a data import/export facility which permits transferring data from other data files into the data base and exporting data outside of the system.
10. Structured Query Language - The system must support the use of an industry standard structured query language (SQL); more specifically, support of the ANSI/ISO standard.
11. Referential and Entity Integrity - Rules for maintaining entity integrity (only one row in a table for each unique primary key) and referential integrity (validating the existence of foreign keys) must be supported.
12. Script Execution - It is desirable to have the ability to schedule scripts for deferred, unattended execution.
13. Script Creation - It is desirable to have the ability to create customized scripts.
14. Multiple Environments - The Town will require the vendor to establish a test environment and training environment separate from the production environment. Please describe if there are any hardware requirement implications as a result of this desired configuration.
15. Software Installation and Hardware Installation Coordination - All hardware and software should be installed at the Town site with Town staff involved such that Town staff can understand the setup and configuration.

The Town is expecting that a successful vendor will adhere to solutions that comply with industry standard technologies. Additionally, the Town has established technology standards that the Town would prefer to adhere to as part of the implementation of the Document Management System.

16. Microcomputer Access and Manipulation - Tools must be available that provide data access from the desktop or via a web interface. These include:
 - The ability to select a subset and/or summary data base from the production system;
 - Download this information to other workstations;
 - Manipulate the information using the same (or similar) tools and commands as those used on the primary hardware platform;
 - Security controls to restrict access to authorized users.

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The tools may be provided by the Vendor or from third parties. Additionally, indicate components, if any, that are required to be installed on the desktop.

17. System Access – The system must include the ability to allow access via a Web browser, Windows, Mac environments, and mobile devices. Vendors should indicate the degree to which there is a desktop footprint required to execute the application.

I. Client References and Outstanding Contracts List

The Vendor must provide a minimum of five references of previous installations of their software with clients of similar size and complexity of the Town with a minimum of three installations for a municipality within North Carolina. Include contact information for a specific person or specific people. In addition, the Town requests a listing of all municipal clients (Exhibit A – page 48). The Vendor must also provide a complete list of all Content Management and Imaging outstanding contracts, including contact information, and contract start and completion dates. (Exhibit B – page 49)

J. License and Maintenance Agreements

Sample license and maintenance agreements must be provided in this part of the Vendor's response for all components of the recommended solution (i.e., hardware, software, operating system, database, etc.). Indicate the basis on how licenses are determined.

K. Exceptions and Deviations

If the Vendor finds it impossible or impractical to adhere to any portion of these specifications and all attachments, it shall be so stated in its proposal, with all deviations grouped together in a separate section entitled, "Exceptions/Deviations from Proposal Requirements." This section will be all inclusive and will contain a definition statement of each and every objection or deviation with adherence to specific RFP sections. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the Vendor in submitting a proposal, will accept this stipulation without recourse.

L. Cost Proposal

Costs for the Vendor's proposed solution should be submitted in an itemized format. It is the responsibility of the vendor to ensure the accuracy of the pricing provided as part of the response. Any errors providing an accurate price response due to inaccuracies are the sole responsibility of the responding vendor.

Costs should include the complete costs for the solution including software, license fees, training, travel, per diem, installation, documentation, discounts, operating costs, etc.

For each item, indicate if the cost is one-time, annual, or other. In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect. In the event the product or service is not being included in the Vendor proposal, the item should be noted as "No Bid".

M. Functional Requirements / Specifications

The requirements described in the table on pages 19-30 contain representative specifications for general functions/modules which will be evaluated for the requested software solution and must be addressed by the Vendor's proposal for the core system. These requirements have been prioritized by the Town as a means to implement the complete solution. Together they define a system that will operate efficiently in the proposed

PROPOSAL RESPONSE FORMAT

computer environment while providing a high level of flexibility in meeting the Town's current and future data needs.

The "priority" column includes one of the following entries to indicate the importance of the specification/report to the Town:

H	High	Features available in current Town software or alternatively, is available and/or tracked in a shadow system (i.e., spreadsheet, document, external database, etc.).
M	Medium	Important feature for the new system but not available/implemented in the current environment.

Each Vendor should review the specifications and reports listed in each subsection and respond as to their availability within the Vendor's software system. Please indicate yes or no in the "availability" column. Use the "comment" column to provide additional comments pertaining to your response for that item.

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FUNCTIONAL REQUIREMENTS / SPECIFICATIONS				
<i>Objective: To ensure that the application operates consistently and to the technical standards of the Town.</i>				
Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment
	Scanning			
1	Must provide industry standard scanner drivers.	H		
2	Must store scanned image files in standard non-proprietary formats such as TIFF, JPEG 2000, RTF, PDF, and PDF/A.	H		
3	Must support both individual or ad hoc document scanning and larger volume batch scanning.	H		
4	Must provide for scanning and storing large color maps, such as C, D, and E size maps. Must be capable of scanning and storing historic and fragile maps.	H		
5	Should have option for the scanner operators to not need to manually set thresholds, adjust image brightness, or other image capture settings each time they scan documents. Scanning stations should be set up so that users select from pre-defined settings that are optimized for the different physical types of documents such as carbon copies, faxes, photo copies, and colored paper forms.	M		
6	Application must provide a tool for setting up several scan stations with the same scanner settings without having to manually setup the scanner settings on each scan station. Scanner settings should be copied from one scan station to another, easing scan station administration.	M		
7	Must provide scanner operators options to switch scanner settings mid-batch to include both color and bi-tonal images in the same batch as well as documents of different sizes in the same batch (i.e. auto-detect page sizes).	M		
8	Application must capture and store images already stored on local computers or network folders and process like a scanned image or document.	H		

PROPOSAL RESPONSE FORMAT

Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment
9	Must provide the ability for users to perform duplex document scanning on cost effective simplex scanners. The application should automatically match fronts and backs of pages, so users do not need to reorder pages manually.	H		
10	Must provide a simple way to add additional pages to a document that is already in the system. The application should provide options to merge scanned images into one document.	H		
11	Application must allow for concurrent scanning from multiple scanning stations.	H		
12	Must support a means of document separation, when scanning multiple documents.	H		
13	Should allow documents to be identified and indexed through machine-readable barcodes and be compatible with barcode scanners.	M		
14	Should provide and record an automatic timestamp when a document is first entered into the system.	H		
15	Should provide a batch indexing screen showing both the index fields and the document page images for the document being indexed. Users need to be able to view the document they are indexing, and should be able to easily zoom in on images or pan images as needed.	H		
16	Should provide a batch indexing window providing a means to lock-in values as a document is indexed so they don't need to be re-entered on subsequent documents in the batch.	H		
17	Should have a simple one-step ad hoc scanning solution, which archives the document directly into the system with the proper document classification and index information.	M		
18	Must provide different logical scanning group security by department so that users only see their own documents or batches.	H		
19	It should also provide for a simple re-scan process for images that need to be re-scanned, and automatically overwrite the poor images with the newly scanned images.	H		

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Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment
20	Must provide full-page Optical Character Recognition (OCR) capability. Must have the ability to perform OCR on existing documents after pages have been added to an existing document which OCR was performed previously.	H		
21	Must provide the capability to OCR batches of documents, as well as the ability to OCR single documents on an ad hoc basis.	H		
22	Must provide the means to scan from most multi-function printer/copiers.	H		
23	Must be able to flag documents with unrecognizable text after input into system.	H		
24	Must provide microfilm scanner support.	H		
	Document Capture			
1	Capability for any file, regardless of type, to be imported within one capture process.	H		
2	Capability for the document import process to automatically index documents.	H		
3	Have the option for the import process to identify and process a document with the same index values as an existing document by appending it to the existing document.	M		
4	The import process can identify and process a document as a new revision of an existing document.	M		
5	The import process can generate a report each time a process is run stating whether the process was successful and specify which errors, if any, occurred.	M		
6	Should natively support the storage and display of all the common file formats listed: AFP, AVI, BMP, CAD, DJDE, GIF, HTML, Image, JPEG 2000, Microsoft® Office (Word, Excel, PowerPoint), PCL, PDF, PDF/A, Quick Time, RTF, Text, TIFF, WAV, and XML et al.	H		
7	Must allow a document to have multiple index fields, definable by document type.	H		

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Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment
8	Capability to auto classify and auto file new records and documents based on pre-set parameters.	H		
9	Should have multiple methods of importing content into the system (ad-hoc, scanning, automated processes, etc.).	H		
10	Capability to capture documents scanned in languages other than English and be able to translate.	H		
	Searches and Metadata Retrieval			
1	Must allow searches on scanned documents to use wildcards.	H		
2	Should provide a way for values to be hidden (for security purposes, i.e. SSN#) on a document when the document is retrieved.	H		
3	Should provide for metadata to be easily viewed and searched at the document level.	H		
4	Search options should include text searching, full-text searching, keyword searching, and custom searching.	H		
5	Should display search results in selectable sorted order.	H		
6	Should be able to save search queries and re-use at a later time.	H		
7	Must be able to identify types of documents for easy search access.	H		
8	Should have the capability for more than one document to be opened and viewed from a search result list at the same time.	M		
9	Should have the ability to link one document to another, related document.	H		
10	Should have the ability to do a full text search to cover the entire repository.	H		
11	Must be able to limit search to a folder.	H		
12	A configurable search scope must be offered to users and it must be able to be configurable by System Administrators.	H		

PROPOSAL RESPONSE FORMAT

Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment
	Annotations			
1	Should allow for the addition and easy configuration of customized notes and annotations (highlights, markups, etc.).	H		
2	Should allow for the placement of confidential notes onto documents. Do comments and any annotations modify the original document?	H		
3	Should allow for adding comments, sticky notes or highlight text on the document upon a scan.	H		
4	Sticky note must be able to contain searchable text or URLs.	H		
5	Should have varying levels of security for notes.	H		
6	Should have an easy way to redact information on images.	H		
7	Files should be able to be color coded to distinguish different document types and/or different folders.	H		
	Print Functionality			
1	Should have full printing functionality.	H		
2	Should have the ability to choose to print a document with or without annotations.	H		
3	Should have the ability to restrict the printing of certain documents.	H		
4	Should support all printing devices.	H		
5	Must be able to print the document in the original size format of the scanned image as well as an adjusted smaller size as needed.	H		
	Electronic Document Management			
1	Should control and track the modification of documents through multiple revisions, allowing users to view prior revisions and track document history.	H		
2	Should prompt the user to save a document as a revision of an existing document.	H		
3	Should have check-in/check-out capabilities.	M		
3	Should display the number of revisions for each document in the search results list.	M		

PROPOSAL RESPONSE FORMAT

Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment
4	Should restrict a user's access to view document versions and revisions, limiting which revisions of a document certain users can see.	H		
5	Should allow configurable privileges to be assigned to a user group, providing the ability to create and/or view document revisions.	H		
6	Should allow comments to be added and saved with a revision.	H		
7	Should allow for documents to be exported in their native format.	H		
8	Should restrict modifications to all final signed documents so they cannot be modified in any way.	H		
9	Should allow a user to preview, save, and e-mail documents.	H		
10	Should allow images to be emailed in formats such as TIFF or PDF.	H		
11	Should provide template security options that allow a user the rights to create a new template and/or modify an existing template.	M		
12	Should support electronic/digital signatures on image forms.	H		
13	Should have the ability to easily export selected data to a portable media storage device.	H		
14	Should allow for the automatic generation of compound statements comprised of a primary document along with multiple secondary or supporting documents. Examples of compound statements might be seen in billing, where purchase orders are linked to invoices; and insurance, where claims are matched with field reports.	H		
15	Should support rendering of compound statements as both batches and individual statement processing requests.	H		
16	Should use the concept of assigning rights to users and groups to simplify the administration of users.	H		
17	Should separate the ability to modify a document from the ability to delete pages from the document.	H		
18	Should allow the system administrator to restrict the ability to print content from the system at the group level.	H		

PROPOSAL RESPONSE FORMAT

Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment
19	Should allow the system administrator to assign multiple group memberships for each user.	H		
20	The system should log the complete history of all activity related to a document.	H		
21	Should have a work flow module that will manage documents with specific business process workflows.	H		
22	Should have the capability to edit files that have been created via OCR.	M		
23	Describe the ability for licenses to be managed per department. For instance, if one department purchases 20 licenses, is there a method to restrict another department from using those licenses?	M		
24	Should allow for documents to be placed on hold or frozen.	M		
	Web Technologies			
1	Should provide user access via Web browser-based clients.	H		
2	Should support all common Internet browsers, such as Microsoft Internet Explorer, and others.	H		
3	The Web client should provide the abilities to rotate, flip, and invert document images while viewing the document.	H		
4	Should offer and support online and fillable forms for web based applications.	H		
5	Should allow completed web forms to be imported into the system.	H		
6	System should have web-based administration access that can be accessed from anywhere. Is the system Section 508 compliant?	H		
7	Should have remote access and customer portal features (Records Clerk).	H		
	Reporting			
1	Should have audit capability provided with the system for compliance and accountability.	H		
Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment

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2	Should have the capability to produce a report of system and user actions.	H		
3	User should have the capability to create customized reports based on Town needs.	H		
4	Should have standard, canned reports provided with the system.	M		
5	Should have statistics about system utilization, such as: average number of users, disk space usage, disk space available, etc.	H		
6	Should have individual user reporting functions as well as batch reporting for system administrators.			
Records Management and Retention				
1	Should provide centralized administration over departmental and corporate records (both physical and electronic).	H		
2	Should allow document retention intervals to be based upon either the document creation date or a defined document metadata date field.	H		
3	Should allow documents to be destroyed only after user review, based on the retention schedule for each document classification type.	H		
4	Should provide the ability to define retention and disposition schedules (which are monitored to ensure compliance) for records within the system at the document, document classification, or folder level, in accordance with Chapters 121 and 132 of the General Statutes of North Carolina and relevant best practices.	H		
5	Should provide the ability to place a record in different statuses such as Open, Closed, Final Disposition status.	M		
Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment

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6	Should provide an administrative view of all records and their related status. The administrative view should show all managed records that can be filtered by status and sorted by name, type, effective date, record events, status, and retention plan.	M		
7	Should provide an administrative view with filters to see records based on status.	M		
8	Closed and final documents must be stored in an unalterable state (e.g. "bit-level" integrity) and should be scheduled for destruction at the end of the defined retention period. Some documents will be designated as permanent records and will never be destroyed.	H		
9	Should be flexible enough to allow retention plans to be time-based, event-based, or time/event-based.	H		
10	Should prevent the unauthorized or unscheduled destruction or deletion of any electronic record by a systems administrator as part of an audited procedure.	H		
11	Should require approval before permanent deletion.	H		
12	Should allow for all versions of a document within the system to be permanently deleted in ALL locations (i.e. back-up server).	H		
13	Should allow for Bates numbering support. (Automatically redact specific alphanumeric patterns on documents (i.e. SSNs))	M		
System Integration				
1	Should embed menu options and toolbars into Microsoft Office applications that allow the direct retrieval and saving of edited documents back into the system as revisions or new documents.	H		
2	Should allow documents to be emailed as attachments.	H		
3	Should allow images to be dragged and dropped into email.	H		
4	Capability of product to be integrated with Enterprise systems such as Munis and Microsoft.	H		
5	Capability of product to integrate with SharePoint.	H		
6	System should integrate with all the major accounting and ERP systems such as MUNIS. Can system be upgradable if a different system is utilized in the future?	H		

PROPOSAL RESPONSE FORMAT

Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment
	Technical Requirements			
1	Server software should support running on Microsoft Windows Server 2008, 32bit and 64bit versions 2012 or newer.	H		
2	Client software should support running on Microsoft Windows 7 or newer.	H		
3	Server software should run on Virtual Servers running HyperV and VMWARE.	H		
4	Should support standard database architecture such as Microsoft SQL, Oracle, MySQL, PostgreSQL, etc.	H		
5	Should support open standards and open architecture that allows all content, including the metadata, to be exported for easy retrieval and importing into a future system if necessary.	H		
6	System should be configured to run the Web Server and Application Server on the same physical or virtual hardware and, if needed, be able to separate them onto multiple pieces of hardware.	M		
7	Should support 100 or more concurrent users at a single time. Expected licensing needs include scanning licenses for 50+ users, and viewing licenses for 75+ users (Note: Pricing should include incremental increase and decrease for licensing as the number of licenses needed may change depending on the system and overall cost).	H		
8	Should provide different security options for logging into the system, allowing the system administrator to decide which option is the best for our organization (such as using a separate security model for an additional logon and password, NT Authentication, integration with Windows® Active Directory).	H		
9	Should allow the system administrator to choose where to store the documents that are archived into the system.	H		
Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment

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10	Should allow the system administrator to choose to keep any reasonable number of duplicate copies of documents for the purpose of redundancy and/or geographically separate site access, such as provisions for disaster recovery.	H		
11	Should allow the system administrator to see at a glance each named storage location that is being used.	M		
12	Should store documents in their original file format so that we are not forced to use proprietary software to access our data.	H		
13	Should have the ability to store unlimited documents.	H		
14	Should have an API to develop additional web access or reports.	H		
15	Should identify additional yearly costs to maintain system.	H		
16	Should provide backup solution of system.	H		
17	Solution should offer multi-layered security options. Describe how it utilizes operating systems security features. Explain and describe security required or recommendations at the network, operating system, database, and application levels to satisfy data integrity, confidentiality, and privacy requirements for system data and business rules.	H		
18	Should have a method a user can use to encrypt data and images for electronic transfer. It must meet HIPAA requirements.	H		
19	Should provide a monitoring system for System Administrator for activity/performance using monitoring tools.	H		
20	Describe the solution's ability to send documents as an encrypted PDF.	H		
21	Solution should be an open file format.	H		
22	Storage and security measures should support regulatory compliance. Are there rights determining the level of access to documents and folders for users or groups? Are there feature permissions controlling functions like scanning, printing, searching and importing and can features permissions be applied to groups and users?	H		
Number	Application Requirements	Priority	Currently Available (Y)es (N)o (O)ptional (C)ustomizable (3)rd Party	Comment

PROPOSAL RESPONSE FORMAT

23	Solution should have applications available for mobile devices.	H		
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CURRENT SOFTWARE APPLICATION ENVIRONMENT				
	Current Town wide Software Application	Department	Application Description/Notes	Likely Future
1	Tyler Technology MUNIS Suite	ALL	Financial, payroll, and HR personnel system	Remain in place
2	Asset Works	Transit		
3	Test man for ZF	Transit		
4	Inteligaire for TK	Transit		
5	DDDL for Detroit diesel	Transit		
6	Insite for Cummins	Transit		
7	DOC for Allison	Transit		
8	DOC for AED for hybrid Allison	Transit		
9	Hubner for articulated buses	Transit		
10	IBS for Vanner VBA (belt less alternators)	Transit		
11	Elise for head signs by Luminator	Transit		
12	GE viewer for camera systems	Transit		
13	AllData	Transit	for support vehicle diagnostics	
14	State inspection machine data link for the state inspection database	Transit		
15	Inform	Transit	for fuel system monitoring	
16	TRAK	Transit	for fluid dispensing	
17	Pelco	Transit	for building cameras	
18	Trapeze	Transit		
19	UTA	Transit	Automated Passenger Counters – not software but generates data and prints reports	
20	NextBus	Transit	– Vehicle Location	
21	ESRI ARC GIS	Transit		
22	RecTrac	Parks & Rec	Integrated parks and recreation management software that	

PROPOSAL RESPONSE FORMAT

			manages programs and provides reporting statistical data	
23	Express Click Yes	Parks & Rec	Sends email from RecTrac	
	Current Town wide Software Application	Department	Application Description/Notes	Likely Future
24	NEO Gov	ALL	Employment application software	Remain in place
25	GIS			
26	LAMA			
27	Microsoft Office Suite	ALL	Includes Outlook and SharePoint	Remain in place
28	Adobe Acrobat	ALL		Remain in place
29	Viewpath	Parks & Rec	Project management software that provides interactive Gantt charts, resource allocation graphs, and other tools	
30	Tournament Scheduler	Parks & Rec	An online tool that generates sports tournament schedules	
31	Filemaker	Parks & Rec	Customizable database software that handles data & images	
32	iContact	Parks & Rec	Issues mass emails and maintains listserv subscriber data	
33	Vision Internet	TOWN		Remain in place
34	Survey Monkey	ALL		Remain in place
35	Google documents	ALL		
36	Visio		A diagramming and vector graphics application	Remain in place
37	Fire House	Fire		
38	Code Red	Fire	Emergency notification phone system	
39	Wright Computer Systems	Housing	Tenant tracking and documentation storage database	
40	Facilities Dude	PW		
41	Town Works	PW		
42	AutoCAD			
43	Faster Fleet Software	PW		
44	RMS - OSSI	Police	Personnel management system and police report system	Remain in place
45	Blue Team	Police	Web-based product for internal incident management	Remain in place
46	Vu Vault	Police	Used to upload in-car camera video	Remain in place
47	IA Pro	Police	Used to document and store internal investigation records	Remain in place
48	Moblan	Police	Used in vehicles to upload reports	Remain in place
49	iRecord	Police	Used to record interviews (audio and visual)	Remain in place
50	2FA (2 Factor Authentication)	Police	Used as a security measure for computer and network access	Remain in place
51		Library	Catalogue	
52	Novus Agenda	CaPA	Council Agenda software	
53	Granicus	CaPA	Video minutes and other data	Remain in place

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54	E-Gov Link	CaPA	Web-based form host	
55	Muni Code	CaPA	Code of Ordinances	Remain in place

EVALUATION CRITERIA

The Town of Chapel Hill, NC intends to enter into a long-term relationship with a well-established vendor whose products, features, design philosophy, and support policies come closest to meeting the Town's needs. The selected vendor must be a well-established, financially stable firm committed to providing software solutions for local municipal government. They will have a commitment to attracting and retaining an excellent staff of technical and product support personnel. They will have a proven track record of support from installation planning through implementation and on-going use, particularly with clients located outside the vendor's home area. There also should be evidence of responsiveness to clients' suggestions for improvements. Finally, there must be a good fit between vendor staff and Town staff to ensure a good working relationship. The Vendor evaluation process will minimally involve a three-step approach described as follows:

1. **Minimum Criteria:** A vendor is required to meet ALL of the following criteria for their proposal to receive further consideration:
 - **Response Timeliness:** RFP response is submitted by the due date and time.
 - **Response Authorization:** The RFP response is signed by a company officer.
 - **Response Completeness:** Vendor complied with all instructions in the RFP and provided a response to all items requested.
 - **Response Format:** Vendors must submit two hard copies and one digital copy on CD or DVD of the completed Proposal in the format outlined.
 - **Relevance of Solution:** Minimum of 5 current installations of their software with clients of similar size and complexity of the Town of Chapel Hill preferably including 3 installations for local government agencies within the state of North Carolina or close proximity.
2. **Initial Proposal Evaluation:** This evaluation will be based on the vendor's proposal response and be performed prior to any formal demonstrations. To receive further consideration, a vendor is required to have an overall strong proposal, in comparison to other proposing vendors, in the following areas:
 - Completeness of software offering
 - Compliance to software specifications
 - Strength of vendor
 - One time and ongoing costs
3. **Evaluate Finalist Vendors:** The Town will
 - Schedule vendor presentations and other related follow up
 - Perform reference checking (if selected)
 - Negotiate price with the vendor to best meet the needs of the Town

Based upon the proposal response, vendor presentations, reference checking and other Town due diligence activities, the finalist vendor(s) will be evaluated by the Evaluation Team against the following criteria:

General Vendor Qualifications, including:
- Financial stability
- Organizational stability
- Length of time company has been in business
- Length of time product has been in the marketplace
- Length of time product has been used in the municipal marketplace
- Commitment to municipal sector
- Number of municipal installations
- Innovativeness of company
- Comparable size of installations

EVALUATION CRITERIA

- Quality and clarity of proposal presentation
- Conformance with proposal response format
- Quality of Vendor presentations
- Cultural compatibility
Functional Requirements, including:
- General System Functions
- Level of system complexity
- Ability to improve Town operations
- Reporting, Audit-Trail
- Security
- Overall ease of use (I.e., system navigation, menu/screen organization, etc.)
- Ease of customization and configuration
- Product direction / availability for future expansion
Technical Requirements, including:
- Current technology
- Technology direction (risk assessment)
- Expandability
- Configuration management
- Stability of product
- Ease of integration with other 3rd party products
- Use of industry standard tools
- Position of software in life cycle
- Web strategy
- Extent of data / systems integration including use of 3rd party products
- Ease of migration
- Compatibility with existing infrastructure (including scanning equipment)
- Overall support complexity (effort, skill-sets)
- System reliability
- System performance
Vendor Implementation and Support, including:
- Level of documentation
- Ability to provide timely mandated changes as part of support
- On-going support procedures
- Implementation approach (including amount and type of support)
- Data migration approach
- Vendor staffing provided on the project
- Completeness of work plan
- Vendor staff for support and development
- Ownership of problems (scope of problem-solving responsibility)
- Delivery of training (comprehensiveness, quality)
- Approach to user acceptance testing
- Project management approach
Solution Cost, including:
- Initial
- Ongoing
- Major release upgrade
- Optional or third party products

CONTRACT SCOPE/CONDITIONS

Requirements for Maintenance Support

Contractor shall provide a parts and labor on-site warranty for a minimum of 180 days. Contractor shall identify their warranty period.

The Contractor shall bear all material and labor costs for repair of equipment and defects and failure accruing within the warranty period.

Service and maintenance during the warranty period shall be no less than the service requirements under the maintenance agreement.

The warranty period commences from the date of installation and completion of acceptance by the Town of Chapel Hill.

If software and/or equipment does not perform to manufacturer's specifications during the warranty period, the OEM shall replace the unit(s) with a new machine new system and/or equipment with at least the same capabilities of the model being replaced.

The maintenance/service agreement shall commence upon expiration of the warranty period and will continue until the Town chooses to no longer require maintenance/service; to be submitted in writing within 120 days of cancellation request date. All maintenance and service shall be performed at no additional cost to the Town.

Contractor shall provide telephone support and a toll-free phone number for placing service calls, which will be available Monday through Friday, 7:00 a.m. to 6:00 p.m. Eastern Standard Time. Within one (1) hour of receiving the initial service call, the Contractor is required to call the Town of Chapel Hill to establish an estimated time of arrival (ETA). A technician shall arrive at the Town of Chapel Hill's office within 30 minutes of agreed ETA. Business hours are between 8:30 a.m. and 5:00 p.m. Eastern Standard Time, Monday through Friday, excluding Town of Chapel Hill recognized holidays.

Contractor will remedy any defect in software or equipment within 24 hours, excluding Town of Chapel Hill recognized holidays, of the initial service request by the Town of Chapel Hill.

During the life of the Contract some equipment may need to be replaced due to excessive downtime. The criteria for such a replacement will be five (5) days or one hundred twenty (120) total hours of downtime in a sixty (60) calendar day period. If a machine is replaced because of excessive downtime issues a machine of equal or greater capability will be installed at no additional cost to the Town of Chapel Hill. The replacement of equipment due to excessive downtime will not extend the length of the Agreement between the Town of Chapel Hill and the Contractor(s). Any costs associated with the replacement of such machines will be the sole responsibility of the Contractor(s). The installation of a loaner machine does not end the hours of downtime used to calculate a machine eligible for replacement due to excessive downtime.

Monthly, the Contractor shall submit to the Town of Chapel Hill designated representative, a Service Summary Report per location, listing (a) beginning dates/times of all service calls; (b) description of problem per service call; (c) completion dates of all service calls; (d) number of hours or days downtime per multi-functional machine.

Quarterly, the Town of Chapel Hill's representative and the Contractor's representative(s) will meet to review the monthly Service Summary Reports. Consistently poor performing and/or problematic multi-functional machine units will be replaced with new similar equipment repaired to manufacturer's specifications and/or repaired to the Town of Chapel Hill's satisfaction.

CONTRACT SCOPE/CONDITIONS

Initial training of Town of Chapel Hill personnel shall be conducted upon equipment installation and at no cost to the Town of Chapel Hill, with the number of sessions, schedules, participants and number of participants per session identified by the Town of Chapel Hill. Network connectivity, print driver installation and other technical support training, also at no cost to the Town of Chapel Hill, may be scheduled at another time. Subsequent training at no cost to the Town of Chapel Hill shall be available on an ongoing basis during the contract term for the purposes of training new personnel, providing refresher sessions, increasing user productivity through effective use of networked features, providing assistance with new procedures or equipment, etc.

The Contractor will guarantee the availability of replacement parts, applicable accessories and equipment for the duration of the contract term.

The Contractor shall provide all consumables (except paper) at no additional charge to the Town.

Network Technical Requirements

The software and/or equipment will be connected to the Town of Chapel Hill's Windows environment. The Contractor shall be responsible for providing technical support during the network connection phase.

Software and/or equipment shall allow printing from any desktop PC within the Town of Chapel Hill's Local (LAN) and Wide Area Network (WAN). The Contractor's product shall support RJ45 10/100 Mbps Ethernet connections. Protocols support: TCP/IP.

All equipment may have either an internal or external CPU. Contractor will secure external CPU's in a safe and aesthetically appropriate space adjacent to the equipment. Contractor shall provide footprint size of entire unit as well as clearance accommodations. Contractor will provide migration and transition support services to Town of Chapel Hill IT staff and the general user population at no charge.

Any software operating upgrades issued during the term of the lease will be installed and provided to the Town of Chapel Hill at no charge.

The Contractor shall specify all electrical requirements, including the necessity for special electrical receptacles, dedicated lines, etc. The Contractor will provide an adequate surge protection device, at no cost to the Town of Chapel Hill, for each piece of equipment installed. Each device shall meet the OEM's recommendations for electrical surge protection.

The Town of Chapel Hill IT Division reserves the right to test Contractors' equipment online for a period to be determined to ensure compatibility with the Town of Chapel Hill's network. User testing may also be conducted during this period. The Contractor is responsible for installing trial equipment in the offices of the Town of Chapel Hill to support this testing process. Installation of trial equipment shall be at no cost to the Town of Chapel Hill. The Contractor's equipment and technology must meet the approval of the Town of Chapel Hill's IT Division prior to the award of the contract.

The Contractor shall provide remote access to the enterprise content management solution by web or software for administration purposes. Identify all costs (i.e. equipment, software, installation, etc.) and technical requirements necessary to the operation of this feature.

Pricing Requirements

In the Proposal, Contractor shall itemize all associated costs to install and implement a complete content management system, including software licensing, database costs, equipment, installation, ongoing software maintenance costs, travel expenses, etc. Specify number and type of user licenses, numbers and types of

CONTRACT SCOPE/CONDITIONS

scanners, and any other associated software or equipment necessary to implement a complete content management system. Also itemize training costs, personnel expenses, per day.

PROPOSAL PRICING

Enterprise Content Management Solution Specifications and Pricing

SPECIFICATIONS

Specifications below are for specific Enterprise Content Management Solution. All indications of capabilities or features should reflect what is actually proposed for the costs indicated on this form. The Cost Proposal is to be a fixed price bid and must include and itemize the following specifications.

Software Manufacturer:	
Software Vendor:	
Standard Accessories Included:	
Software or Drivers Required & Included:	

Cost Proposal:

Cost proposal should include a 1st year cost as a separate proposal and a separate ongoing yearly cost to include the following specifications per year, which necessary components.

- Test/Development Servers (list costs for separate development/test server(s))
- Workflow cost for every user
- MS Office Integration – Describe the integration of MS Office Suite
- Basic Document Scanning – include Vendor-provided scanning services
- Batch Scanning/Automated Indexing Options
- Email Integration – Describe how to store the emails and attachments
- Email Integration - automated
- Additional/Separate server software
- Web License Software
- Advanced OCR
- Training – include all training aspects for each department separately to include OCR, workflow, web services interface, etc.
- Annual cost for maintenance – Include date(s) annual maintenance is due
- Travel expenses to include lodging, meals, transportation, etc.
- Existing data conversion (including file preparation to the proposed system)
- Total cost for implementation
- Recommendation for additional staff required to support application and equipment
- Estimated hardware costs

PROPOSAL PRICING

Project Milestones Table:

TASK	Time Line	Payment (if timeline is met)	Penalty (if timeline is not met)	Add'l Info
Implementation Info Session				
Training				
Initial Set-up				
Document Imaging				

If any task can be performed simultaneously but results in more time than normally experienced, note this in your Proposal.

SAMPLE CONTRACT

STATE OF NORTH CAROLINA

SMALL SERVICE CONTRACT WITH
NON-APPROPRIATION CLAUSE FOR

COUNTY OF ORANGE

Insert Description of Contract

This Agreement is made and entered into by and between the "Town of Chapel Hill", herein "Town", and "Insert Contractor's Name", herein "Contractor" for services hereinafter described for the Town of Chapel Hill. This contract is for "Insert Description of Contract"

WITNESSETH

That for and in consideration of the mutual promises and conditions set forth below, the Town and Contractor agree:

1. Duties of the Contractor: The Contractor agrees to perform those duties described in Exhibit A attached hereto and incorporated herein by reference.
2. Duties of the Town: The Town shall pay for the Contractor's services as set forth in Exhibit A.
3. Fee Schedule and Maximum Sum: Contract amount not to exceed (insert a not to exceed amount). Payment shall be made according to Exhibit A.
4. Billing and Payment: The Contractor shall submit a bill to the Town for work performed under the terms of this Agreement. The Contractor shall bill and the Town shall pay the rates set forth Therein. Payment will be made by the Town within thirty (30) days of receipt of an accurate invoice, approved by the contact person or his/her designee.
5. Business License: The Contractor shall have a valid Business License with the Town of Chapel Hill before beginning work as required by Ordinance (if applicable).
6. Indemnification and Hold Harmless: The Contractor agrees to indemnify and hold harmless the Town of Chapel Hill and its officers, agents and employees from all loss, liability, claims or expense (including reasonable attorneys' fees) arising from bodily injury, including death or property damage to any person or persons caused in whole or in part by the negligence or willful misconduct of the Contractor except to the extent same are caused by the negligence or misconduct of the Town.
7. Insurance Provisions: The Town requires evidence of Contractor's current valid insurance (if applicable) during the duration of the named project and further requires that the Town be named as an additional insured. The required coverage limits are \$1,000,000 per occurrence for Comprehensive General Liability and Business Automobile. Workers' Compensation coverage requirements are \$100,000 for both employer's liability and bodily injury by disease for each employee and \$500,000 for the disease policy limit.
8. Non-Discrimination: The Contractor shall administer all functions without discrimination because of race, creed, sex, national origin, age, economic status, sexual orientation, gender identity or gender expression.
9. Federal and State Legal Compliance: The Contractor must be in full compliance with all federal and state laws, including those on immigration.
10. Amendment: This Agreement may be amended in writing by mutual agreement of the Town and Contractor.

SAMPLE CONTRACT

11. Interpretation: This Agreement shall be construed and enforced under the laws of North Carolina. In the event of any dispute between the parties, venue is properly laid in Orange County, North Carolina for any state court action and in the Middle District of North Carolina for any federal court action.
1. Preference: In the event that the terms of Exhibit A are not consistent with terms of this Contract, this Contract shall have preference; provided that where either Exhibit A or this Contract establish higher standards for performance by either party, the higher standard, wherever located, shall apply.
2. Severability: The parties intend and agree that if any provision of this contract or any portion thereof shall be held to be void or otherwise unenforceable, all other portions of this Contract shall remain in full force and effect.
3. Assignment: This Agreement shall not be assigned without the prior written consent of the parties.
4. Entire Agreement: This Agreement shall constitute the entire agreement of the parties and no other warranties, inducements, considerations, promises, or interpretations shall be implied or impressed upon this Agreement that are not expressly addressed herein. All prior agreements, understandings and discussions are hereby superseded by this Agreement.
12. Non-appropriation Clause: Contractor acknowledges that the Town is a governmental entity, and the contract validity is based upon the availability of public funding under the authority of its statutory mandate.

In the event that public funds are unavailable and not appropriated for the performance of Town's obligations under this contract, then this contract shall automatically expire without penalty to the Town, thirty (30) days after written notice to Contractor advising of the unavailability and non-appropriation of public funds. It is expressly agreed that the Town shall not activate this non-appropriation provision for its convenience or to circumvent the requirements of this contract, but only as an emergency fiscal measure during a substantial fiscal crisis, which affects generally its governmental operations.
13. E-Verify Affidavit: Attached to and made part of this Contract is an Affidavit executed on behalf of the contracting party assuring compliance with the E-Verify requirements in by North Carolina General Statute § 160A-20.1(b) as established by North Carolina Session Law 2013-418.
14. Term: This Agreement, unless amended as provided herein, shall be in effect until _____ 2____.

SAMPLE CONTRACT

This Contract is between the Town of Chapel Hill and [Insert Contractor's Name] for [Insert Name or Description of Contract].

IN WITNESS WHEREOF, the parties hereunto cause this agreement to be executed in their respective names.

INSERT CONTRACTOR'S NAME

SIGNATURE

PRINTED NAME & TITLE

ATTEST

PRINTED NAME & TITLE

TOWN OF CHAPEL HILL

DEPARTMENT HEAD OR DEPUTY/TOWN MANAGER

ATTEST BY TOWN CLERK:

TOWN CLERK

TOWN SEAL

Town Clerk attests date this the ____ day of _____, 20__.

Approved as to Form and Authorization

TOWN ATTORNEY

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

FINANCE OFFICER

SAMPLE CONTRACT

STATE OF NORTH CAROLINA

COUNTY OF ORANGE

AFFIDAVIT:
E-VERIFY COMPLIANCE

WHEREAS, North Carolina General Statute § 160A-20.1(a) authorizes cities and towns to contract with a private entity to carry out any public purpose that the city or town is authorized to engage in by law; and

WHEREAS, North Carolina General Statute § 160A-20.1(b) prohibits cities and towns from entering into a contract with a private entity unless said entity and its subcontractors complies with the requirements of Article 2 of Chapter 64 of the General Statutes; and

WHEREAS, Article 2 of Chapter 64 of the General Statutes requires an employer that transacts business in the State of North Carolina and employs 25 or more employees in the State of North Carolina to verify the work authorization of its employees through the federal E-Verify program; and

WHEREAS, in accordance of North Carolina General Statute § 160A-20.1(b) and as a condition of bidding on potential contracts, the Town of Chapel Hill, North Carolina, requires contractors to comply with the E-Verify requirements in Article 2 of Chapter 64 of the North Carolina General Statutes as evidenced by submission of this Affidavit.

NOW THEREFORE, I, _____ (the individual attesting below),
being duly authorized by and on behalf of _____
(hereinafter "Contractor") after first being duly sworn hereby swear or affirm as follows:

1. Contractor is a person, business entity, or other organization that transacts business in the State of North Carolina and employs 25 or more employees in this State. (mark Yes or No)

- c. YES _____, or
- d. NO _____

2. Contractor understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with North Carolina General Statute §64-25(5).

3. Contractor affirms that if the answer to question 1 above is "yes" then after hiring an employee to work in the United States it shall verify the work authorization of said employee through E-Verify in accordance with North Carolina General Statute §64-26(a).

4. Contractor acknowledges that a subcontractor that transacts business in the State of North Carolina and employs 25 or more employees in this State must comply with E-Verify.

5. Contractor will ensure that any subcontractor subsequently hired by Contractor will comply with E-Verify.

This ____ day of _____, 2014.

Signature of Affiant _____
 Print or Type Name: _____
 Title: _____
 Contractor: _____

(Affix Official/Notarial Seal)

Signed and sworn to (or affirmed) before me, this th _____ day of _____, 20__.

My Commission Expires: _____

RFP for Enterprise Content Management Solution – Bid: Q14-57
Town of Chapel Hill, North Carolina
February 10, 2014 **Page 47**

SAMPLE CONTRACT

References List

List government entities within North Carolina currently using Vendor's Document Management and Imaging solution. Include contact name, complete address and telephone number. Also indicate if other Vendors are used in the support of this solution.

EXHIBIT B

Outstanding Contracts List

Provide a complete list of all Document Management and Imaging outstanding contracts, including contact information, and contract start and completion dates.

[illegible]

EXHIBIT C

On-Site Training Schedule (For System Administrators)

Training Description	Attendees	Duration	Dates	Costs

On-Site Training Schedule (For End Users)

Training Description	Attendees	Duration	Dates	Costs

EXHIBIT C

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