**City of Duluth**

**Request for Proposal for an ECM Suite**

**14-17DS**

**June 5th, 2014**

Table of Contents

[1 Statement of Work 3](#_Toc272911343)

[1.1 Purpose 3](#_Toc272911344)

[1.2 Coverage & Participation 3](#_Toc272911345)

[2 General Information 3](#_Toc272911346)

[2.1 Original RFP Document 3](#_Toc272911347)

[2.2 The Enterprise 3](#_Toc272911348)

[2.3 Existing Technology Environment 4](#_Toc272911349)

[2.4 Schedule of Events 4](#_Toc272911350)

[2.5 Additional Information 4](#_Toc272911350)

[3 Proposal Preparation Instructions 5](#_Toc272911351)

[3.1 Vendor’s Understanding of the RFP 5](#_Toc272911352)

[3.2 Good Faith Statement 6](#_Toc272911353)

[3.3 Communication 6](#_Toc272911354)

[3.4 Proposal Submission 7](#_Toc272911355)

[3.5 Method of Award 7](#_Toc272911356)

[3.6 Selection and Notification 8](#_Toc272911357)

[4 Scope of Work, Specifications & Requirements 9](#_Toc272911358)

[4.1 Capacity Requirements 9](#_Toc272911359)

[4.2 Compliance and Litigation Defense Requirements 9](#_Toc272911360)

[4.3 IT Efficiency Requirements 11](#_Toc272911361)

[4.4 Process-Oriented Business Efficiency Requirements 12](#_Toc272911362)

[4.5 Knowledge-Oriented Efficiency Requirements 13](#_Toc272911363)

[4.6 Architecture 14](#_Toc272911364)

[4.7 Operations & Support 14](#_Toc272911365)

[5 Vendor Qualifications & References 15](#_Toc272911366)

[6 Budget & Estimated Pricing 17](#_Toc272911367)

[6.1 Deployment Models 18](#_Toc272911368)

[6.2 Price Schedules 18](#_Toc272911369)

[7 Vendor Certification 18](#_Toc272911370)

## Statement of Work

###  Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply Enterprise Content Management (ECM) solution(s) to the City of Duluth. The RFP provides vendors with the relevant operational, performance, application, and architectural requirements of the system.

###  Coverage & Participation

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all departments at the City of Duluth along with any satellite offices. The City of Duluth reserves the right to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

## General Information

###  Original RFP Document

The City of Duluth shall retain the RFP, and all related terms and conditions, exhibits, and other attachments, in original form in an archival copy (RFP and City clarification responses). Any modification of the RFP, in the vendor’s submission, is grounds for immediate disqualification.

###  The Enterprise

The City of Duluth City Hall is located in the heart of downtown at 411 W 1st St. with approximately 24 WAN (Wide Area Network) sites and several satellite and mobile connected users. Much of the data produced and received by City employees is Government Data and is subject to Data Retention schedules. To help adhere to data retention practices, as well as gain other operational efficiencies, the City is looking to implement an enterprise-wide Enterprise Content Management (ECM) suite. This would include approximately 800 internal users as well as a multitude of external users.

City of Duluth

* Industry: Government
* Sector: Public
* Services Offered: Police, Fire, Public Works & Utilities, Planning, Parks and Recreation, Street Maintenance, Construction Services, Community Development, Financials, Facility Management, Fleet Management, Library, Human Resources, Mayoral and Council, Administration, Information Technology, etc.
* Major drivers for Enterprise Content Management: Compliance with data retention practices, automation of processes, increased efficiencies, reduction in duplication of files.
* Relevant compliance regulations:
* Minnesota Data Practices Act
* Records Retention Schedule for Minnesota Cities, MN Statutes Section 138.17
* Minnesota Statutes
* Health Insurance Portability and Accountability Act (HIPAA)
* Fair Labor Standards Action (FLSA), Section 211 ©, Section 516.1 and Section 516.7
* Emergency Management Plan versioning requirement
* Minnesota Office of Pipeline Security (MNOPS)
* Consent Decree by Department of Justice and EPA

###  Existing Technology Environment

The following is a listing of our current technology environment.

Microsoft Exchange 2010 with Outlook 2010 and 2013 clients
Two MS Exchange virtual servers in DAG
Windows Server 2003, Windows Server 2008, Windows Server 2008 R2 and Windows Server 2012
Microsoft Active Directory for user authentication
VMWare 5.1 on CISCO UCS utilizing NetApp SAN
Umbraco Web Content Management
SharePoint environment available but not in use
Windows XP, Windows 7, Windows 8 and Windows 8.1
iOS, Android and Microsoft Smart Devices

Toshiba and Lexmark MFD devices

Oce CS 4336S Scanner

###  Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization’s needs or unforeseen circumstances.

Issuance of RFP 10:00 a.m. CST on June 5th, 2014

Technical Questions/Inquiries Due 4:00 p.m. CST on June 19th, 2014

RFP Closes 4:00 p.m. CST on July 2nd, 2014

City Completes Initial Evaluation & Notifies finalists By 4:00 p.m. CST on July 25th, 2014

Completion of finalist demonstration & evaluation Demo days 8/14/14, 8/19/14, 8/21/14

Final Award Notification August 29th, 2014

### Additional Information

**Note: The final agreement must be approved by the Duluth City Council** **prior to the Agreement becoming effective.**

The City of Duluth adheres to the American with Disabilities Act and will make reasonable modification for access to City services, programs, and activities.  Requests must be made at least 48 hours in advance of the event in order to allow the City time to provide the requested services.

The City of Duluth reserves the right to accept or reject any or all proposals, to award proposals on a split-order basis by item number when applicable, to waive any proposal informalities and to re-advertise for proposals when deemed in the best interest of the City of Duluth.

**MANDATORY INSURANCE AND INDEMNIFICATION REQUIREMENTS**

(Please be sure these requirements can be met before submitting your proposal, though proof is not required at this time)

1. Insurance:  Proposer shall provide evidence of insurance for all its services provided under the Contract.  A Comprehensive General Liability Insurance Policy shall be maintained in force by Proposer throughout the life of the lease agreement in an amount not less than One Million Five Hundred Thousand Dollars ($1,500,000) for bodily injuries and in an amount of not less than Five Hundred thousand Dollars ($500,000) for property damage or One Million Five Hundred Thousand Dollars ($1,500,000) single limit coverage. Such coverage shall include all Proposer activities occurring on or within said premises whether said activities are performed by employees or agents under contract to Proposer. Such policy of insurance shall be approved by the City Attorney’s Office and shall contain a condition that it may not be cancelled without thirty day (30) written notification to the City of Duluth. The City of Duluth shall be named as an additional insured on said policy of insurance required by this paragraph.  The City reserves the right to require Proposer to increase the coverage set forth above and to provide evidence of such increased insurance coverage to the extent that the liability limits as provided in Minn, Stat. Sec. 466.04 are increased.
2. Workers Compensation:  Proposer shall provide evidence of Workers Compensation Coverage, as required by Minnesota Statutes.

Indemnification:  Proposer will defend, indemnify and save the City harmless from all costs, charges, damages, and loss of any kind that may grow out of the matter covered by this contract.  Said obligation does not include indemnification of the City for claims of liability arising out of the sole negligent or intentional acts or omissions of City but shall include but not be limited to the obligation to defend, indemnify and name harmless the City in all cases where claims of liability against the City arise out of acts or omissions of City which are derivative of the negligence or intentional acts or omissions of Proposer such as, and including but not limited to, the failure to supervise, the failure to warn, the failure to prevent such act or omission by Proposer and any other such source of liability.  In addition, Proposer will comply with all local, state and federal laws, rules and regulations applicable to this contract and to the work to be done and things to be supplied hereunder.

# The City of Duluth provides equal access in employment and public services.

## Proposal Preparation Instructions

###  Vendor’s Understanding of the RFP

In responding to this RFP, the vendor fully accepts the responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to the City of Duluth as necessary to gain such understanding. The City of Duluth reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, the City of Duluth reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to the City of Duluth.

###  Good Faith Statement

All information provided by the City of Duluth in this RFP is offered in good faith. Individual items are subject to change at any time. The City of Duluth makes no certification that any item is without error. The City of Duluth is not responsible or liable for any use of the information or for any claims asserted therefrom.

###  Communication

Verbal communication shall not be effective unless formally confirmed in writing by the specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

Vendors’ inquiries, questions, and requests for clarification related to this RFP are to be directed via email to:

RFP Process Inquiries

City of Duluth

Dennis Sears

Purchasing

Email: dsears@duluthmn.gov

Technical Specification Inquiries

City of Duluth

Kate Anich

MIS

Email: kanich@duluthmn.gov

Applicable terms and conditions herein shall govern communications and inquiries between the City of Duluth and vendors as they relate to this RFP.

**Informal Communications** shall include, but are not limited to: requests from/to vendors or vendors’ representatives in any capacity, to/from any City of Duluth employee or representative of any kind or capacity with the exception of Dennis Sears or Kate Anich for information, comments, speculation, etc. Inquiries for clarifications and information that will not require addenda may be submitted to the party named above at any time.

**Formal Communications** shall include, but are not limited to:

* Questions concerning this RFP: Questions must be submitted in writing via email and be received prior to 4:00 p.m. CST on June 19th, 2014.
* Errors and omissions in this RFP and enhancements: Vendors shall bring to the City of Duluth any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to the City of Duluth any enhancements that might be in the best interests of the City of Duluth. These recommendations must be submitted in writing and be received prior to 4:00 p.m. CST on June 19th, 2014.
* Inquiries about technical interpretations must be submitted in writing via email and be received prior to 4:00 p.m. CST on June 19th, 2014.
* Inquiries for clarifications/information that will not require addenda may be submitted to the buyer named above at any time during this process.
* Verbal and/or written presentations and pre-award negations under this RFP.
* Addenda to this RFP.

**Addenda**: The City of Duluth will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within 3 business days. All responses to technical inquiries will be published in a full addendum on 6/23/2014 to the City’s website at <http://www.duluthmn.gov/purchasing/bid_information.cfm>.

The City of Duluth will not respond to any questions/requests for clarification that require addenda, if received by the City of Duluth after 4:00 p.m. CST on June 19th, 2014.

###  Proposal Submission

Proposals must be delivered via email to:

Kate Anich

City of Duluth

MIS

kanich@duluthmn.gov

on or prior to 4:00 p.m. CST on July 2nd, 2014. Vendors are to submit a .PDF original copy of proposal marked “Original” via email only.

###  Method of Award

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and enterprise. The purpose of this RFP is to identify those suppliers that have the interest, capability, and financial strength to supply the City of Duluth with ECM solution(s) identified in the Scope of Work.

Evaluation Criteria:

1. Requirements. Evaluation of the supplier’s overall solution with regard to how well it satisfies our enterprise content management requirements. Areas evaluated include planning, scheduling, designing, implementing, and managing a comprehensive solution incorporating the latest technology and industry best practices.
2. Experience. Evaluation of the supplier’s experience implementing proposed solution. Supplier must demonstrate that it is capable of providing a solution that meets the requirements of this RFP and encompasses flexibility, scalability, performance, management, security, and usability while leveraging our existing system components where feasible. Evaluation of the supplier’s track record of product service, support, and customer satisfaction. Supplier commitment to developing, enhancing, and maintaining systems and flexibility of systems to meet future changing business needs.
3. Security. The solution must clearly demonstrate that it will introduce no unacceptable business risk to the integrity, confidentiality, and availability of City of Duluth information assets or resources.
4. Architecture. The proposed solution must be scalable, flexible, robust, and perform well.
5. System Administration. The solution must provide comprehensive system administration and management that is flexible for rapid, efficient, and cost-effective configuration changes.
6. Integration. The solution must demonstrate the capability of integrating with existing solutions as well as permit incorporation of future technological advances. Examples of existing systems supported by the City are Active Directory, New World, ESRI GIS system, and AutoDesk.
7. Capability of vendor to meet or exceed requirements set forth in the Scope of Work.
8. Expressed interest in working with City of Duluth and ability of vendor to communicate its vision and capacity for establishing a relationship that addresses current and future needs and trends in the industry.
9. Affordability of product(s) and support available from the vendor.
10. Financial stability of vendor.
11. Training and post implementation support

**Note:** All proposals and statement of qualifications will be reviewed by the City and any other review as determined to be necessary. Firms / teams may be asked to supplement their initial proposals with additional written material. The City may short-list firms based upon an evaluation of the written submittals. The City may then arrange for in-person interviews with each firm.

The City reserves the right to award this Contract to the firm / team that demonstrates the best ability to fulfill the requirements of the project.  The successful firm / team will be chosen based on the proposal and qualifications, selection criteria evaluation and possible interview.

The firm / team selected will be given the first right to negotiate an Agreement acceptable to the City. In the event that an Agreement satisfactory to the City cannot be reached, the City may enter into negotiations with one or more of the remaining firms. The successful firm / team shall commence work only after execution of an acceptable Agreement and approval of the City. The successful firm / team will perform all services indicated in the proposal in compliance with the negotiated Agreement.

# City Rights

The City reserves the right to reject all or portions of any or all Proposals and Statement of Qualifications, to waive irregularities and technicalities, to re-advertise, or to proceed to provide the services otherwise, in the best interest of the City. The City may, at is sole discretion, modify or amend any and all provisions herein.  The City will not pay for any information herein requested, nor is it liable for any costs incurred by the participating firm.

The City reserves the right to extend the Proposal and Statement of Qualifications submittal date if needed.  All changes and/or clarifications will be distributed to all firms indicating interest in the form of addenda.

###  Selection and Notification

Vendors determined by the City of Duluth to possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors via email. Those vendors not selected for the negotiation phase will not be notified.

## Scope of Work, Specifications & Requirements

###  Capacity Requirements

With the absence of an existing ECM solution it is difficult for the City to estimate the capacity requirements and full growth potential. Below is an estimate of expectations:

System should be available 24/7/365 with the exception of planned maintenance and upgrades
Documents would include, .doc, .docx, .xls, .xlsx, .pdf, .tiff, .jpg, .wpd, .txt, .csv, and .msg
Current active network file storage is 5TB
Estimated paper document storage is 10,000,000
Follow State of Minnesota Document Retention Schedule
800 Users with an estimated 50 concurrent ECM users

###  Compliance and Litigation Defense Requirements

1. **Records Management: Legal functions**
	* Describe functions for expungement, legal acceptance of documents, meeting retention requirements, redaction, and other legal considerations of the RM system.
2. **Records Management: WORM integration**
	* Describe integration with WORM technologies and which solutions are supported. Provide references if applicable.
3. **Records Management: Standards**
	* Does the solution meet DoD 5015.2-STD requirements? What other standards does it meet?
4. **Records Management: Support materials access**
	* Describe how users and administrators access RM materials such as system information, file plans, security authorizations, and disposition instruction.
5. **Records Management: Records view and print**
	* Describe how users view and print records.
6. **Records Management: Legal holds**
	* Describe the process of applying a legal hold to a retained record.
7. **Records Management: Metadata**
	* Describe how the RM system maintains metadata and links to internal documents.
8. **Records Management: Metadata capture**
	* Describe how the system automatically captures metadata form scanned documents or records.
9. **Records Management: Scanner integration**
	* What scanning solutions does the system integrate with?
10. **Records Management: External integration**
	* Describe how the system can capture records and documents from external sources. Include considerations of document conversion and how to maintain links to external records.
11. **Records Integrations: Non-digital integration**
	* Describe how the system integrates with filing plans and retention schemes for non-digital, paper based, or microfiched records.
12. **Records Management: Admin filing plan creation**
	* Describe how an administrator creates filing plans and disposition instructions.
13. **Records Management: User record submission**
	* Describe how a user can submit records or documents to the system.
14. **Records Management: Over-writing prevention**
	* How does the system prevent over-writing of existing documents or records?
15. **Records Management: Audit trails**
	* Describe the system’s ability to maintain audit trails on relevant documents and records.
16. **Records Management: Access**
	* How does the system control access to relevant documents and records?
17. **Records Management: Search**
	* Describe the search functionality available within the solution.
18. **Records Management: Destruction**
	* Describe how the system maintains destruction records, provides proof of destruction, and deletes records in such a way that they can’t be rebuilt or retrieved.
19. **Records Management: External management**
	* Describe how the system works with other repositories or transactional systems to improve overall maintainability (e.g. other repositories, SharePoint, etc.).
20. **Compliance: Regulations**
	* Describe how the system supports our compliance requirements. Indicate if relevant storage technologies are required (e.g. SEC 17a).
21. **Litigation Defense: Archiving**
	* Describe how the system archives content to improve litigation defense.
22. **Litigation Defense: Auditing**
	* Describe how the system enables administrators to conduct proactive audits of archived content to ensure adherence to policy.
23. **Litigation Defense: e-discovery**
	* Describe how the system enables administrators and legal representation respond to ediscovery requests. Includes considerations of discovery, communication, and matter management.
24. **Intellectual Property Protection**
	* Describe how the system protects records and documents as they are moved beyond the internal network.

###  IT Efficiency Requirements

1. **Storage consolidation**
	* Describe how the system enables deferment of storage investment.
2. **Development environment**
	* Describe the tools and development environment for both business analysts and developers.
3. **Business unit enablement**
	* Describe how the system enables users within business units to create content-related solutions without assistance from the IT department.
4. **Content syndication**
	* Describe the process of syndicating content to a Web site or other media source.
5. **Stakeholder communication**
	* Describe facilities for automating communication with external stakeholders (e.g. customers) via fax, e-mail, and print.
6. **Data discovery**
	* Describe how the system discovers and profiles content resident in other repositories, file shares, etc.

###  Process-Oriented Business Efficiency Requirements

1. **Document capture**
	* Describe how incoming documents are captured. Include consideration of faxes, e-mail, and print.
2. **Scanning capabilities**
	* Describe scanning capabilities. Include consideration of:
		+ Batch processing capacity.
		+ Distributed workgroup capture.
		+ Quality control and rescanning.
		+ Simplex/duplex capacity.
		+ Resolution.
		+ Document preparation.
		+ Indexing.
		+ Routing.
		+ Support for OCR, ICR, OMR, and barcode.
		+ Storage requirements.
		+ Identify which image formats are supported. Include discussion of standards support (e.g. TIFF, JPEG2000, and PDF/A).
3. **Naming and Number Sequencing**
	* + Describe how the system handles standard naming conventions.
		+ Describe the capabilities of the solution to support custom document naming and sequencing
4. **Business Process Management (BPM)**
	* Describe the BPM capabilities of the solution. Include consideration of:
		+ Standard processes, including e-forms.
		+ How work queues are created.
		+ Tools used to create, access, and monitor workflows.
		+ Common routing configuration such as ad-hoc, administrative, etc.
5. **BPM Monitoring**
	* Describe how workflows and activity queues are monitored.
6. **Process integration**
	* Describe the system’s integration with other transactional systems such as ERP systems and collaboration tools.
7. **Enterprise Report Management (ERM)**
	* Describe the system’s ERM capabilities. Include consideration of:
		+ Describe your COLD functionality.
		+ How are reports captured into the repository?
		+ What are the limits on report retrieval?
8. **Unconventional data access**
	* Describe how users can access content with kiosks, smart phones, or other non-traditional environments.

###  Knowledge-Oriented Efficiency Requirements

1. **Library services**
	* Describe the library services available in the Document Management (DM) solution. Include considerations of:
		+ How to import or upload documents into the repository.
		+ How users access the documents.
		+ Document version control.
		+ The security model.
2. **Meta-data**
	* Supported meta-data standards.
3. **Application support**
	* Support for productivity applications such MS Office. Include consideration of industry-relevant applications (e.g. AutoCAD, etc.).
4. **Search**
	* Describe the supported search functionality. Note any partnerships or other relevant details.
5. **Social computing**
	* Support for social computing features (e.g. tags, blogs, wikis, comments, expertise location, etc.).
6. **Formal taxonomy**
	* Describe the product’s support for automated or formal taxonomy creation.
7. **Collaboration**
	* Describe collaboration features of the DM system. Include consideration of instant messaging, web conferencing, etc. Note any relevant partnerships with other technology vendors.
8. eSignatures
	* Describe how the system supports electronic signatures of documents.

###  Architecture

1. **Storage extensibility**
	* Describe the system’s ability to support new functionality and the ease at which this is achieved.
2. **Content systems supported**
	* Describe other content systems supported, including SharePoint and instant messaging platforms.
3. **E-mail platforms supported**
	* Describe supported e-mail platforms (e.g. Exchange, Notes, Groupwise), supported by the solution, as well as capture within the platform (e.g. e-mail, tasks, all).
4. **Scalability**
	* How many concurrent users can be supported on this system? Can the system be scaled across servers?
5. **Software-as-a-service, on-premise, managed hosting, virtual machine or appliance**
	* Identify if this is a software-as-a-service solution, a managed hosted solution, a traditional on-premise application, virtual machine (e.g. pre-packaged VM for VMWare), or an appliance.

###  Operations & Support

Describe how you work with clients to deliver services and/or products.

1. **Customer support**
	* Do you provide toll free customer support 24 hours, seven days per week? Please specify all paid support options.
2. **User manuals**
	* Do you provide a complete set of user manuals for all software applications to document and explain system features and functions?
3. **Implementation support**
	* Do you provide complete turnkey on-site implementation and project management support? Please specify which support will be included and which is provided for an additional fee. Also specify whether support is available direct from vendor or provided through a partner.
4. **Training**
	* Describe the type of training provided to administrators. Specify whether training is available direct from vendor or provided through a partner.
	* Describe training available to end users.
5. **Software updates**
	* Do you provide future software releases and updates to all applications as part of regular software maintenance fees?
	* For on-premise solutions, please specify software update process and typical time between releases.
	* For off-premise and appliance solutions, please specify standard update cycle.
6. **Performance monitoring (if applicable)**
	* Do you provide remote software monitoring to identify anomalies and provide automatic upgrades?
7. **Geographic and language support**
8. Do you provide support in the English language in the City of Duluth, MN?

**5 Vendor Qualifications & References**

All vendors must provide the following information in order for their proposal to be considered:

Example:

1. A brief outline of the vendor company and services offered, including:
	* Full legal name of the company.
	* Year business was established.
	* Number of people currently employed.
	* Income statement and balance sheet for each of the two most recently completed fiscal years certified by a public accountant.
2. An outline of the product line-up they currently support.
3. A description of their geographic reach and market penetration.
4. An outline of their partnerships and relationships to date.
5. An outline of their current and future strategies in the marketplace.
6. Information on current software clients, including:
	* Total number of current clients.
	* A list of clients with similar needs using the same software.
	* Evidence of successful completion of a project of a similar size and complexity.
7. References: Contact information for three references, one being from a governmental agency (if possible) from projects similar in size, application, and scope, and a brief description of their implementation. If you cannot supply three, please explain why.
8. Relevant Client List:

|  |
| --- |
| Reference 1 |
| Organization Name |  |
| Industry |  |
| Contact Name and Title |  |
| Phone Number |  |
| E-mail Address |  |
| Number of users |  |
| Product name and version number |  |
| Installation time frame |  |
| Go-Live date |  |
| Number of client business staff involved |  |
| Number of client IT staff involved |  |
| Number of supplier staff |  |
| Number of documents added to system annually |  |
| Reference 2 |  |
| Organization Name |  |
| Industry |  |
| Contact Name and Title |  |
| Phone Number |  |
| E-mail Address |  |
| Number of users |  |
| Product name and version number |  |
| Installation time frame |  |
| Go-Live date |  |
| Number of client business staff involved |  |
| Number of client IT staff involved |  |
| Number of supplier staff |  |
| Number of documents added to system annually |  |
| Reference 3 |
| Organization Name |  |
| Industry |  |
| Contact Name and Title |  |
| Phone Number |  |
| E-mail Address |  |
| Number of users |  |
| Product name and version number |  |
| Installation time frame |  |
| Go-Live date |  |
| Number of client business staff involved |  |
| Number of client IT staff involved |  |
| Number of supplier staff |  |
| Number of documents added to system annually |  |

## 6 Budget & Estimated Pricing

The City of Duluth has a total approved budget of $250,000 for this project.

All vendors must fill out the following cost breakdown for the implementation of their Electronic Content Management solution for the City of Duluth’s project as described in this RFP. The vendor must agree to keep these prices valid for 90 days as of 4:00 p.m. CST on July 2nd, 2014.

### 6.1 Deployment Models

The following pricing sheets are to be used as a guide for your response. Please indicate the types of pricing/installation models offered by your enterprise by placing an “X” under the “Available” column. If a model is not offered, please indicate this by placing an “X” under the “Not Offered” column.

|  |  |  |
| --- | --- | --- |
| **Deployment Models** | **Available** | **Not Offered** |
| On-Premise Model | [ ]  | [ ]  |
| Software-as-a-Service  | [ ]  | [ ]  |
| Managed Hosting | [ ]  | [ ]  |
| Appliance | [ ]  | [ ]  |
| Other (please specify) | [ ]  | [ ]  |

###

### 6.2 Price Schedules

For all deployment models checked above, complete a comprehensive price sheet which includes maintenance and support (see below):

|  |
| --- |
| Five Year Total Cost Summary |
| Costs | Total | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
| Total Licensing of Product |  |  |  |  |  |  |
| Hardware Cost (if consolidated with solution) |  |  |  |  |  |  |
| OS Licensing (If required for product)  |  |  |  |  |  |  |
| Documentation & Training |  |  |  |  |  |  |
| Maintenance |  |  |  |  |  |  |
| Installation |  |  |  |  |  |  |
| Integration |  |  |  |  |  |  |
| Project Management |  |  |  |  |  |  |
| Miscellaneous |  |  |  |  |  |  |
| Other (specify) |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Total: |  |  |  |  |  |  |

## 7 Vendor Certification

This certification attests to the vendor’s awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to Request for Proposal for Electronic Content Management Solution(s) issued by the City of Duluth.

The undersigned is a duly authorized officer, and hereby certifies that:

|  |
| --- |
|  |

(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of 90 calendar days as of the Due Date of the RFP.

The undersigned further certify that their firm (check one):

[ ]  IS

[ ]  IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify the City of Duluth of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person(s) authorized to negotiate on behalf of this firm for the purposes of this RFP are:

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Title: |  |
| Signature: |  | Date: |  |
| Name: |  | Title: |  |
| Signature: |  | Date: |  |

Signature of Authorized Officer:

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Title: |  |
| Signature: |  | Date: |  |