



**BOARD OF CONTRACT AND SUPPLY
CITY OF PROVIDENCE, RHODE ISLAND**

REQUEST FOR PROPOSALS

Item Description: Land Evidence Records Management and Imaging System

Date to be opened: May 13, 2019

Issuing Department: Recorder of Deeds

QUESTIONS

- Please direct questions relative to the bidding process, how to fill out forms, and how to submit a bid (Pages 1-8) to Purchasing Agent Patti Jordan.
 - Phone: (401) 680-5264
 - Email: pjordan@providenceri.gov
 - Please use the subject line “**RFP Question**”
- Please direct questions relative to the Minority and Women’s Business Enterprise Program and the corresponding forms (Pages 9-13) to the MBE/WBE Outreach Director for the City of Providence, Grace Diaz
 - Phone: (401) 680-5766
 - Email: gdiaz@providenceri.gov
 - Please use subject line “**MBE WBE Forms**”
- Please direct questions relative to the specifications outlined (beginning on page 14) to the issuing department’s subject matter expert:
 - **John Murphy**
 - **401 680-5545**
 - jmurphy@providenceri.gov

Pre-bid Conference

There will be no pre-bid conference.



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INSTRUCTIONS FOR SUBMISSION

Bids may be submitted up to **2:15 P.M.** on the above meeting date at the **Department of the City Clerk, Room 311, City Hall, 25 Dorrance Street, Providence.** At 2:15 P.M. all bids will be publicly opened and read at the Board of Contract Meeting in the City Council Chambers, on the 3rd floor of City Hall.

- Bidders must submit **2 copies** of their bid in sealed envelopes or packages labeled with the captioned **Item Description** and the **City Department to which the RFP and bid are related.** (On page 1)
- Communications to the Board of Contract and Supply that are not competitive sealed bids (i.e. product information/samples) should have **“NOT A BID”** written on the envelope or wrapper.
- Only use form versions and templates included in this RFP. If you have an old version of a form **do not recycle it for use in this bid.**
- The bid envelope and information relative to the bid must be addressed to:

**Board of Contract and Supply
Department of the City Clerk – City Hall, Room 311
25 Dorrance Street
Providence, RI 02903**

****PLEASE NOTE:** This bid may include details regarding information that you will need to provide (such as proof of licenses) to the issuing department before the formalization of an award.

This information is NOT requested to be provided in your initial bid by design.

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city’s Open Meetings Portal and made available as a public record. The City has made a conscious effort to avoid the posting of sensitive information on the City’s Open Meetings Portal, by requesting that such sensitive information be submitted to the issuing department only at their request.



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BID PACKAGE CHECKLIST

Digital forms are available in the City of Providence Purchasing Department Office or online at <http://www.providenceri.gov/purchasing/how-to-submit-a-bid/>

The bid package **MUST** include the following, in this order:

- Bid Form 1: Bidder's Blank as the cover page/ 1st page (*see page 6 of this document*)
- Bid Form 2: Certification of Bidder as 2nd page (*see page 7 of this document*)
- Certificate Regarding Public Records (*see page 8 of this document*)
- Forms from the Minority and Women Business Enterprise Program: Based on Bidder Category. *See forms and instructions enclosed (pages 9-13) or on: <https://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>*

***Please note: MBE/WBE forms must be completed for EVERY bid submitted and must be inclusive of ALL required signatures. Forms without all required signatures will be considered incomplete.**

- Bidder's Proposal/Packet: Formal response to the specifications outlined in this RFP, including pricing information and details related to the good(s) or service(s) being provided. Please be mindful of formatting responses as requested to ensure clarity.
- Financial Assurance, *if requested* (as indicated on page 5 of this document under "Bid Terms")

All of the above listed documents are REQUIRED. (With the exception of financial assurances, which are only required if specified on page 5.)

******Failure to meet specified deadlines, follow specific submission instructions, or enclose all required documents with all applicable signatures will result in disqualification, or in an inability to appropriately evaluate bids.***



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NOTICE TO VENDORS

1. The Board of Contract and Supply will make the award to the lowest qualified and responsible bidder.
2. In determining the lowest responsible bidder, cash discounts based on preferable payment terms will not be considered.
3. Where prices are the same, the Board of Contract and Supply reserves the right to award to one bidder, or to split the award.
4. No proposal will be accepted if the bid is made in collusion with any other bidder.
5. Bids may be submitted on an "equal in quality" basis. The City reserves the right to decide equality. Bidders must indicate brand or the make being offered and submit detailed specifications if other than brand requested.
6. A bidder who is an out-of-state corporation shall qualify or register to transact business in this State, in accordance with the Rhode Island Business Corporation Act, RIGL Sec. 7-1.2-1401, et seq.
7. The Board of Contract and Supply reserves the right to reject any and all bids.
8. Competing bids may be viewed in person at the Department of the City Clerk, City Hall, Providence, immediately upon the conclusion of the formal Board of Contract and Supply meeting during which the bids were unsealed/opened. Bids may also be accessed electronically on the internet via the City's Open Meetings Portal.
9. As the City of Providence is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
10. In case of error in the extension of prices quoted, the unit price will govern.
11. The contractor will **NOT** be permitted to: a) assign or underlet the contract, or b) assign either legally or equitably any monies or any claim thereto without the previous written consent of the City Purchasing Director.
12. Delivery dates must be shown in the bid. If no delivery date is specified, it will be assumed that an immediate delivery from stock will be made.
13. A certificate of insurance will normally be required of a successful vendor.
14. For many contracts involving construction, alteration and/or repair work, State law provisions concerning payment of prevailing wage rates apply (RIGL Sec. 37-13-1 et seq.)
15. No goods should be delivered or work started without a Purchase Order.
16. **Submit 2 copies of the bid to the City Clerk, unless the specification section of this document indicates otherwise.**
17. Bidder must certify that it does not unlawfully discriminate on the basis of race, color, national origin, gender, gender identity or expression, sexual orientation and/or religion in its business and hiring practices and that all of its employees are lawfully employed under all applicable federal, state and local laws, rules and regulations. (See Bid Form 2.)



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BID TERMS

1. Financial assurances may be required in order to be a successful bidder for Commodity or Construction and Service contracts. If either of the first two checkboxes below is checked, the specified assurance must accompany a bid, or the bid will not be considered by the Board of Contract and Supply. The third checkbox indicates the lowest responsible bidder will be contacted and required to post a bond to be awarded the contract.
 - a) A certified check for \$_____ must be deposited with the City Clerk as a guarantee that the Contract will be signed and delivered by the bidder.
 - b) A bid bond in the amount of _____ per centum (%) of the proposed total price, must be deposited with the City Clerk as a guarantee that the contract will be signed and delivered by the bidder; and the amount of such bid bond shall be retained for the use of the City as liquidated damages in case of default.
 - c) A performance and payment bond with a satisfactory surety company will be posted by the bidder in a sum equal to one hundred per centum (100%) of the awarded contract.
 - d) No financial assurance is necessary for this item.
2. Awards will be made within **sixty (60) days of bid opening**. All bid prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.
3. Failure to deliver within the time quoted or failure to meet specifications may result in default in accordance with the general specifications. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and Acts of God.

The following entry applies only for COMMODITY BID TERMS:

4. Payment for partial delivery will not be allowed except when provided for in blanket or term contracts.

The following entries apply only for CONSTRUCTION AND SERVICE BID TERMS:

5. Only one shipping charge will be applied in the event of partial deliveries for blanket or term contracts.
6. Prior to commencing performance under the contract, the successful bidder shall attest to compliance with the provisions of the Rhode Island Worker's Compensation Act, RIGL 28-29-1, et seq. If exempt from compliance, the successful bidder shall submit a sworn Affidavit by a corporate officer to that effect, which shall accompany the signed contract.
7. Prior to commencing performance under the contract, the successful bidder shall, submit a certificate of insurance, in a form and in an amount satisfactory to the City.



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BID FORM 1: Bidders Blank

1. Bids must meet the attached specifications. Any exceptions or modifications must be noted and fully explained.
2. Bidder's responses must be in ink or typewritten, and all blanks on the bid form should be completed.
3. The price or prices proposed should be stated both in **WRITING** and in **FIGURES**, and any proposal not so stated may be rejected. **Contracts exceeding twelve months must specify annual costs for each year.**
4. Bids **SHOULD BE TOTALED** so that the final cost is clearly stated (unless submitting a unit price bid), however **each item should be priced individually**. Do not group items. Awards may be made on the basis of *total bid* or by *individual items*.
5. All bids **MUST BE SIGNED IN INK.**

Name of Bidder (Firm or Individual): _____

Contact Name: _____

Business Address: _____

Business Phone #: _____

Contact Email Address: _____

Agrees to bid on (Items(s) to be bid): _____

If the bidder's company is based in a state *other than Rhode Island*, list name and contact information for a local agent for service of process that *is located within Rhode Island* _____

Please visit <http://www.naics.com/search/> and identify the NAICS Code(s) for items being bid on. Enter the NAICS code(s) here or in parentheses next to each item listed immediately above: _____

Delivery Date (if applicable): _____

Name of Surety Company (if applicable): _____

Total Amount in Writing*: _____

Total Amount in Figures*: _____

** If you are submitting a unit price bid, please insert "Unit Price Bid"*

Use additional pages if necessary for additional bidding details.

Signature of Representation

Title



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**BID FORM 2: Certification of Bidder
(Non-Discrimination/Hiring)**

Upon behalf of _____ (Firm or Individual Bidding),

I, _____ (Name of Person Making Certification),

being its _____ (Title or "Self"), hereby certify that:

1. Bidder does not unlawfully discriminate on the basis of race, color, national origin, gender, sexual orientation and/or religion in its business and hiring practices.
2. All of Bidder's employees have been hired in compliance with all applicable federal, state and local laws, rules and regulations.

I affirm by signing below that I am duly authorized on behalf of Bidder, on
this _____ day of _____ 20_____.

Signature of Representation

Printed Name



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Certificate Regarding Public Records

Upon behalf of _____ (Firm or Individual Bidding),

I, _____ (Name of Person Making Certification),

being its _____ (Title or "Self"), hereby certify an

understanding that:

1. All bids submitted in response to Requests for Proposals (RFP's) and Requests for Qualification (RFQ's), documents contained within, and the details outlined on those documents become public record upon receipt by the City Clerk's office and opening at the corresponding Board of Contract and Supply (BOCS) meeting.
2. The Purchasing Department and the issuing department for this RFP/RFQ have made a conscious effort to request that sensitive/personal information be submitted directly to the issuing department and only at request if verification of specific details is critical the evaluation of a vendor's bid.
3. The requested supplemental information may be crucial to evaluating bids. Failure to provide such details may result in disqualification, or an inability to appropriately evaluate bids.
4. If sensitive information that has not been requested is enclosed or if a bidder opts to enclose the defined supplemental information prior to the issuing department's request in the bidding packet submitted to the City Clerk, the City of Providence has no obligation to redact those details and bears no liability associated with the information becoming public record.
5. The City of Providence observes a public and transparent bidding process. Information required in the bidding packet may not be submitted directly to the issuing department at the discretion of the bidder in order to protect other information, such as pricing terms, from becoming public. Bidders who make such an attempt will be disqualified.

I affirm by signing below that I am duly authorized on behalf of Bidder, on

this _____ day of _____ 20____.

Signature of Representation

Printed Name



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WBE/MBE Form Instructions

The City of Providence actively seeks Minority and Women business enterprises to participate in bids to meet the City's procurement needs. Pursuant to the City of Providence Code of Ordinances, Chapter 21, Article II, Sec. 21-52 (Minority and Women's Business Enterprise) and Rhode Island General Laws (as amended), Chapter 31-14, et seq. (Minority Business Enterprise), Minority Business Enterprise (MBE) and Women's Business Enterprise (WBE) participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is **10%** of the total bid value.

The goal for Women's Business Enterprise (WBE) participation is **10%** of the total bid value.

The goal for combined MBE/WBE participation is **20%** of the total bid value.

Only businesses certified with the State of Rhode Island as minority and/or women business enterprises are counted towards the City's goals. Eligible minority or women-owned businesses are encouraged to seek certification from the State of Rhode Island Minority Business Enterprise Compliance Office at: <http://odeo.ri.gov/offices/mbeco/>

Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence's MBE program.

Bid Requirements:

All Bidders: All bidders must complete and submit the *MBE/WBE Participation Affidavit* indicating whether or not they are a state-certified MBE/WBE and acknowledging the City's participation goals. Submission of this form is required with **every bid**. Your bid will not be accepted without an affidavit.

Bidders who will be subcontracting: Bidders who will be subcontracting must submit the *Subcontractor Disclosure Form* as part of their bid submission. All subcontractors, regardless of MBE/WBE status, must be listed on this form. Business NAICS codes can be found at <https://www.naics.com/search/>. Awarded bidders are required to submit *Subcontractor Utilization and Payment Reports* with each invoice.

Waiver Requests:

If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box F on the Subcontractor Disclosure Form) and the prime contractor is not a Rhode Island State-certified MBE or WBE, the Bidder must complete the *MBE/WBE Waiver Request Form* for review. Waivers will be considered on a case by case basis.

No waiver will be granted unless the waiver request includes documentation that demonstrates that the Bidder has made good faith efforts to achieve the City's stated participation goals. Waivers must be reviewed and signed by the City of Providence's MBE/WBE Outreach Director, Grace Diaz, or her designee. Department Directors cannot recommend a bidder for award if this form is applicable and absent. If the bid does not meet the participation goals of the City of Providence and a waiver is not filed with the signature of the MBE/WBE Outreach Director or her designee, the bid will not be accepted.

Verifying MBE/WBE Certification

It is the responsibility of the bidder to confirm that every MBE/WBE named in a proposal and included in a contract is certified by the Rhode Island Minority Business Enterprise Compliance office. The current MBE/WBE directory is available at the State of RI MBE Office, One Capitol Hill, 2nd Floor, Providence, RI, or online at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. You can also call (401) 574-8670 to verify certification, expiration dates, and services that the MBE/WBE is certified to provide. Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence's MBE program.

Form Instructions:

Access all bid forms from <http://www.providenceri.gov/oeo/> or <http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>. **Download** the forms as blank PDFs. Once saved on your computer, fill them out using the Adobe program. The fillable PDFs must be completed in Adobe in order to be saved properly. Google Chrome and similar



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platforms do not allow for the forms to be saved as filled PDFs. Therefore, please download the blank forms to your computer, then fill them out and save.

Assistance with Form Requirements

Examples of completed forms can be found on the City of Providence website at <http://www.providenceri.gov/oeo/> or <http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>.

Contract Requirements:

Prime contractors engaging subcontractors must submit the *Subcontractor Utilization and Payment Report* to the City Department's Fiscal Agent with every invoice and with request for final payment. This form is not submitted as a part of the initial bid package.

For contracts with duration of less than 3 months, this form must be submitted along with the contractor's request for final payment. The form must include all subcontractors utilized on the contract, both MBE/WBE and non- MBE/WBE, the total amount paid to each subcontractor for the given period and to date. During the term of the contract, any unjustified failure to comply with the MBE/WBE participation requirements is a material breach of contract.

Questions?

For more information or for assistance with MBE/WBE Forms, contact the City of Providence MBE/WBE Outreach Director, Grace Diaz, at mbe-wbe@providenceri.com or (401) 680-5766.



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MBE/WBE PARTICIPATION AFFIDAVIT

Item Discussion (as seen on RFP):

Prime Bidder: _____
Prime Bidder (Company) Phone Number: _____
Prime Bidder (Company) Zip Code: _____

Which one of the following describes your business' status in terms of Minority and/or Woman-Owned Business Enterprise certification with the State of Rhode Island? MBE WBE Neither MBE nor WBE

By initialing the following sections and signing the bottom of this document in my capacity as the contractor or an authorized representative of contractor, I make this Affidavit:

It is the policy of the City of Providence that minority business enterprises (MBEs) and women business enterprises (WBEs) should have the maximum opportunity to participate in procurements and projects as prime contractors and vendors. Pursuant to Sec. 21-52 of the Providence Code of Ordinances and Chapter 31-14 *et seq.* of the Rhode Island General Laws (as amended), MBE and WBE participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is 10% of the total bid value.
The goal for Women's Business Enterprise (WBE) participation is 10% of the total bid value.
The goal for combined MBE/WBE participation is 20% of the total bid value.

I acknowledge the City of Providence's goals of supporting MBE/WBE certified businesses. Initial _____

If awarded the contract, I understand that my company must submit to the Minority and Women's Business Coordinator at the City of Providence (MBE/WBE Office), copies of all executed agreements with the subcontractor(s) being utilized to achieve the participation goals and other requirements of the RI General Laws. **I understand that these documents must be submitted prior to the issuance of a notice to proceed.** Initial _____

I understand that, if awarded the contract, my firm must submit to the MBE/WBE Office canceled checks and reports required by the MBE/WBE Office on a quarterly basis verifying payments to the subcontractors(s) utilized on the contract. Initial _____

If I am awarded this contract and find that I am unable to utilize the subcontractor(s) identified in my Statement of Intent, I understand that I must substitute another certified MBE and WBE firm(s) to meet the participation goals. **I understand that I may not make a substitution until I have obtained the written approval of the MBE/WBE Office.** Initial _____

If awarded this contract, I understand that authorized representatives of the City of Providence may examine the books, records and files of my firm from time to time, to the extent that such material is relevant to a determination of whether my firm is complying with the City's MBE/WBE participation requirements. Initial _____

I do solemnly declare and affirm under the penalty of perjury that the contents of the foregoing Affidavit are true and correct to the best of my knowledge, information and belief.

Signature of Bidder

Printed Name

Company Name

Date



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SUBCONTRACTOR DISCLOSURE FORM

Fill out this form only if you WILL SUBCONTRACT with other parties. If you will not subcontract any portion of the proposed bid, do not fill out this form.

Prime Bidder: _____ Primary NAICS _____

Code: _____

Item Description (as seen on RFP): _____

Please list all Subcontractors below. Include the total dollar value that you propose to share with each subcontractor and the dollar amount to be subcontracted. Please check off MBE and WBE where applicable. The directory of all state-certified MBE/WBE firms is located at www.mbe.ri.gov. Business NAICS codes can be found at <https://www.naics.com/search/>

Proposed Subcontractor	MBE	WBE	Primary NAICS Code	Date of Mobilization	\$ Value of Subcontract
					\$
					\$
					\$
					\$
					\$
					\$
A. MBE SUBCONTRACTED AMOUNT:					\$
B. WBE SUBCONTRACTED AMOUNT:					\$
C. NON MBE WBE SUBCONTRACTED AMOUNT:					\$
D. DOLLAR AMOUNT OF WORK DONE BY THE PRIME CONTRACTOR:					\$
E. TOTAL AMOUNT OF BID (SUM OF A, B, C, & D):					\$
F. PERCENTAGE OF BID SUBCONTRACTED TO MBEs AND WBEs. (Divide the sum of A and B by E and multiply result by 100).					%

Please read and initial the following statement acknowledging you understand. If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box F) and the prime contractor is NOT a Rhode Island State-certified MBE or WBE, you must fill out the MBE/WBE WAIVER REQUEST FORM for consideration by City of Providence MBE/WBE Outreach Director. Initial _____

Signature of Bidder

Printed Name



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MBE/WBE Waiver Request Form

**Fill out this form only if you are subcontracting and did not meet the 20% MBE/WBE participation goal.
State-certified MBE or WBE Prime Bidders are NOT REQUIRED to fill out this form.**

Submit this form to the City of Providence MBE/WBE Outreach Director, Grace Diaz, at mbe-wbe@providenceri.gov, for review **prior to bid submission**. This waiver applies only to the current bid which you are submitting to the City of Providence and does not apply to other bids your company may submit in the future.

Prime Bidder: _____
Company Trade: _____
Item Discussion (as seen on RFP): _____

To receive a waiver, you must list the certified MBE and/or WBE companies you contacted, the name of the primary individual with whom you interacted, and the reason the MBE/WBE company could not participate on this project.

MBE/WBE Company Name	Individual's Name	Company Trade	Why did you choose not to work with this company?

I acknowledge the City of Providence's goal of a combined MBE/WBE participation is 20% of the total bid value. I am requesting a waiver of _____ % MBE/WBE (20% minus the value of **Box F** on the Subcontractor Disclosure Form). If an opportunity is identified to subcontract any task associated with the fulfillment of this contract, a good faith effort will be made to select MBE/WBE certified businesses as partners.

Signature of Prime Contractor

Printed Name

Date Signed

Signature of City of Providence
MBE/WBE Outreach Director

Printed Name of City of Providence
MBE/WBE Outreach Director

Date Signed



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BID PACKAGE SPECIFICATIONS

Background & Requirements:

The City of Providence is the capital of Rhode Island, and under the direction of the Mayor of Providence and the Providence City Council, maintains government services for a population of approximately 183,000 residents. In Rhode Island, land evidence records are maintained at the municipal level and annually the *Recorder of Deeds Office* records 30,000 discrete instruments, such as deeds, liens, and mortgages. Fees and taxes collected in connection with recordings are an important part of the City's revenue stream.

Project Scope

The City is seeking proposals for a records management software system for land evidence recording and research, including maps, image-to-film archiving, disaster recovery and micrographics conversion capabilities. In addition to office search capabilities, the City seeks a robust online capability for research, printing and recording. The cashiering function should be integral to the recording operation.

The Recorder of Deeds office has paper holdings and, from August 1, 2004 to the present, digital holdings. Microfilm back-up is maintained remotely. A staff of 5 assists the public with recordings and research. Upon the initiation of a digitized recording system in 2004, language documents were recorded into the current software system known as 20/20 and maps and drawings were recorded into Docuware software. We would like the new system to merge these two databases, and going forward to record all documents in one database. Additionally, bids for the digitization of holdings from 1969 to 2004 are solicited to enable the office to have 50 full years of digital holdings.

Digitizing these 36 years of holdings is estimated to be 2,289,750 pages. Reindexing these holdings involves an estimated 3,185,383 lines

The City plans to use its own hardware for this project, to include printers, scanners, desktops, and server. The office has seven terminals for public use with plans for expansion when fully 50 years of holdings are digitized. The selected software should be Windows-based and use-intuitive. The successful bidder will be required to convert the digital holdings from Docuware and the 20/20 system as well as to receive and archivally store the back-up microfilm holdings for the City.

Existing Technology

The Providence Information Technology Department has been standardized on, maintains and is trained on the use of Microsoft technologies, including Windows Server, SQL Server, Active Directory, IIS, and desktop Windows and Office platforms. All versions should be considered to be the latest available or one version prior. The successful application must be able to be implemented and integrate within a Windows environment. City employees currently use Microsoft



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Office 2010, and anticipate migrating to Microsoft Office 2016 within the next two years. There are no plans to utilize Microsoft Office 365. The Recorder's Office currently uses Avenu Insights' (fka Conduent) 20/20 system for recording and Docuware for holding digitized maps and drawings.

Application Software

The City expects the successful vendor will propose an established software product that is currently installed and has been in regular use for at least one year by at least three (3) entities including other government entities if possible. The City is not interested in a custom built solution.

The selected application must be single source, user-friendly, very reliable, and robust. Data maintenance processes and procedures must be well documented, logical and easy to follow. Exportability of data on a variety of formats is desired, as is an easy to audit cashing system.

Requirements

- Demonstration of the product, either in person or as a web-based presentation.
- Compatibility with the City's existing technology. Indicate preferred hardware for optimum interoperability, if necessary.
- Three references from other governmental entities already using the product. Preference for RI municipalities using the product.
- Presentation of a plan for transition and installation of the product, training, conversion (if required) of all existing databases including maps during implementation.
- Other specifications as outlined herein.

Data Export Facility

The application should permit the export of information to and from other systems and must integrate with other desktop and server applications such as Microsoft Excel, Access and other query and reporting tools.

Security and Reliability

The vendor's submittal should describe the key features of its security provisions and features/functions designed to ensure the reliability of the application in production use. The application must provide security controls to prevent unauthorized use of the database, maintain database process controls, and log all database transactions. In addition, the application should provide security to limit availability to application functionality, software screens, data records, data elements, and the contents of data elements where appropriate. The vendor must describe system recovery and restart processing for various types of failures, including standardized error trapping, data communications malfunctions, software malfunctions, database failure, and hardware failures.



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Cost Proposal (2 page maximum)

Please submit cost proposal on a 5 year period with each year calculated separately. Bids will be awarded on a 5 year contract with option for two yearly extensions.

- License Model Subscription vs. Ownership
- Hosted vs. City Installed Services
- Initial Fees
- Training Fees (Onsite training)
- Annual Fees
- Employee-user fees
- Hourly Fees for Additional Training
- Maintenance and Support Fees
- Storage/archiving fees
- Fees for any Additional Features or Reports
- Data Conversion rates, including EDI fees if applicable. Include costs for Docuware map holdings and 1969-2004 digitization.

Minimum Vendor Qualifications

Prospective Vendors should list, at a minimum, the following information in response to the RFP:

- History of company and list of principals and key personnel.
- History of projects, of similar size and scope.
- For hosted or cloud-based solutions, a service level agreement and schedule of system maintenance.
- For hosted or cloud-based solutions, history of service level agreements and achievements, and service history for the past three years (including scheduled and nonscheduled system maintenance, hardware, software, or Internet Host Provider issues).
- Recommendations to the Information Technology Department related to implementing the system as described.
- Schedule of Fees, including all options for third party hosted portions or solutions, and recurring costs.

Project Implementation Plan

The Project Implementation Plan and Statement of Work shall include:

- Vendor understanding of the scope of the project.



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- Itemization, explanation and projected timeline of all system implementation stages. From project commencement through configuration, testing, training, acceptance, installation and activation, including but not limited to:
 - Outline of Configuration
 - Hierarchy of Users
 - Creation of client-specific tables (departments, job titles, etc.)
 - Defining/determining pre-loaded tables
 - Interface with downloads from external sources (internal and external)
 - EDI Integration with Rhode Island Department of Labor and Training
 - Outline of Installation
 - Description of Test environment
 - Review of standard and customized features
 - Criteria for acceptance of performance/design
 - Transition from Test Module to live Production
 - Support service during development/installation stages
- Vendor should submit a one page “Blue Print” of the system architecture showing all system components and all system levels, including minimum network communication throughput requirements.
- Implementation costs for all labor/service-oriented items required to deploy the hardware and software components of the system.
- Number of people involved in system implementation and composition of the implementation team.
- Identification of the project manager, who shall be a full-time employee of the vendor who has at least two years honorable service with the vendor and has served as a project manager for at least one other system similar to the one proposed.

Training Plan

Vendor shall describe in detail their training plan. Training will be required for the following categories and number of employees.

- Office staff comprised of 3 System Recorders, 2 System level administrative support; technical support staff comprised of 2 IT System Administrators; and other employees using the database in connection with their work comprised of 20 System employee-users. Online and desktop users in this group should be exempted from the state-mandated cost associated with printing from the holdings.

References

Please provide at least three (3) customer references from clients where you have completed and/or are scheduled to deploy a system similar to what is specified herein.



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As part of the evaluation process described below, City of Providence is requiring live or web demonstrations of the product in use by current clients.

Vendor will supply the following information.

Company name

Address

City, State, Zip

System installed

Software version

Hardware platform

Date of project initiation

Contact (name and title)

Phone number

System Support

During the entire installation phase, the contractor will be responsible for supporting the accepted system and will also be responsible for support for a period of three (3) months during the operational acceptance period and for a period of 12 months following full acceptance of the entire application. This support will be provided in a variety of areas including, but not necessarily limited to, training users on the initial implementation, installation, and configuration of product updates as they become available. During implementation and operational acceptance periods, the vendor will provide any upgrades or enhancements at no extra charge to the City. Any upgrades or enhancements must include user training.

In addition, the City expects the successful vendor will provide support, to review and tune system performance, provide training and review procedures. (Note: during implementation and operational acceptance periods additional support hours may be required. This will be negotiated by City and selected vendor.) The fixed fee will cover all preventive maintenance, software product upgrades (including new versions) and updated documentation, all defects in software and a minimum of 20 staff days of services to the City for consulting, on-going and remedial training, migration assistance, minor programming enhancements, and other related matters.

Where the proposal includes hosting, the vendor will separate the cost of hosting the site from the cost of supporting the application as described above.



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Warranty

The vendor's warranty must address the following:

The vendor must warrant that all goods, supplies, systems, and work covered by the Contract shall be satisfactory for its intended purpose, shall conform to and perform as called for in the Contract requirements and shall be free from all defects and faulty materials in workmanship. Any goods, supplies, systems, design, and work found to be defective within the times specified below shall be repaired, remedied or replaced, hereinafter called "corrective work," by the vendor, free of all charges including transportation.

The vendor must warrant that the application supplied hereunder shall not be improperly derived from any copyrighted or patented material or otherwise subject to or infringe upon any interest, proprietary or otherwise, of any individual or entity.

The warranty period for all goods, supplies, systems and work shall be 12 months after final acceptance.

A warranty is also required for the software and implementation services, and the application.

Software

The software licensor must warrant that the proposed software will conform in all material respects to the requirements and specifications as stated in this RFP. That is, the detailed requirements as stated in this RFP will become part of the software license agreement and will be warranted as such. The selected vendor must warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional requirements as included in this RFP. Furthermore, the warranty, at a minimum, shall be valid for the duration of the implementation and until final acceptance of all modules/suites/applications included in the implementation. The City will look more favorably at vendors with warranty periods longer than the minimum specified herein.

Implementation Services

The City also requires a warranty for implementation services (e.g. work products, developed modifications and system configuration) for a minimum of 12 months after system acceptance data of the respective modules. The vendors shall price their services to recognize these warranty provisions. The extent of the warranty coverage will be evaluated as part of the overall procurement process.

Off Site Hosting

The vendor should fully explain how remote equipment is physically secured and the staff available to support any needed maintenance. Describe backup, data redundancy, and security strategies that will protect the city's data from unwanted intrusion and/or corruption.

The City recommends that a hosted site to be available 24/7 with no scheduled downtime between the hours of 6 am thru 8 pm Monday thru Friday. Explain what procedures are in place to get the site back up and running in the event of



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service failure at the hosted location. Explain the process involved if the City, at some time in the future, elected to move the hosted application to City servers.

The first year cost of hosting and supporting the application will be included in the purchase price. The City does not expect hosting and support of the application to begin until final acceptance of the application. The vendor will explain its pricing model for hosting the application in years 2-5.

Estimated Bid Schedule

Advertise Date: April 15th 2019

Bid Opening Date: May 13, 2019

Bid Evaluation:

The proposal shall include a narrative describing the proposed system. The narrative should answer all questions posed in the RFP and demonstrate the vendor's overall competence and ability to deliver the required products and services.

Any marketing materials including brochures, pamphlets, and other documents are not to be part of this narrative.

Vendor shall also list its experience in terms of the delivery of the system specified. The list should include at a minimum the following information; years involved in the industry, key customers and the size and type of systems delivered within the past five years, and performance criteria for those systems.

Vendor shall also list the programming language(s) used to write the software application.

Vendor shall also list its capabilities in the following areas: service support, on site, via telephone, and via Internet, key personnel with level and type of experience, and local support staff, if any.

Vendor shall also include customer references, as noted under References above, and help facilitate on-site demonstrations of their installed products.

Vendor will provide a demonstration of the product. The demonstration can either be online or in person.

Product Demonstration

The demonstration shall, at a minimum, include:

- Recording process including filing documents, integrated cashiering, search, acknowledgements, error reports, and help tools
- Demonstrate the look and feel of the environment (menu structure, favorites, etc.)
- Demonstrate dashboards (brief overview)
- Demonstrate essential components of system.



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- Demonstrate work tools.
 - Indexing entry and correction
 - File notes
 - Form lettersPre-loaded tables/list
- Demonstrate Help Screens and ways to search Help, to include Search or Browse capabilities
- Document management
 - File and/or scanned image attachments to accident/claim record
 - Emailing capability to Outlook
- Demonstrate Cashiering process, capabilities and reports.
- Demonstrate online look and feel.

NOTE: The City would like to have a 'sandbox' environment of the solution made available to City Staff to evaluate the product.

The major criteria, which will be used in evaluating your proposal, are presented below:

- Ability and reliability of the software (both system and application) to meet the functional requirements defined in this RFP.
- Vendor reputation from reference accounts or installations similar in scope and nature to the needs of the City of Providence (references which can be contacted and/or visited) and from all written responses to the RFP.
- Quality of system architecture and vendor's staff to implement the proposed solution.
- Support and service options including, but not limited to, online help, technical support options, documentation types and manuals.
- Training and education to be provided and the location of these services.
- Growth potential to accommodate future enhancements.
- Positive user experience and overall satisfaction with demos by various City of Providence staff and IT personnel (ease of use, speed of learning basic functionality, and general "likeability").

Confidentiality

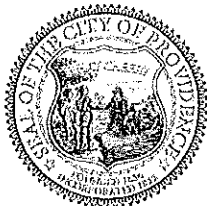
All bid submissions will be posted to the City's Open Meetings Portal, under the Board of Contract and Supply meeting group.

Bids may be viewed at <http://providenceri.iqm2.com/Citizens/Default.aspx>



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Point of Contact For all questions concerning this RFP, please contact John Murphy, Acting Recorder of Deeds, via email at jmurphy@providenceri.gov. (Please put "Recorder RFP Question" in the subject line). Questions regarding this RFP will be answered directly, as well as posted on the City of Providence website, <http://www.providenceri.gov/information-technology/>.



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SUPPLEMENTAL INFORMATION

If the issuing department for this RFP determines that your firm's bid is best suited to accommodate their need, you will be asked to provide proof of the following prior to formalizing an award.

An inability to provide the outlined items at the request of the department may lead to the disqualification of your bid.

*This information is **NOT** requested to be provided in your initial bid that you will submit to the City Clerk's office by the "date to be opened" noted on page 1. This list only serves as a list of items that your firm should be ready to provide on request.*

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city's Open Meetings Portal and made available as a public record.

You must be able to provide:

- Business Tax ID will be requested after an award is approved by the Board of Contract and Supply.