

**City of Kirkland
123 5th Avenue
Kirkland, Washington 98033**

**CITY OF KIRKLAND
REQUEST FOR PROPOSAL (RFP)
NO. 03-07-IT**

**Document Management Software
With
Associated Installation and Maintenance Services**

Release Date December 22, 2006

Sealed proposals shall be accepted until 4PM PST February 2, 2007 at:

**City of Kirkland
Attn: Purchasing – Job #03-07-IT
123 5th Avenue
Kirkland, WA 98033**

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1. Purpose and Objectives

The primary objective is to implement a Document Management solution that allows the City to electronically manage documents, use workflow to automate current manual processes, and lastly, provide access to non-sensitive documents to the public via the web.

Some of the important benefits expected from the implementation of a Document Management solution include:

- Reducing document processing and intake costs
- Using workflow features to reduce labor expended
- Using workflow features to speed the completion of many tasks
- Reducing paper file maintenance and storage costs
- Automating document retention and destruction schedules
- Creating public self-service retrieval and printing capabilities
- Helping with document version control and location of current and draft copies.

COOPERATIVE PURCHASING: RCW 39.34 allows cooperative purchasing between public agencies (political subdivisions) in the State of Washington. Public agencies which have filed an Intergovernmental Cooperative Purchasing Agreement with the City of Kirkland and which are actively participating may purchase from City of Kirkland contracts, provided that the supplier has agreed to such participation. Any price de-escalation/escalation provisions of this agreement shall apply in the case of a sale of additional items. Each supplier shall indicate if they are willing to honor other public agency orders in accordance with contract terms and conditions and the supplier's capability to perform. The City of Kirkland does not accept any responsibility for purchase orders issued by other public agencies.

Supplier will allow for Cooperative Purchasing? Yes No

The supplier's willingness to allow for cooperative purchasing may be a factor in deciding between two finalists.

Information and requirements for submitting a proposal are included in this RFP.

The City desires to acquire software to satisfy all of the document management needs of the City from a single vendor. While this is not an absolute requirement, single-vendor solutions will be given greater consideration.

2. Inquiries

All inquiries concerning this RFP are to be directed to the person named below. Vendors are encouraged to send an email stating their (non-binding) intent to bid, by January 8, 2007.

Questions requiring an interpretation of the RFP must be submitted to the persons named by January 8, 2007. A faxed or e-mailed response to questions will be distributed to all known potential vendors who have sent an email indicating intent to bid at least 10 working days prior to the deadline for proposals.

Anja Mullin (Technical Questions)
City of Kirkland – Finance & Admin
123 Fifth Avenue
Kirkland, WA 98033
Phone: 425-587-3102 / Fax: 425-587-3110
E-mail: amullin@ci.kirkland.wa.us

Barry Scott (RFP Process Questions)
City of Kirkland – Purchasing
123 Fifth Avenue
Kirkland, WA 98033
Phone: 425-587-3123 / Fax: 425-587-3110
E-mail: bscott@ci.kirkland.wa.us

3. Deadline for Proposals

Sealed proposals will be received by the City of Kirkland Purchasing Agent at the address listed below until:

February 2, 2007 at 4:00 PM PST

The original plus seven (7) copies of all proposals in printed form and an electronic copy on CD must be submitted in a sealed envelope or box with the following words clearly marked on the outside of the envelope: Document Management Software RFP. The vendor's name and address must be clearly indicated on the envelope.

4. Mailing Address for Proposals

Proposals shall be mailed or delivered to the following address:

City of Kirkland
ATTN: Purchasing – Job #03-07-IT
123 Fifth Avenue
Kirkland, WA 98033

5. Proposal Requirements

The sections and appropriate information described below must be included with any proposal. These sections can be found at the end of this RFP and are to be completed and submitted as Sections A through F of the proposal. Please formulate your responses as per the requirements detailed in Paragraphs 1-12. This RFP, including Sections A through F, are in PDF format, with Sections A-F also in Word format for your convenience in preparing a response. As indicated in paragraph 3, the City will accept proposals in printed format with an accompanying CD. The City will not accept proposals on a CD only.

The submitted proposal shall address all aspects of the RFP; partial responses to requirements shall be considered in review and selection scoring. Where deviations from the specifications and requirements detailed in this RFP would result in either (1) a significant projected savings on the project budget or (2) an increase in service or system functionality or efficiency with no loss in initially described functionality or features the vendor is encouraged to include such a proposal in the response. The deviations shall be clearly documented, with references to those parts of the initial RFP affected, and the proposed improvement described in detail.

SECTION A: Company/Product Information

This section will provide the Project Team with information about the vendor/company/document management software product. Hereinafter vendor and company will have the same meaning.

SECTION B: Technical Information

This section will provide the Project Team with information about the technical capabilities of the document management software product being proposed.

SECTION C: Functions

In this section the vendor is to fill out the matrix of system functionality. Questions in this section may reflect requirements from other public agencies interested in cooperative purchasing from this contract.

SECTION D: Hardware Requirements

In this section the vendor is to present the specifications for the server(s) and any other PC's or equipment that will be needed to support the proposed document management software.

SECTION E: References

References are to be organizations that are currently using the document management software product being proposed.

SECTION F: Costs

In this section, the vendor is to detail all of the costs associated with the software implementation requested in this RFP. While we normally purchase computer hardware and operating systems independently of software purchases, we will consider proposals that include hardware. There is no advantage or disadvantage to a supplier that proposes hardware as part of their proposal.

6. Document Management Software Project Team

The City has formed a Document Management Software Project Team to develop the RFP, review proposals, and select the document management software product that best meets the needs of the City. The Project Team includes the following members:

Brenda Cooper, Chief Information Officer	Tracey Dunlap, Director of Finance & Admin.
Dawn Walker, Systems Administrator	Anja Mullin, Business Analyst
Kathi Anderson, City Clerk	

7. Cost Considerations

The City will enter into pricing negotiations with the selected vendor. If mutual agreement can be reached on the cost of all software and services, a contract shall be entered into with that vendor. If mutual agreement on cost of all software and services, and hardware if applicable, cannot be reached, the City may enter into pricing negotiations with another vendor.

8. Selection Process and Schedule

The Project Team will review all proposals received in detail and select two or more document management software products that appear to best meet the requirements of the City. The Project Team will then evaluate these selected document management software products in greater detail. The evaluation process may include reference checks, demonstrations, and site visits. After evaluating the selected document management software products, the Project Team will negotiate pricing and a contract with one vendor. Based on the evaluations and the results of the negotiations, the Project Team will finalize the selection of the successful vendor of the document management software product. The following selection schedule is tentative and the City reserves the right to change the schedule at any time.

Dec. 22, 2006	Issue RFP for the document management software
Jan. 8, 2007	Non-binding letter of intent (or email)
Jan. 8, 2007	Last day for submitting questions about the RFP
Jan. 12, 2007	Answers to submitted questions sent to all vendors
Feb. 2, 2007	Last day for submitting proposals in response to the RFP
Feb. 23, 2007	Last day to complete evaluation of the RFP's received and vendor reference checks
Feb. 28, 2007	Last day to notify Vendors that City desire those vendors to present demonstrations at Kirkland City Hall
March 8, 2007	Vendor demonstration period begins
March 30, 2007	Last day for the City to complete site visits to help evaluate products
April 6, 2007	Last day to select vendor
May 1, 2007	Present contract to City Council
May 4, 2007	Place order with the successful vendor
May 14, 2006	Begin implementation

9. Computer Platform/Database Requirements

Any document management software product proposed must run on a PC-based client/server platform. The user interface must be programmed using Microsoft Windows standards, for ease of learning and using the system. The City will not consider any systems that do not use an ODBC-compliant database, or do not use a standard Windows or browser interface for the client. The City will consider other options, but preference will be given to Windows/SQL Server systems. Compatibility with the following operating systems and technology tools is highly desired by the City:

- Windows 2003 Server
- Microsoft SQL Server 2005
- Windows XP, IE 6, or ID 7 on client PCs
- MS Exchange 2003 for e-mail service
- SMS management software
- Norton Enterprise Anti-virus software
- Veritas Backup Exec tape backup software.

Product must be certified or in process for certification for MS Office 2007, Exchange and Vista compatibility with an anticipated certification date of or before December 2007.

10. Background on the City of Kirkland

The City of Kirkland, Washington is located in the Seattle metropolitan area, on the eastern shore of Lake Washington and approximately 10 miles east of downtown Seattle. It has a population of 47,000, is the nineteenth largest City in the State of Washington and the eighth largest city in King County, Washington. (King County includes the City of Seattle and has a population of 1.8 million.)

The city was incorporated in 1905, and with the consolidation with the city of Houghton in 1968, now occupies 11 square miles. The city's biennial budget for 2007-2008 was \$318 million. The City of Kirkland is considering the annexation of three areas in unincorporated King County sometime in the next 5 years, which could potentially double the population of Kirkland, and hence perhaps double the document management requirements.

The city employs over 450 regular employees. Currently it does not use an enterprise-wide document management software solution. There are some formal procedures or policies on retention but they may not be uniform or applied enterprise wide. There is no widely used cohesive taxonomy for data management. The city is currently working on documenting many of its business processes.

11. Special Conditions for Submitting a Proposal

1. Any proposal which is not received by the Kirkland Purchasing Agent's office prior to the deadline date and time set forth in paragraph 3 will not be considered.
2. Proposals must include completed Sections A through F, and any requested attachments to these sections. Vendors must supply five hard copies of the proposal and one electronic copy on diskette or CD.
3. Submission of a proposal indicates acceptance by the company submitting the proposal of the terms, conditions and specifications contained in this RFP, unless clearly and specifically confirmed in a subsequent contract between the City and the successful vendor.
4. Proposals may be modified or withdrawn prior to the bid due date and time by an authorized representative of the vendor or by formal written notice to the Purchasing Agent, City of Kirkland. Upon passage of the proposal due date and time, all proposals shall become the property of the City.

5. Changes to the RFP itself shall only be made by the City via formal written amendments. Addenda will be provided to all vendors who are registered with the City as being in possession of an official copy of the RFP document. All addenda shall become a part of the RFP document requiring response by the vendor where indicated.
6. Vendors shall not take advantage of any errors and/or omissions in this RFP document or in the firm's specifications submitted with their proposals. Where such errors or omissions are discovered by the City, full instructions will be given by the City.
7. The City reserves the right to (1) accept or reject any and all proposals or parts of proposals, and to waive minor defects or technicalities, (2) solicit new proposals on the same project or on a modified project which may include portions of the original RFP as the City may deem necessary, (3) disregard all nonconforming, non-responsive, or conditional proposals, (4) reject the response of any vendor who does not pass the evaluation to the City's satisfaction, (5) select the document management software and vendor that will best meet the needs of the Departments, and (6) negotiate contract terms with the successful vendor.
8. In evaluating proposals, the City may consider the qualifications of vendors and whether or not the proposals comply with the prescribed requirements. Vendors and/or proposals that do not meet the stated requirements may be considered in noncompliance and may be disqualified, unless such non-compliance is waived by the City. All bidders waive the right to claim damages of any nature, whatsoever, based on the selection process.
9. During the evaluation process, the City reserves the right to request additional information or clarifications from those submitting proposals, and to allow corrections of errors and/or omissions.
10. The City will not pay for any information herein requested, nor are they liable for any costs incurred by vendors prior to issuance of any agreement or purchase order. The City will require the finalist vendor(s) to provide on-site presentations and demonstrations of the software proposed by the vendors. All costs associated with the demonstrations are the sole obligation of the vendors. The City may also request vendor-accompanied visits to existing sites with similar demographics and comparable systems, the costs of travel and subsistence being borne by the City for City representatives.
11. Vendors shall warrant that their system shall perform as described in their proposal.
12. By submission of a proposal, each vendor certifies that the vendor has not paid nor agreed to pay any person, other than a bona fide employee, a fee or a brokerage resulting from the award of the contract.
13. The City may, by written notice to a vendor, cancel any award under this RFP if it is found by the City that gratuities, in the form of entertainment, gifts or otherwise were offered or given to any representative of the City with a view toward securing an order or other favorable treatment with respect to this RFP.
14. Each vendor must sign and have notarized the Non-Collusion Affidavit, and attach it to the proposal.
15. The contents of the proposal and any clarifications distributed by the City shall become part of the contractual obligation and incorporated by reference into the ensuing contracts.
16. Each vendor's proposal and any clarifications to that proposal shall be signed by an officer of the vendor company or a designated agent empowered to bind the firm in a contract.
17. The City reserves the right to cancel the award of a contract at any time should the vendor fail to comply with the terms and conditions of the RFP. The City shall be the sole judges of cancellation criteria on vendor compliance.
18. The City will require a payment schedule to be negotiated with the successful firm based on defined and measurable activities and results. Under no circumstance shall payment be made in advance of work performed. As detailed in the baseline contract provisions included with this RFP document as

Attachment A, the City reserves the right to withhold payment for unacceptable performance. The City further reserves the right to include in the final contract financial penalty provisions for non-performance.

19. Final acceptance occurs when the vendor has completed all required installation and start-up tasks, including training, documentation, implementation assistance and consulting, data conversion and testing, and completion of a 90-day performance validation period, during which the system must demonstrate its specified performance, availability, and functionality in a live operational environment. Any deficiencies that become apparent during the monitoring period will result in an extension of the monitoring period as long as required for correction and re-test. After acceptance, the system will be in warranty and/or maintenance mode and the vendor will support the system according to warranty/maintenance agreements.

12. Contract Requirements

The successful Vendor will be required to enter into a contract with the City substantially similar to Attachment A. Indicate any proposed modifications to the contract as part of the submission materials.

SECTION A: Company/Product Information

1. Company Information

Name: _____

Address: _____

City, State, Zip: _____

Phone: _____

Website Address: _____

Dunn & Bradstreet Number: _____

Bank Reference: _____

2. Company Official Submitting This Proposal

Name: _____

Title: _____

Address: _____

City, State, Zip: _____

Phone: _____

Fax Number: _____

Signature: _____

3. Primary Contact Person Regarding This Proposal

Name: _____

Title: _____

Address: _____

City, State, Zip: _____

Phone: _____

Fax Number: _____

4. What was your company's annual gross revenue and net profit as a percent of sales for the previous three years?

Fiscal Year Annual Gross Revenue

Please attach a copy of your company's latest financial statements.

5. How many corporate and branch locations does your company have and where are they located?
6. How many years has your company been in business?
7. Is your company publicly or privately held?
8. How many employees work for your company?
9. What percent of your employees provide technical support and training for the document management software product you are proposing?
10. What percent of your employees are assigned to research and development for the document management software product you are proposing?
11. What percentage of revenue does your company annually invest in research and development?
12. How many years has your company been in the business of providing document management software?
13. When did you first implement the document management software product you are proposing in a web environment?
14. How many implementations are currently in progress?
15. How many clients do you have that are using the document management software product you are proposing on a PC client/server platform? On a web-based platform?
16. How many of your clients who are using the document management software product you are proposing are in the State of Washington?
17. Do you use third parties (subcontractors) to provide implementation, training, technical support, consulting, data conversion, or other services for your clients?

If your answer is "YES" please identify the third parties and explain what services they provide and how they provide these services.

18. Is there a users' group for the document management software you are proposing in the Seattle metropolitan area?

If your answer is "YES," please provide the name of the person in charge of the local users' group, the name of his/her company/agency, and a phone number where he/she can be reached.

Contact Name and Title: _____

Company/Agency Name: _____

Phone Number: _____

E-mail Address: _____

Is there a regional users' group for the document management software you are proposing?

If your answer is "YES," please provide the name of the person in charge of the local users' group, the name of his/her company/agency, and a phone number where he/she can be reached.

Contact Name and Title: _____

Company/Agency Name: _____

Phone Number: _____

E-mail Address: _____

Is there an annual users' conference for companies using your document management software products?

If your answer is "YES" please indicate the location and date of the last annual users' conference and the approximate number of attendees.

Location (City, State): _____

Date: _____

Approximate number of attendees: _____

19. Do you offer on-site training at your clients' sites?

20. How many training centers do you have?

21. List the locations (City, State) of your document management software training centers:

22. Explain the basis that you use for determining licensing fees for your document management software products. For instance, do you charge based on the number of concurrent users signed onto the document management software? Will the City need to buy a specified number of "licenses" or "seats", and are your license fees based on the number purchased? Or do you offer a "site" license fee, not dependent on the number of users signed onto the system? We are not asking for any actual prices here, but simply the method/basis you use for determining licensing fees.

23. It is common for software products to have “modules” within a system or application that can be purchased independently of each other, based on a client’s needs. List the modules for the document management software product you are proposing that will be available to the City.
24. Is the version/release of the document management software product you are proposing currently being used today? If so, list the current users.
25. How frequently are software upgrades released to clients? How frequently are “bug fixes” released to clients?
26. Explain how your company determines what new enhancements and what new changes will be included in future releases/versions of the document management software product you are proposing.
27. Identify and respond to any items you believe were omitted from the RFP.
28. Describe briefly the characteristics that distinguish your company from the competition.
29. Describe briefly the approach your company takes toward research and development.
30. Describe briefly your company’s philosophy of the direction document management is headed and how your company is positioned for that to occur.
31. Provide confirmation that your organization has sufficient property, liability, and workers compensation insurance.
32. Explain the step-by-step implementation process you would expect to use for this project, including the training that would be required and an estimated timeframe.
33. Please explain how your company will provide support to the City for the document management software product you are proposing after it has been implemented. You can assume that the City will have a maintenance agreement with your company.
34. Does your company agree to provide a demonstration of the software products that you are proposing in this RFP?
35. If it is impossible for your company to provide a demonstration at this time, your company may be eliminated from the selection process. The demonstration must take place in Kirkland. The City will provide a meeting room. **The City will not pay for any expenses the vendor accrues putting on this demonstration.**

SECTION B: Technical Information

1. Describe briefly how the database is structured. Are the following features included in your system: user-definable fields and/or tables?
2. How many standard reports are available? Please provide a list of available reports, and include examples of some of your standard statistical reports.
3. What reporting tool is available with your software? Explain the capabilities of the reporting tool within your system including user friendliness, its capacity to effectively link database tables together, and how it interfaces with a user's security profile. Please provide a sample of your data dictionary
4. What e-mail systems do you integrate with? How is the integration accomplished?
5. Does the system have Internet/Intranet capability? What specific functions can be performed using the Internet/Intranet capability? Is there a browser interface for most/all of the screens in your system? If so, which browser(s)/version(s) are supported?
6. What network protocols are supported?
7. What network operating systems are supported?
8. What workstation operating systems are supported?
9. What language is your product written in?
10. What is your XML strategy?
11. What web content management functions does your product perform or integrate with, if any?
12. Describe the documentation provided for the end user with your software. Describe the documentation provided for the system administrator with your software.
13. Describe how much technical assistance is provided under the standard on-going maintenance agreement.
14. Describe what technical assistance is available for non-standard (i.e. after-hours) support.
15. Do you have an offsite disaster recovery solution? Please describe.

SECTION C: Functions

Complete the following matrix by checking Y(es), N(o), or C(ustom). If Custom, please indicate whether that would be special programming by the vendor or is third party software. Under Comments note where the product has limitations, additional functionality, and/or deviations from the requirement.

Ref #	Technical Requirements	Vendor Response			
B1 – Standards		Y	N	C	Comments
B1.1	Is the proposed solution DOD 5015.2 compliant? See: http://jitc.fhu.disa.mil/recmgt/p50152s2.doc				
B1.2	Is the proposed solution RCW Title 40 compliant? See: http://apps.leg.wa.gov/rcw/default.aspx?cite=40				
B1.3	Is the proposed solution WAC Title 434-663 compliant? See: http://apps.leg.wa.gov/wac/default.aspx?cite=434-663				
B1.4	Does the proposed solution support ISIS and Twain standards?				
B1.5	Is the database for the proposed solution ODBC compliant?				
B2 – Customizations and Integration		Y	N	C	Comments
B2.1	Does the proposed solution provide the ability to create custom menus?				
B2.2	Is the proposed solution able to interface with other (SQL Server based) City systems such as permitting and work order systems? Please list if there are existing interfaces to: IFAS (financial), Tenrox (timekeeping), Hansen (work orders), Advantage (permitting), Class (park registration), FireRMS (Fire Incident Tracking), IronPoint (web content management) or other public sector oriented software packages.				
B2.3	Can the screens be customized for color, layout, tab order, etc.?				
B2.4	Can you create custom screens with only certain fields in a definable order?				
B2.5	Will the City be able to add custom data fields without programming? How are modifications to the database and additions to the screens handled?				
B2.6	Are customizations to the proposed system overwritten during software upgrades?				
B2.7	Does the proposed solution provide for Microsoft Office Integration? Please describe.				
B2.8	Does the proposed solution provide for Microsoft Exchange Integration? Please describe.				

B2.9	Does the proposed solution provide for Microsoft SharePoint Integration? Please describe.				
B2.10	Describe your proven ERP integration with IFAS.				
B2.11	Describe your proven ERP integration with JDEdwards. (This is not a system used by the City of Kirkland but by another public agency that may be interested in a cooperative purchasing opportunity).				
B2.12	Can the vendor demonstrate integration with current software including: Oracle based Amanda permitting system, JDEdwards ERP System, GIS system, MASI (Police RMS System)? (These are not systems used by the City of Kirkland but by another public agency that may be interested in a cooperative purchasing opportunity).				
B3 – Security		Y	N	C	Comments
B3.1	Does the proposed solution provide secure check in and out of documents?				
B3.2	Does the proposed solution provide a configurable audit trail? Please describe.				
B3.3	Does the proposed solution allow for varying levels of administrator security?				
B3.4	Does the proposed solution provide the ability to secure documents and images based on user ID or user group?				
B3.5	Does the proposed solution provide the ability to prohibit modifications of documents received into the repository?				
B3.6	Does the proposed solution provide the ability to restrict access at the document level to viewing electronic objects that are sealed, expunged, or confidential by authorized persons only?				
B3.7	Does the proposed solution provide the ability to reschedule dispositions of records by authorized individuals only?				
B3.8	Does the proposed solution provide the ability to give the public access to non-sensitive documents via the internet? Describe.				
B3.9	Does the proposed solution provide the ability to use digital signatures?				
B3.10	Can system administrators redefine access privileges as necessary?				
B4 – Software Requirements		Y	N	C	Comments
B4.1	Does the proposed solution provide browser viewer technology that does not require direct network access or access to the program that created the document?				

B4.2	Does the proposed solution require installation of client software for Administrative or End User functions?				
B4.3	Describe the proposed solution's scalability. What additional software licensing costs will be incurred as the system scales up?				
B4.4	Does the system provide automated network client installs and upgrades?				
B4.5	Does the proposed system provide concurrent licensing? Please describe your licensing scheme.				
B4.6	Does the proposed solution require any proprietary plug-ins for image viewing? If so please describe.				
B5 – Hardware Requirements		Y	N	C	Comments
B5.1	Does the proposed solution need proprietary hardware to work properly?				
B6 – Database Requirements		Y	N	C	Comments
B6.1	What database systems and versions are certified for use with this product?				
B6.2	Does the proposed system provide database backup and recovery functions? If yes, describe in detail how database backup and recovery functions operate.				
B7 – Architecture		Y	N	C	Comments
B7.1	Attach diagrams and other documentation describing the proposed Application Architecture, e.g., application servers, cache server, clients, index database, image database, middleware, etc. Show the interaction of the components. Attach and/or describe the proposed solution's open architecture standard, include middleware, APIs, etc. Indicate where processing takes place and where processing power is critical.				
B7.2	Is a data dictionary supplied with the proposed solution? Please describe.				
B8 – Indexing and Searching		Y	N	C	Comments
B8.1	Does the proposed solution support data extraction from ODBC compliant host applications for automatic indexing? For example, address, project name, project number, assessors parcel number depending on the ODBC data source. Please describe tools used to support this requirement.				
B8.2	Does the proposed solution support searching on multiple index fields?				

B8.3	Does the proposed solution support a shared repository? For example, a property deed would be scanned, and indexed using the EDMS imaging. Could a user search and retrieve this property deed from within the permit tracking system using the same indexes?				
B8.4	Describe the proposed system's indexing capabilities (maximum number of indexes per document) and any limitations in combination of types (character, numeric etc.)				
B8.5	The City expects over time to have to add or delete selected index structures from a document group structure. Describe how changing the index structures (as opposed to individual data elements) can be accomplished.				
B8.6	Does the proposed solution have the capability of indexing electronic documents such as e-mail, electronic forms, and intranet/internet forms without converting these types of documents to paper documents for scanning and indexing?				
B8.7	Does the proposed solution provide the ability to do email thread tracking?				
B8.8	Does the proposed solution support full text searching?				
B8.9	Does the proposed solution require a proprietary image viewer ?				
B8.10	Does the proposed solution include a search engine? Describe the search engine's features and capabilities.				
B8.11	Does the proposed solution have the ability to do range and wildcard searches?				
B8.12	Does the proposed solution include metadata in the indexing process?				
B8.13	Does the proposed solution support a feature that will allow an operator to view the document and re-index if necessary? Please describe.				
B8.14	Does the proposed solution support access by external search engines such as Google?				
B8.15	Does the proposed system allow for an combination of automated and manual indexing fields for documents imported directly into the repository?				
B9 – Documentation		Y	N	C	Comments
B9.1	Do you have on-line manuals and help features? Describe the on-line help features.				
B9.2	Are there training manuals available for in-house or vendor supplied training classes?				

Functional Requirements		Vendor Response			
C1 – Imaging		Y	N	C	Comments
C1.1	Does the proposed solution support large format scanning? If so, to what width? Describe how the product would address this requirement, listing any special drivers or interfaces necessary and identifying any costs associated in the cost estimate.				
C1.2	Does the proposed solution support 256 shades of gray?				
C1.3	What is the range of scanning resolution (in dot per inch, DPI) that the proposed solution supports? (200, 300, or higher)				
C1.4	Does the proposed solution allow an operator to change DPI settings on the fly?				
C1.5	Does the proposed solution use propriety bits in the TIFF header? If so, please describe.				
C1.6	Does the proposed solution support both pre-defined scanner settings such as brightness, contrast, and resolution and allow the scanner operator to manually adjust the settings?				
C1.7	Does the proposed solution allow the scanner to sense the characteristics of a document and automatically adjust the scanner settings to optimize the image?				
C1.8	Does the proposed scanning solution support a scan restart in mid-batch in case of an interruption?				
C1.9	Does the proposed solution support duplex scanning? If yes, are blank pages created when there is nothing on the reserve side?				
C1.10	Is the proposed scanning process able to sense and eliminate blank pages automatically?				
C1.11	Does the proposed solution allow additional pages to be inserted into a scanned document?				
C1.12	Does the proposed solution allow individual pages to be deleted?				
C1.13	Does the proposed solution support Optical Character Recognition (OCR)?				
C1.14	Describe how annotations are stored.				
C1.15	Does the proposed system have the following markup capabilities: highlighting, digital stamp, digital signatures?“sticky notes”, redact (blackout)				

C1.16	Does the proposed solution's annotation functionality alter the original image? If yes, please describe.				
C1.17	Does the proposed system have the following repair tools: De-skewing, speckles and artifact removal, cropping, line removal, line smoothing, rotation, automatic scaling for output, and fill for holes?				
C1.18	Does the proposed solution support searchable annotations?				
C1.19	Does the proposed solution provide any quality assurance or image review processing tools? If yes, please describe.				
C1.20	Does the proposed solution support bar code recognition?				
C1.21	Does the proposed solution support automatic indexing based on bar codes?				
C1.22	Does the proposed solution allow the operation of scanning, indexing, and writing to storage repository in batches?				
C1.23	Can the proposed system accommodate migration of images and indexes from Optika Acorde? (This is not a system used by the City of Kirkland but is a legacy system used by another public agency that may be interested in a cooperative purchasing opportunity).				
C2 – Document Management		Y	N	C	Comments
C2.1	Describe how folders are created, number of levels within a folder, naming conventions, and how users can dynamically customize folder views and indices. If file management for the proposed system does not use folders, please describe the file management process in detail.				
C2.2	Describe how images are assembled into folders/documents.				
C2.3	Does the proposed solution provide the ability to move images and documents individually or as a group between folders?				
C2.4	Does the proposed solution provide the ability to drag and drop folders created in a Web browser?				
C2.5	Does the proposed solution support fax documents, e-mail documents, e-forms, and other non-imaged documents in the folders?				
C2.6	Does the proposed solution provide the ability to retrieve filed emails back into the email application for viewing, forwarding, replying and other functions of the email application?				
C2.7	Does the proposed solution include a universal viewer? (One that does not require launching the native software application). Please describe.				

C2.8	Does the proposed solution provide the ability to manage and store all document types that, when retrieved, can be viewed and manipulated in the same manner as the original?				
C2.9	Does the proposed solution support thumbnails?				
C2.10	Describe how the proposed solution manages Excel files that contain multiple linked spreadsheets.				
C2.11	Does the proposed solution support storing a single document in multiple folders to limit redundant images? Please describe.				
C2.12	Can more than one user view the same document at once?				
C2.13	Does the proposed solution allow for simultaneous multiple image viewing with window and image scaling?				
C2.14	Does the proposed solution support the ability to pan, zoom (in/out), and scale an image?				
C2.15	Does the proposed solution retrieve all the pages of a document or just the first page? Describe the method of page retrieval.				
C2.16	Does the proposed solution have system administration tools to control page retrieval? Describe the functionality.				
C2.17	Can documents be printed from the viewer?				
C2.18	Can face sheets be created from within the proposed application?				
C2.19	Does the proposed solution provide the ability to retain metadata for purged documents? Can stored metadata content be defined by the City?				
C2.20	Does the proposed solution provide the capability of executing a single query to retrieve images, text and/or other document formats?				
C2.21	Can images and/or documents be scanned and attached to records with the system? Can other files be attached to records (for example, drawings, digital photos, WAV files)?				
C2.22	How many and what file types are supported by the proposed solution?				
C2.23	Does the proposed solution support complex and oversized document types? (email, spreadsheets, AutoCAD etc)				
C2.24	Does the proposed solution support document version control?				
C2.25	Does the proposed solution support tracking of both physical and digital documents?				

C2.26	Does the proposed solution provide the ability to barcode physical files and perform barcode recognition?				
C2.27	Does the proposed solution allow for the assignment of a sequential and unique document control number?				
C2.28	Can custom fields be designed for managing physical documents and file folders? List the standard fields that are available out of the box.				
C2.29	Does the proposed solution display documents saved directly into the system by using their originating application?				
C2.30	Are images presented one at a time, or can users scroll through document pages in a manner similar to a PDF viewer or Word document?				
C2.31	Can documents submitted as final or record copies be locked down, preventing editing, deletion or replacement until their retention period is met?				
C2.32	Does the system provide the ability to export document images and indexes to external storage media?				
C3 – Workflow		Y	N	C	Comments
C3.1	The system should provide robust workflow capabilities. Does the workflow system contain a “Graphical Workflow Creation Utility” for creating workflows? Please indicate in your response if the proposed workflow is a third-party product.				
C3.2	Does the proposed solution allow electronic distribution, editing, digital electronic signing and filing of documents?				
C3.3	Does the proposed solution provide the ability to edit document content and route back the changes to selected users?				
C3.4	Can approval, notification, review, and commit features be made available to selected users?				
C3.5	Does the proposed solution provide the ability for email event notifications of collaboration or workflow elements such as: approvals, receipt, completion, status, etc?				
C3.6	Does the proposed solution allow for workflow route splitting and joining?				
C3.7	Does the proposed solution allow the ability to launch subsequent workflows from current flow?				
C3.8	Does your workflow product provide any reporting and statistical tools?				

C4 – Records Retention		Y	N	C	Comments
C4.1	Can document retention be applied as both event and date based triggers (ie: close of project or creation date plus two years).				
C4.2	Describe the retention approval process for records at the file and document level.				
C4.3	Does the system allow for document destruction holds to be applied to records at the file and document level?				
C4.4	Describe how the systems workflow module can be used for destruction approval as part of the document lifecycle?				
C4.5	Does the system allow for customized file plans for designated department, division or project team level users?				
C4.6	Does the system allow for modification of series identification numbers, such as the State's Disposition Authorization Numbers (DAN)?				
C4.7	Can records series be presented in alpha-numeric format?				
C5 – Electronic Forms		Y	N	C	Comments
C5.1	Does the proposed solution provide the ability to create electronic forms? If this is a third party solution, please describe.				
C5.2	Is the data collected from the electronic forms stored in a SQL Server database?				
C6 – Usability		Y	N	C	Comments
C6.1	Does the proposed solution provide quick keys for entering default values as index information without typing the data each time; i.e., today's date?				
C6.2	Does the proposed solution provide a standard Windows, Windows Explorer "look and feel" user interface for storing, retrieving, deleting and moving documents?				
C6.3	Does the proposed solution provide the ability for Microsoft Office applications such as Excel and Word provide documents directly in the Document Management System using the toolbar "save as" command?				
C6.4	Does the proposed solution provide the ability for multiple users to access the same document at the same time?				
C6.5	Does the proposed solution provide an organized way to browse through all objects? Please describe.				

C7 – Administration		Y	N	C	Comments
C7.1	Does the proposed solution provide the ability for management of a fully functional test environment for use in training and testing? State if there are software licensing implications.				
C7.2	Does the proposed solution allow a System Administrator to monitor and manage system activities through the use of standard reports?				
C8 – Report Design		Y	N	C	Comments
C8.1	Does the proposed solution provide a report writing tool to allow the City to produce customized reports?				
C8.2	Does the proposed solution allow for customized "quick reports" such as monthly statistics, disposition or department holdings?				
C8.3	Does the proposed system provide standard administrative reports such as: user activity by log-on, document checkout, and audit trail reporting?				
C8.4	Can the system produce reports that contain links to documents identified in the report content?				
C9 – Management of Physical Records		Y	N	C	Comments
C9.1	Does the system provide a convenient method for implementing file plans by setting up and labeling folders and subfolders?				
C9.2	Does the system support management of records at the document, file and box level?				
C9.3	Can files and boxes managed in the system be checked out for circulation?				
C9.4	Does the proposed solution contain a built in space management tool for records center management?				
C9.5	Does the proposed solution accommodate importing of data from outside databases for creation of files?				

SECTION D: Hardware Requirements

List the typical minimum specifications for the server(s) that will be required to support the document management software product being proposed for a small/medium sized organization as the City.

1. List the typical minimum specification for the workstations using the proposed software product for both a standard user and a 'power' user.
2. Do you have any specifications or limitations on the brand of computer hardware your software requires?
3. Specify the number of servers you recommend (state which software module(s)/database will run on each server).
4. Specify the operating system of each server you recommend (state which software module(s)/database will run on each server).
5. Specify the hardware configuration of each server you recommend (state which software module(s)/database will run on each server).
6. Specify the hard drive capacity you recommend for each server (state which software module(s)/database will run on each server).
7. Specify other information about the recommended hard drives such as number of drives, type of drives, size of drives, type of RAID (or other recommended storage scheme), etc., for each server.
8. The system should allow backups of the databases to take place while the application is live. Describe your approach to this requirement. List and describe all anticipated regularly scheduled system down times.
9. List your recommendations for LAN specifications in order to insure that response times for will be as quick as possible. How much bandwidth from server to the backbone and then to desktop is necessary to achieve the required response time?
10. List any other hardware recommended.
11. List any server or network related software that you recommend that is not included in your response to this RFP.
12. Please describe the minimum specifications of workstations.
13. Please describe the minimum specifications of scanners.
14. Please describe the minimum specifications of printers.

SECTION E: References

Please provide five (5) references for recent successful implementations of systems similar in size and configuration to the one described in this RFP.

Organization Name: _____

Address: _____

City, State, Zip: _____

Contact Name: _____

Title: _____

Phone: _____

E-mail Address: _____

Installation Date: _____

Organization Name: _____

Address: _____

City, State, Zip: _____

Contact Name: _____

Title: _____

Phone: _____

E-mail Address: _____

Installation Date: _____

Organization Name: _____

Address: _____

City, State, Zip: _____

Contact Name: _____

Title: _____

Phone: _____

E-mail Address: _____

Installation Date: _____

Organization Name: _____

Address: _____

City, State, Zip: _____

Contact Name: _____

Title: _____

Phone: _____

E-mail Address: _____

Installation Date: _____

Organization Name: _____

Address: _____

City, State, Zip: _____

Contact Name: _____

Title: _____

Phone: _____

E-mail Address: _____

Installation Date: _____

SECTION F: Costs

1. Please complete the following matrix in US dollars using the following assumptions:

- A total of 300 end-user licenses.
- Training for two application administrators.
- No backfile conversion or data migration.
- Refer to Paragraph 10 (*Background on the City of Kirkland*) in the RFP for additional background information

Primary Software Solution

Component Description	Qty.	Price	License Total	Discount	Final Price

Annual Maintenance

Component Description	Qty.	Price	License Total	Discount	Final Price

Third-Party Software Solution

Component Description	Qty.	Price	License Total	Discount	Final Price

Annual Third-Party Maintenance

Component Description	Qty.	Price	License Total	Discount	Final Price

Optional Products

Component Description	Qty.	Price	License Total	Discount	Final Price

Optional Product Annual Maintenance

Component Description	Qty.	Price	License Total	Discount	Final Price

Software Support

Component Description	Qty.	Price	License Total	Discount	Final Price

Third-Party Software Support

Component Description	Qty.	Price	License Total	Discount	Final Price

Vendor Training

Component Description	Qty.	Price	License Total	Discount	Final Price

Third-Party Training

Component Description	Qty.	Price	License Total	Discount	Final Price

Vendor Consulting

Component Description	Qty.	Price	License Total	Discount	Final Price

Third-Party Consulting

Component Description	Qty.	Price	License Total	Discount	Final Price

2. Generally the City purchases computer hardware separately from software. However, we would be open to including any necessary servers and other hardware from the software vendor if the pricing is competitive. Please include hardware components and the cost to purchase these components from you if you recommend that approach.
3. Please specify the payment schedule that the City is to follow.

CITY OF KIRKLAND NON-COLLUSION AFFIDAVIT

The undersigned, being duly sworn, on oath deposes and says that the person, firm, association, co-partnership or corporation herein named has not either directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in the preparation and submission of a proposal to the Owner for consideration in the award of a contract on the improvements described as follows for the City of Kirkland:

Supply a Document Management Software System with the associated installation and Maintenance Services.

Firm Name

Authorized Signature

Type Name: _____

Title: _____

Sworn to before me, this _____ day of _____, 20_____

Notary Public _____

In and for the State of _____

Residing at _____

My Commission Expires _____