

TOWN OF WINDHAM
Request for Proposals

TOWN RECORDS – INVENTORY, DIGITIZATION & MANAGEMENT

The Town of Windham is currently inviting proposals from qualified individuals or companies, acting singularly or in consortium, to complete a **full inventory analysis and digitization of Town records stored within its vault, inclusive of a software application** to manage and allow remote access to the resulting electronic files.

Full bid specifications may be obtained on the Town's website at WindhamNH.gov, or in hard copy at the Town Clerk's Office, 3 North Lowell Road, Windham, NH. **Proposals are due not later than 2:00 PM on June 30, 2016**, and will be awarded by the Board of Selectmen at a future regularly scheduled meeting.

The Town reserves the right to reject any and all proposals, to award proposals in whole or in part, to waive technicalities or informalities, and to accept any proposal deemed to be in the best interest of the Town.

PROPOSAL SPECIFICATIONS
TOWN RECORDS – INVENTORY, DIGITIZATION & MANAGEMENT

SECTION 1 - GENERAL REQUIREMENTS

- A. Proposals must be submitted to the Windham Town Clerk, 3 North Lowell Road, Windham, NH 03087 ***not later than 2:00 PM on June 30, 2016***. Proposals are to be submitted in a sealed envelope clearly marked ***Town Records Inventory, Digitization & Management***. Proposals will be publicly opened and read at this time by the Town Clerk or designee, and will be publicly awarded at a regularly scheduled Board of Selectmen meeting.

A respondent may attach any explanatory materials, brochures, or other documents that it may feel of use in the presentation of its proposal.

The Town will not be responsible for late mail deliveries and no proposal will be accepted if received after the time stipulated above. Faxed or emailed proposals **will not be accepted**. Any unopened proposals will be returned to the respondent.

The Town of Windham is a Tax Exempt organization.

- B. Should it become necessary to amend, add to, or delete any part of this RFP, an addendum will be provided to all bidders who either requested the original RFP or notified the Town Clerk of intent to respond to the RFP; in addition, the addendum will be posted on the Town of Windham's website at WindhamNH.gov. Proposals must include acknowledgement of the amendment made to the original RFP, if such an amendment was issued. In all cases, no verbal communication shall override written communication from the Town of Windham. No person is authorized to amend the specifications in any respect by any oral statement or to make any oral representation or interpretation in conflict with the provisions of the specifications in the RFP or amendments to the RFP
- C. All inquiries regarding this RFP shall be directed, ***via email***, to the Town Clerk at Nbottai@WindhamNH.gov no later than 8:00 AM on June 27, 2016 and shall include the inquirer's name, firm, telephone number, and email address. The Town shall attempt to provide any assistance or additional information of a reasonable nature that might be required by interested Respondents.

Interested respondents may make arrangements to see the Town vault by emailing the Town Clerk at the above address.

- D. All proposals shall be valid for at least one hundred and twenty (120) days from the due date. No proposal may be withdrawn prior to one hundred and twenty (120) days from the due date. The Town may request additional information after the proposal opening.
- E. The Town is seeking a single turn-key proposal. However, the Town will accept separate contracts for individual phases of this project, if one company agrees to oversee and accept the responsibility for the entire contract. The Town may request references for any bidders and/or subcontractors. Insurance certificates for bidders and subcontractors shall be provided in accordance with Section 7.
- F. Consultants may submit multiple proposals; each of which will be evaluated separately.
- G. The Town reserves the right to reject any and all proposals, either in whole or in part; to waive any defects, informalities and/or irregularities in proposal responses; to accept substitutions or exceptions to these requirements; to negotiate with the successful respondent; and to otherwise act as shall be determined by the Board of Selectmen to be in the best interest of the Town.

SECTION 2 – INTENT AND SCOPE OF WORK

In accordance with the an affirmative Town Meeting in March of 2016, the Town of Windham (the “Town”) has issued this Request for Proposal (RFP) in order to select and contract with one consultant or firm to assist the Town by completing a full inventory analysis and digitization of records stored in the Town vault, along with a software application to manage and allow for remote access to the resulting electronic files. The successful respondent will provide a detailed plan to the Town of Windham outlining the methods, means, and equipment/materials necessary to fully execute the project, and the cost(s) thereof.

A) **General Project Considerations:** In developing their proposals, respondents should consider that the Town desires to have, as an end result, the following:

- 1) A team of professionals to put the time and expertise into this project. To produce a complete inventory and organization of all records currently within the Records vault, and the possible further incorporation into the vault of records currently located in other buildings or departments. This inventory/organization includes, but is not limited to:
 - a. Clean up and locate any duplicate records within Municipality, and establish a method to eliminate duplications going forward.
 - b. Create boxing, indexing, labeling system (and provide any necessary materials to complete task).
 - c. To manually input (into a database), and scan a percentage of records into said database.
- 2) Establishment of standard operating procedures and practices that Department Heads, Boards, and Committees can adhere to.
- 3) Electronic files created by the scanning of permanent records into portable document format.
- 4) Software (see subsection B below).

B) **Software Application Requirements:**

- 1) Secure login system which tracks user name, access date, record(s) searched, history, etc.
- 2) Physical record sign in/sign out capability.
- 3) Cataloging and/or management to cross-reference digital files with all physical records that Town of Windham holds; primarily focusing on those within the vault.
- 4) Ability for internal departments to remotely access records, along with capability in the future to establish a secure public interface to view records.
- 5) Scanning interface with OCR capability (preferred), or with input prompts to provide keyword information to allow for global searches of all electronic files simultaneously.
- 6) Chronological tracking of files relative to State and local retention requirements, with automated notifications to administrators of files eligible to be destroyed.
- 7) Historical logging of destroyed records.
- 8) Ability to customize application, adding or changing features, to better serve the Town’s requirements and user base.
- 9) Scheduled, automated backup of electronic files.

10) Staff training in both records input and remote access, and provide documentation to anyone that will be accessing the program.

11) Minimum three (3) year licensing (if required), support, and software maintenance/upgrades.

C) Side Questions:

- 1) Provide references (preferably other Municipalities) for the Town of Windham.
- 2) Provide a start and finish time frame for completion of project.

SECTION 3 - EVALUATION PROCESS

The Town intends to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. All proposals will be evaluated by the local Record Retention Committee, Town Administrator, and Board of Selectmen. The decision of the Board in awarding this RFP shall be final and binding.

SECTION 4 – SUBMISSION REQUIREMENTS

Each Respondent's proposal shall be loosely bound and include the following, indexed accordingly:

- 1) Experience and references
- 2) Proposed strategy and services
- 3) Proposed equipment and warranties
- 4) Itemization of total proposed cost
- 5) Future maintenance/supports costs beyond the required three (3) year minimum

SECTION 5 - TIME TABLE

The following schedule shall be adhered to under these specifications:

Proposal Solicitation -	June 1, 2016 to June 30, 2016
Due Date for Proposals -	June 30, 2016 not later than 2:00 PM
Proposal Opening -	June 30, 2016 at 2:00 PM
Proposal Award -	TBD
Completion Date of Contract-	TBD

The Town reserves the right to change any of the foregoing dates and times and to otherwise amend the RFP at any time prior to the deadline for receipt of proposals indicated above. If any changes are made to the original RFP, then the changes will be posted on the Town's web site at: WindhamNH.gov. Respondents shall be responsible for monitoring this website for changes through-out the RFP process and shall further be responsible for full compliance with the RFP as amended or supplemented by any addenda that may be posted on this website prior to the deadline for receipt of proposals indicated above.

SECTION 6 - PAYMENT TERMS

Payment for the work under this Request for Proposal shall be made to the selected vendor in accordance with the final contract entered into between the vendor and the Town.

SECTION 7 - INSURANCE

- A. WORKER'S COMPENSATION INSURANCE - The consultant shall purchase and maintain such insurance as necessary to protect them from claims under worker's compensation acts, and for any claims for damages for personal injury, including death, which may arise from operations under this contract and in case any such work is sublet, the consultant shall require the subcontractor similarly to provide like insurance for all of the latter's employees to be engaged in such work.

- B. PUBLIC LIABILITY AND PROPERTY DAMAGE INSURANCE - The consultant shall purchase and maintain such public liability and property damage insurance as shall protect them and any subcontractor performing work covered by this proposal from claims for damage for personal injury, including accidental death, as well as from claims for property damage, real or personal, to property owned or in the custody of private individuals, firms, or corporations, or associations and to property owned by, or in the custody of the State, which may arise from operations under this proposal by themselves or any subcontractor or by anyone directly or indirectly employed by the consultant.
- C. CERTIFICATES - The consultant shall include preliminary certificates with the proposal submission, showing that the above insurance has been purchased. The adequacy of protection shall be subject to the approval of the Board of Selectmen.

SECTION 8 - NON COLLUSION CLAUSE:

“The undersigned certifies under penalties of perjury that this proposal is in all respects bona fide, fair and made without collusion or fraud with any other person. As used in this section the word “person” means any natural person, joint venture, partnership, corporation or other business or legal entity. Further, I certify that the items to be supplied by my firm will meet or exceed the specifications as listed in this request for proposal.”

FIRM: _____ SIGNATURE _____

ADDRESS: _____ NAME (PRINT): _____

TITLE: _____

TELEPHONE: _____ DATE: _____