



City of Des Plaines
City Manager's Office
Division of Information Technology
1420 Miner Street
Des Plaines, IL 60016
Tel: 847-391-5623

Request for Proposal For Document Imaging Services

RFP Number: IT09-01
Issued: April 22, 2009
Inspection of Materials: May 6, 2009 – 1:30 pm
Proposals Due: May 29, 2009 – 4:30 pm

Scope of Work

The City of Des Plaines is inviting qualified firms to submit qualifications and proposals for the imaging of City documents. It is the City's objective to preserve documents through digitization and making these electronic images available to the operating departments with security and accountability without impeding their business processes and work flow. It is the intent of the City to solicit document imaging service responses for:

1. Inclusion into the City's existing Laserfiche electronic document management system, or;
2. Inclusion into a state-of-the-art electronic document management system as well as the transfer of the existing 390,000 images Laserfiche based information into the same state-of-the-art electronic document management system.

Background

The City of Des Plaines is a full-service community located 17 miles northwest of the City of Chicago, County of Cook, Illinois. The City consists of both residential and commercial development covering 15 square miles with approximately 58,000 residents. For additional information about the City, please visit our website at <http://www.desplaines.org>

Project Specific Objectives

The following list of specific objectives shall be included as part of the scope of work:

1. Pickup and delivery of documents to be imaged.
2. Documents shall be returned to the delivered container after imaging, i.e. folders, same sequence, etc. Documents may consist of letter, legal and other sizes, maybe stapled or paper clipped.
3. Documents are presently maintained in bankers boxes by individual departments and maybe inspected by appointment on May 6, 2009 at 1:30 pm. Quantities are:
 - a. Police Records – 34 boxes
 - b. Finance – 12 boxes
 - c. Building & Code – 6 boxes
 - d. Engineering – 25 boxes

- e. Human Resources – 3 boxes
 - f. City Clerk – 10 boxes
 - g. Legal – 32 boxes
- 4. Delivery of multi-page TIFF scanned at 300 x 300 dpi on DVD ready for inclusion into the existing Laserfiche document management system including existing nested folder structure by department and document type and document template fields. DVDs shall be a Laserfiche portable volume for ease of integration into the existing Laserfiche system. If an alternative state-of-the-art system as outlined by the RFP response, images shall be prepared to also permit full text search using optical character recognition (OCR).
- 5. Documents to be imaged shall be returned to the City within 60 days of pickup. Compliant electronic images shall be returned no later than 75 days from date of pickup.
- 6. The whole project may be divided into manageable work units (number of boxes) with the following limitations.
 - a. The turnaround time for each work unit may not exceed the 60/75 day timeframe established in this RFP.
 - b. The whole project must be completed by December 15, 2009.
- 7. Documents to be imaged are vital to the day-to-day operations of the City. Due to the nature of their use it is difficult to ascertain damages directly; therefore liquidated damages of \$250 per day, per bankers box will be assessed for not meeting the 60 day or 75 day deadlines set forth above.

City Objectives

- 1. The City desires to acquire and/or utilize a state-of-the-art system embracing the best business practices embedded in the electronic document management system.
- 2. The City seeks a vendor that has a good performance record in providing full function services.
- 3. The City seeks a system that shall provide a common integrated repository for information to enable better integration of data on a citywide scale, and to improve the entire organization's capacity to operate more efficiently and effectively.
- 4. The City prefers software web-based modules integrated through a common database platform. Third-party products that require interfaces shall be minimized.

Submission Requirements

Response to this RFP shall include the following:

- 1. Description of Company and experience with similar projects, including at least three corporations or municipalities.
- 2. Company's relationship with products offered as part of the scope of work, i.e. authorized dealer, manufacturer, or consultant.
- 3. A detailed proposed scope of work addressing each of the project specific objectives and City objectives listed above.
- 4. Project schedule, turnaround time for a work unit, timeline for work units and overall date of completion.
- 5. A list of subcontractors used on the project. It is the City's preference that vendors perform scanning and indexing in-house.
- 6. Detailed line item pricing for each phase of the work proposed valid for no less than 60 days from the submission deadline.
- 7. Due to the nature of this project a certificate of liability insurance shall be submitted and shall remain in force through the length of the project.

Submission Deadline

Proposals shall be submitted by 4:30pm on Friday, May 29, 2009 in PDF format by e-mail to mduebner@desplaines.org or by CD-ROM or USB Flash Drive to:

City of Des Plaines
Information Technology Center RFP IT09-01
1420 Miner St
Des Plaines, IL 60016

Non-electronic proposal submissions will not be accepted.

Selection Process

The selection process will involve an evaluation and ranking of the RFPs submitted with reference to, but not limited to, the following criteria:

1. The professional and technical competence and related experience of the firm, in organizing and completing similar projects;
2. The proposed project approach, work unit turnaround time, project completion date.
3. The number of subcontractors used to complete the project.
4. The character, integrity, reputation and experience of the firm and any subcontractors to be used.
5. The completeness of the proposal in addressing each of the objectives listed in the request for proposal.
6. The fees charged for the proposed work.

The City reserves the right to interpret said criteria as it sees fit based upon benefits to the public and the requirements stated in this solicitation. The City reserves the right to reject any or all proposals, waive any informality in any proposal and to delete certain items listed in the proposal received as a result of this RFP. The City reserves the right to consider proposals for modification at any time before a contract would be awarded and negotiations would be undertaken with that contractor whose proposal is deemed to best meet the City's specifications and needs.

City Contact for Inquiries

Questions or comments regarding this request can be directed to:

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