



Request for Proposal: RFP 07-04

***THE CORPORATION OF THE CITY OF STRATFORD
Electronic Document Management System Provision***

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1. General Terms and Conditions

1.1 Invitation to Vendors

This Request for Proposal ("RFP") sets out certain requirements of The Corporation of the City of Stratford ("The City") and constitutes an invitation for Vendors to submit a proposal addressing such requirements; as such requirements are set out in this RFP including but not limited to the provision of an electronic document management system ('EDMS') including the software, staff training, and implementation of the system. In performing this work the successful firm will be working with staff, managers and Council. They will be handling document containing sensitive material and as such the vendor must act on the City's behalf to keep this information secure.

The principal objectives of the sourcing decision process of which this RFP is in part is to establish the best EDMS solution to meet the stated needs for the City. The solution will:

- Maintain information in a safe, secure, selectively accessible manner with all the necessary controls;
- Be scalable to address a continued rollout across The City;
- Be cost-effective;
- Provide flexibility to react to changes in business requirements.

1.2 Confidentiality

This RFP document and all City information contained in it, as well as any information gathered in subsequent meetings and conversations related to this project, are confidential. A Proponent receiving this RFP may not use, disclose, or duplicate it for any purpose other than to prepare a response.

1.3 No Business Relationship

Participation in this RFP process does not imply that The City endorses your company in any way. Consequently, you may not use The City's name in any context, nor any trademarks of The City, its departments or affiliates in connection with your products or services or for any marketing purpose without the written consent of an officer of The City.

1.4 Use of City of Stratford Name

You are not allowed to use The City's name in any form of advertising or publication without the prior written consent of an officer of The City.

1.5 Incurred Expenses

This RFP does not commit or obligate The City under any circumstances to pay any expenses or other costs incurred by you in the preparation of your proposal or in the negotiation of any subsequent agreement. All such expenses or costs are solely the obligations of the Vendor.

1.6 Failure to Address All of the Services

The City is looking for one Vendor to provide all of the services. Failure of a Vendor to address any service contained within the RFP will disqualify the Vendor from the overall RFP process.

1.7 Proposal Effectiveness Period

Your proposal, including pricing terms, must be firm for a period of two hundred (200) days from the specified deadline of receipt of proposals.

1.8 Vendor's Responsibility

In responding to this RFP, the Vendor must supply a letter stating their ability and willingness to provide the certificate of insurance.

If awarded, the successful Vendor must be able to provide The Corporation of the City of Stratford's Certificate of Insurance, attached in Appendix "C", duly completed as per the following by the Vendor's insurance provider(s).

Use of the City's Certificate of Insurance is Mandatory. Failure to use this form and to have adequate insurance will invalidate the award of the contract to the successful bidder.

The obligation of the Vendor to indemnify hereunder shall be limited to \$2,000,000 per occurrence from the commencement of the work until substantial performance of the work and thereafter to an aggregate limit of \$2,000,000.

The Vendor shall save and hold harmless The Corporation of the City of Stratford from any and all liability arising from the execution of the described contract.

1.9 Liability Insurance

All insurance shall be carried with insurance companies authorized to do business in the Province of Ontario. All insurance requirements must be put in place within 10 business days of notification of award.

1.9.1 Commercial General Liability Insurance:

The policy shall name The Corporation of the City of Stratford as additional insured with limits of not less than \$2,000,000.00 inclusive per occurrence for bodily injury, death, and damage to property including loss of use thereof, with a Property damage deductible of not more than \$2,500.00. The form of this insurance shall be the latest edition of IBC 2100 or its equivalency and shall be maintained continuously from commencement of the work until the date of the Final Certificate of Completion of the work and with respect to completed operations coverage for a period of not less than twenty four (24) months from the date of Final Certificate of Completion or work.

1.9.2 Automobile Liability Insurance:

Automobile Liability insurance in respect to licensed vehicles should have limits of not less than \$2,000,000. Inclusive per occurrence for bodily injury, death and damage to property and the following forms endorsed to provide the Owner with not less than 30 days written notice in advance of any cancellation, change or amendment restricting coverage:

1.9.2.1 Non Owned Automobile Liability Policy

Minimum Limits of Liability \$2,000,000.00 and coverage must be extended to include vehicles hired under Contract.

1.9.3 Professional Liability Insurance:

Professional liability insurance in the Vendor's name not less than \$ 2,000,000 per occurrence.

1.10 Workplace Safety & Insurance Board

Prior to receiving periodic payment(s) on substantial and/or total performance of the work, the Vendor shall provide evidence of compliance with requirements of the Province of Ontario Workplace Safety & Insurance Board.

1.11 Errors & Omissions

It shall be understood and acknowledged that while this RFP includes specific requirements and specifications, the provision of EDMS software and services is required. Minor items or details not herein specified, but obviously required for such a requirement shall be provided as if specified in conformance with current practices and workmanship. Any omissions, errors or misinterpretation of these requirements and specifications or within the proposal bid shall not relieve the bidder of the responsibility of providing the goods and services as aforesaid.

1.12 Reservation of Rights

The City is not bound to accept the lowest priced or any proposal. Notwithstanding any other term of this RFP, The City reserves the right to:

- a) modify or amend this RFP;
- b) request clarification of any item in any Vendor's proposal;
- c) verify any information contained in a proposal;
- d) reject any or all proposals received in response to this RFP;
- e) enter into negotiations with one or more Vendors on any or all aspects of their proposal(s);
- f) accept any proposal in whole or in part without prior negotiation;
- g) award one or more contracts;
- h) cancel and/or reissue this RFP at any time;
- i) retain all copies of proposals submitted in response to this RFP; and,

- j) waive formalities as the interests of The City may require, without stating reasons therefore.

1.13 Mandatory Bidder's Meeting

There will be a mandatory bidder's meeting to be held at **10:30 am on Thursday, June 14, 2007**. Please meet in City of Stratford, Council Chambers, 1 Wellington Street. Only RFP responses from those vendors who sent a representative to attend this meeting will be considered in the selection process.

1.14 General

Vendors must inform themselves fully of all circumstances and conditions relating to submitting a proposal and must satisfy themselves as to the sufficiency of the RFP documentation.

While The City has used considerable effort to ensure an accurate representation of the information in this RFP, the information contained in this RFP is supplied solely as a guideline for Vendors. The information is not guaranteed or warranted to be accurate by The City, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Vendors from the responsibility of seeking clarifications or forming their own opinions and conclusions with respect to the matters addressed in this RFP.

All the terms and conditions of this RFP are assumed to be accepted by the Vendor and incorporated in its proposal.

The successful Vendor may be required to demonstrate financial stability to the satisfaction of The City.

This RFP or any portion thereof, including information, which is subsequently provided to Vendors, may not be used for any purpose other than the submission of proposals.

No addendum(s) will be issued within 48 hours prior to bid closing. All addendum(s) become part of the bid documents and must be acknowledged and/or submitted as instructed with the bid. All addendum(s) will be posted on the City of Stratford website; http://www.city.stratford.on.ca/site_stepstocityhall/purchasing_tenders_quotes.asp. It is the Bidder's sole responsibility to check the website for addendum(s) prior to submitting their bid. Any bid received without addendum(s) acknowledged and/or submitted as instructed will be rejected.

1.15 Litigation Statement

No bid will be accepted from any company inclusive of its subcontractor, which has a claim or instituted a legal proceeding or has threatened a claim or instituted a legal proceeding against The City or against whom The City has a claim or instituted a legal proceeding with respect to any previous contract, without prior approval by Council.



1.16 *Patents and Copyrights*

The Contractor shall indemnify and save harmless The City from all and every claim for damages, royalties or fees for the infringement of any patented invention, trademark or copyright occasioned by him in connection with work done or material furnished by him under this Contract.

2. Introduction and Project Details

2.1 Introduction

The City of Stratford will be replacing its current Records Management system with an EDMS system. The document imaging and management system selected must provide the City's staff with the ability to:

- image both paper and electronic documents,
- OCR select paper documents,
- store both images and electronic documents on mass storage devices such as CD-ROMs or other storage media for archiving and disaster recovery, and
- make these documents accessible via the City of Stratford existing computer networks and over the Internet.

2.2 Background

Stratford is a municipality of approximately 32,000 people, located in southwest Ontario. The City has about 450 employees in 9 departments. There are 16 physical facilities connected by WAN technology consisting of ADSL, wireless and fibre. The internal information systems run on a standard Microsoft platform.

The Clerk's Department at the City of Stratford is replacing its current Castle Group system which is no longer supported. This system was used exclusively in the Clerk's Department. The City has a records retention bylaw in place, but does not yet have a standard corporate file classification/plan.

The City would like to implement the EDMS to other areas in the organization. To address this, late in 2006 the City hired Jackson Begg Limited to conduct a Needs Analysis for the City's Record Management and Retention Program to determine the state of records management in the City of Stratford and to generate this RFP.

The new EDMS solution will be initially implemented in the Clerk's Department with view only access to the entire organization. In order to understand the scope of this activity, a diagram outlining the City's organizational structure is available in Figure 1. Another diagram highlighting the departments and numbers impacted by the initial EDMS is included in Appendix B. The solution must be flexible enough to roll out more of the administrative and more complex input and maintenance functions to key people in other departments at a later date.

The City may want to implement a pilot for workflow during the initial phase.

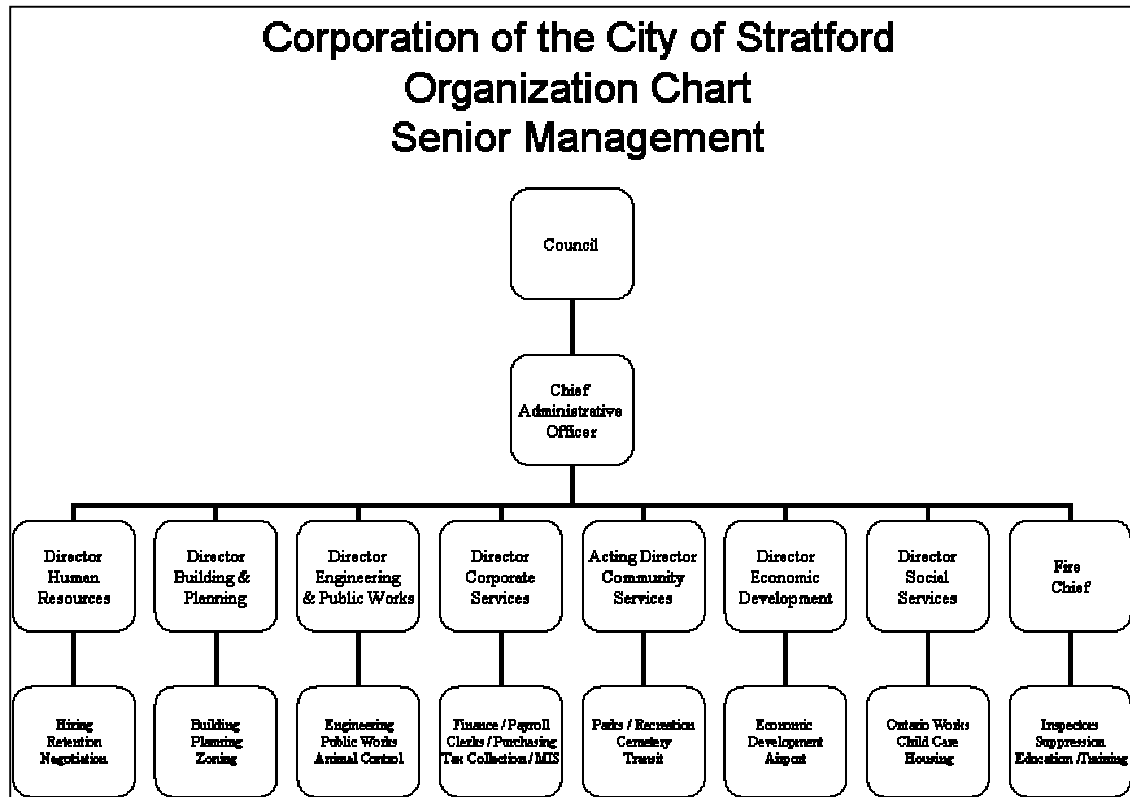


Figure 1 - City of Stratford Organization Chart

See *Section 4 – Project Schedule* for project timing details.

2.3 Document Handling Environment

Currently the City does not actively enforce document handling standards across the organization. Each department has its own filing system and stores its own documents according to the records retention bylaw. The City believes that through the process of installing and rolling out the EDMS, document management and document control will become more standardized.

Figure 2 which appears on the next page indicates the total desktops in the organization which may become involved in the EDMS system. Not all will be involved in the first phase of the implementation.

Department	Sub-Department	# Workstations per Department	# Workstations per Sub
Human Resources		3	3
Building and Planning	Building & Planning	10	10
Engineering & Public Works	Traffic	25	3
	Public Works		5
	Landfill		1
	Engineering		16
Corporate Services (without Clerks)	Finance	27	20
	IT		5
	Meter		2
Clerks	Clerks	8	8
Community Services (except Transit)	Rotary/Pool	22	1
	Dufferin Arena		1
	Stratford Agricultural and Rotary Complex		2
	Allman Arena		2
	Parks & Forestry		1
	Community Service		4
	Kiwanis Community Centre		4
	Transit		4
	Cemetery		3
Economic Development	Economic Development	5	3
	Airport		2
Fire	Fire hall #1	8	5
	Fire hall #2		3
Social Services	Daycare	35	4
	Housing		7
	Social Services Admin		3
	Ontario Works		21
Administration (CAO and Mayor's Office)		3	3
Totals		146	146

Figure 2 – Breakdown of Existing Workstations by Department and Subdepartment

The system will initially be implemented in Clerks with 8 people requiring full add/edit/delete/view capabilities, and the rest of the organization (138 workstations) with view only. In the next phase, there will be 2 'super users' or administrators possibly with add/edit/delete/view capabilities, 6 with general add/delete/view and the rest of the organization able to view documents via the web or client interface, and add their own electronic and scanned documents into the corporate file plan.

The following table provides a rough estimate of annual volumes of paper pages generated by departments: It highlights the number of paper pages generated each year. In addition, the table indicates an estimate of the volume of historical paper which currently exists.

Department	# Different Document Types	Pages - Historical Files	Pages Created Annually
Engineering	41	679,327	87,561
Community Services	33	448,021	59,996
Corporate Services	11	422,614	55,076
Social Services	20	471,364	47,856
Fire	11	248,360	34,310
Human Resources	8	491,094	18,947
Clerks	25	878,466	17,788
Building/Planning	37	81,374	10,982
CAO / Mayor	10	142,977	10,960
Economic Development	4	12,250	1,500
Total		3,875,847	344,976

Figure 3 - Estimate of Existing Pages in Paper Files and Generated Annually

Although Clerks is in Corporate Services, it was analyzed separately for this purpose.

During the initial phase, only Clerk's historical and current documents will be involved, but the system selected must be scaleable to handle the indicated volumes. Also, note that number of pages created deals only with physical paper.

2.4 Technical Infrastructure

There is a high-level diagram of the current infrastructure included in Appendix B. The diagram includes 2 areas – Tourism and Justice which are outside of this Proposal.

The "Standard-Minimum" Desktop configuration is;

- Intel P4 processor @ 2.8+ GHz
- 3D Graphics Processor - 128 Meg Ram;
- 512 Meg Ram;
- 80 gig Hard Drive;
- DVD Rom;
- 17" Monitor;
- (Units not configured with external sound);
- OS = Windows XP.

The SQL Server that would be hosting the EDMS is configured at:

- Dual Intel Zeon 3.6 GHz;
- 4 gig Ram;

- 300 Gig Hard Drive (RAID 5);
- 2 gigabit network cards;
- CD-RW/DVD Rom;
- Redundant Power Supplier;
- Internal Tape Backup;
- OS = Windows Server 2000;
- MS SQL Server 2000 - currently administering 7 miscellaneous databases totaling approximately 3 gig.

For remote sites that have limited communication speeds or Users with lesser workstations, we have implemented a Terminal Server with:

- Dual Intel Zeon 3.8 GHz;
- 4 gig Ram;
- 73 Gig Hard Drive (mirrored);
- 2 gigabit network cards;
- DVD Rom;
- Redundant Power Supplier;
- Internal Tape Backup;
- OS = Windows Server 2003;
- MS Terminal Server 2003 - peaking at 5 concurrent users.

The Web server is IIS (2003 server version 6.0).

2.5 Compliance Requirements

It is a key that the EDMS system purchased enables the City to operate within relevant legislation with respect to the protection of and access to key corporate documents. As such, it is necessary that the solution proposed will enable the City to be compliant with the following legislation:

2.5.1 MFIPPA

“Every head shall ensure that reasonable measures to protect the records in his or her institution from inadvertent destruction or damage are defined, documented and put in place, taking into account the nature of the records to be protected.”

R.R.O. 1990, Reg. 823, s. 3.

2.5.2 Municipal Act

- The municipal clerk must keep the originals or copies of all by-laws and all minutes of the proceedings of council.
- A municipality must retain and preserve the records of the municipality and its local boards in a secure and accessible manner.

- A municipality may enter into an agreement with an archivist, which would also have a duty to retain and preserve the records transferred to it in a secure and accessible manner.
- Any records transferred to an archivist would continue to be subject to the Municipal Freedom of Information and Protection of Privacy Act.
- A municipality may, subject to the approval of the municipal auditor, establish retention periods during which the records of a municipality must be retained and preserved.
- A municipality may destroy a record if an established retention period has expired or the record is a copy of the original record.
- “activities of municipal governments are properly documented and records are kept long enough to give members of the public a reasonable opportunity to exercise their FOI rights”.

2.6 Other Key Requirements

The proposed solution must be:

- Compliant with the associated legislation outlined in section 2.5 – Compliance Requirements.
- Scaleable, starting in the Clerks’ Division and scaling up to a wide range of enterprise functions.
- Comprehensive, to integrate existing scanned historical documents with electronic documents, and include both email and the associated attachments.
- Hardware independent (both server and scanner hardware) to function within the existing infrastructure and not impede future options.
- Open, to store data in a non-proprietary format and make it easy to export ranges of data from time to time for specialized purposes.
- Flexible to handle the existing internal document numbering system currently in use, as well as holding metadata to identify documents on a wide range of other criteria. These metadata will be predetermined before the documents are input into the EDMS, and must be amendable and allow for additional metadata to be added over time, and by type of user.

2.6.1 User Interfaces

In most departments, only a few people will require scanning and editing access, while the remainder will only need to be able to search, add, save, view, print, fax and e-mail documents. Most documents consist of text with some graphics.

Certain types of folders and documents need to be frequently accessed by many persons in multiple departments.

Users should be able to view these documents from any hardware platform using any standards compliant web browser.

2.6.2 Information Input

The solution should offer the City a number of different ways to bring documents into the system: scanning, electronic conversion into images (pdf or tiff), and importation of documents in their native file format. E-mail and attachments will also be stored in the EDMS.

The system should:

- Work with most common scanning drivers and support scanner features such as multiple image resolutions, paper sizes, duplex scanning and automatic document feeders;
- Display images as they are scanned so that the operator can visually verify image acceptability;
- Automatically collate a stack of double-sided pages, even if only a single-sided scanner is used;
- Allow for both batches of documents and individual document scanning;
- Allow individual pages to be rescanned or added to an existing document as required;
- Allow the capability to reorganize pages within a document;
- Support an automatic document naming ability which allows any or all of the following information to be added: user name, date, time or a sequential document number;
- Store electronic documents in an archival, non-proprietary format;
- Easily create images of electronic documents and import them into the system and store the electronic document in its native file format.

The option to allow large format scanners must be available.

2.6.3 Indexing and Retrieval

The system should include Optical Character Recognition (OCR) software that will generate text files for documents that are scanned or electronically converted into images. These text files will be used for full-text indexing and searches. The full-text indexing feature should extend to documents stored in their native format. Full-text retrieval should support Boolean logic, “fuzzy” logic and proximity searches. The system should support multiple keyword index templates, with each template having multiple fields. These indexes should support searchable character, date and integer fields, with options for automating their information entry. The system should support a folder/file structure similar to that of Windows Explorer, with multiple levels of folders available. Index templates and folder structure should be user-definable.

The system should give users multiple options for searching and retrieving documents. Users should be able to retrieve documents visually based on their folder location, by full-text search, by indexed keywords or by a combination of methods. Ideally search results would be displayed in a sort order using the number of ‘hits’ and accuracy.

The option to allow forms processing should be available. Various departments work with large numbers of identical forms and may need the capability to automatically have the system read certain sections and place them in the document index fields.

The system must support a standard retention coding system.

2.6.4 Viewing

The system should have an easy-to-use graphical user interface and support various viewing options, including zoom, rotate image, increase/decrease brightness, etc. The software should also allow the user to select whether to view an image, OCR text, index information or thumbnails. Users may be able to concurrently view multiple images of various types while performing data entry functions in another window. The system should support annotations such as highlighting, sticky notes, electronic “stamps” and redaction (blackout). Similar viewing functionality should be available through browser based viewing.

2.6.5 Information Output

All imaged documents should be able to be printed with or without annotations. Each document must also be able to be printed in its entirety, as well as for a single page or selected range of pages. Multiple users should be able to print the same document concurrently. All imaged documents should be able to be faxed or e-mailed internally or externally.

2.6.6 Security and Audit

The proposed system must allow the City to protect documents at the folder and document level. Security at the word and annotation levels would also be desirable. This is for both internal and Internet access. In addition, the system must be able to control what actions a user can perform on a document. Security should be able to be assigned using groups and inherited rights.

Records in all media or formats must be protected from unauthorized access. This includes:

- Records maintained in the City’s offices or on the City’s networks and drives,
- Records maintained in contracted records storage facilities,
- Records maintained on internet or intranet websites,
- Records created by members of the public accessing government services through electronic means,
- Records created by contractors working for government, and
- Other government records maintained in any media or location.

In addition:

- Access categories must be determined and assigned to record types,
- Access must be restricted in accordance with assigned access categories,
- Designated record documentation (e.g., file lists containing identifying information) must be protected from unauthorized access,
- Records must be protected from unauthorized physical access and unauthorized access through electronic systems, and
- Records are located and retrieved by authorized individuals.

2.6.7 Workflow/Document Management

Workflow/Document Management may be implemented in stages as the City analyzes workflow for each document or document group. The proposed system should allow support by department or document type, inputs from multiple sources, intelligent routing workload management, e-mail notification and parallel work processing. The system should alert specific users of specific events within the system, and be easily modified by system administrators. Workflow pilot may be used during stage 1 on a certain project.

2.6.8 Hardware / Software

The application should support all MS Windows compatible hardware, including scanners and storage devices. It is also uses nonproprietary databases and drivers, and is compatible with the Microsoft server and workstation applications and operating systems in use.

2.6.9 Record Retention and System Administration

The City would like to use the EDMS to track and manage physical document assets. This can be accomplished by having indexes that reference physical (as opposed to electronic) documents including details of their storage location. In this way, searches may result in a mix of electronic and physical documents, with electronic documents available for immediate retrieval and relevant information to locate and check out physical documents.

The EDMS should have functionality to support physical record management functions like bulk moves, check in/out and movement planning. There should be some ability to define individual document characteristics so they can be classified and analyzed under relevant records retention rules (this will usually apply to electronic and physical assets).

2.6.10 Support, Training and Implementation

The City of Stratford requires that proponents provide phone support for the proposed system with a maximum of a 4-business hour guaranteed initial response time to identify that there is a problem, and develop an initial response. In addition, the proponent should provide The City of Stratford with software updates for the proposed system.



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The proponent should install, integrate and test all software before training City personnel. Training should include separate sessions for system administrators and end-users, as well as hands-on, on-site training sessions using actual City of Stratford materials. In addition, the City would like to consult with the proponent prior to importing documents about the best way to implement an imaging system given the City's current paper filing system.

The City intends to become self-sufficient as much as possible for training and support.



3. Intent to Bid

Prospective Vendors are requested to acknowledge receipt of this RFP and their intention to bid by emailing or faxing back the Receipt Confirmation and Intent to Bid Form that can be found in

Appendix A - Intent to Bid Form

The time line for this activity is provided in the next section.



4. Project Schedule

Listed below are important dates and times by which actions related to this Request for Proposal (RFP) must be completed.

Event	Anticipated Date
Request for Proposal issued	Friday, June 1, 2007
Mandatory Bidder's Meeting	Thursday, June 14, 2007
Return of 'Intent to Bid document' by Vendors	Monday, June 18, 2007
Last day for submitting e-mail inquiries.	Friday, June 22, 2007
Final email Response to Bidders Inquiries	Friday, June 29, 2007
Proposals Due from providers	Wednesday, July 25, 2007
1 st Round of presentations by Short Listed Vendors	Week of August 13, 2007
2 nd Round of presentations, if required	Week of August 20, 2007
Contract negotiations	Week of September 4, 2007
Contract awarded	Week of September 10, 2007
Contract is signed	Monday, September 24, 2007
Service delivery starts	Monday, October 1, 2007

The City reserves the right to make changes to these dates. Any changes will be communicated to all Vendor contacts by email.

5. Required System Functions

5.1 Application Functionality

In addition to the compliance tables included in Appendix F and available electronically, the proposal submission must describe the functions specified below. Sufficient explanation and detail must be offered for the evaluation committee to have a clear understanding of the proposed solution. Please include the following details:

- an overview description of the products you recommend to address the City's imaging, and document management, and workflow needs.
- the proposed system's scalability and its compatibility with the City's environment.
- the image enhancement capabilities of the system, which should include as a minimum deskew, despeckle, blank page detection and image rotation features.
- the software's index management, including the abilities to reorganize indices, back up indices and perform required database maintenance.
- how EDMS manages incoming e-mail and related attachments.
- how EDMS works with files stored in native format.
- the security functions and capabilities and how they interact with the operating system.
- the security functions and capabilities and how they appear from the end user perspective.
- the audit functions and capabilities in support of a paperless audit trail, including change and event log reporting, productivity reporting functions and capabilities, and system status reporting for the imaging and workflow/document management software.
- the system capabilities to log and report export events such as printing and e-mailing of documents.
- capabilities of the workflow software, including platforms supported, process design tool, rules engine and reporting.
- the assignment of workflow processes, work roles and specific users and how the system identifies which tasks users belonging to multiple groups should perform.
- mechanisms that assures that workflow related to a specific item has been completed.
- how the application supports municipal specific workflow functions such as assembling minutes and agendas for Council meetings.
- how the user interface uses metadata to locate records of interest;
- whether the system can be set up so that "line of business" metadata exists simultaneously with "document retention" metadata and yet have user access without reference to the retention metadata? (i.e. can we hide metadata that is not relevant to the line of business indexes?)
- whether the system can be configured so that individuals or groups of individuals have their "own" pre-defined indices.

- how the system can be extended to interact with other software.
- the ability of the software to send fax and e-mail documents.
- annotations supported by the proposed system.
- the ability of the software to support data mining methods and processes, including search capabilities, query support, and standard statistical and management reporting.
- a description of the hardware required for this system, including the server configuration, and scanner characteristics.

5.2 Technical Environment

Describe the technical environment for your application. What hardware and software is necessary at the user and server level to access the application? *In accordance with City IT Standards, Vendors are not to consider their "Minimum" system requirements as acceptable. The City will entertain only those submissions that provide for optimal operation of their solution.*

In addition, please provide information on the following:

- recommended server configuration for the system. Include any additional software required, and how the proposed system will integrate with the City's existing environment.
- recommended storage medium, storage capacity of this medium, and retrieval times associated with it.
- recommended scanning and view-only station configurations.
- printer capabilities supported by the software, including color, duplex and maximum document size.
- protocol for network traffic.
- web server compatibilities.
- recommended scanners, including speed, warranty, maximum paper size, drivers required, scanning resolutions, automatic document feeder capacity and other features.

5.3 Training and Implementation

Provide an implementation plan, as well as a recommended training plan for the project. Indicate how you would then implement in the remainder of the City for future stages, and the training that would be provided in these next steps.

5.4 Service and Warranties

Describe in detail your organization's service and support program that is proposed for the EDMS to include, but not be limited to, resources, response time, emergency services, troubleshooting, technical services, telephone and on-line support availability.

A sample service agreement for the proposed solution must be included with the submission.

6. Cost

Include proponent's software as well as any additional system software needed. Itemize costs for all plug-ins and utilities. All prices must be in Canadian Funds and should include currently applicable customs duty, excise tax, freight, insurance and F.O.B. delivered to the Stratford Municipal Building. All other charges of every kind attributable to the work, save and except the Goods and Services Tax, and the Provincial Sales Tax, shall be shown as extra where, and if applicable. Pricing must be maintained for a minimum of two hundred (200) days from the due date of this proposal.

As indicated earlier, the first phase involves 8 'add/edit/delete users', and 138 'view only' stations.

Provide information on the following costs: (Where appropriate, indicate the number of days required, and cost per day.)

- Software;
- Support;
- Installation (First stage and future stages);
- Training (indicate training for End-users, System Administrators, Implementation Consulting, and Hands-on training);
- Other costs, including travel and living expenses;
- Allowance for additional demonstrations if required.

Provide the following, including the unit of measure (per user, per workstation, per concurrent user, per year, etc.):

- Cost for additional licenses;
- Annual on-site software support;
- Annual Maintenance fee.

Indicate options for payment terms (fixed price against milestones, performance incentives/penalties, et cetera).



7. Preparing and Submitting the Proposal

7.1 General instructions

Vendors are being asked to submit proposals for the provision and implementation of an EDMS as defined in this RFP. The final selection(s) will be based on the Vendor that has the highest scoring proposal (as set forth in this RFP or any amendment hereto).

The Vendor's response is central to the evaluation and selection process. Therefore, it is important that the Vendor, in preparing the proposal, provide complete, accurate and truthful answers to the questions contained herein. Missing information and vague answers will only delay the evaluation of a proposal and may lead to disqualification of the proposal. By submitting a proposal the Vendor warrants that all components required to provide all aspects of the services have been identified in the proposal, or will be provided by the Vendor at no extra costs. The quality of the Vendor's proposal will demonstrate the Vendor's business capability and interest in supplying EDMS services to The City.

This RFP contains mandatory requirements. All requirements, except those which are clearly identified as optional, are mandatory. Proposals that do not meet all of the mandatory requirements will be rejected without further consideration.

Upon the closing of the bids, all proposals will become irrevocable.

By submitting a proposal, the Vendor agrees that should its proposal be successful, the Vendor will enter in a contract with The City to supply EDMS software and services described in this RFP in accordance with the terms set out in the RFP.

7.2 Proposal Format

To fairly evaluate all proposals, The City requires that each proposal be submitted in accordance with a uniform document format. This RFP and all related files are in Microsoft Office 2000 format. Your proposal must be in Word or Adobe Acrobat format. The compliance checklist must be submitted in Excel format.

7.2.1 Executive Summary

Please provide a two page executive summary that outlines your proposal. The summary must include a high level description of your approach to providing your phased implementation solution at The City, your price as defined in the pilot and next phase (using license numbers as per 2.3 and conversion of historical documents for the Clerks Department only), and factors that you believe differentiate your service offering from your competitors.

7.2.2 RFP Proposal Content

The City will post the RFP on our website as well as the response document for your convenience. Vendors must retain the format and numbering scheme of this RFP. Submissions will only be accepted in hard copy accompanied by the proposal in Microsoft Word or Adobe Acrobat format on disk. The use of tabs to delineate sections would assist us with the evaluation of your proposal.

Please do not submit brochures or other advertising material with your response. Reproduced copies of standard manuals may not be substituted for the responses to questions specified.

Vendors must respond to all sections of the RFP.

7.3 Communication Between the Vendor and the City

During the period between the issuance of this RFP and the signing, if any, of a contract or other agreement between a Vendor and The City, all communications must be directed to:

Michelle Smibert, B.A., C.M.O
Deputy City Clerk
P.O. Box 818
Stratford Ontario
N5A 6W1
Email: msmibert@city.stratford.on.ca
Phone: 519 271 0250 ext 329
Fax: 519 273 5041

Clarifications requested by the Vendors must be set forth in writing and sent to Michelle Smibert by **12:00pm EST Friday, June 22, 2007**. Please send one (1) consolidated list of questions. Questions must be sent by e-mail only. Replies to all inquiries, if any, will be made in the form of an addendum to this RFP, a copy of which will be forwarded to all Vendors via e-mail per the enclosed schedule, and will be posted on the website.

7.4 Delivery of Proposal

The Vendor must provide its proposal by disk or CD and six (6) hard copies by **2:00:00pm EST Wednesday July 25, 2007** to:

City of Stratford, City Hall,
ATT: Purchasing Department
BID#: RFP 07-04,
1 Wellington Street, Stratford, Ontario, N5A 2L3



Late proposals will not be accepted and will be returned unopened to the Vendor. Where there is any question as to whether a proposal was submitted on time, the determination by The City as to the time of receipt will be final and binding.

An authorized representative of the Vendor must sign proposals submitted in response to this RFP.

7.5 Vendor Presentations at the City

Each Short Listed Vendor will be invited to present its proposal to the EDMS team at The City, at the Vendor's own expense. Each of these presentations will be a maximum of two (2) hours in length, and will be divided into three (3) sections:

- 1) In the first section, the Vendor will be given an open format to present its proposal. Please note that the Corporate introduction will be limited to a maximum of 5 minutes.
- 2) The second section, the Vendor will be asked to respond to specific questions presented to it by The City.
- 3) The third section will be an open question and answer format, where either the Vendor or The City can ask questions.

If you have any A/V requirements other than access to a LCD projector, please contact Michelle Smibert at the contact number provided above. Access to the Internet is not available.

7.6 Evaluation Criteria and Award Process

7.6.1 Evaluation Team

The EDMS team will evaluate all proposals. The City reserves the right to retain the services of independent consultants to assist in the evaluation of proposals.

7.6.2 Preliminary Evaluation

The proposals will first be reviewed to determine if mandatory requirements are met. Failure to meet mandatory requirements will result in the proposal being rejected. In the event that all Vendors do not meet one or more of the mandatory requirements, The City reserves the right to continue the evaluation of the proposals and to select the proposal, which most closely meets the requirements, in accordance with the criteria specified in this RFP.

7.6.3 Evaluation Criteria

The criteria listed below (which are not in any specific order) outlines the primary considerations to be used in the evaluation and subsequent awarding of this contract.

- a) Compliance with RFP Submission.
- b) Application Requirements.
- c) Warranties, Training and Technical Support.

- d) Implementation.
- e) Compatibility.
- f) Price.
- g) Timing.
- h) Proponent Interview.

The City is looking for one provider to provide all services. Failure of a Vendor to quote any section of the RFP will disqualify the Vendor from the overall RFP process.

Please see Section 4.0 Project Schedule of this RFP for details around the timing of this proposal and subsequent decisions.

7.6.4 Final Evaluation

Upon completion of oral presentations and demonstrations by short listed Vendors, The City's evaluation team will review the preliminary evaluation and make adjustments based on the information obtained in the proposal, the oral presentation and reference checks, the City may request a 2nd round of presentations for final evaluations. Short listed vendors may also be asked to participate in a longer presentation at the City, and/or provide an opportunity for City staff to visit a fully functioning implementation of their product at an existing client's site

7.6.5 Awarding the Contract

The City is not restricted to selecting the lowest bid for the final solution. The City will attempt to enter into an agreement with the Vendor whose solutions are most suitable to The City's current and projected needs.

7.6.6 Notification

As soon as practicable after the evaluation of proposals is completed, The City will notify the successful Vendor that they have been selected as the preferred Vendor. The City will then enter into negotiations with the preferred Vendor with a view to concluding a contract. Unsuccessful vendors will be notified in writing.

7.6.7 Written Contract

With respect to the substantive contract, The City will not be obligated in any manner to any Vendor until a written contract has been duly executed.

Neither acceptance of a proposal nor execution of a contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

7.6.8 Definition of Contract

Notice in writing to a Vendor of the acceptance of its proposal by The City and the subsequent full execution of a written contract will constitute a contract for the goods and/or services set out in the RFP, and no Vendor will acquire any legal or equitable



rights or privileges relative to such goods or services until the occurrence of both such events.

7.6.9 Negotiation Delay

If a written contract cannot be negotiated within ninety days after notification of the successful Vendor, The City may, at its sole discretion and at any time thereafter, terminate negotiations with that Vendor and negotiate a contract with the next qualified Vendor.

7.6.10 Guidelines on How to Submit Pricing

The City is interested in receiving costs for the software and services defined in Section 6. Vendors are asked to bid on each service separately, and provide enough detail for The City to fully understand each component of the cost. Costs must be shown in an Excel spreadsheet clearly indicated as “Cost Information Required from Vendors”. The City without liability, cost or penalty, may in its sole discretion disqualify any proposal, which fails to meet this requirement.

Within the Cost spreadsheet, Vendors should provide two pricing phases:

Phase	Description
A – Pilot	Initial installation in the Clerk’s Department with more limited functions to other departments.
B- Corporate-Wide	Information on the cost to expand implementation to other departments to be able to have more administrative (‘Super User’) capabilities within the City to 25 workstations.

8. Other Information Required From Vendors

Please be assured that all of the information you provide in this RFP will be kept strictly confidential with reference to section 2.5. The information you provide will be used only by The City review team and only for this RFP process. Please provide responses to each question set forth below.

8.1 Vendor Profile

In order to properly assess each Vendor, please include in your proposal answers to each of the following questions:

8.1.1 Primary Vendor Contact

Who is the primary contact responsible for your RFP response? Please provide the information below.

Name:	
Title:	
Company:	
Address:	
Phone:	
Cell:	
Fax:	
email:	
Company Web Site:	

8.1.2 Company Annual Revenues

This section requests specific information from vendors about their operations as they relate to their ability to provide service to the City of Stratford.

Organization	
Canadian head office location.	
Corporate head office location.	
Canadian sales volume. (CDN \$)	
Total sales volume (CDN \$)	
Public or privately held. If public please submit an annual report.	
Number of years in business.	
Number of years in Canada.	

Staffing	
Total full-time/part-time employees for the entire company.	
Total full-time/part-time employees dedicated to the EDMS system.	
Number of EDMS system personnel in Canada, broken out into:	
• administration	
• sales & marketing	
• training/consulting	
• technical support	
• software development	

In addition, please provide the following information about your company:

Languages application developed in	
Database architecture used	
Operating system supported	
Number of product releases per year for quoted applications	

8.1.3 Current Clients in Canada

Please provide a list of all EDMS Clients in Canada. The list is to be structured as:

- Ontario Municipal Clients
- Ontario Not-for-Profit Sector Clients
- Ontario - Other Client Groups
- Other Canadian Clients

8.1.4 Client References

Please provide three (3) references that can be contacted by The City.

Reference 1	
Company Name	
Company Address	
Contact Name	
Contact Title	
Contact Phone Number	
Contact email Address	
Solution Provided (Description of software and services, # users)	
Installation Date	
Additional Comments	



Reference 2	
Company Name	
Company Address	
Contact Name	
Contact Title	
Contact Phone Number	
Contact email Address	
Solution Provided (Description of software and services, # users)	
Installation Date	
Additional Comments	

Reference 3	
Company Name	
Company Address	
Contact Name	
Contact Title	
Contact Phone Number	
Contact email Address	
Solution Provided (Description of software and services, # users)	
Installation Date	
Additional Comments	

8.2 Subcontractor Declaration and Description

8.2.1 Use of Subcontractors

Please indicate whether or not you intend to subcontract any part of the services contained in this RFP. Please provide details of the subcontractor(s) you plan to use, including stating the name of the subcontractor, the location of the subcontractor's place of business, a description of the work assigned, and the percentage of the work assigned.

8.2.2 Subcontractor Management Process

Please outline how you intend to monitor the quality of the third party supplier and what processes you have in place to reduce the risk to The City of any unanticipated changes in the business relationship between your company and any potential third party subcontractor.



8.3 Account Management Team

In order to assess each Vendor on their Customer Service Approach, please include in your proposal answers to each of the following questions:

- Describe the account management team that will service The City.
- Provide an overview of their duties.
- Describe the level of authority to resolve staffing, equipment, and service problems and how you propose to structure management to ensure that your company is responsive to The City's needs.

8.4 Complaint Resolution and Escalation Process

Please outline your complaint resolution and escalation process. Please indicate the timing and level of escalation to your management team. Please detail any compensation that The City could expect if complaints are not resolved in a timely manner.

9. Electronic Attachments

The following electronic document files were e-mailed to each Vendor along with an electronic copy of this RFP - (Read-Only):

- Diagram of the complete LAN & WAN Network map
- Compliance Checklist

If any file was not received, please immediately notify:

Michelle Smibert, B.A., C.M.O
Deputy City Clerk P.O. Box 818
Stratford Ontario
N5A 6W1
Email: msmibert@city.stratford.on.ca
Phone: 519 271 0250 ext 329
Fax: 519 273 5041



Appendices



Appendix A - Intent to Bid Form
Receipt Confirmation and Intent to Bid Form
RFP for Electronic Document Management System
THE CITY OF STRATFORD

To receive any further information about this Request for Proposal as well as indicate participation in the complete process, please return this form immediately by **e-mail or Fax** to the person named below.

TO:

Michelle Smibert, B.A., C.M.O.
Deputy City Clerk P.O. Box 818
Stratford Ontario
N5A 6W1
Email: msmibert@city.stratford.on.ca
Phone: 519 271 0250 ext 329
Fax: 519 273 5041

YOUR COMPANY: _____

STREET ADDRESS: _____

CITY: _____ **POSTAL CODE:** _____

MAILING ADDRESS IF DIFFERENT: _____

Any further information about this RFP should be sent by e-mail to:

CONTACT PERSON: NAME: _____

E-MAIL ADDRESS: _____

PHONE: (____) _____ **Fax:** (____) _____

COPY TO (OPTIONAL): NAME: _____

E-MAIL ADDRESS: _____

We will be submitting a complete proposal. Yes ☐ or No ☐

This form submitted by (Name): _____

Title: _____



Appendix B - Infrastructure Outline

The Diagram on the following page shows the network layout at The City. Please see the attached file **City of Stratford LAN & WAN Network Layout** for a Diagram of the Infrastructure Systems map. Some of the locations indicated on the diagram will not be involved in the EDMS initiative. Final totals are indicated in Figure 2 for the purposes of this proposal.



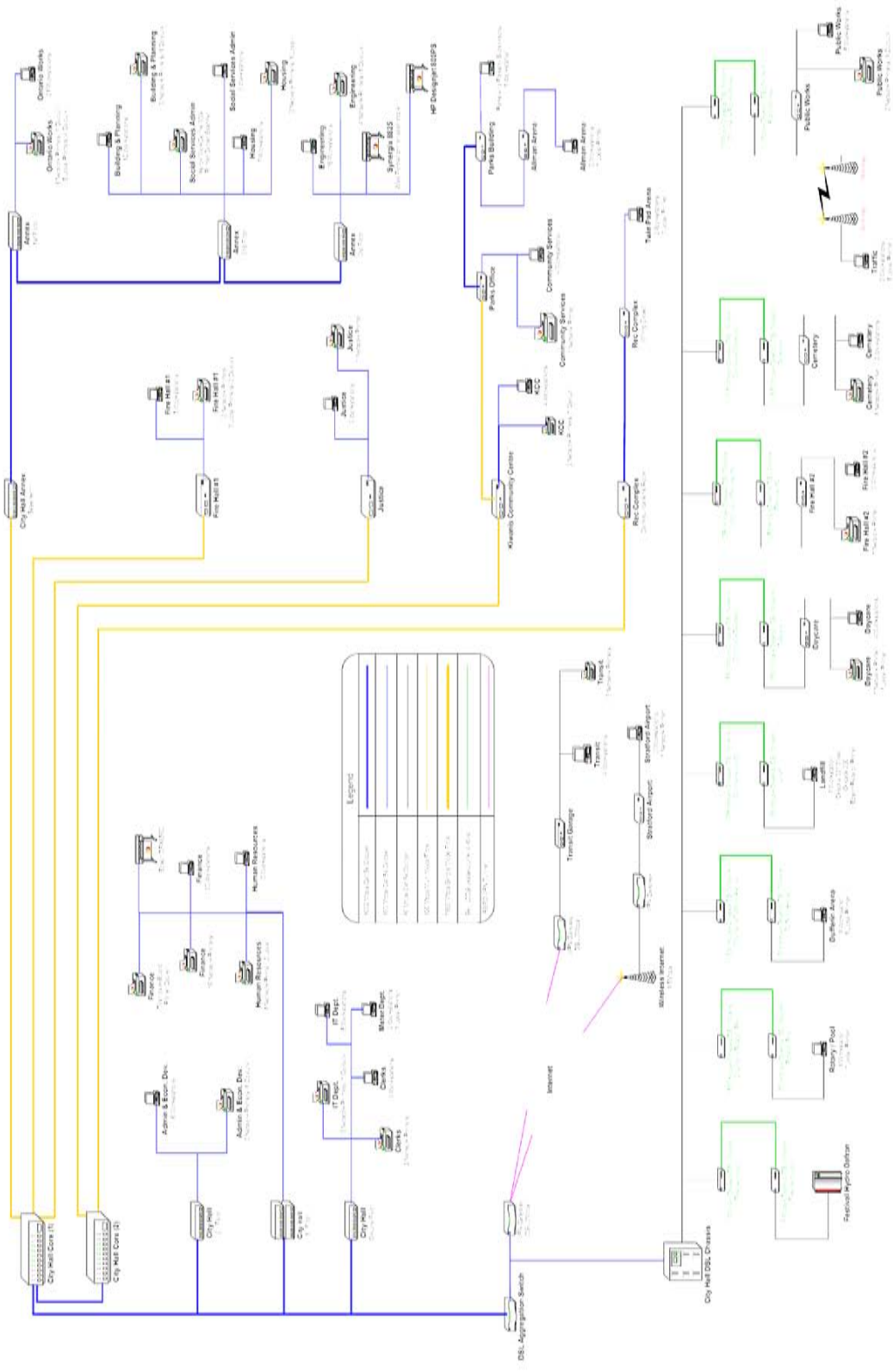
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City of Stratford LAN & WAN Network Layout

18 July 22, 2007





Appendix C - Certificate of Insurance

CERTIFICATE OF INSURANCE

THE CORPORATION OF THE CITY OF STRATFORD

This is to certify that the Insured, named below, is insured as described below

***This form must be completed and signed by
your insurer or insurance broker***

CITY FILE NUMBER

Note: 1. Proof of liability insurance will be accepted on this form only (with no amendments)
2. If a facsimile has been transmitted, the original certificate must follow

NAME OF INSURED		TELEPHONE NUMBER	AREA CODE
ADDRESS OF INSURED	STREET NAME	CITY	POSTAL CODE

TYPE OF INSURANCE	INSURER'S NAME	POLICY NUMBER	EFFECTIVE DATE			EXPIRY DATE			LIMITS OF LIABILITY Bodily Injury & Property Damage- Inclusive
			YR.	MO.	DAY	YR.	MO.	DAY	
Commercial General Liability									\$
☐ Umbrella ☐ Excess									\$

Commercial General Liability Occurrence Basis CLAIMS MADE POLICIES ARE NOT ACCEPTABLE

Including Personal Injury, Property Damage, Broad Form Property Damage, Contractual Liability, Non-Owned Automobile liability, Owner's and Contractor's Protective Coverage, Products - Completed Operations, Contingent Employers Liability, Cross Liability Clause and Severability of Interest Clause. The policy also includes:

Tenant's Legal Liability ☐ No or ☐ Yes (Limit) \$ _____ Liquor Liability ☐ No or ☐ Yes (Limit) \$ _____
XCU Endorsement (Excavation and Underground Work Contracts) ☐ No or ☐ Yes (Limit) \$ _____ Deductible \$ _____

Professional Liability									\$
---------------------------	--	--	--	--	--	--	--	--	----

Professional Liability – also known as Errors and Omissions Liability Insurance

Motor Vehicle Liability									\$
----------------------------	--	--	--	--	--	--	--	--	----

Motor Vehicle Liability - Must cover all vehicles owned or operated by the insured

THE CORPORATION OF THE CITY OF STRATFORD has been added as an additional insured but only with respects to their interest in the operation of the Named Insured.

This is to certify that the Policies of Insurance as described above have been issued by the undersigned, an Insurer licensed in the Province of Ontario, Canada, to the insured named above are in force at this time.

If cancelled or changed in any manner, that would affect The Corporation of the City of Stratford as outlined in coverage specified herein for any reason, so as to affect this certificate, thirty (30) days prior written notice by registered mail or facsimile transmission will be given by the insurer(s) to:

The Corporation of the City of Stratford
Attention: Purchasing Department
1 Wellington Street
Stratford Ontario
N5A 2L3
Fax: 519-273-5041

This Certificate is executed and issued to the aforesaid the Corporation City of Stratford, the day and date herein written below.

Date	YR	MO	DAY	NAME OF INSURANCE COMPANY OR BROKER (COMPLETING FORM)			
ADDRESS OF INSURER OR INSURANCE BROKER				TELEPHONE NO.	FAX NO	AUTHORIZED REPRESENTATIVE OR OFFICIAL BY:	

THIS FORM MUST BE COMPLETED, SIGNED & STAMPED BY YOUR INSURER OR INSURANCE BROKER

Appendix D - EDMS Implementation Committee

D.1 Purpose

The EDMS Implementation Committee (EDMSIC) is the project management committee established to assist in:

- setting priorities,
- allocating resources,
- developing policy and,
- resolving problems related to the use and implementation of the EDMS.

D.2 Reporting Structure

EDMSIC, through its Chair, reports to the Corporate Leadership Team (CLT). The Chair will liaise with CLT to keep them informed of EDMSIC activities, and will be the official contact for members of Council.

D.3 Role

EDMSIC will ensure that all EDMS decisions are made with the best overall interests of all clients and the municipality. The major responsibilities of the Committee include:

- Planning, organizing and managing of the EDMS implementing
- Development of EDMS budget, inclusive of all reserves (general and departmental)
- Development of EDMS Policies and Procedures
- Selecting a document numbering system to be used with the EDMS across the organization
- Reviewing success of pilot project and preparedness of organization to go to phase II
- Prepare guidelines, budget, and implementation plan for phase II as required
- Monitoring of committee attendance and participation



Appendix E - Mandatory Requirements Checklist

The following are mandatory requirements for bidders:

Requirement:
• Attended Mandatory Bidder's meeting.
• Completed "Receipt Confirmation and Intent to Bid Form" detailed in Appendix A, and returned by deadline • Completed Certificate of Insurance included in Appendix C, or are in a position to complete if selected as the successful bidder. • Completed "Executive Summary" as indicated in Section 7.2.1. • Completed "Vendor Profile" information as indicated in indicated in Section 8.1. • Completed "Subcontractors Declaration and Description" as indicated in Section 8.2. • Completed "Account Management Team" as indicated in Section 8.3. • Completed "Complaint Resolution and Escalation Process" as indicated in Section 8.4. • Details included as per "Required System Functions" as indicated in Section 5. • Details included as per "Cost" in Section 6 with the Pricing information submitted as per "7.6.10 Guidelines on How to Submit Pricing" • Completed "Compliance Tables" in Excel format as per Appendix F. • Correct number of proposal copies submitted. • Minimum three (3) references submitted.

Appendix F - Compliance Checklist

The following checklist is supplied as a separate Excel file. Please complete the following form in electronic form and submit it as part of the RFP response.

For each Requirement, please indicate the Compliance Level which currently exists for your products/services. Also, include comments where relevant.

Compliance Checklist

The following checklist is supplied as a separate Excel file. Please complete the following form in electronic form and submit it as part of the RFP response.
For each Requirement, please indicate the Compliance Level which currently exists for your products/services. Also, include comments where relevant

Compliance Levels:
Level 1 - Exists in product today
Level 2 - Will exist in standard release by end of 2007
Level 3 - Does not exist; would be custom modification

Item Number	Compliance Level Achieved (1, 2, or 3)	Requirement Description	Comments
		General Criteria	
1.01		Handles all searches, indexing and storage management at the application level	
1.02		Communicates with other Windows applications using DDE calls, and able to search and view images from other applications using hot keys	
1.03		Allows access to database tables for reports and import/export of index field information	
1.04		Allows files to be stored in their native format	
1.05		Supports document version control	
1.06		Contains version control on annotations	
1.07		Can fax or e-mail internally or externally all imaged documents	
1.08		Prints imaged documents with or without annotation	

User Interface

2.01		Is scaleable up to 250 workstations	
2.02		Is scaleable up to 100 concurrent users	
2.03		Has a customizable Web interface	
2.04		Makes reports accessible to users through a web interface	
2.05		Can search, view and print documents over the Intranet without requiring any software beyond a web browser	
2.06		Can make documents available over the Web without requiring HTML coding	
2.07		Allows users to view EDMS documents in the application from any hardware platform using any standards compliant web and appropriate security	



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2.08	Allows users to select whether to view an image, OCR text, index information or thumbnails	
2.09	Allows users to concurrently view multiple images of various types while performing data entry functions in another window	

Information Input (for Input Stations which can Add/Edit/Delete/Change)

3.01	Able to automatically collate a stack of double-sided pages, even if only a single-sided scanner is used	
3.02	Supports scanning using a variety of industry-recognized interfaces	
3.03	Supports automatic sensing of document orientation during scanning	
3.04	Provides image rotation	
3.05	Can perform OCR and full-text indexing	
3.06	Allows user to choose which pages of document to OCR and index	
3.07	Has crop, deskew, despeckle, blank page detection and image rotation features	
3.08	Supports ability to automatically name a document during scanning, based on date, user name and an incremental counter	
3.09	Provides validated date fields	
3.10	Can edit OCR text	
3.11	Can insert electronic stamps	
3.12	Can move pages between documents	
3.13	Can merge documents	
3.14	Can add search words to OCR text	
3.15	Can do batch scanning and indexing	
3.16	Can import files from Windows applications as images with OCR text	
3.17	Option exists for barcode scanning for folders	
3.18	Can input into the system via scanner	
3.19	Can input images into the system	
3.2	Can import documents into the system in their native file format	
3.21	Can display images as they are scanned so that the operator can visually verify image acceptability	
3.22	Allows individual pages to be rescanned or added to an existing document as required	
3.23	Can reorganize pages within a document	
3.24	Stores electronic documents in an archival, non-proprietary format	
3.25	Allows input from large format scanners	
3.26	Allows storage and retrieval of a variety of file formats which include, but are not limited to, the following file types: Microsoft Office, Adobe Acrobat (i.e. .pdf), common document file formats (i.e. .txt .rtf .xml .htm), AutoCAD, common graphic file formats (i.e.: .bmp .jpg .tif), ASCII text and multimedia files	
3.27	Captures email, database, graphic and multimedia records	
3.28	Stores emails	
3.29	Stores email attachments	
3.3	Can OCR scanned documents	

Indexing/Retrieving

4.01	Has search capability on any combination of data fields	
4.02	Has customizable queries	
4.03	Allows query-by-example	
4.04	Supports multiple indices	
4.05	Performs range searches	



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4.06	Performs full-text on any word or phrase	
4.07	Retrieves documents based on folder location	
4.08	Retrieves documents based on searches on multiple mixed criteria (location, range, full text, etc.)	
4.09	Allows users to reorganize indices	
4.10	Includes indices in its backup	
4.11	Performs Boolean, proximity, and "fuzzy" full- text searches	
4.12	Searches on document name	
4.13	Has user-definable index templates	
4.14	Can print search results	
4.15	Can store images on removable media with the software tracking which image belongs to which CD-ROM, etc.	
4.16	Can create CD-ROMS or DVDs that contain images, index databases, and search software	
4.17	Contains database management tools for routine data maintenance	
4.18	Supports a standard retention coding system	
4.19	Allows users to retrieve documents based on their folder locations, by full-text search, by indexed keywords or by a combination of methods	
4.20	Displays search results in a sort order using the number of 'hits' and accuracy	
4.21	Allows forms processing	

Viewing

5.01	Supports insertion of sticky notes	
5.02	Supports blackout or redact of confidential areas within a page on the image and text	
5.03	Supports annotate text	
5.04	Supports ability to view an image, OCR text, index information or thumbnails	
5.05	Supports the concurrent view of multiple images of various types while performing data entry functions in another window	
5.06	Supports check in / check out	

Information Output

6.01	Allows administrators to create customized reports	
6.02	Allows select users to create customized reports	
6.03	Generates reports on audit logs	
6.04	Generates transaction logs and listings	
6.05	Generates analytical reports	
6.06	Includes a report writing feature that allows system administrators to generate custom reports	
6.07	Generates descriptive and/or graphical reports on workflow structure	
6.08	Generates records management statistical reports	
6.09	Allows multiple users to print the same document concurrently	

Security and Audit

7.01	Generates a change log and associated report	
7.02	Generates an event log and associated report for accessing, emailing, printing, etc.	
7.03	Maintains an audit trail	
7.04	Has password protected user profiles	



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7.05	Has automated backup	
7.06	Maintains a secure electronic repository, separate from common directory system	
7.07	Designates a document as a record to be transferred to the electronic depository	
7.08	Has login based on username and password	
7.09	Allows assignment of various rights to users or user groups	
7.10	Allows assignment of various levels of security to folders and documents	
7.11	Prohibits unauthorized access to the various electronic data repositories (e.g. through non-resolution provided and tracked/auditable features)	
7.12	Prohibits unauthorized access to specific folders, and document types	
7.13	Prohibits unauthorized access to the system as a whole (e.g. through unauthorized log-on attempts)	
7.14	Provides access control at the administrator level to determine roles for users	
7.15	Can track access and revision activities for each document	
7.16	Protects documents at folder and document level	
7.17	Protects at the word and annotation levels within the document	
7.18	Can assign security using groups and inherited rights	
7.19	Determines and assigns access categories to record types	
7.20	Access is restricted in accordance with assigned access categories	
7.21	Protects designated record documentation (e.g., file lists containing identifying information) from unauthorized access	

Workflow / Document Management

8.01	Contains a process design tool, rules engine and reporting function	
8.02	Allows easy modification of process design, rules and reports by system administrators	
8.03	Allows support by department or document type	
8.04	Supports intelligent routing	
8.05	Provides email notification at critical points	
8.06	Allows parallel work processing	
8.07	Alerts specific users of specific events within the system	
8.08	Includes a multilevel file plan classification system	
8.09	Allows cross referencing for related records	
8.10	Has Bar coding capabilities for folder management	
8.11	Interfaces with retention portion of database	
8.12	Allows ad hoc searching on metadata	
8.13	Ensures consistent treatment of paper and electronic records	
8.14	Supports a nested folder structure	

Hardware/Software

9.01	Contains a process design tool, rules engine and reporting function	
9.02	Allows easy modification of process design, rules and reports by system administrators	
9.03	Has an open architecture	
9.04	Uses a non-proprietary database engine	
9.05	Does not use any proprietary drivers for managing storage systems	
9.06	Treats all storage systems as Windows logical drives	



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9.07	Is compatible with existing server configuration (H/W and S/W)	
9.08	Is compatible with current workstation configuration (H/W and S/W)	

Record Retention and System Administration

10.01	Allows records administrator to preview records eligible for destruction	
10.02	Gives department notice that records will be destroyed	
10.03	Updates database accordingly when purge completed (relocated to a "destroyed boxes database")	
10.04	Updates database accordingly when records moved to archives	
10.05	Tracks records management schedules	
10.06	Will maintain basic information about contents of box, map, or other data with a link to folder residing in that box	
10.07	Can be set up to indicate boxes that are no longer active in the department, but transferred to Records Centre	
10.08	Compliant with MFIPPA	
10.09	Compliant with the Municipal Act as outlined in section 2.5 of the RFP	
10.10	Can be set up to hide the document retention and standardized document numbering system metadata so that users only see the business indexes with their metadata	

Support, Training and Implementation

11.01	Problem reporting and response procedures are in place	
11.02	Support has a remote diagnostics or online call tracking system	
11.03	Support can reconfigure for partial failure	
11.04	Trouble escalation procedures are in place and functioning	
11.05	On-site support is available	
11.06	Has critical response for system failure of 1 hour	
11.07	Has non-critical response time for system malfunction, work-around available response of 4 hours	
11.08	Has process inquiry response time regarding clarification of system use /functionality of 1 business day	
11.09	Has phone line technical support Monday – Friday between 8:30am and 8:00pm (Eastern Standard Time) except on legal holidays. Response time within 2 hours	
11.10	After-hours technical support is available	
11.11	On-line training seminars are provided	
11.12	Service packs include all bug fixes included in previous service packs (cumulative)	
11.13	On-line training manuals and system documentation is available	
11.14	Has clear and reasonable implementation time	