

MUNICIPALITY OF COLCHESTER
CORPORATE SERVICES
REQUEST FOR PROPOSAL
ELECTRONIC MANAGEMENT SYSTEM



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INTRODUCTION

In 2014 the Municipality of the County of Colchester recognized the need for a focused and strategic approach to information management. With the support and assistance of an external consultant, an Information Management Plan was developed to improve data/information organization and control; increase efficiency and knowledge retention; increase staff productivity and improve communications, both within the organization and with the public at large. The Plan included a four-phase approach to achieving these goals, one phase of which involves the design, acquisition and implementation of Records Management and Documents Management Systems.

The Municipality is currently seeking proposals from qualified electronic records management solution providers for the supply, implementation, training and ongoing maintenance of an electronic records management solution that will meet the needs of the Municipality as defined in this RFP.

Some of the key benefits expected from the implementation of an electronic records management solution include:

- Reducing record's processing costs;
- Using basic workflow features to speed the completion of routine tasks;
- Reducing paper file maintenance and storage requirements;
- Document control and location of current and draft copies;
- Organizing and storing documents in a consistent fashion to avoid misfiling;
- Providing an efficient, effective and fast search function so that time is not wasted on searching for documents;
- Providing a complete, accurate and well organized means for preparing project or case files as required.
- Ensuring security of confidential documents;
- A bring forward system to ensure all deadlines are met.

SUBMISSION INSTRUCTIONS

1 - Directions

- A. Proposals shall be received at the ***Municipality of Colchester, 1 Church St., Truro, Nova Scotia*** no later than ***4:00 pm, Friday, August 1, 2014.***
- B. All proposals shall include the signed proposal form (included as Attachment A) showing the full name of the proponent.
- C. Four (4) complete copies of all proposals shall be submitted in a sealed envelope addressed to:

Scott Fraser
Director of Corporate Services
Municipality of the County of Colchester
Telephone: 1-902-897-3157
Email: sfraser@colchester.ca
- D. The envelope shall bear the name and address of the proponent making the submission.
Proposals shall be marked: "Proposal: Municipality of the County of Colchester - Electronic Records Management System".

2 – Delivery of Proposals

- A. All proposals are to be delivered as per instructions in section 1 A - Directions.
- B. No proposal or amendment of a proposal shall be considered if received on a date or at a time later than specified in the Request for Proposals. Late proposals will be returned unopened.
- C. The Municipality reserves the right to issue addendum(s), amend the Request for Proposals document or reissue a revised Request for Proposals document.

SUBMISSION INSTRUCTIONS

3 – Proposal Submission Requirements

- A. All proposals shall include the following information:
- I.* The methodology to be used to achieve the “**Specifications**” as set out in the proposal document.
 - II.* A list of all individuals who are expected to work on this project; their experience in solution implementation, delivery and their primary responsibility as part of the project team. Curriculum Vitae of all team members shall be submitted with the proposal;
 - III.* Three (3) references capable of addressing questions relating to services acquired from the proponent.
- B. Responsibility for the submission of a proposal at the proper location within the proper times is that of the proponent submitting the proposal and the Municipality assumes no responsibility.
- C. A proponent submitting a proposal may amend or withdraw his/her proposal subsequent to its submission and prior to the opening of the proposals by submitting a letter or facsimile of amendment prior to the close of the proposals.
- D. An amendment of proposal shall not disclose the amended contract price but shall show:
- I.* the part(s) of Proposal to be amended; or
 - II.* the information missing from the proposal submission
- E. If the proposal and amendment are found to be a valid submission, then the contract price shall be amended to reflect the original proposal document as amended by the proposal amendment.
- F. All proponents must register and download proposal documents from <http://www.colchester.ca/tenders-proposals/>.

SUBMISSION INSTRUCTIONS

4 - Inquiries

All requests for additional information or clarifications regarding the Request for Proposals shall be in writing by letter, e-mail or facsimile only to the attention of:

Scott Fraser
Director of Corporate Services
Municipality of the County of Colchester
1 Church St.
Truro, NS B2N 3Z5
Email: sfraser@colchester.ca
Fax: (902) 843-4066

OPENING EVALUATION AND SELECTION PROCESS

1 - Opening

Since price is not the only criterion on which proposals will be evaluated, there will not be a public opening of proposals.

2 – Rejection of Proposal Submissions

A proposal submitted in response to this Request for Proposals may be rejected and the proposal not considered if the proposal:

- A. does not contain any addendum(s) that have been issued by the Municipality;
- B. is the second one submitted by the same proponent, in which case all proposals submitted by that submitter shall be rejected;
- C. omits any information required by, or fails to comply with, any provision of the request for proposal.

3 – Evaluation Criteria

Considering the nature and scope of the work required, the Municipality will use a list of criteria in reviewing each proposal. Each response to this Request for Proposal shall be evaluated by the Municipality based on the following criteria:

Criteria	Percentage
Adequacy of proposal in responding to both the Functional and Technical requirements set out in this request for proposal document	25%
Ability to deliver a very strong Training program	15%
Ability to deliver a very strong Maintenance and Customer Support program	10%
Proven Experience of the proponent related to the delivery of electronic records management systems in a municipal environment	10%
Price	20%
Overall clarity, completeness of proposal and Demonstrated Understanding of the project	10%
Implementation Approach including: planning and working with municipal staff, disaster recovery, data migration and scanning approach	10%

OPENING EVALUATION AND SELECTION PROCESS (CONTINUED)

3 – Evaluation Criteria (continued)

NOTES:

- 1) A product demonstration will be required of each shortlisted proponent as part of this evaluation to understand user experience and platform functionality.
- 2) A pilot or test of the final preferred vendor's solution may be required prior to final decision.

AWARD OF CONTRACT

1 – Award of Contract

It is planned that the Municipality will notify the successful proponent following shortlisted proponent presentations.

2 – Proposal is Binding

A proposal is binding on the proponent submitting the proposal until such time as he/she receives formal notification of the rejection of his/her proposal, but in no case shall be binding upon him/her for more than sixty (60) days from the date of the proposal closing date.

AWARD OF CONTRACT (CONTINUED)

3 – Privilege Clause

This document and Request for Proposals process does not constitute a call for tenders. Proponents undertake any expenditure related to the submission of a proposal at their own risk.

This Request for Proposals neither expresses nor implies any obligation on the part of the Municipality to enter into a contract with any party submitting a response or responses. The Municipality has included the evaluation criteria within this Request for Proposals document to be used as a guideline for proposers (see Evaluation Criteria). The Municipality reserves the right to deviate from the evaluation criteria where it is in the best interests of the Municipality. Without limiting the generality of the foregoing, decisions to deviate from the evaluation criteria may be made based on budgetary and/or service delivery considerations having regard to all of the proposals received and the needs of the Municipality. The Municipality reserves the right to reject all or any proposals, and to not accept the lowest proposal. The Municipality may accept any proposal or any portion of any proposal that may be considered to be in the best interests of the Municipality. The right is also reserved to waive formality, informality or technicality in any proposal. This includes the right to accept a proposal that is not strictly compliant with the instructions in the Request for Proposals document. The Municipality reserves the right to amend this Request for Proposals document at any time before the Request for Proposals closing date and will issue an addendum in the event of a change. The Municipality reserves the right to negotiate, after the Request for Proposals closing date, with any proposer for services and to finalize service arrangements in the best interests of the Municipality. In applying this privilege clause, the Municipality shall not be bound by trade or custom in dealing with and/or evaluating the responses to the Request for Proposals. The Municipality reserves the right to interpret any and all aspects of this Request for Proposals as may be most favourable to the Municipality. In submitting a proposal, the proponent has accepted the reservation of rights (privilege clause) as set out herein and agrees to be bound by same.

3 – Privilege Clause

The contract is to commence within 30 days of being awarded.

SPECIFICATIONS - NONTECHNICAL

Summary

The Electronic Records Management System (ERMS) is expected to provide the Municipality with a software system that provides a centralized method of managing both physical (paper records & files) and electronic records (word-processing files, spreadsheet files, emails, electronic maps, and electronic forms, etc.).

ERMS Primary Requirements

Each proponent's proposal *must* address each of the following primary requirements. It is expected that each proponent's proposal will expand upon the virtues of their product describing how each primary requirement will be met and delivered to the Municipality. Detailed information, specifications and 'screen shots' will help in determining if the proposed solution meets our needs.

In addition to providing detailed responses to the nontechnical and technical requirements as required in this section of this RFP, proponents are also required to complete the "Quick List - Evaluation Grid" in Appendix A of this RFP. This is intended to provide a quick measure of some common elements about an ERMS and does not suggest that any of these items are mandatory or even desired but rather helps to determine relative comparisons.

CLASSIFICATION OF RECORDS

- The organization of folders, files and individual records in the ERMS must be compliant with the Association of Municipal Administrators of Nova Scotia (AMANS) document classification standards. (An electronic version of the AMANS guidelines is available upon request).

STORAGE

- The ERMS must serve as a storage repository for all forms of electronic documents in their original created formats.
- The ERMS must serve as a storage repository for all forms of scanned documents.

SPECIFICATIONS - NONTECHNICAL

ERMS Primary Requirements (continued)

CONTROLS AND SECURITY

- The ERMS must have a fully configurable Enhanced Security System designed to control and measure user access rights to each level of content. In addition to administrator control, the owner of the document should be able to create, control and maintain security accesses to their file. The owner of the object should be able to configure the type of access such as, but not limited to: read, write, execute, delete, and add properties.
- The ERMS must have a security system which can authenticate users, groups and computers against the Municipality's existing Active Directory.
- The ERMS must have or support existing backup and recovery functionality.
- The ERMS must have the ability to create detailed audit trails enabling the tracking of activity on any document by all users.
- The ERMS must have a document control module designed to identify the exact location of a physical document or the owner of a digital document (Sign-in - Sign-out type system).
- The ERMS must have authenticity capacity enabling comprehensive version control, etc.

RETENTION AND DISPOSITION

- The ERMS must have the capacity to accept and track retention schedules on all documents both stored electronically within the system and in hard copy outside the system as defined by the AMA guidelines.
- The ERMS must have the capacity to report to end users all documents that have surpassed their defined retention dates along with their defined disposition action as defined by the AMA guidelines.
- Record retention and record destruction information must be manageable enough to search, modify and create reports.

SPECIFICATIONS - NONTECHNICAL

ERMS Primary Requirements (continued)

DOCUMENT CAPTURE

- Ease of use for the end user is paramount for the Municipality. The ERMS must have the capacity to be easily used and understood by the end users. Document capture for both electronic and paper documents must be intuitive and easily executed.
- The ERMS must have the ability to manage extensive metadata information.
- The ERMS must have the ability to auto-populate metadata and provide easy methodology for users to enter mandatory metadata information (i.e. templates).
- The ERMS must have complete interoperability and integration with a complete range of standard software products.
- The ERMS must have a module designed to work with an electronic scanner device. Module must scan, OCR, record metadata and digitally store. **(We currently use Xerox MFP devices).**
- The ERMS must have the capacity to integrate with and provide strong e-mail management.
- The ERMS must have the ability to bulk import electronic documents.
- The ERMS must have the ability to auto-classify documents based on content and file types.

REFERENCING

- The ERMS must have the capacity to reference other documents in the system and ensure the referenced document is the required version.

SEARCHING, USEABILITY, RETRIEVAL AND RENDERING

- The ERMS must have exceptional search capability as a core function. The search engine is expected to be able to search from multiple sources of information such as within contents of the object as well as the object's metadata information. The search engine must have a GUI interface that is user-friendly, yet powerful enough to extract the information required.
- The ERMS must have the ability to handle and accommodate multiple document revisions.
- The ERMS must have the ability to render documents direct to display and printer.

SPECIFICATIONS – NONTECHNICAL (CONTINUED)

ERMS Primary Requirements (continued)

ADMINISTRATION

- The ERMS must have strong administrative capability to manage all standard system administration functionality (i.e. access control, retention management, audit trail monitoring, and classification schema management to accommodate AMA updates).
- The ERMS must have a strong reporting module designed to print common/ standard reports as well as have the ability to create custom reports.
- The ERMS must be compliant with all the legislative and regulatory requirements required for a municipality in Nova Scotia.

WORKFLOW

- The ERMS must have strong workflow management as it pertains to electronic document routing, task management and interoperability with other software and operating systems.
- It is expected the successful proponent will design and implement one work flow for each department. That workflow will be determined by each director.
- The ERMS must have the capacity to easily design, build and implement custom work flow streams including those requiring interoperability with other systems. The training to enable members of the municipality staff to easily design, build and implement custom work flow streams must be included.

OTHER FUNCTIONALITY

- The ERMS must have Application Program Interface functionality to enable it to connect and integrate with the other various systems currently in use at the Municipality, especially our pending CRM system.
- The ERMS must have the ability to index and track the Municipality's non-electronic records.
- The ERMS must have the ability to protect documents with encryption if required.

SPECIFICATIONS – NONTECHNICAL (CONTINUED)

ERMS Secondary Requirements

Each proponent's proposal *must* address each of the following secondary functionality requirements. It is expected that each proponent's proposal will expand upon the virtues of their product, describing how each secondary functionality requirement will be met and delivered to the Municipality. Detailed information, specifications and "screen shots" will help in determining if the proposed solution meets our needs. As well it must be indicated if the function is part of the proposed ERMS or available as an option (at what cost) or available from a third party vendor.

PHYSICAL RECORDS

- It is desired that the ERMS have the capacity to utilize RFID and/ or Bar-coding of physical folders and document header/ separator sheets for the purpose of classification and location traceability.
- It is desired that the ERMS have the capacity to manage hybrid (combined electronic files linked to a paper file) retention and disposal.

ELECTRONIC RECORDS

- It is desired that the ERMS have:
 - Advanced Workflow Operations
 - Document Collaboration
 - Internet/Intranet Capability
 - Universal Document Reader (multiple extensions)
 - NET Web based application Interface
 - Electronic Form Generation
 - Digital Signature Capability
 - Capacity to produce watermarks etc. on stored documents

SPECIFICATIONS – TECHNICAL

Each proponent's proposal *must* provide an overview of the software and hardware architecture proposed for the Municipality. Each proponent must present a detailed description of key features and capabilities of the following proposed software as they relate to the Municipality whether integrated as one product or as separate modules (if applicable to your proposal):

- Electronic Document Management Software
- Records Management Software
- Document Scanning and Finishing Equipment
- Document Viewing, Editing and Annotating
- Intranet / Internet Web Publishing Capabilities
- Web-Enabled Services / Publishing
- Automated Workflow
- Electronic e-Forms
- Digital Signature Capability
- Collaborative Document Management
- Document Imaging and OCR
- Metadata Based Content Management
- Document Retention and Destruction Management
- Physical File Information and Location Systems (Bar-coding – RFID)
- Document Security and Permission Systems

In addition to the description, please provide in succinct narrative form (at least one paragraph per item) answers to the following questions:

MODULAR INTEGRATION

- What proposed modules are fully integrated (part of the base software) into the proposed solution?
- What are the proposed, proponent and/or third party software products?
- If there are proposed third-party software products, explain how they are integrated into the main ERMS software (i.e., do the third party software products share security definitions and similar menu structures)?
- What processes are handled in real-time? (i.e., modules communicate with each other and external systems programmatically).
- What processes require batch processes?
- Define how each module in the proposed solution works.

TECHNOLOGY ARCHITECTURE

- When identifying the proposed technical architecture requirements, please identify the optimal configuration, not merely the minimum configuration.
- Describe how you will support your proposed solution in a virtual environment.

SPECIFICATIONS – TECHNICAL (CONTINUED)

HARDWARE ENVIRONMENT

- Describe the optimal hardware environment (both clients and servers) required to utilize the proposed software.
- In the event there is more than one suitable hardware platform, list all options indicating the relative strengths and drawbacks (if any) of each.
 - I. Total number of servers and their key functions for each of the environments.
 - II. Correct sizing for each server in each environment, including but not limited to: number and size of CPU's, amount and type of memory, number and size of hard drives (or other storage requirements, i.e. SAN), configuration of hard drives (i.e., RAID 5, Mirror, etc.), Network Card speed and number, configuration of network cards.
 - III. A clear mapping of each module or component to each server proposed in design.
 - IV. Any software that needs to be installed on any user workstation (client) to execute any function in the proposed software, access any data or any module.

NETWORK COMMUNICATIONS ENVIRONMENT

- Describe the optimal network/ communications environment required to utilize the proposed hosted software. This includes identifying the appropriate network/ communications performance required in order to support the end users of the proposed software. In the event that there is more than one suitable network configuration, list all options, including the relative strengths and weaknesses (if any) of each.

SOFTWARE ENVIRONMENT

- Identify the operating system required by the proposed software and database management system in the hardware environment recommended above. In the event there is more than one suitable operating system or an optimal system, list all options indicating the relative strengths and drawbacks (if any) of each.
- Describe all requirements for client based software.
- Describe all server requirements.
- Describe your model for software deployment.

SPECIFICATIONS – TECHNICAL (CONTINUED)

DATABASE PLATFORM

- Identify the database management system in the hardware environment recommended above. In the event there is more than one suitable operating system or an optimal system, list all options indicating the relative strengths and drawbacks (if any) of each.
- What database or query languages are utilized?

REPORTING AND ANALYSIS TOOLS

- What reporting tools are available?
- What Online Analytical Processing (OLAP) tools are available?
- Are there any interfaces to common desktop packages?
- Describe the performance management and executive dashboard tools included with the system.
- Do the same security definitions apply to the reporting tools as to the main ERMS software?

ON-GOING INTERNAL FUNCTIONAL AND TECHNICAL SUPPORT

- What is the recommended make up of the internal (Municipality) functional and technical support team post-implementation?
- What is the number of staff and skill set required to adequately maintain the system after the implementation partner has left? Please include recommendations for each key area of support, including: ERMS Software, Database, Infrastructure (servers), Help Desk, Record Management, etc.

SOFTWARE VERSION

- Identify the most current version of the software. During implementation, the proponent must provide the most current version of the software. All known posted and identified fixes to bugs within the system must also be applied at time of implementation.

RELIANCE ON BEST PRACTICES / DEGREE OF PROCESS REENGINEERING IMPOSED OR REQUIRED

- Please describe in detail the best business practices that are built into your software.
- How do you see these practices pertaining to the Municipality operations in particular?

SPECIFICATIONS – TECHNICAL (CONTINUED)

WORKFLOW CAPABILITIES

- How does workflow (electronic routing of documents) in your system operate?
- How are workflow rules established?
- Is the workflow functionality limited to some of the modules, or is it pervasive throughout all modules?
- Is the workflow integrated with any proposed third party products?
- How does the workflow interface with other collaborative software applications (i.e., CRM, E-Mail, etc.)?

APPLICATION DEVELOPMENT TOOLS

- What toolsets are included with the software?
- What unique programming requirements are there?
- What tools are available to customize the software (e.g., data structures, user interfaces, etc.)?
- Describe what Application Program Interfaces (API) are available for working with the proposed solution.

SECURITY

- Describe the authentication architecture of the proposed solution.
- Describe the authorization / access control architecture of the proposed solution.
- What, if any, single sign on features are supported?
- Describe the logging and auditing features of the proposed solution?

UPGRADES

- How are patches and fixes deployed?

SPECIFICATIONS – TECHNICAL (CONTINUED)

INTEGRATION

- Referencing the list of the Municipality's existing applications
 - Microsoft Office Suite (Word, Excel, PowerPoint, Publisher, Access, Project, Visio etc.)
 - SAP
 - ERSI ArcGIS
 - Auto Cad LT
 - Microsoft Exchange

- Provide the following:
 - A checklist indicating which applications shown above the proposed hosted ERMS can interface with and the method of accomplishing that integration/interfacing.
 - What features and benefits can be expected by utilizing the integration capabilities?
 - Describe how and what industry CRM systems your proposed solution can integrate with.

PROPOSED THIRD PARTY SOFTWARE/ HARDWARE PRODUCTS

- To the extent that a third party product is required to compensate for functionality that is absent in the proposed software, the proponent should explicitly state the name of any third party products and provide a description of the product(s). For each third party product, proposals must include a statement including whether the Proponent's contract will encompass the third party product and/or whether the Municipality will have to contract on its own for the product. Provide a description of how proposed third party applications will be deployed, managed and supported.

SYSTEM AND PROGRAM EXPECTATIONS

The proponent's proposal must address each of the following system/program expectations. It is expected that each proponent's proposal will expand upon the virtues of their product describing if and how each secondary expectation will be met and delivered to the Municipality. Detailed information and examples will help in determining if the proposed solution meets our needs. As well it must be indicated if the function is part of the proposed ERMS or available as an option (at what cost) or available from a third party vendor.

APPLICATION CUSTOMIZATION

The Municipality will want the capacity to internally customize the look and feel of the proposed solution to match our brand without changes to the core code of the application.

DOCUMENTATION

- Access to the most up to date downloadable relevant documentation at all times is required.
- The documentation is expected to contain, but not be limited to the following information:
 - Administration and Configuration
 - Technical documentation
 - Operating procedures
 - User procedures
 - Technical newsletters
 - Training manuals
 - Other

ONGOING PROGRAMMING AND TECHNICAL SUPPORT

- The successful proponent is expected to provide priority software program support and technical support during regular business hours (8:00am Atlantic Time to 5:00pm Atlantic Time, Monday to Friday). The support shall be provided by a person that has extensive knowledge of the Municipality's ERMS and its modules.
- Describe your afterhours support provided, including availability and pricing.
- Describe how your support differs between end users and technical level support.

SYSTEM AND PROGRAM EXPECTATIONS (CONTINUED)

MAINTENANCE AND UPGRADE SUPPORT

- The first year of maintenance and upgrade support is to be included in the vendor's final price. Subsequent years' maintenance and support costs (if any) should be provided with details. The proponent should provide rates on additional services that would be available on a per diem, per hour or project basis for post-implementation system modifications or enhancements outside the scope of the work listed.
- Describe the upgrade frequency for both security fixes and feature enhancements.
- How long do you support specific versions of your software?

CANADIAN FEDERAL LAW, PROVINCIAL LAW AND MUNICIPAL REQUIREMENTS

- The proponent is expected to maintain software that complies with and works within the varying laws and requirements in Canada and the Province of Nova Scotia. Changes in law, regulations, or statutes, requiring modification to the programming source code to allow the software to comply with those rules and regulations will be the sole responsibility of the vendor and at no additional cost to the Municipality. Modifications to the source code are expected to be completed in accordance with the legal requirements.

TRAINING EXPECTATIONS

A strong, robust and comprehensive training program is paramount for the Municipality and will weigh heavily on the selection process. It is expected each proponent will include a detailed training plan with time line describing how the successful vendor will work with the Municipality's appointed representatives to communicate and deliver a comprehensive training program, which creates the least amount of disruption to the everyday business of the Municipality and ensures the users are capable of using the proposed solution.

It is the expectation of the Municipality that there will be a requirement for up front initial training as well as some additional follow up training at the individual user level. Each proponent is required to explain how both these needs will be met.

This training program will include, but not be limited to, the following components. Proponents are encouraged to provide details on other aspects of their training program that they feel are important.

- Ensure at least one appointed individual is developed as a "super-user" of the new electronic records management system. The super trainer/s will need to have the capacity to answer all standard operational questions from the end users as well have the capacity to train new users. The super user/s will also need the capacity to:
 - Add new users to the system;
 - Delete users;
 - Establish access /security protocol;
 - Understand and use system audit reports.
- Ensure there is adequate training for Municipality IT personnel to enable them to trouble shoot technical system problems and act as a system administrator.
- Ensure training for system specific operational procedures are provided by the vendor consistently to all Municipality departmental staff. It is expected this training would take the form of a group workshop session of end users and the records administrator held over a few days as well as individual user follow up sessions available to end users for a period of time following implementation.
- This training should include but not be limited to:

Creation

- How to navigate through the system;
- How to scan a document;
- How to get a document into the system.

TRAINING EXPECTATIONS (CONTINUED)

Storage

- How to create a document profile based on the Municipality's classification scheme;
- How to properly identify a document;
- Document preparation, scanning and indexing.

Access

- How to search and find a document;
- How to find multiple documents.

Disposition

- How to establish an automatic purge process that adheres to the AMANS rules;
- How to manage the purge process.

Work Flow

- How to set up, manage, run and maintain all work flow processes identified as a required functionality capability.
- How to build and implement custom work flow streams including those requiring interoperability with other systems.

Other

- How to establish and use the audit trails;
- How to set up and run system reports.

GENERAL TERMS AND CONDITIONS

Confidentiality

The proponent and any of the proponent's employees involved in the project will be required to sign a confidentiality agreement indicating all conversations and information shared by the Municipality and obtained as part of the project is to be kept strictly confidential.

Personnel

The proponent is advised that the Municipality expects the personnel listed in the proposal to perform the work indicated and written permission must be obtained before changing any member of the project team. In the case of personnel being changed, the Municipality requires that the new personnel have a similar length and breadth of experience relevant to this project as the personnel being replaced and be otherwise acceptable to the Municipality.

Resources

The proponent will be responsible for all costs associated with completing the full scope of the project work proposed in their proposal.

Responsibilities

Should the proponent fail or neglect to complete the required work within the mutually agreed upon time frame the Municipality reserves the right to terminate the contract and the proponent shall be responsible for all costs associated with same.

Payment

Payment will be based on an invoice submitted by the successful proponent payable upon agreed terms. Invoices are to be forwarded to:

Scott Fraser
Director of Corporate Services
Municipality of the County of Colchester
1 Church St.
Truro, NS B2N 3Z5

Appendix A – Quick List Evaluation Grid

Important Quick-list Instructions:

- The list below is intended to provide a quick measure of some common elements about an ERMS and does not suggest that any of these items are mandatory or even desired but rather helps to determine relative comparisons.
- It is expected that your proposal will have more detailed descriptions about exactly how YOUR software performs. Do not rely upon this quick checklist to illustrate your products details, features or benefits.

Add explanatory comments on a separate sheet of paper where required.

TECHNOLOGY

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
1	Compatible with Windows Server Standard 2008 R2 or 2012 R2, Windows 7 Pro, Windows 8.1	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
2	Key reporting tables are exposed and documented	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
3	Document viewer web-enabled	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
4	Core application configuration tool web-enabled	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
5	Application completely web based (HTML, Java, etc)	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
6	Application allows multiple users to view to a single folder and record simultaneously	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
7	Application allows for record locking (need to know the nature of multiple users and record access)	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
8	Support for bar codes	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
9	Supports RFID	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

USER ACCESS AND SECURITY

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
1	The system to provide a mechanism to handle forgotten passwords.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
2	The system to provide an interface for Administrators to reset passwords and/ or accounts.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
3	Is the program designed to be integrated with the Active Directory (AD)?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
4	Provides automatic logoff with inactivity, and definable timeout.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
5	Does the system provide for screening of records based on confidential flags set as the document, folder or box level of the application?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
6	Does the system provide for screening of records based on security setting established on the record series level?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
7	Security shall also be assignable on a Department-wide level; i.e., restrict access to a department's records to that department's personnel only.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
8	Capability to e-mail documents or pages that cannot be printed or saved locally.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
9	The system must support expungement of images in accordance with the retention parameters established through the Records Management system.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
10	Capability to blackout (redact) confidential areas within a page on the image and text..	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

SCANNING AND CAPTURE

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
1	Provides ability to set document attributes such as single-sided, double-sided, landscape, portrait and number of pages.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
2	Provides single & multi-page document scanning.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
3	Scans double-sided documents without intervention of operator.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
4	Provides a date and time stamp for each image.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
5	Batch scanning with support for barcode or (RFID) document separators and indexing.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
6	Ability to rotate, magnify, and reduce images.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
7	Software should support de-skew, de-speckle and blank page detection features.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
8	Capability to display at least two full 8 ½ x 11 inch images concurrently.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
9	Capability to automate indexing using OCR.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
10	Intelligent editing of index entries (e.g., no. of characters allowed, allow numeric only, allow alphabetic only, etc.).	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
11	Allow routing of scanned images through quality assurance before indexing.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
12	Ability to reject single images or entire batch and route for rescanning.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
13	Ability to modify index information associated with previously indexed documents including the ability to combine a record with duplicate record.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
14	Maintains an audit trail of any changes to document or record indices.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
15	Ability to easily accommodate the addition of an index component after production.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

SCANNING AND CAPTURE (CONTINUED)

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
16	Capability to function with the Municipality's Xerox scanning equipment.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
17	Ability to scan text, photographs, graphics from color or black and white source documents.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
18	Ability for the system to dynamically determine colour depth and adjust storage requirements accordingly (B&W, Monochrome, low color, etc.).	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
19	Capabilities for image capture in a decentralized manner, uploaded through web browser or email.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
20	Provides online, real-time processing to allow viewing of documents as they are entered.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
21	Provides reports on volume of images input (scanned, indexed, available for viewing) per hour.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
22	Ability to receive and store compressed images via facsimile.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
23	Ability to automatically extract index keys from electronic documents by zone OCR.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
24	Ability to capture documents directly from the end-user in different formats (e.g. Word, Excel, PDF).	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
25	Capable of storing images in PDF.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
26	Is the software capable of ensuring the image cannot be modified once committed to image repository?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

STORAGE AND RETRIEVAL

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
1	Ability to run ad-hoc searches on words or phrases in documents or metadata.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
2	Ability to complete text searches within scanned documents.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
3	Ability to search across multiple records.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
4	Ability to provide "links" between files for attributes such as projects or other areas of association.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
5	Ability to retrieve all images belonging to a record in one request.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
6	Ability to set preferences and filters to retrieve a subset of documents based on user ID.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
7	Ability to display results hierarchically, based on record series, sub-series.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
8	Ability for each user to set their preferences for initial view when retrieving records.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
9	Ability to retrieve multiple documents by an indexed key search such as project or property number.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
10	Ability to associate bookmarks with user ID so they can be restored during subsequent sessions.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
11	Users are able to apply and retrieve bookmarks.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
12	Ability to pre-fetch documents based on predictable events (such as a scheduled event or requesting a related document).	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
13	Software should allow the search word to be highlighted on the text.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
14	Capability to perform "range" searches.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

USEABILITY/ USER EXPERIENCE

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
1	Ability to search on any indexed field.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
2	Ability to browse information based on indexed criteria	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
3	Ability to create an annotation and associate it with an entire box, file or single document.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
4	Alerts that annotations exist with a record.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
5	Capability to display images in a window that is movable and sizable.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
6	Capability to display images in a new window.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
7	Thumbnail views available for browsing and selection when working with multi-page documents, and/or multiple document batches.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
8	Ability to view documents in Microsoft office standard formats for MS Office 2003, MS Office 2007.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
9	Images and documents managed by document management software can be retrieved over the Internet.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
10	Provides an audit trail of any print function.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
11	Capability to select one or more pages for printing.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
12	Ability to print a cover sheet with each request.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
13	Ability to send outbound email.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
14	Outbound email can be disabled/enabled depending on record series-specific privacy settings.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

PRIVACY AND SECURITY

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
1	Provide audit trail reports showing document additions, deletions or modifications.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
2	Ability to identify confidential/sensitive information, requiring higher security level to access.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
3	Multiple level of securities.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
4	Restrict access to individual documents.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
5	Group security capability.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
6	Annotations are stored separately from the image.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
7	The image is protected from any modification by users.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
8	Restrict download capability to images.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

CIRCULATION

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
1	Address the entire life cycle, or continuum, of a record - from its creation/ receipt, through its active use, distribution and maintenance, to its final disposition (destruction or permanent or archival retention).	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
2	Comprehensive folder management system that effectively manages aspects of records maintained at the folder level, including: data collection, circulation, audit/legal holds.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
3	Comprehensive folder management system that effectively manages destruction aspects of records.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
4	Record management data for History of Record movement.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
5	Record management data for Storage Box information.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
6	Record management data for Identity of a current user.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
7	Record management data for division detail information.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
8	Barcodes (RFID) on documents and/or folders.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
9	Can the system create barcode (RFID) labels for documents, files, boxes, locations, users etc.?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
10	Can Barcode (RFID) include time and date stamp?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
11	Can the Barcode (RFID) record and produce multiple fields of information?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
12	Can the system track outstanding or delinquent requests for retrieval of physical records until they are fulfilled or cancelled?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
13	Query capability to create a report to list outstanding requests including a listing of all requests currently outstanding and by user, department, department division or record series classification.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

CIRCULATION (CONTINUED)

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
14	Box/ folder shall be automatically re-assigned to the new location or user. The system should also note if any files/ documents are charged out already and not "move" them with the box/ folder.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
15	A method to confirm the physical contents against the database properties.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
16	Is there a method in the system to maintain information that defines each box?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
17	Does the system allow for the identification of an item's real time status?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
18	Is the system capable of producing standard reports?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

METADATA

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
1	Import/export functionality for classification components.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
2	Uniform file classification system to describe and define each records series using a coding structure a minimum of three levels deep (i.e., hierarchical classification).	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
3	Cross-reference query capability.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
4	Are there memo fields of 255 character fields or more?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
5	Ability to set permissions based on the organizational structure of the document.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
6	Does each folder record contain specific date related information? If so please list.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
7	Are there media fields?	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
8	Ability to enter metadata from a template.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
9	Ability for Administrator to amend indexed data.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
10	The system shall automatically assign each record a unique number or code to identify that specific record and be capable of preventing this number from being duplicated within the system for any other record.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

WORKFLOW

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
1	Workflow features for simple routing and complex rules-based intelligent workflow.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
2	Visual workflow design tool.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
3	Workflow programming features include routing options based on customized logic (e.g., status, form type, record type, and exceptions).	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
4	Provide capability to automatically route documents to various queues based on status of the documents.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
5	Ability to alter workflow while in use, as work requirements change.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
6	Provide summary level status reports of the various functions/modules to monitor back logs, job queues and productivity.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
7	Alerts to specified users/ roles if process back logs grow beyond user-defined levels.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
8	Alerts to specified users/ roles if documents stagnate at a given workflow step for longer than a user defined period.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
9	User activity audit trails for productivity.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
10	Ability to create custom workflows.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

RETENTION

#	Description of Requirement	To what degree does your product meet the requirement?	Is the purchase of additional software modules or services recommended to meet the requirement?	Is there any configuration necessary to meet the requirement? *	Is there any customization necessary to meet the requirement? **
1	The retention schedules shall be integrated with the document, box and folder management systems so that the retention policy can be immediately applied to each record during data entry.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
2	Multi-level classification and retention.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
3	Separate lifecycle calculations for official records and convenience copies of that same record.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
4	Administrator to define a “one to many” relationship for the official departments of record, for each record series, and designate lesser retention periods for convenience copies of that same record.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
5	Security access to allow for requesting the creation, amendment and deletion of record series within the retention schedule.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
6	The document/ folder/ box inventory shall be integrated with the retention system so that the planned boxing archiving and destruction dates are automatically calculated by the system.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
7	Comprehensive tools for the management of Record Retention Schedules.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
8	“Classification codes” to be linked to the retention schedules.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
9	Report when active files should be moved to inactive status and prepare pre-programmed “box-up” reports to distribute to user departments telling them it is time such actions should be performed.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
10	Whenever retention schedules are updated the system shall have the ability to globally update and recalculate disposition dates for all affected records.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
11	Ability to place records on hold.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain
12	Accommodation of common retention definitions such as Permanent designation.	☐ Fully ☐ Partially ☐ Not Supported	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain	☐ Yes or ☐ No If yes, please explain

Attachment A – Proposal Form



ADMINISTRATION DEPARTMENT REQUEST FOR PROPOSAL Electronic Records Management System

MUNICIPALITY OF THE COUNTY OF COLCHESTER

Electronic Records Management System

Proposal Submitted by:

Address:

Telephone No.:

Facsimile No.:

Mr. Scott Fraser
Director of Corporate Services
Municipality of the County of Colchester
1 Church St.
Truro, NS B2N 3Z5

Dear Mr. Fraser,

We, the undersigned, hereby offer and agree to supply, implementation, training and ongoing maintenance of an electronic records management solution that will meet the needs of the Municipality as defined in this RFP.

We have examined the Submission Instructions, General Requirements, Terms & Conditions and Specifications and upon acceptance of this proposal are prepared to enter into a contract, in the form exhibited with the proposal documents, for the supply, implementation, training and ongoing maintenance of an electronic records management solution for the Municipality of the County of Colchester.

COMMENCEMENT AND DURATION OF THE CONTRACT

The proponent shall commence the supply, implementation, training and ongoing maintenance of the electronic records management solution for the Municipality of the County of Colchester on a mutually agreed upon date following the selection of the successful solution.

This offer is irrevocable for sixty (60) days from the date on which the proposals are opened and if accepted within the said sixty (60) days, I (we) undertake to enter into a Contract for the supply, implementation, training and ongoing maintenance of the electronic records management solution.

Dated at _____ , Nova Scotia

This _____ **day of** _____ , 2013.

Name of Proponent _____

Address: _____

Authorized Signature

Signature of Witness

Name (Printed)

Title (Printed)