

Town of New Castle

Request For Proposal

**Scanning
And
Indexing Services**

April 14, 2008

Revision 4.07

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Introduction and Contact Information

This Request for Proposal (RFP) is being issued by the Town of New Castle (Town), a New York State municipality located in Westchester County.

The Town is seeking a vendor (Vendor) to provide, Document Scanning and Indexing services that will meet the current needs of the Tax Assessor's Office and Building / Engineering Department.

This RFP will define the scope of the work to be performed, the requirements the vendor must address, the method for response to this RFP and the administrative requirements that must be followed.

Please submit all questions and requests for information regarding this RFP to:

RFP Technical Contact

Steven Sweet
New Castle IT Manager
200 South Greeley Avenue
Chappaqua, NY 10514

Telephone 914-238-7297
Fax 914-238-0426
E-Mail ssweet@town.new-castle.ny.us

RFP Submission Contact

Jill Simon Shapiro
Town Clerk
200 South Greeley Avenue
Chappaqua, NY 10514

Telephone 914-238-4772
Fax 914-238-2537
E-Mail jshapiro@town.new-castle.ny.us

RFP Return Information

Responses to this RFP should be delivered or mailed to the above listed submission contact and received no later than 12:00 noon on May 30th 2008.

General Information

General Information

The Town of New Castle (Town) is seeking qualified vendors (Vendor) to provide, Document Scanning and Indexing services to assist in converting the large amount of records the Town is required to maintain to digital format.

This RFP addresses services to scan paper records contained in the Tax Assessor's Office and Building / Engineering Department. The Assessor's Office and Building / Engineering Department currently maintain archives in both the department offices and the Archive Room on the ground floor in Town Hall.

The solution proposed should provide for Scanning and Indexing services for some of the existing documents stored in both the department offices and the Archive Room. Listed on the following page are estimates of the various documents contained in the areas to be converted. Documents contained in the department storage and Archive Room but not covered for conversion under this RFP, will be addressed in subsequent years.

Vendors responding to this RFP will be required to perform their own assessment of the backfile and include in their proposal both a lump sum and individual cost for scanning each type / size of document encountered.

After analyzing proposals from both "Complete Project" and "Backfile Only" RFP Vendors, the Town will determine if it is in its best interests to separate the project work and will notify submitting vendors of its decision to proceed with single or multiple vendors on the DIMS project.

If the Town elects to use separate Software / Services and Backfile / Scanning Vendors, the successful Vendor of this RFP will be bound to work with the successful Vendor of the Software / Service RFP scan and index the documents described herein in a fashion that will allow for easy importation into the Vendor's Document Imaging and Management System (DIMS) system.

Vendors should indicate if "on-site scanning" is a service they can provide. If this service is available, vendors should provide the details of their on-site scanning services, including what specific on-site space and power requirements must be provided.

Back File Conversion

Backfile Documents

Both the Assessor's Office and the Building / Engineering Department have backfile documents to be scanned and incorporated into an electronic Document Information and Management System (DIMS). Due to the large amount of documents amassed over the years it will not be possible to scan all of the existing archive of both departments in this phase of the DIMS project. The Town has selected groups of documents to be included in this RFP which it feels will fall within the budget estimates for this project. These selections include the following:

Assessors Office	Assessment Property Cards
Building / Engineering / Department	Building Permit Folder Archive
Building / Engineering / Department	Tax Maps

If vendor proposals for backfile conversion costs are higher than budget estimates, the Town may elect to reduce the number of documents to be scanned.

The Assessors office maintains 8.5" x 11" double-sided color assessment cards on each of approximately 6700 parcels within the municipality. Depending on the expansion work each property received over the years, parcels have between 1 and 3 double-sided cards along with separate pictures and sketches. The Assessor estimates there are approximately 45,000 total "faces" to be scanned. Scanning of these cards is required to be in color and vendors should take these color images into consideration when supplying disk space estimates. These cards and associated images will be de-stapled and prepped by Assessor's Office employees, no vendor prep will be required for these documents.

The Town's Archive Room contains 6 tiers of Building Department Permit files. There are approximately 13200 permit folders in this archive area. Each folder contains documents smaller than 11"x17" of varying sizes and plans larger than 11"x17", also of varying sizes. Sample counts from several areas of this archive reveal an average of 23 small documents and 7 large plans per permit folder. These files will not be prepped and de-stapled prior to scanning.

The Building Department office area contains approximately 300 tax maps. These maps are 42"x 30" drawings on Mylar medium and do not appear to require any preparation.

The Scanning / Backfile Vendor will be required to deliver the scanned imaged on DVD disk organized by Section / Block / Lot and Indexed using a database method agreeable to both the Town and DIMS Software Vendor.

Back File Conversion

Backfile Inspection

Vendors responding to this RFP should inspect the existing archive file area for purposes of estimating backfile conversion costs. Although estimates are provided herein it is ultimately the responsibility the each responding Vendor to determine the size of the archive to be converted and the cost for the conversion.

Backfile Cost

Cost for backfile conversion for Assessor's Office and Building / Engineering Department should be priced separately, including separate shipping costs. Vendors are capable of providing both on-site and off-site scanning services should price the work both ways if there is a cost difference. In addition to a lump sum price, vendors should provide a per piece price for large and small type documents in the event the scope of the project is changed.

Document Prep and Packing

Document preparation services will be provided by the Town for the Assessor's Property Cards. Document preparation services **will not** be provided for the Building / Engineering Permit files. There appears to be no document preparation necessary for the Building / Engineering Tax Maps. If off-site scanning services are to be performed, packing work and shipping boxes will be provided by the Town and do not need to be included in Vendor's proposals.

Document Shipping

If off-site scanning services are to be performed, documents must be picked up by the Vendor or the Vendor's private carrier and transported directly from the Town Hall pickup location to the Vendor's scanning site or Vendor's scanning sub contractor. No common carriers or trans shipping will be allowed and documents must not at any time leave the possession of the Vendor, the Vendor's private carrier or the Vendor's scanning sub contractor.

After scanning, small documents are to be replaced into the files they were removed from without being re-stapled. Large drawings (sets that were de-stapled) are to be re-stapled in the correct drawing order. Large and small documents will then need to be re-filed into the folders they were removed from, repacked into the boxes they were shipped in and returned to the Town using the above outlined shipping procedure.

Back File Conversion

Sample Conversion

Each responding Vendor will be required to perform sample conversions as part of their response to this RFP. The sample will consist of 2 sets of properties including Assessor's Property Cards and Building Permit Folders for each property. Each set will consist of old and new, large and small documents. Vendors can arrange for the sample files to be made available to them by contacting the technical contact listed on page 1 of this document. Once arranged for, the sample files can be picked up at the New Castle Town Hall, 200 South Greeley Avenue, Chappaqua NY 10514. Originals must be returned within 10 business days of pickup. The scanned documents should be provided on CD or DVD with the Vendor's proposal submission.

Backfile Conversion Quality

Each responding vendor will be required to state in their proposal that the quality of the entire backfile conversion will be equal to or better than the quality of the sample documents submitted with their proposal and presentation. Any scanned documents not meeting this standard may be rejected during the backfile conversion process.

Optional Equipment

Film Viewing and Scanning System

If Vendors are able to provide, install and support a system with the capability of viewing, printing, scanning and capturing TIFF images from the current inventory of 16mm, 35mm and 3"x 5" microfilm archives and saving said images to network storage for importation into the Town's planned DIMS system, the Vendor should provide separate costs associated with purchasing, installing and supporting this type of system.

Vendor Requirements

Sub Contractors

In some cases responding vendors may plan to use sub-contractors for some of the work required in this project, specifically in the area of trucking. The following information must be provided on any sub contractors the vendor will use in the completion of this project. This information must be submitted with the Vendor's proposal.

Sub Contractor Name

Sub Contractor Address

Contact Name

Contact Phone Number

Contact E-Mail Address

Services The Sub Contractor Will Be Providing In This Project

Client References

Each vendor responding to this RFP will be required to submit 3 client references of Document Scanning and Indexing work performed over the last 36 months.

Each client reference should include the following information:

Organization Name

Type of Organization

Organization Address

Contact Name

Contact Title

Contact Phone Number

Contact E-Mail Address

Description and Dollar Value Of Work Performed

Proposal Submission Guidelines

RFP Timeline

April 14 RFP released to perspective vendors.

April 14th through April 25th vendor site inspection and sample document pickup.

May 12th through May 23rd client reference review.

May 30th RFP return date.

June 2 through June 9th final proposal consideration by Town Administration.

June 24 project / Vendor approval by Town Board.

June 30 Vendor notified of project award.

Site Inspection and Sample Documents

Perspective vendors may arrange to inspect the archive files and pick up the sample documents to be scanned by contacting technical contact for this RFP found on page 1 of this document.

RFP Modifications

Modifications or changes to this RFP may only be issued in writing or via e-mail by issuing an addendum to this document. If a provision in this RFP will preclude a vendor from submitting a proposal, the vendor may request in writing or via e-mail that the provision be changed. The request will be reviewed and if the requested change will not materially alter the finished system or affect the Town in any negative way, it will be granted and all potential vendors will be issued an addendum to this RFP. In no case shall change requests be accepted or considered after May 1, 2008.

Proposal Submission

Proposals should be submitted as complete responses to this RFP and should include all items requested herein including pricing, client references, sub contractor identification and sample document conversion.

The pricing contained in each vendors proposal must be held firm for a period of 90 days from the proposal submission date.

Proposals received without all of the required information will be marked as incomplete, returned to the vendor and will not be considered in this RFP process.

Completed proposals should be placed in a sealed envelope marked **2008 New Castle Scanning Digitizing and Indexing Services RFP**. The envelope should be delivered or mailed to the address listed below to arrive no later than 12:00 noon on May 30th 2008.

Town of New Castle
Town Clerk's Office
200 South Greeley Avenue
Chappaqua, NY 10514

Project Award and Contract Execution

Project Award

The Award of the contract will be based upon a comprehensive review and analysis of all Vendor proposals, samples provided and references submitted.

After analyzing proposals from both “Complete Project” and “Backfile Only” RFP Vendors, the Town will determine if it is in its best interests to separate the project work and will notify submitting vendors of its decision to proceed with single or multiple vendors on this DIMS project approximately 10 days from proposal opening date.

Contract Execution

If the Town elects to move forward with separate Scanning and DIMS system Vendors, the successful Vendor in this RFP process will be required to enter into a binding contract with the Town. The contract will be based on the requirements of this RFP, the vendors submitted proposal and Town’s standard terms and conditions for contracts of this type.

In no case will the contract contain any elements that are contrary to provisions of this RFP, the conditions of the DIMS RFP or the Town’s standard terms and conditions for contracts of this type.

The Town’s attorney will prepare the contract for review and execution by the Vendor. Once executed by an officer of the Vendor’s organization, the contract will then be counter signed by the Town’s Supervisor.

Payment Terms

The Town does not make advanced payments on work not yet performed or materials not delivered. Progress payments will be made as portions of the project are completed and signed off by the project manager. A payment schedule will be attached to the contract. Progress payment points for this project are to be as follows:

- Delivery and inspection of each batch of scanned documents.

Insurance Requirements

Prior to start of any work, The vendor will be required to post certificates of insurance meeting the Town’s insurance requirements for contracts of this type and naming the Town as a beneficiary in the event of a loss. Specifics of these insurance requirements are listed on pages 10 and 11 of this document.

Project Implementation

Project Management

As soon as practically possible after contract execution and prior to any work being performed, the selected Vendor will appoint a project manager. The project manager will act as the point of contact for all Town personnel involved in the project. The project manager will be responsible for ensuring that all vendor personnel who work on the project are well versed in the specific requirements of the project. The project manager will also have the responsibility to keep all involved Vendor personnel up to date on any and all project changes.

Implementation Schedule

Upon award of the contract, the selected Vendor's project manager will work with the Town's IT manager to develop an implementation schedule agreeable to both parties. This schedule shall in no case extend the completion data of the project, including backfile conversion work, beyond 160 days from the date of the contract signing.

Implementation Meeting

As soon as practically possible after contract execution, a design and implementation meeting will take place between the Scanning Vendor's project manager, key members of the DIMS Vendor's staff and the Town's IT, Assessment and Building / Engineering staff. This meeting will be held at the New Castle Town Hall and will be used to define all project implementation details.

Insurance Requirements for Town of New Castle

Contractor shall furnish a certificate of insurance prior to commencing work evidencing:

- 1) Worker's Compensation and Employers Liability Policy, covering operations in New York State.
- 2) Commercial General Liability Policy, with limits of no less than \$1,000,000 Each Occurrence/\$2,000,000 Aggregate limits for Bodily Injury and Property Damage, and shall not exclude coverage for:
 - A. Products/Completed Operations;
 - B. Independent Contractors;
 - C. Town of New Castle and their assigns, officers, employees, representatives and agents should be named as an "Additional Insured" on the policy and the Certificate of Insurance should show this applies to the General Liability coverage on the certificate;
 - D. Each insurance policy shall be written on a primary and non-contributing coverage basis, including any self-insured retentions.
 - E. To the extent permitted by New York law, the Contractor waives all rights of subrogation or similar rights against Town of New Castle, assigns, officers, employees, representatives and agents.
 - F. General Aggregate shall apply separately to each project (must be on an occurrence form).
 - G. Cross Liability coverage (Commercial General Liability and Business Automobile Liability policies only).
- 3) Comprehensive Automobile Policy, with limits no less than \$1,000,000 Bodily Injury and Injury and Property Damage liability including coverage for owned, non-owned, and hired private passenger and commercial vehicles
- 4) Umbrella Liability, with limits of no less than \$5,000,000.
- 5) Professional Liability with limits no less than \$1,000,000 for each claim and \$3,000,000 aggregate.
- 6) Owners & Contractors Protective Liability Policy, with limits no less than \$1,000,000 shall be taken out and maintained during the life of this contract which will protect the Town of New Castle from claims for damages for personal injury, liability, accidental or wrongful death, as well as property damage which may arise from operations under this contract whether such operations be by himself or by any subcontractor or by anyone directly or indirectly employed by either party.
- 7) Certificates shall provide that thirty (30) days written notice, by registered mail with return receipt requested, prior to cancellation or expiration be given to the Town of New Castle. Policies that lapse and/or expire during term of work shall be recertified and received by the Town of New Castle no less than thirty (30) days prior to expiration or cancellation.

The Contractor shall furnish to Town of New Castle Certificates of Insurance as evidence of coverage prior to commencement of work and naming Town of New Castle as an Additional Insured.

The cost of furnishing the above insurance shall be borne by the Contractor, there will be no direct payment for this work. Cost will be deemed to have been included in the price bid for all scheduled items.

All carriers listed in the certificates of insurance shall be A.M. Best Rated A VII or better and be licensed in the State of New York.

Indemnification

To the fullest extent permitted by law, contractor shall indemnify, hold harmless and defend Town of New Castle, and agents and employees of any of them from and against all claims, damages, losses or expenses including but not limited to attorney's fees arising out of or resulting from the performance of the agreement, provided any such claim, damage, loss or expense (a) is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property, including loss of use resulting therefrom, and (b) is caused in whole or in part by any act or omission or violation of statutory duty or regulation of the Contractor or anyone directly or indirectly employed by it or anyone for whose acts it may be liable pursuant to the performance of the agreement. Notwithstanding the foregoing, Contractor's obligation to indemnify Town of New Castle, and agents and employees of any of them for any judgment, mediation or arbitration award shall exist to the extent caused in whole or in part by (a) negligent acts or omissions, or (b) violations of regulatory or statutory provisions of the New York State Labor Law, OSHA, or other governing rule or applicable law; by the Contractor anyone directly or indirectly employed by it or anyone for whose acts it may be liable in connection to such claim, damage, loss and expense. The obligation of the Contractor to indemnify any party under this paragraph shall not be limited in any manner by any limitation of the amount of insurance coverage or benefits including worker's compensation or other employee benefit acts provided by the contractor.