



Request for Proposal

WEBSITE, AGENDA, AND DOCUMENT MANAGEMENT SERVICES

**City of Daly City
333 90th Street
Daly City, California 94015**

Issued:

**Original: September 9, 2019
Date Change 1: October 10, 2019
Date Change 2: October 24, 2019**

Proposal Due:

November 8, 2019

Contact:

Timothy Birch
Acting Deputy Director
Department of Finance and Administrative Services

CITY OF DALY CITY

REQUEST FOR PROPOSAL

For

WEBSITE, AGENDA, AND DOCUMENT MANAGEMENT SERVICES

I. Introduction

Incorporated in 1911, Daly City is the largest of 20 cities in San Mateo County, with a population of 109,122. Located on the southern border of San Francisco, the “Gateway to the Peninsula” covers approximately 7.66 square miles; and is one of the most population-dense cities in the United States.

The City operates under the Council-Manager form of government and is a General Law City under California statutes. The City of Daly City is a full-service city, providing police, fire, streets and roadways, library, recreation, planning and zoning, and general administrative services to one of the most ethnically diverse population in the nation. The City also operates a water utility and sanitation district.

II. Tentative Schedule of Events (dates are subject to change)

EVENTS	TARGET DATES
Original Release of Request for Proposals	September 9, 2019
Proposal Due Date	November 8, 2019
Possible Presentation from Potential Vendors	November 18-22, 2019
Review Process	December 2-6, 2019
Selection of Vendor or Vendors	December 11, 2019
Contract Negotiations	December 16, 2019 to January 2020
Contract Execution	January 2020

Proposals are due on **Friday, November 8, 2019** by no later than **12:00 PM** at the City Clerk’s office located in City Hall, 333 90th Street, Daly City, CA 94015. This is *not* a Public Bid Opening. No proposal received after the time specified or at any place other than that stated in the RFP and notice of the same will be considered.

Applicants are fully and exclusively responsible for submission of their proposal on or before the deadline time and date specified. Proposals submitted after the deadline will be rejected and returned to the applicant.

If the City elects to award a contract as a result of this RFP, it is anticipated that the contract award will be made at a meeting of the City Council on **January 27, 2020**. The City may adjust this date as needed in its discretion.

III. Terms of Submission of Proposals

A. Contents

Proposals must fully comply with the requirements detailed in this RFP. Required supporting documentation must be included as Appendixes and must be appropriately identified. Incomplete proposals, proposals containing errors or inconsistencies, failure to submit the proper quantity of copies, or other process or content errors or deficiencies may result in your proposal being rejected and returned to the applicant.

B. Effect of Submission; Bid Modification

Submission of a proposal shall constitute acknowledgment and acceptance of all the terms and conditions contained in this RFP, unless exception to particular terms and conditions are expressed in writing in the proposal. Once submitted, responses to this RFP cannot be altered without the City's written consent. The terms of the proposals must be firm for a period of sixty (60) days from the date of the proposal opening. Upon selection of its proposal, in whole or in part, the selected bidder is bound to execute a written contract for landscaping maintenance services in accordance with the terms of this RFP and its bid.

C. Communications

All inquiries regarding this RFP must be directed to Timothy Birch, Acting Deputy Director of Finance and Administrative Services via email. Contractors are prohibited from contacting Daly City staff or elected officials regarding this RFP; except, as specifically set forth in this Request for Proposal. Failure to comply with this provision will result in rejection of the proposal.

Timothy Birch
Acting Deputy Director
Department of Finance and Administrative Services
City of Daly City
Email: tbirch@dalycity.org

D. Proposal Costs

The City is not liable for any costs or expenses incurred in the preparation of a response to this RFP. All costs in preparing and submitting a proposal shall be borne by the bidder.

E. Bid Withdrawal

A bidder may withdraw a proposal without prejudice prior to the time specified for proposal due date by submitting a written request for bid withdrawal to the City Manager, in which event, the proposal will be returned to the bidder unopened.

F. Retention and Use of Proposals

The City reserves the right to retain all proposals, as well as any reports, data or other material prepared or assembled by bidder and submitted to the City in response to this RFP, and to use any idea in any proposal regardless of whether that proposal is selected.

G. RFP Withdrawal or Modification

The City reserves the right to withdraw or modify this RFP at any time.

H. Public Records Act

Each bidder should be aware that although the California Public Records Act recognizes that certain confidential trade secret information may be protected from disclosure, the City might not be in a position to establish that a proposal that a bidder submits is or contains a trade secret. A bidder submitting any information that it considers a trade secret, must label such information as "confidential". If a Public Records Act request is made for any information marked "confidential" by a bidder, the City will provide that bidder with reasonable notice to allow the bidder to seek protection from disclosure by a court of competent jurisdiction. In the event that the bidder directs the City not to disclose the information sought pursuant to a Public Requests Act request, bidder shall indemnify the City against any losses, including reasonable attorney fees and costs, sustained arising from the non-disclosure of the information material requested in the request.

I. Approval by City Council

An agreement with the successful bidder shall not be binding until it is approved by the City of Daly City, City Council and executed by authorized representatives from the City and Contractor.

J. Competency and Responsibility

The City reserves full discretion to determine the competence and responsibility, professionally and/or financially, of bidders. Bidders shall provide, in a timely manner, all information that the City deems necessary to make such decision.

K. Execution of Contract

The bidder to whom award is made will be expected to execute a written contract with the City within thirty (30) calendar days after notice of the award has been mailed to the address given by the bidder in its proposal.

L. Failure to Execute Contract

If the bidder to whom the award is made fails to enter into the contract, the award will be annulled, and an award may be made to the next bidder who has fulfilled every stipulation within the RFP. Any subsequent bidder will be required to comply with section III K, above.

M. Acceptance or Rejection and Negotiation of Proposal

The City reserves the right to accept or reject any or all proposals, or to select more than one firm for this work as deemed appropriate by the City. After selection by the City, the contents of the submitted proposal will become a contractual obligation.

Failure to agree to include the proposal as part of the contractual agreement will result in cancellation of the award. The City reserves the right to negotiate a modification to, or accept any part of the proposal, and may not be obligated in any way to accept those parts that do not meet with the approval of the City. The City also reserves the right to waive non-substantial irregularities in any proposal, and to make an award as the interest of the City may require. Final terms and conditions of the contract, including length, scope of services and compensation will be negotiated at the time of selection and will be subject to the approval of the City Manager and City Council.

N. Affidavit of Non-Collusion

All bidders shall warrant and covenant that the submitted Proposal is not made in the interest of, or on behalf of, any non-disclosed person, partnership, company, association, organization or corporation; that the proposal is genuine and non-collusive or sham; that the Proposer has not directly or indirectly colluded, conspired, connived, or agreed with any Proposer or anyone else to put in a sham proposal, or that another person or entity shall refrain from submitting a proposal under this RFP or otherwise; that the Proposer has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix its proposal price or its proposal price of any other Proposer, or to fix any overhead, profit, or cost element of the proposal price, or that of any other Proposer, or to secure any advantage against the public body awarding the contract or anyone interested in the proposed contract; that all statements contained in the proposal are true; and further, that the Proposer has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any person, entity, corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal. An affidavit of non-collusion as required by this section shall accompany every proposal submitted in response to this RFP.

IV. Scope of Work

A. Overview

The City of Daly City has identified three areas that require technology solutions from a vendor or vendors:

- Website management services; external and internal sites
- Agenda management services
- Electronic document management services for the City
- Electronic document management services for the Police Department

A single vendor may be chosen for all required technology services or the City may choose multiple vendors.

B. Website Management Services

The successful Vendor will provide external and internal website services. These services shall include an upgrade to the City's current content management system and training to Information Services staff as well as the City's department liaisons. The Vendor shall also provide ongoing technical support and customer care as per contractual agreement for the website software.

Proposals must also include the following:

1. How migration of existing content to the new platform will be carried out.
2. Information on how the platform would effectively display prioritized content.
3. Details of ADA compliance.
4. Information about online form creation.
5. Maximum number of concurrent users permitted.
6. Details regarding user rights.
7. Information pertaining to calendar/events features.
8. Information about search features and customization.
9. Compatibility with mobile platforms/technology

C. Agenda Management Services

Via a SQL database, Daly City presently uses SIRE's Agenda-related modules and hosts agendas, including video files, for employee management and access, most of which is available to the public. (The City also has a YouTube channel for published City Meetings.) The successful vendor will present a feature-rich solution, the key points of which shall include:

1. Conversion and incorporation into the Vendor's proposed solution of the City's existing legacy SIRE Agenda content, data, templates and metadata.
2. A generic browser-based, user-friendly experience for creating, managing, and conducting multiple meeting types, including template management and the ability to export via PDF a complete agenda packet.
3. Capture and streaming of indexed and nonindexed videos of meetings.
4. A generic browser-based, user-friendly experience for viewing agendas and meetings, including an option to access this information via an iframe on the City's website.

5. For locally-hosted solutions, a turnkey implementation including all recommended hardware, software and backup solutions; preference shall be given to SQL-based solutions.
6. Training and support for key personnel.

D. Document Management Services for the City

Via a SQL database, Daly City presently uses SIRE's EDMS-related modules to capture and store documents in various electronic formats. The successful vendor will present a feature-rich solution, the key points of which shall include:

1. Conversion and incorporation into the Vendor's proposed solution of the City's existing legacy SIRE EDMS data, metadata, triggers and related information.
2. A generic browser-based, user-friendly experience for searching, viewing and storing documents. Provide details on the search function (including search of title and content).
3. User-friendly methods for mass import of documents, both e-docs as well as paper (scanning, for example).
4. For locally-hosted solutions, a turnkey implementation including all recommended hardware, software and backup solutions; preference shall be given to SQL-based solutions.
5. Training and support for key personnel.

E. Document Management Services for the Police Department

In addition to providing a platform for management of select City of Daly City documents, the City may seek to obtain a separate platform for the Daly City Police Department. The successful vendor will demonstrate a solution that incorporates the points noted in Part B immediately above while demonstrating compliance with CJIS (and similar) requirements.

V. Evaluation of Proposals – SUBJECT TO CHANGE

City staff will review each proposal received. Vendors may be invited to demonstrate products as part of the evaluation process. Selection will be based largely, but not entirely, on the following criteria:

A. Compliance with RFP – 10 Points

Responsiveness, comprehensiveness, and consistency of the proposal with respect to this RFP.

B. Quality of Services– 40 Points

Proposals will be evaluated on the quality of services provided. Specific criteria are expected to include (without limitation):

- Ease of use
- Availability of technical support
- Location of technical support
- Comprehensiveness of support
- Hosting of services
- Ability to customize
- Compliance with the Americans with Disability Act (ADA)
- Compatibility with agendas and other documents
- Time required to convert and migrate existing data
- Comprehensiveness of conversion and migration of existing data
- Time to implementation
- Compatibility with mobile platforms
- Software update procedures (automatic versus manual)
- Service Level Agreement (SLA) standards

C. Experience and References – 25 Points

Experience and qualifications to perform the requested services.

D. Cost – 25 Points

Although a significant factor, cost may not be the dominant factor; cost is particularly important when all the other evaluation criteria are relatively equal. The initial cost (including data conversion and migration) and ongoing maintenance costs will be evaluated.

VI. Submission of Proposal

- A.** The proposal documents must be enclosed in one inner, sealed envelope within an outer envelope. The outer envelope shall be addressed to:

City of Daly City
Attn: City Clerk
“Website, Agenda, and Document Management Services”
333 90th Street
Daly City, CA 94015

- B.** One inner, sealed envelope shall be clearly labeled “Website, Agenda, and Document Management Services” and the name of the bidder(s), and shall contain a Transmittal Letter, duly signed by an authorized agent of the bidder, which shall briefly state the bidder's understanding of the work to be done, the commitment to perform the work within the time period, and a statement that the proposal is irrevocable or sixty (60) days.
- C.** The proposal must specify which services (website, agenda, and/or document management) the vendor is interested in providing.
- D.** In addition to the paper proposals, all interested bidders shall provide an electronic copy of all relevant documents on a CD-ROM or DVD.
- E.** The Proposal must be received by the City on or before the deadline set forth in this RFP. No FAX submittals will be accepted.

VII. Form and Content of Proposal

The Proposal shall contain the following information, preferably in the following format, to be considered:

A. Qualifications of the Bidder

The proposal shall describe the knowledge, background and experience of the bidder, including, without limitation:

- a statement as to actual ownership and legal structure of the bidder (e.g., corporation, limited liability company, general partnership, etc.), including registered corporation number, where applicable;
- whether the proposed service provider is a subsidiary company or operating under a fictitious name;
- evidence of ability to procure insurance required by the contract;
- names and qualifications of each sub-contractor expected to be engaged in work on these services, if applicable.

B. Project Schedule

Provide a narrative or schedule on how your firm would plan to proceed with the work, including the firm’s hours of operation and a statement of what assistance would be required from the City.

C. References

Provide a list of three (3) local government references (name, address, phone number, project type) for recent similar work within the past three (3) years.

D. Statement of Past Contract Disqualification

Submit a statement regarding any past discipline, suspension, revocation or disqualification by a governmental or licensing agency.

E. Similar Engagements with other Government Entities

List the two (2) most significant engagements performed in the last three (3) years that are similar to the engagement described in this RFP. Indicate the scope of work, date, contracting party, telephone number and name of the principal client contact. Indicate “none” if your firm has not provided service for any municipal client.