



Request for Quotations

Laserfiche Document Management Technology Refresh

Quotations Will Be Received Until
12:00 Noon, Friday, September 27, 2019

By
City/County Purchasing Department
City Hall Suite 324
101 North Main Street
Winston-Salem, NC 27102

ADVERTISEMENT FOR BIDS

Sealed proposals endorsed **Laserfiche Document Management Technology Refresh** to be furnished to Forsyth County will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, N.C. **until 12:00 Noon, September 27, 2019**. To obtain the complete proposal document or receive instructions for submitting proposals contact Jerry Bates via email jerryjb@cityofws.org, phone 336-747-6939, or visit the Purchasing Department at same location from 8:00 A.M. to 5:00 P.M. Monday through Friday. The County reserves the right to reject any and/or all proposals, bids, to waive informalities in the bids, and to choose the bid that is in the best interests of the County.

Jerry Bates
Purchasing Director

This document **IS NOT** the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

INSTRUCTIONS TO PROPOSERS

INTRODUCTION:

This entire set of documents constitutes the RFQ. The proposer must return the RFQ with all information necessary to properly analyze the proposer's response in full, in the same numerical order in which it was issued. Proposer's notes, exceptions, and comments may be rendered on an attachment, provided the same format of this RFQ text is followed.

RFQ Response Submission

All proposals shall be returned in a sealed container or opaque envelope containing one original proposal (please mark document as original) showing original signatures and seals and two (2) printed copies marked Forsyth County Laserfiche Document Management Technology Refresh. In addition to the three (3) paper copies, please include one (1) electronic copy of your proposal in PDF format on flash drive, CD, or other electronic media containing only the information included in the hard copy version of the proposal and clearly labeled with the Company Name and RFP name. Proposals must be submitted to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, no later than **12:00 Noon, Friday, September 27, 2019. Late proposals will not be considered. Submittals will not be accepted by fax or electronic mail.**

The County will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFQ. Any and all proposals to this RFQ are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the County or any other party for any reason (including the cancellation of this RFQ).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the County. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFQ, the County will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The County reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other County employee or Forsyth County elected official regarding this Request for Quotations. Any such outside contact may result in disqualification from the request for proposal process.

Proposer Questions and Inquiries

Proposer Questions and Inquiries relative to this RFQ must be submitted **in writing only by 12:00 Noon, Thursday, September 19, 2019**, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerryjb@cityofws.org (**Email is preferred**), Fax: (336) 727-2443. The County will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFQ. Any oral responses made by any representative of the

County may not be relied upon. Any supplements or amendments to this RFQ will be in writing and furnished to potential bidders.

- ▶ All proposals should include a signed acknowledgement of any addendums issued.

Introduction

Forsyth County is seeking competitive quotes from Laserfiche Authorized Partners to provide licensing costs for a Laserfiche Cloud Hosted Document Management System, as specified in the appendix. It is the intention of Forsyth County to procure the specified system as deemed to best meet the needs and requirements of Forsyth County. Forsyth County will consider awarding one of the specified alternate packages or additional options, referenced in Section 6 of this document, if deemed to best meet the needs and requirements of Forsyth County.

Warranty and Support

The proposed Document Management Technology Refresh must include:

- one (1) year, 24/7, support on all parts and labor. Support must be performed by vendor certified trained technicians.
- The solution must support data encryption at rest.

All stated terms and conditions, exhibits and other attachments in the original form of the RFQ are to remain unaltered in respondent's' proposals. Each stated term and condition, exhibit and other attachments should be addressed in the response. Alternate proposals to the stated terms and conditions, exhibits and other attachments are to be stated in comparative relation to the original RFQ requirements. Forsyth County reserves the right to reject any and all proposals. Forsyth County MIS will consider any changes or deviations from general specifications defined in this document as non-responsive.

Disclaimer

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Nothing contained herein (specifications) allows the vendor to perform in a manner deficient of providing Forsyth County with a complete and accurate job. Any errors or omissions contained herein do not preclude the vendor from installing a functional system. If such an omission is apparent to the vendor upon review of this specification and scope of work, the vendor bears responsibility to inform Forsyth County so adjustments can be made. Any clarifications or modifications affecting the specifications and scope of work of this project will be provided by the County and sent via email to the vendor in the form of an addendum. This process places the burden of such omissions and errors upon the vendor, and discharges Forsyth County of its responsibility for a complete and functionally correct system installation.

General Information and Requirements

- Forsyth County is requesting quotes for a Document Management Technology Refresh from qualified bidder(s).

Selection Process/Evaluation Criteria

Proposals received by Forsyth County will be reviewed and evaluated according to the following categories (not in any particular order):

- Bidder's qualifications and experience in providing these services. *This review will be based upon the three (3) customer references provided.*
- Bidder's financial stability. This review will be based upon Proposer's business financial statements.
- Competitive pricing compared to other qualified proposals.
- Bidder's overall responsiveness to the requirements of the RFP.
- Bidder's summary of experience(s) for similar services provided to other agencies.

As reflected above, the contract award will not be based solely on price, but on a combination of factors as determined to be in the best interest of Forsyth County. After evaluating the proposals and discussing them further with the finalists or the tentatively selected contractor, Forsyth County reserves the right to further negotiate the proposed work and/or method and the cost of the proposal. The above criteria will be used to determine the lowest responsive responsible bidder.

Right to Reject Bid

Forsyth County reserves the right to reject any and all bids for any reason whether or not said bids are responsive or non-responsive. Forsyth County may, but shall not be required to solicit additional information, orally or in writing, from one or more of the applicants relating to the content of their proposal. Forsyth County may, but shall not be required to, meet with one or more of the bidders prior to a preliminary selection of one or more bidders with which Forsyth County may choose to negotiate.

Additional Forsyth County Declarations Proprietary Information Notice:

This RFQ contains proprietary and confidential information of which is provided for the sole purpose of permitting the recipient to respond to the RFQ submitted herewith. In consideration of receipt of this RFQ, the recipient agrees to maintain such information in confidence and not to reproduce or otherwise disclose this information to any person outside the group directly responsible for responding to its contents.

Authorized Partner Requirements

Forsyth County Government will only accept responses from Gold Certified or Platinum Certified Laserfiche Partners that are approved to resell OEM equipment and software. With its bid response, the Vendor **MUST**:

- provide a letter from the OEM that references and confirms that the Vendor is an Authorized Partner approved to sell the products required in this bid.
- Use of Vendor Proposal and Accompanying Material
- All material submitted becomes the property of Forsyth County and will not be returned to the vendor.

Obligation to Contract

This Request for Quotes does not obligate Forsyth County to contract for services specified herein.

Proposal Preparation Costs and Expenses

Forsyth County will not be liable for any costs incurred by the Proposer in responding to the RFQ, presentations or any other activities related to responding to this RFQ.

Form of Agreement

The contents of this RFQ, Addenda, and the proposal document of the successful Proposer shall become contractual obligations as part of the contract if acquisition action ensues. Failure of successful vendor to accept these obligations in a contractual agreement shall result in cancellation of award. Forsyth County reserves the right to negotiate provisions in addition to those stipulated in the RFQ or proposed by vendor for the purposes of obtaining the best possible offer.

INSURANCE REQUIREMENTS

The vendor shall procure and maintain insurance against claims for injuries to persons or damages to property for the duration of the contract which may arise from or in connection with the performance of work hereunder by the vendor, his agents, representatives, or subvendors.

A. Commercial General Liability Insurance. The vendor shall maintain occurrence version commercial general liability insurance or equivalent form with a limit of not less than \$1,000,000 each occurrence. If such insurance contains a general aggregate limit, it shall be no less than two times the occurrence limit. Such insurance shall:

1. **Include the County, its officials, officers, and employees as additional insureds** with respect to performance of the Services. The coverage shall contain no special limitation on the scope of protection afforded to the above listed insureds. Additional Insured should read Forsyth County Finance Department, 201 North Chestnut Street, Winston-Salem, NC 27101.

2. Be primary with respect to any insurance or self-insured retention programs covering the County, its officials, officers and employees.

B. Business Automobile Liability Insurance. The vendor shall maintain business automobile liability insurance or equivalent form with a limit of not less than \$1,000,000 each accident. Such insurance shall include coverage for owned, hired, and non-owned automobiles.

C. Workers' Compensation and Employer's' Liability Insurance. The vendor shall maintain workers' compensation insurance with North Carolina statutory limits and employer's liability insurance with limits of not less than \$100,000 each accident.

Vendor's Certificate of Insurance must read as follows:

DESCRIPTION OF OPERATIONS – block should read:

Forsyth County its officials, officers, and employees is additional insured.

CERTIFICATE HOLDER – block should read:

Forsyth County Its Officials, Officers, and Employees
201 N. Chestnut Street
Winston-Salem, NC 27101

Other Insurance Requirements: The vendor shall: Prior to commencement of services, furnish the County with properly executed certificates of insurance which shall clearly evidence all insurance required in this section and provide that such insurance shall not be cancelled, allowed to expire, or be materially reduced in coverage except on 30 days prior written notice to the County.

1. Provide certified copies of endorsements and policies, if requested by the County, in lieu of or in addition to certificates of insurance.
2. Replace certificates, policies, and endorsements for any such insurance expiring prior to completion of the services.
3. Maintain such insurance from the time services commence until services are completed.
4. Place such insurance with insurers authorized to do business in North Carolina and having A.M. Best Company ratings of not less than A:VII. Any alternatives to this requirement shall require written approval of the County's Risk Manager.

The vendor understands and acknowledges that these insurance coverage requirements are minimums and that they do not restrict or limit the hold harmless provisions of this agreement.

By signing below the Proposer agrees to the following:

The Proposer agrees that in carrying out this agreement, compliance will be maintained with all applicable federal, state, and local laws, specifically including, without limitations, the Occupational Safety and Health Act of 1970 and Section 1324A, the Immigration Reform and Control Act.

The Proposer certifies that the proposal is made in good faith and without collusion with any person submitting a proposal in response to this RFQ or with any officer or employee of the County of Forsyth

The undersigned further agrees, in connection with the performance of this agreement, not to discriminate against any employee or applicant for employment because of race, religion, color, gender, age, handicap, political affiliation or national origin.

Bidder Checklist

This checklist is to be used as an aid to ensure that all required RFQ items are included with each proposal. It is up to the bidder to ensure that all RFQ requirements are included with each proposal.

- One original, two copies, one electronic copy of proposal
- Three customer references
- Bidder's financial statement
- Bidder's experience with other projects of this size
- Letter of certification from manufacturer
- Statement of insurance
- Required pricing format
- Annual support / maintenance pricing
- Proposed line-item bill of materials
- Proposal Signature page
- Signatures of any addendums issued

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