

# **Cynrede**

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**Integrated Imaging Solutions**

July 17, 2001

Subject: Request for Proposal (RFP) – Electronic Document Management System  
Request for Proposal (RFP) – Backfile Conversion Services

Dear Vendor,

Affiliated Computer Services (ACS), the Information Technology provider to the City of Irvine (City), is seeking the services of a qualified vendor to provide an Electronic Document Management System (EDMS), including imaging software and hardware, installation, training, integration, and implementation. Further, ACS is seeking a qualified vendor to provide Backfile Conversion Services (BCS) of legacy documents from microfilm and paper to electronic images with the appropriate indexes. Although it is not mandatory to respond to both portions of this RFP, it would be ideal for one vendor to provide both services.

Attached for your review is a RFP for the above-mentioned projects. Your firm is invited to submit a proposal in response to this request. All of the information required for response is in the attached RFP. However, should you have additional questions, please submit them in writing to [kfitzgerald@cynrede.com](mailto:kfitzgerald@cynrede.com) on or before Friday, July 27, 2001. Please specify ACS – RFP on all email correspondence. Questions submitted during this process will be compiled and the responses will be distributed to all registered respondents via email. While it is not mandatory to register, we request that you make your interest known by submitting an email to the above address. This will allow us to keep you informed as to the status of the RFP.

Proposers interested in submitting a response should attend a vendor's briefing, currently scheduled for 10:00 AM - Tuesday, July 24, 2001 in the Council Chamber at Irvine City Hall, 1 Civic Center Plaza, Irvine, CA.

All proposals in response to the attached RFP must be submitted to ACS, Irvine City Hall, One Civic Center Plaza, Third Floor, Irvine, CA 92606 no later than 2:00 PM on Monday, August 6, 2001. Six copies of each proposal must be delivered in one sealed package and clearly marked "Response to RFP – Electronic Document Management System and Services."

Sincerely,

Kevin A. FitzGerald  
CYNREDE Inc.  
Consultants to ACS

**Cynrede Inc.**

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I. INTRODUCTION

A. Purpose of the Request for Proposal (RFP)

Affiliated Computer Services (ACS), the information technology solutions provider to the City of Irvine (City), is seeking proposals from qualified bidders to provide an Electronic Document Management System (EDMS) including software, imaging hardware, training, and implementation services, and Backfile Conversion Services (BCS) for a major installation at the City. The objectives are to:

1. Establish an electronic records capture (Capture) facility within the City's Office of Records and Information, a division of the City Clerk's department.
2. Deploy a networked Electronic Document Management System (EDMS) throughout the City
3. Install an Internet interface (Web) to empower the public with access to public City documents
4. Populate the EDMS with images of existing information through Backfile Conversion Services (BCS)

This RFP is intended to provide you with general information regarding the minimum requirements for the Capture, EDMS, Web, and BCS components of this project. The RFP is divided into two sections, EDMS and BCS. You are invited to respond to one or both sections.

B. Background

The City of Irvine is a full service City serving a population in excess of 143,000 residents. The organizational structure consists of 570 employees. There are four elected City Councilmembers, an elected Mayor, a City Manager, City Attorney, City Clerk and five Departments. These Departments are Public Works, Community Services, Administrative Services, Community Development, and Public Safety. Fiscal Services (including Purchasing), Human Resources, and Information Technology, are part of Administrative Services. The City's GIS system is part of Community Development. The City also has five Advisory Commissions: Community Services Commission, Finance Commission, Planning Commission, Senior Citizen's Council, and the Transportation & Infrastructure Commission. The Orange County Fire Authority (Fire Department) and Public Safety Department (Police Department) are not part of this RFP.

The Office of Records and Information was established in 1978 as a division of the City Clerk and is responsible for the care and custody of all official records and documents of the City. The division provides and maintains all legal and historical records and information for the City of Irvine. Other important functions of the Office of Records and Information include insuring the integrity of the City's records, providing accessibility for public requests and compliance with retention requirements. This division provides citywide controls over the creation, maintenance, disposition and retention of all City records.

The Office of Records and Information has a centralized Records Center and is currently responsible for preparing all permanent records for microfilming with an offsite vendor

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and all quality control. The Office of Records and Information will be solely responsible for all aspects including scanning, indexing and management of the EDMS.

ACS is a \$2 Billion corporation based in Dallas, TX. ACS is a leading full-service provider of business processing and information technology outsourcing solutions to commercial and government clients. They are a Fortune 1000 company comprised of nearly 20,000 people in 21 countries. They have an onsite facility at the City, from where they administer the entire information technology systems of the City. ACS will be responsible for the installation and administration of the hardware and software of the EDMS within the City. This includes the before mentioned hardware and software, as well as training and the integration of the backfile conversion. They will also provide components of the infrastructure (servers, workstations, RAID, etc.) in accordance with the successful vendor's specifications.

ACS has designed and now manages a powerful infrastructure for the City of Irvine. Broadband connections are throughout the City. Some legacy systems continue to exist, but are either stable or slated for upgrade. The Operating System for the network is Microsoft Windows 2000. The Operating System on most workstations has been upgraded to Windows 2000, but there are some remaining Windows 95 and 98 systems waiting to be upgraded. Databases are Microsoft SQL 2000. Most user applications are a part of Microsoft Office 2000 Professional.

## II. SCOPE OF WORK

Identifying the specific scope of work needed to install and configure a functional EDMS and BCS is the ultimate responsibility of the vendor. ACS has commissioned a Strategic Document Management Plan, and information from that plan will be available to the vendor by accessing [www.cynrede.com](http://www.cynrede.com).

- A. Provide and deploy software, hardware, training, and implementation of the EDMS
  - 1. Install and configure the EDMS within the City's network
  - 2. Install and configure scanners and other imaging hardware (ACS will provide and install infrastructure components)
  - 3. Install and configure client EDMS software on approximately 450 user workstations
  
- B. Provide ongoing maintenance for all components of the EDMS
  - 1. Provide first-point-of-contact service for all service issues
  - 2. Provide and manage service contracts to maintain imaging hardware EDMS software components
  - 3. Establish a version upgrade program that will keep existing software current to manufacturer standards for the next five years. ACS will not accept software that requires the full purchase of major version releases.
  
- C. Provide onsite user training, electronic and hardcopy manuals, advanced system administration training, and ongoing training services
  - 1. ACS must receive technical training on hardware and software
  - 2. Office of Records and Information administrators and ACS staff must receive training on administering the EDMS system

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3. Users must be trained how to access documents through the EDMS from their workstations
  4. Vendor is to propose a program for training in order to maintain user and administrator competence for the next 5 years
- D. Convert and index existing paper-based documents and microfilm to electronic images, and import these images into the EDMS
1. Paper records will be converted to electronic images and to microfilm for long-term preservation as a permanent backup
  2. Microfilm images will be converted from 16mm roll film and cartridges, jackets, and 35mm roll film
  3. Indexing will be deliverable in a format that can be easily imported into the EDMS

III. **SYSTEM CAPABILITIES**

ACS expects the EDMS to provide state-of-the-art records storage and retrieval functions. To that end, you are encouraged to provide information that best describes your product(s) and how the recommended product(s) will meet the needs of the City. As a minimum, you are required to provide a detailed description outlining the primary features of your product(s) and how these product(s) will assist the ACS and the City with its overall records management efforts. You are encouraged to go beyond the requested descriptions and offer information and pricing for “add-on” items that will benefit ACS and the City.

**EDMS SOFTWARE SPECIFICATIONS** - The EDMS software is to be a complete suite of products designed specifically to manage documents in the form of TIFF images or like formats. The software must provide a complete and integrated solution to viewing the documents from workstations or via the Internet. Further, it shall use solid records management rules to control the documents throughout their lifecycle.

Based on surveys, ACS initially anticipates the need for 50 concurrent seats. As the system expands, the system may be expanded to require an additional 25 concurrent seats.

As a minimum, the EDMS software must include the following features (no specific order):

1. **OPERATING SYSTEM** – The EDMS shall be Windows 2000 compatible. Further, the EDMS supplier shall have a strategy for the migration of their product as the operating system environment changes to newer technology.
2. **INDUSTRY STANDARD IMAGES** – The EDMS must import, manage and deliver document images in industry-standard formats such as TIFF or JPEG. Product must provide compatible image viewers for each desktop and for Internet use. Products that maintain images in proprietary formats **will not** be accepted.
3. **NATIVE FILE FORMATS** – The EDMS must import, maintain and deliver electronic document files in their native format (DOC, XLS, etc.) assuming the user has the application on the workstation. The EDMS shall also offer version control that will leave the original file unchanged and allow changes to be made to new versions of

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the file.

4. IMAGE CLEANUP – The EDMS shall have the ability to cleanup images after capture. This includes de-skew, noise removal, line removal, inverse text correction, font smoothing and completion, image crop and rotation.
5. E-MAIL - The EDMS shall be able to send and receive email messages with electronic documents. Product must be compatible with Microsoft Exchange.
6. FAX - The EDMS shall be able to send and receive facsimile messages from designated stations.
7. OPTICAL CHARACTER RECOGNITION - OCR and Full-Text search capabilities are essential to the system. The EDMS shall be able to OCR documents at time of capture or when a user is viewing a document. Accuracy shall exceed 98% when a fresh laser-printed page is processed.
8. STORAGE - A method of managing images on RAID (primary storage) and Optical Disk (potential secondary storage).
9. OUTPUT – The EDMS shall output data to printers or other devices using standard Microsoft interfaces. The system shall have the ability to print displayed text files, images, annotations and redactions, and zoomed areas of the documents. Software output is to be scaled to meet the printer.
10. IMAGE SIZE – The system shall capture and manage TIFF and JPEG images from business-card size to e-size drawings.
11. USER INTERFACE – The system must have modifiable user interfaces (UI) that can be adapted by ACS to meet the design and function that the City desires.
12. SECURITY – The proposed EDMS shall have security to prevent the unauthorized access of documents and files. It should feature a minimum of four security levels – User, Workgroup, Document, and Directory. Database security is also required.
13. DOCUMENTATION - Complete documentation shall be provided. Both user and technical documentation shall be available in electronic version as well as in hardcopy format. Documentation shall be in language suitable for the person using it.
14. INDEXING AND RETRIEVAL TEMPLATES – The EDMS shall have the ability to include pull-down menus in indexing and retrieval fields. Further, when items in pull-down menus are selected, other fields within the template related to that pull-down item will be automatically entered.
15. EXPORT FORMATS – The EDMS shall be able to export TIFF images in bulk to removable media with the intent of using the media to produce microfilmed images.

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16. ANNOTATION – The EDMS shall allow the authorized user to make annotations and redactions without changing the subject image.
17. SEARCH ABILITY – The EDMS shall allow the user to perform full-text, keyword, fuzzy logic, fielded, filing cabinet (directory tree), Boolean, and drilldown searches.
18. INTERNET CAPABLE – The EDMS shall provide an interface that delivers document images through the Internet for public viewing. The Internet product must have modifiable user interfaces (UI) that can be adapted to design and functionality that the City desires. The interface shall provide the user with the proper viewer to enable the user to have a clear view of the image.
19. CD-ROM CREATION – The EDMS shall have the ability to create and record CD-ROMs that will allow for royalty-free creation of document images on CD-ROMs, including document-viewing software.
20. DATABASES – The EDMS will directly use or interface with Microsoft SQL 2000 databases. As the number of images that will be managed in this system may ultimately exceed 10 million images, please explain your strategy to organize the databases to accommodate the volume of images.
21. IMPORTING FILES – The EDMS shall import output from the recommended scanner via an ODBC-compliant database or other common format.
22. AUDIT TRAIL CAPABILITIES – The EDMS is to maintain precise tracking of document and staff usage of the system by monitoring who is using the system, what information the user is referencing, when is the information being referenced, and how is that information being used (viewed, printed, faxed, emailed). Information captured shall be from servers and workstations. The Administrator shall have access to the audit via customized reports and real-time access.
23. INTEGRATION CAPABILITIES – The successful vendor must demonstrate their ability to integrate the EDMS with other systems within the City. While these items are not in the first-year budget, they will be considered within the next year. These systems will include:
  - a Records Management System – The Office of Records and Information uses RecFind to manage hardcopy documents. The ability to import these databases into the EDMS will be of benefit in locating documents that have not been included in the EDMS.
  - b Geographical Information System (GIS) – The City uses ESRI / ArcView and will consider linking maps, plans, surveys and permits to the GIS system.
  - c Financial System – The City uses IFAS (BiTech) for their financial accounting system. It is desirable to attach payable documentation to checks, and to manage purchase order processing.

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- d Building Permit System – The City uses Inforum Gold (Eden) and would be interested in image-enabling this program.

**EDMS HARDWARE SPECIFICATIONS -**

**MEDIUM VOLUME SCANNER** – The scanner selected shall be an automatic feed, duplex bitonal document scanner that incorporates image enhancement technology in order to insure high quality scanned images. As a minimum, the medium volume scanner must meet the following specifications (no specific order):

1. **DUTY CYCLE** – The scanner shall have the ability to capture over 10,000 pages of information in one eight-hour shift. It shall operate at speeds up to 85 pages per minute (ppm).
2. **AUTOMATIC DOCUMENT FEEDER** – The scanner shall feature advanced automatic document feeding capabilities which will accommodate any sized document from a minimum of 6.4" x 6.4" to a maximum of 26" x 12" in size.
3. **OUTPUT** – The scanner shall produce TIFF Images (Group 3 and 4) at a resolution of 200 dpi and 300 dpi.
4. **DOCUMENT TRAY** – The scanner shall have a feeder capacity of 250 pages at one time. The output tray shall hold up to 350 pages.
5. **IMAGE ENHANCEMENT** – The scanner shall use Adaptive Threshold Processing to maintain the quality of the image throughout the enhancement process. The scanner shall auto-deskew and auto-crop during the capture process in order to minimize post-processing issues.
6. **DOUBLE-FEED PROTECTION** – The scanner shall feature a double-feed sensor that will halt the process when a document is double-fed.
7. **DROP-OUT LAMPS** – The scanner shall have optional red, green, and blue dropout lamps to accommodate forms-processing applications.
8. **DRIVERS** – Both TWAIN and ISIS drivers shall be included with the scanner.
9. **WORKSTATION** – ACS will provide a workstation for this scanner based on vendor specifications. These specifications shall be included in this section of the response.
10. **OPERATING SYSTEM** – The scanner shall operate under Windows 2000. The scanner supplier shall have a strategy for the migration of their product as the operating system environment changes to newer technology.

**CAPTURE SOFTWARE FOR MEDIUM VOLUME SCANNER** – The selected scanner shall include capture software that will provide secondary image enhancement, advanced indexing capabilities, and deliver the images to the EDMS.

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1. MEDIUM VOLUME CAPTURE CAPABLE – The capture software shall have the ability to capture and process over 10,000 images in an 8-hour shift.
2. OPEN ARCHITECTURE – The capture software shall be written with industry standard tools and shall not have any proprietary features that will restrict the use of the product with any other related product.
3. OUTPUT INDEX FORMAT – The capture software shall migrate indexes and images to the EDMS. The index information will be provided by an ODBC compliant database. The capture software will provide a migration script that will facilitate compatible and easy migration to the EDMS.
4. BATCH SCANNING – The capture software shall scan batches as a group of documents or folders. It will recognize multiple types of separator sheets to distinguish document, folder, or batch. Batch operations will include scanning, quality assurance, zone OCR, indexing, data verification, full-text OCR, and migration.
5. IMAGE ENHANCEMENT – Document cleanup shall include deskew of images, vertical and horizontal line removal, streaks and shade removal, despeckle, black border removal, crop, and image filters to improve image quality.
6. ZONE AND FULL TEXT OCR – The capture software shall offer both zone and full text OCR. Zone OCR can be set by highlighting specified areas. Full text OCR shall be at a minimum 98% accurate when capturing a fresh laser-printed document.
7. BARCODE – Capture software will recognize most popular barcode symbology. Barcodes can be captured in zones or on full pages.
8. QUALITY ASSURANCE – The capture software will provide quality assurance capabilities. These capabilities shall include automated viewing of individual images, multiple viewing using adjustable sized thumbnail images, image rotation, and easy replacement of pages and document splitting when necessary.
9. AUTOMATED INDEXING – The capture software shall offer automation with sticky fields, automatic incrementing of fields, zone OCR, barcode – zone and/or full page, pop-up boxes, database lookups, and OLE automation. Additionally, the following features are necessary:
  - a. User definable tables or database populated list boxes
  - b. Up to 10 barcode fields per document
  - c. Dynamic OCR for on-the-fly needs
  - d. Exception processing at the batch level
  - e. Field name(s) used to name files
10. FULL REPORTING – The capture software will create complete reports that will create statistical information on scanning productivity. Report will include statistical data on each operator and scanning process including pages scanned, number of indexing keystrokes, throughput speed of scanning, number of images created, and

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error or correction rates.

11. OPERATING SYSTEM – Capture software must be supported on Windows 2000. Further, the Capture Software supplier shall have a strategy for the migration of their product as the operating system environment changes to newer technology.

**LOW VOLUME SCANNER** – The scanner selected shall be an automatic feed, duplex scanner that can capture documents in grayscale or bitonal black and white or in color. The scanner shall incorporate basic image processing in order to insure high quality scanned images. The scanner shall have flatbed and auto-feeder capabilities. As a minimum, the low volume scanner must meet the following specifications (no specific order):

1. DUTY CYCLE – The scanner shall have the ability to capture over 1,000 pages of information in one eight-hour shift. It shall operate at a rated speed of at least 15 pages per minute in simplex B&W bitonal mode.
2. COLOR AND BLACK & WHITE – Output from the scanner shall be user-selectable color, bitonal black & white, or grayscale black and white. It shall produce images with resolution (selectable) from 100 dpi to 600 dpi in black & white modes, and from 75 dpi to 600 dpi in color mode.
3. AUTOMATIC DOCUMENT FEEDER – The scanner shall feature automatic document feeding capabilities which will accommodate document sized from a minimum of 2.0" x 2.9" to a maximum of 8.5" x 14" in size. The feeder will hold 50 sheets of paper with the weight of 17 lbs.
4. FLATBED CAPABILITIES – The flatbed shall accept any document up to the size of 8.5" x 14" in size. Scan times will be dependent on resolution and output desired.
5. OUTPUT – The scanner shall produce TIFF Images for grayscale and bitonal black & white images and JPEG images for color output.
6. QUALITY ASSURANCE – The provided software will provide Quality Assurance capabilities. These capabilities shall include image rotation, image deskew and despeckle, contrast, brightness, and background suppression.
7. COMPLETE PRODUCT – The scanner must be equipped with software to allow users to make basic enhancements to images. The scanner shall include ISIS and TWAIN drivers. The scanner shall include the interface cable and interface card necessary to connect it to a workstation.
8. WORKSTATION – ACS will provide a workstation for this scanner based on vendor specifications. These specifications shall be included in this section of the response.
9. OPERATING SYSTEM – The scanner shall operate under Windows 2000. The Scanner supplier shall have a strategy for the migration of their product as the operating system environment changes to newer technology.

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**LARGE FORMAT SCANNER** – The City may require a scanner to capture large format drawings. The large format scanner shall have the following features:

1. **RASTER SCANNER** – The scanner shall capture images in raster format. Output shall be industry-standard TIFF images.
2. **DOCUMENT DIMENSIONS** – The scanner will scan documents up to 36” wide (E size) on media of 40” wide. The minimum scan width is to be 6”. Documents can be of unlimited length.
3. **SCSI INTERFACE** – The scanner will interface with a workstation via a standard SCSI 2 interface.
4. **CAPTURE SOFTWARE** – Capture software will cleanup, despeckle, and deskew images. Operators can adjust contrast and brightness. Software will offer adaptive level, threshold, and background suppression.
5. **RESOLUTION** – The scanner will capture images with resolution up to 800 dpi. The resolution will be user adjustable.
6. **POWER** – The scanner will operate on a conventional 120VAC circuit.
7. **IMAGES** – The scanner shall offer grayscale and bitonal images, based on the user’s selection.
8. **ALL INCLUSIVE** – Supplier is to provide all components – scanner, interface, and software – to assure proper operation of the scanner. ACS will provide a workstation for this scanner based on vendor specifications. These specifications shall be included in this section of the response.
9. **OPERATING SYSTEM** – The scanner shall operate under Windows 2000. The Scanner supplier shall have a strategy for the migration of their product as the operating system environment changes to newer technology.

**ELECTRONIC IMAGE-to-MICROFILM CONVERSION SYSTEM** – The City desires to continue to use microfilm as the long-term storage media for preserving its records. In the past, documents were indexed, microfilmed, and stored. Now, when image-enabled, the City will reproduce the captured electronic images to an archival storage media (microfilm) with an image-to-microfilm conversion system. This system will meet the following specifications:

1. **SYSTEM DESCRIPTION** - The system will allow users to convert and write images to archive storage media (16mm microfilm) in a human readable form for low cost, long-term storage.
2. **IMAGE INDEXING** – The archival storage media will be indexed by using image marks (also called blip marks) located on the media corresponding to a database. These image marks will consist of double-level marks for file level indexing and single-level marks for page level indexing. The system will have the ability to write

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the index number associated with the image mark on the media. The system will also be capable of producing images without image marks.

3. INDEX DATABASE – The system shall produce a database file detailing the image mark number, roll number, and TIFF name. This file shall be suitable for importation into an ODBC-compatible database.
4. ARCHIVAL STORAGE MEDIA – The archival storage media shall be 16mm in width and 66 meters in length. The media shall be suitable to meet all current standards to attain a Life-Expectancy rating of 500 years when processed properly and tested using the Methylene Blue test method.
5. SOFTWARE – The system will be delivered with software that will allow the City to establish production criteria (job setups) including reduction ratio, roll number, starting image number (with alpha and numeric capabilities), and levels of indexing. The software will also have the ability to provide conversion statistics and a transfer file for importation into an ODBC-compatible database.
6. CAPTURE MODES – The system shall have the ability to capture images individually, in batch mode, or in polling mode.
7. OUTPUT – The system shall have the capability of producing two rolls of storage media simultaneously.
8. ADDITIONAL SOFTWARE – The system shall include software that will convert other common file formats, including PDF and JPEG, to TIFF images in order to allow those files to be archived to the storage media in a bitonal black and white format.
9. ALL INCLUSIVE – Supplier is to provide all components – writer, media canisters, interface connection, and software – to assure proper operation of the conversion system. ACS will provide a workstation for this conversion system based on vendor specifications. These specifications shall be included in this section of the response.

**DESKTOP UNIVERSAL DIGITAL MICROFILM SCANNER** – The City desires the ability to electronic import images in TIFF format from microfilm to the EDMS. This work will be on-demand, and is not a high-volume production requirement. Images must be made available to the EDMS capture software via the network in order to facilitate indexing and importation.

1. FORMATS REQUIRED – Scanner shall accept 16mm roll film and microfiche containing both standard and large format documents.
2. SCREEN SIZE – The screen shall be 12” x 17”.
3. LENSES – The scanner shall be equipped with interchangeable lenses including a 9-16x zoom lens and a 13-27x zoom lens. Other lenses should be available.

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4. FOCUS – The scanner shall feature a manual focus control with the option of an automatic focus control.
5. IMAGE ROTATION – Both prism and carrier rotation shall be included.
6. SCANNING RESOLUTION – Scanning shall be available at 200, 300, 400, and 600 dpi.
7. SPEED – Scanning speed shall be 5 seconds per page for 16mm images.
8. IMAGE ZOOMING – Zoom capabilities shall be electronic and shall allow for magnification changed from 50% to 200%.
9. INTERFACE – The scanner shall be equipped with a SCSI-2 interface for connection with a customer-provided workstation.
10. OUTPUT – The scanner shall produce and support TIFF Images for grayscale and bitonal black and white images.
11. COMPLETE PRODUCT – The scanner must be equipped with software to allow users to capture images from the described microforms. The scanner shall include current TWAIN drivers for connecting with Windows 2000. The scanner shall include the interface cable and interface card necessary to connect it to a workstation.
12. WORKSTATION – ACS will provide a workstation for this scanner based on vendor specifications. These specifications shall be included in this section of the response.
13. OPERATING SYSTEM – The scanner shall operate under Windows 2000. The Scanner supplier shall have a strategy for the migration of their product as the operating system environment changes to newer technology.

**BACKFILE CONVERSION SPECIFICATIONS** – The City has a substantial volume of paper and microfilm documents to be entered into the EDMS. While it is not feasible to define specific indexing criteria at this time (as no EDMS has been selected), the following specifications will provide a solid overview regarding the scope of the work.

**Acceptance of Work-Product** – All work-product will be accepted or rejected within 90 days from the date of return to the City.

**Note:** Backfile conversions are estimates. No guarantees are offered as to the volume of images to be captured. ACS, the City, or the Consultants will not be held responsible for any or all variations in the estimated volumes.

1. SCAN 8½” DOCUMENTS – The City will require the conversion of up to 1.1 million pages of information. The documents are paper-based pages and will be scanned at 300 dpi. Scanning will require duplex capabilities.

Service provider will offer:

- a. Document preparation as part of the per-image cost

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- b. Audit of the quantity of pages received, captured, and returned
- c. Indexing of documents in a format that is compatible with the EDMS
- d. Full-page OCR when requested
- e. Quality Assurance functions such as image rotation, image deskew and despeckle, contrast, brightness, and background suppression
- f. File name indexing
- g. Image return on CD-ROM
- h. Conversion of images to microfilm (include 2-level indexing and database transfer file).
  - 1. All microfilm must be certified as meeting 500 year Life Expectancy requirements by using the Methylene Blue testing method
  - 2. All microfilm is to be returned in properly indexed acid-free boxes
- i. Installation of images onto the EDMS
- j. Return of documents to the Office of Records and Information

Anticipated indexing fields include the following indexes. Not all fields will be required for all documents.

- a. Last Name
  - b. First Name
  - c. Address
  - d. Social Security Number
  - e. APN Number
  - f. Key word, subject contract number or other information
2. SCAN MICROFILM – The City will require the conversion of up to 7.7 million 16mm images and up to 364,000 35mm images.
- a. 16mm Microfilm
    - 1. Approximately 95% of all images are in microfiche jackets. Only 5% of the images are on rolls or in cartridges
    - 2. All images are to be scanned to 200 dpi resolution
    - 3. Images are to be single-page TIFF Group 4
    - 4. Each jacket will be treated as a separate directory
    - 5. There are between 1 and 60 images per jacket
    - 6. Directory names and file names will reflect index-specific fields
    - 7. Anticipated indexing fields include the following indexes. Not all fields will be required for all documents.
      - a. Last Name
      - b. First Name
      - c. Address
      - d. Social Security Number
      - e. APN Number
      - f. Key word, subject contract number or other information
    - 8. Indexing of images will be in a format that is compatible with the EDMS
    - 9. Service bureau is to provide Quality Assurance functions such as image rotation, image deskew and despeckle, and background suppression
    - 10. Return of microforms to the Office of Records and Information

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- b. 35mm Microfilm
  - 1. All 35mm images are maintained in jackets
  - 2. All images are to be scanned to 200 dpi resolution
  - 3. There are between 1 and 6 images per jacket
  - 4. All criteria specified in the 16mm Microfilm portion of this specification applies to the 35mm film
  
- 3. MICROFILM AND SCAN LARGE FORMAT DRAWINGS – The City has an ongoing volume of large format drawings and maps that need to be microfilmed and scanned. The process will include:
  - a. Microfilm the large format documents
    - 1. Images will be maintained on roll film. No jackets will be required.
    - 2. Images are to be filmed to current industry standards
    - 3. Images are to be indexed as required by the submitting City department
    - 4. One silver duplicate of each image is required.
    - 5. All films are to be certified to meet 500 Year Life Expectancy quality standards using a Methylene Blue testing process
    - 6. Documents are to be returned to the City's Office of Records and Information for disposal.
  
  - b. Scanning of microfilmed images
    - 1. Images will be scanned on a production scanner that will produce TIFF images with a resolution of 200 to 300 dpi, based on the document requirement.
    - 2. Images are to be indexed by directory names (field specific name), file names (field specific name), and specified fields
    - 3. Anticipated indexing fields include the following indexes. Not all fields will be required for all documents.
      - a. Last Name
      - b. First Name
      - c. Address
      - d. Social Security Number
      - e. APN Number
      - f. Key word, subject contract number or other information
    - 4. Indexing of images will be in a format that is compatible with the EDMS
    - 5. Service bureau is to provide quality assurance functions such as image rotation, image deskew and despeckle, and background suppression
  
  - c. Return of microfilm and images
    - 1. All images and indexes will be returned on properly indexed CD-ROM disks
    - 2. All microfilm will be returned with appropriate indexes and in labeled boxes. Boxes are to be acid-free containers
    - 3. Life Expectancy certification must accompany the return of the microfilm

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IV. PROJECT OVERSIGHT

ACS, a project team from the City of Irvine, and their selected consultants will oversee this project.

V. PROJECT SCHEDULE

One of the primary goals of this project is to provide useful documents over the Internet to the public by Monday, January 7, 2002. Initially, these documents will be a mix of legislative and building images. To meet this goal, an aggressive schedule has been established. The vendor is expected to respond to this RFP with the intention of meeting this schedule.

<u>Task</u>	<u>Anticipated Completion Date</u>	
Response to RFP Due	August 6, 2001	(Monday)
Vendor Selection	September 7, 2001	(Friday)
Contract Negotiations Initiated	September 10, 2001	(Monday)
Contract Signing	September 20, 2001	(Monday)
Formalize Specifications	September 24, 2001	(Monday)
Complete Hardware Install	October 8, 2001	(Monday)
Complete Software Install	October 15, 2001	(Monday)
Initial Training and Debugging	November 15, 2001	(Thursday)
Deploy Internet Software	December 14, 2001	(Friday)

<u>Task</u>	<u>Start Date</u>	
Commence Backfile Conversion	October 1, 2001	(Monday)
Begin Capturing Documents	November 1, 2001	(Thursday)
Open Internet Interface	January 7, 2002	(Monday)

VI. REQUIRED INFORMATION

A. Proposal Preparation

Vendor must provide six complete copies of the proposal, including detailed information regarding the proposed products and services, as well as the vendor's ability to meet the requirements of ACS and the City of Irvine. Further, the proposal should include biographical information and references. Please adhere to the following format:

1. Table of Contents
2. Company Background (no more than 15 pages)
  - a Your name, address, telephone number, years in business
  - b Primary focus of your company (integrator, hardware sales, service bureau)
  - c Biographical information on key employees
  - d Your primary suppliers and their products
  - e A listing of your EDMS experience
  - f 3 Key references of your EDMS experience
  - g A listing of your BCS experience
  - h 3 Key references of your BCS experience

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- i A detailed description of your approach to addressing the needs of ACS and the City
  - j List of any subcontractors for any portion of the work
  - k A commitment to adhere to the schedule
3. Detailed Product Descriptions (no more than 20 pages)
- a EDMS Software, including optional software recommendations
  - b EDMS Hardware, including optional hardware recommendations
  - c Backfile Conversion Services (capabilities and capacities)
  - d Support Services – Training and Maintenance
  - e Optional software and hardware recommendations
4. Completion of the attached Price List
5. Attach relevant data sheets as an appendix to this proposal

**B. SUBMISSION**

Proposals in response to this RFP must be submitted to ACS, Irvine City Hall, One Civic Center Plaza, Third Floor, Irvine, CA 92606 no later than 2:00 PM on Monday, August 6, 2001. All proposals must be delivered in a sealed package and clearly marked "Response to RFP – Electronic Document Management System and Services."

Format for the proposals shall be as follows:

1. Margins – Margins will be at least 1" at top and bottom and 1" inch on each side.
2. Headers and footers – Headers and footers may be placed in the margins, as long as there is a minimum ¼ " space between the bottom of the header and the top of the text; and a minimum ¼ " space between the top of the footer and the bottom of the text.
3. Type Size – primary text type size will be no less than 10 point Arial. Footnotes shall be no smaller than 8 points.

When submitted, all proposals become the property of ACS. They will not be returnable or modifiable. Vendors may submit more than one proposal, as long as it is received within the timeframe described above. Each vendor is responsible for the cost of creating its proposal.

Inquiries – All inquires must be submitted through CYNREDE, acting as consultant to ACS. Please email questions to kfitzgerald@cynrede.com. All emails will be answered to by distributing the replies to all registered vendors. No inquiries will be accepted after Friday, July 27, 2001.

ACS, their consultants, and the City will evaluate all proposals. You are instructed not to contact any City employee regarding this RFP unless authorized by ACS.

**VII. EVALUATION CRITERIA**

ACS reserves the right to act as sole judge of the content of all proposals. In soliciting

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these proposals, it is the intent of ACS to have the best possible service provided to this project. Vendor(s) will be selected based on the following criteria:

1. The vendor's demonstrated experience with similar projects involving municipal government or other public agencies.
2. The vendor's demonstrated ability to manage and coordinate projects.
3. The quality, speed, features, and scope of the vendor's hardware, software, and conversion capabilities.
4. The level of training and maintenance that the vendor can provide.
5. The thoroughness of the material submitted, including the detailed approach to the work plan.
6. Results or reference checks and site visits.
7. The proposed price for the system and services.
8. The ability to provide seamless integration of the EDMS with the varied media and index criteria within the City.
9. Any other consideration deemed important by ACS or the City.

VIII. SPECIAL TERMS AND CONDITIONS

1. ACS reserves the right to purchase none, any or all of the items described in this RFP.
2. Payment will be based on the completion of project milestones and will be determined during contract negotiations. Final payment will be withheld until project acceptance.
3. A vendor's response and submission of proposal signifies acknowledgement that all on site project participants may be subject to fingerprint and background checks upon request of the client.
4. An escrow account may be required for software.
5. Backfile conversions will be scheduled over a five-year period.
6. Backfile volumes are estimates, and are for planning purposes only.
7. ACS will make payments for Backfile Conversion Services within agreed upon payment terms after installation, withholding 20% until inspection is complete.

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**REQUEST FOR QUOTATION  
 COST PROPOSAL – SOFTWARE AND HARDWARE**

Provide a detailed listing of hardware, software, and services. Should you require additional space, this page may be duplicated.

Item Proposed	Unit Cost	Other Cost	Warranty Period	Maintenance Year 1	Maintenance Year 2 to 5
<b>EDMS Software</b>					
50 Concurrent Seats					
Level Pricing / Seat					
Level 1 _____ Seats					
Level 2 _____ Seats					
Level 3 _____ Seats					
Level 4 _____ Seats					
Integration Cost:					
Records Mgmt. System					
Geographic Information System					
Financial System					
Building Permit System					
<b>EDMS Hardware</b>					
Medium Volume Scanner					
Low Volume Scanner					
Large Format Scanner					
Image-to-Microfilm Conversion System					
Archival Storage Media (16mm x 66M)					
16mm Processing					
Microfilm Scanner					
<b>Installation</b>					
<b>Training</b>					
<b>Shipping &amp; Taxes</b>					
<b>Other Costs</b> (Detail separately)					

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**REQUEST FOR QUOTATION  
 COST PROPOSAL – BACKFILE CONVERSION SERVICES**

Please provide a detailed listing of backfile conversion services costs. Most costs are based on 1,000 items (unless specified). This form may be expanded as required. Please note any exceptions separately.

<b>Item</b>	<b>Qty.</b>	<b>Per Item Cost</b>	<b>Total Cost</b>	<b>Other Cost</b>
<b>Capture:</b>				
Prep and Scan 8½ " documents	1,000 Pages			
Convert Scanned Images to Microfilm	1,000 Images			
Scan 16mm Jackets	1,000 Images			
Scan 16mm Roll Film	1,000 Images			
Scan 35mm Jackets	1,000 Images			
Microfilm and Scan Large Format Drawings	100 Images			
<b>Indexing:</b>				
Last Name, First Name	1,000 Fields			
Address	1,000 Fields			
APN Number	1,000 Fields			
Social Security Number	1,000 Fields			
Key word (Keystroke cost)	100,000 Keystrokes			
Full-page OCR	Per Page			
<b>CD-ROM</b>	Each			
<b>Installation of Data to EDMS</b>	Per Hour			
<b>Other Costs</b> (Detail separately)				