

REQUEST FOR PROPOSAL

RECORDS MANAGEMENT SOLUTION WITH
AGENDA MANAGEMENT, INTEGRATED LIVE STREAMING
&
ON-DEMAND VIDEO

1.0 INTRODUCTION

Grays Harbor County (County) is located in Washington State. The County employs approximately 400 people with a population of approximately 72,970.

The County requests proposals for a record management system that would allow for historical preservation of County records. We are looking for a streamlined system for providing workflows, public access and management of county documents and meetings.

1.1 Current Applications and Process

The County currently uses Laserfiche as a records repository, and is seeking a document management program that will assist with historical document preservation as well as public access. The County currently manually creates the Agenda packet using Adobe PRO. The county is using this opportunity to explore other options in the market place, including the potential to simplify the current process. The County currently uses AV Capture to record and stream video.

The agenda management and video streaming system will be utilized for at least five public bodies. The County anticipates there will be a large number of user accounts required for any new software program as multiple departments have agenda submissions at any given time, and all departments are currently creating documents that may have historical preservation requirements.

Current IT Management Environment: The County has an IT Staff in our Central Services Department.

1.2 Contract Administration

Name: Jenna Amsbury
Title: Clerk of the Board
Phone: 360-964-1521
Email: jamsbury@co.grays-harbor.wa.us

The contract term is negotiable but anticipated to run through at least 2018. Subsequent contract renewals will be based on project status, funding, and other factors.

1.3 Proposal Submission

The proposals are due with all required documentation on or before December 29, 2017 at 4:30 p.m. via email to jamsbury@co.grays-harbor.wa.us. Respondents agree to honor their proposal for a period of 60 days from the proposal due date.

The title of all email communications must be clearly labeled “Grays Harbor County Record Management System”. Prospective Respondents are responsible for the timely receipt of their proposal. All submission material will automatically become the property of the Grays Harbor

County once received, whether awarded or rejected, and will not be returned. Late or incomplete proposals will not be considered. After review of the submissions, the County reserves all rights, at its sole discretion, to use without limitation any and all information, concepts and data contained therein.

PROPOSAL DEADLINE: ALL SUBMISSIONS SHALL BE RECEIVED BY 4:30 P.M. ON DECEMBER 20, 2017 TO BE ELIGIBLE FOR CONSIDERATION.

1.4 Project Management Contact(s)

Name: Kirsten Williams
Title: Public Records Officer/Records Administrator
Phone 360-964-1517
Email: kwilliams@co.grays-harbor.wa.us

1.5 Selection Criteria

An internal project review team will evaluate responses to this RFP and decide which Respondent(s), if any, they will interview. During the interview process, the selected Respondent(s) will have the opportunity to demonstrate their product and discuss in detail their qualifications, their experience, their organization's roadmap, the processes proposed, and their cost proposal(s).

The County reserves the right to reject the low cost proposal, if evaluation determines that to be in its best interest. Proposals whose costs do not accurately represent a reasonable cost for the services being purchased may be automatically disqualified and rejected.

2.0 INFORMATION TECHNOLOGY STANDARDS

Network Environment (Firewall, Switch, Router & Wireless):

- Internet connection 100Mb
WAN Links- 100Mb between main locations & <=50Mb for remote locations
- Firewalls- Barracuda
- Routers- Cisco
- Switches- Core, Aggregation, and Access switches 802.3z & 802.3ab, potentially 802.3ae, 802.3ak, & or 802.3an for core switches in the near future
- Access switches provide 802.3af
- Phones- VoIP system with 802.3u phones

Workstations:

- Manufacturer- Dell
- Hardware- Quad core Intel i5, 8GB RAM, HDD or SSD (depending on the purchase year)*
2 most recent years are exclusively SSD
- OS- 64bit Windows 7, 8.1, & 10 Professional (depending on the purchase year)

3.0 PROPOSAL REQUIREMENTS

3.1 Proposal Format

Executive Summary: This section shall provide a general overview of your organization, experience, and a high level description of your company's vision. This is an opportunity to introduce your company and communicate your vision and/or roadmap.

Company Experience: Describe the company's qualifications and experience in agenda management and video integration.

Scope of Service: The County may be interested in a tiered or a la carte choice from your application solutions. Please summarize the product in the following areas and be prepared to demonstrate how your company can offer tiered or segmented pricing for each solution.

- General System Specifications, compatible devices and storage limits for the following:
 - Records Management
 - Agenda Management
 - Meeting Minutes
 - Public Portal
 - Live Streaming & On-Demand Video
 - Third-Party Connectors
 - Board Management
 - Contract Tracking

Fees: Please provide all fees associated with each solution available and the total cost if all of your solutions are chosen. The following should be included in your base bid:

- Fees for service Implementation & Training
- Cost per user or tiered pricing for organization size
- Ongoing monthly and/or annual fees and what is included and excluded
- Other fees as identified by the company. Include any optional fees that you might consider to help the County avoid any surprises during an agreement negotiation.