



REQUEST FOR PROPOSALS (RFP)
Document Imaging Services for
Development Customer Services

Issued January 1, 2019

Due: Wednesday, January 30th, 2019 at 4:00 PM

The Village of Oak Park ("the Village") is requesting qualifications to identify vendors to assure that it is receiving the optimum level of services at a competitive price.

Responses shall be returned on or before Wednesday, January 30, 2019 at 4:00 PM to:

Village of Oak Park
Development Customer Services Department
Attn: RFP-DCS-2019-Document Imaging
123 Madison Street
Oak Park, IL 60302
scutaia@oak-park.us

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Section I. General Requirements

A. Introduction and Mandatory Terms

The Village of Oak Park (“Village”) serves an area of four and one-half square miles located eight miles west of downtown Chicago. Oak Park has a population of 52,104 (based on 2010 Census). The Village’s population is diverse in income levels, age, and professions with a stimulating mixture of racial, religious and ethnic groups. Oak Park is a Home Rule community and operates under the Board-Manager form of government, in which an elected legislative body, consisting of the President and a Board comprised of six Trustees, hires a professional manager to oversee the day-to-day operations of all governmental services and programs, and carry out the policy directives set out by the elected officials.

The Village provides a multitude of services to its citizens in the form of police and fire protection, street maintenance and construction, community relations, housing programs, school crossing guards, traffic control, forestry, garbage collection, flood control, health and human services, animal control, water and sewer, building and code enforcement, economic development, and general administrative functions.

More detailed information on the government and its finances can be found in the Village’s Budget and the Comprehensive Annual Financial Report (CAFR). The budget, CAFR and other pertinent statements can be viewed at the Village’s website at <http://www.oak-park.us/your-government/finance-department>.

The Village requests the services of a qualified document imaging company to scan paper documents.

The Village will receive responses Monday through Friday, 8:30 A.M. to 5:00 P.M. at 123 Madison Street, Oak Park, Illinois, 60302. Each service provider shall *provide five (5) hard copies of their response in a sealed envelope titled "RFP-DCS-2019-Document Imaging," or one (1) softcopy via email.*

There is no pre-bid conference currently scheduled.

All additional questions must be submitted via email to scutaia@oak-park.us no later than **Wednesday, January 30, 2019 at 4:00 PM**. Responses will be provided to the known list of RFP recipients on our website as well as on DemandStar.com.

Responses will be reviewed and evaluated in private, and all information regarding status will be kept confidential until a decision is made and a recommendation provided to the Village Board for approval.

Other inquiries regarding this RFP shall be directed to: Steven Cutaia, Permit Processing Manager, Development Customer Services at scutaia@oak-park.us.

B. Presentation of Request for Qualifications

The Village reserves the right to select a short list of service providers at its own discretion to present their qualifications, respond to questions, and supply supplemental information.

C. Service Provider Notification

Service providers will be notified in writing of further questions and/or decisions.

D. Award of Contract

A contract or equivalent agreement may be executed once one or more respondents are found to be qualified; Selection of the most qualified is determined by the evaluation committee, and the Village Board approves of the award.

Any agreement with a selected Consultant must be reviewed and approved by the Village Attorney, may be approved and authorized by the Village of Oak Park Board of Trustees, and executed by the Village Manager. The Vendor is advised that Village staff, other than the Village Manager, have no authority to sign agreements or modify existing agreements on behalf of the Village and that any such agreements are null and void.

E. Taxes Not Applicable

The Village as a municipality pays neither federal excise tax nor Illinois retailer's occupational tax.

F. Interpretation of the Request for Proposal Document

Any service provider in doubt as to the true meaning of any part of this document may request an interpretation thereof from the Village or its representative. The person requesting the interpretation shall be responsible for its prompt delivery. At the request of the Service Provider or in the event that Village management deems the interpretation to be substantive, the interpretation will be made by written addendum duly issued by the Village.

In the event that a written addendum is issued, either as a result of a request for interpretation or the result of a change in the requested RFP specifications initiated by the Village, a copy of such addendum will be e-mailed to all prospective service providers.

G. Listing of Subcontractors and/or Sub consultants

In order that the Village may be assured that only qualified and competent subcontractors and/or sub consultants will be employed on the proposed project, each Service Provider shall submit with their response a list of subcontractors and/or sub consultants who would be called upon to perform the work. The consultant shall have determined to their own satisfaction that a listed subcontractor and/or sub

consultant has been successfully engaged in this particular type of work for a reasonable length of time and is qualified both technically and financially to perform that pertinent phase of the work for which they are listed.

H. Competency of Service Provider

No submission will be accepted from, or contract awarded to, any person, firm or corporation that is in arrears or is in default upon any debt or contract. The Service Provider, if requested, must present evidence of ability and possession of necessary facilities, and financial resources to comply with the terms of the scope of services.

I. Subletting of Contract

No contract awarded by the Village shall be assigned or any part sub-contracted without the Village's written consent. In no case shall such consent relieve the vendor from its obligations or change the terms of the contract.

J. Village Ordinances

The Service Provider will strictly comply with all Ordinances and codes of the Village of Oak Park and laws of the State of Illinois.

K. Term of Agreement

The contract term shall be for a one year period from the effective date of the agreement after which the Village will have the right to renew for an additional one year period of time.

L. Payments

All invoices will be paid within 30 days of approval. Charges for late payments must be in accordance with the Local Government Prompt Payment Act, 50 ILCS 505/1, requiring a maximum interest penalty of 1% per month or portion thereof.

M. Termination for Non-appropriation of Funds

The Village reserves the right to terminate any multi-year agreement if the Village's Board of Trustees fails to appropriate funds for this purpose in any subsequent fiscal year. All funds for payments after December 31st of the current fiscal year are subject to Village's appropriation for this purpose.

N. Service Provider Personnel Assigned to the Village of Oak Park Account(s)

The Village reserves the right to accept or reject any staff designated by the Service Provider to manage the Village account(s). If no suitable replacement staff is provided, the Village reserves the right to terminate the contract.

O. Confidentiality

The Service Provider shall keep the Village's employee and all related data confidential.

P. Insurance Requirements

The selected Service Provider must purchase and maintain for the length of the contract, the lines of insurance described in this section. All insurance coverage shall be on an occurrence basis. The Service Provider shall provide evidence of such insurance to the Village together with its proposal, and will provide evidence that the Village has been added as a named insured, where applicable, before commencement of the services and on an annual basis thereafter. Certificates of Insurance shall contain a clause stating that the coverage afforded by the policies listed will not be canceled or materially altered, except after forty-five (45) days advance written notice to the Village. The Service Provider shall secure the following endorsements to each of the required policies: "It is understood and agreed that the insurance company will give not less than forty-five (45) days advance written notice of any cancellation or material change under any of these policies to the Village of Oak Park. *"In the event that such notice is not given to the Village of Oak Park at least forty-five (45) days prior to cancellation or material change, the policy will continue in full force and effect for the benefit of the Village as if such change or cancellation had not occurred."* The limits of liability for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law:

(a) Crime and Fraud Coverage

Crime coverage such as that provided by Standard Financial Institution Bond Form 24.

(b) Commercial General Liability:

i. Coverage to include, Broad Form Property Damage, Contractual and Personal Injury.

ii. Limits:

General Aggregate \$ 2,000,000.00

Each Occurrence \$ 1,000,000.00

Personal Injury \$ 1,000,000.00

iii. Coverage for all claims arising out of the Proposer's operations or premises, anyone directly or indirectly employed by the Proposer.

(c) Professional Liability:

i. Per Claim/Aggregate \$2,000,000.00

ii. Coverage for all claims arising out of the Service Provider's operations or premises, anyone directly or indirectly employed by the Proposer, and the Proposer's obligations under the indemnification provisions of this Agreement to the extent same are covered.

(d) Workers' Compensation:

i. Workers' compensation insurance shall be in accordance with the provisions of the laws of the State of Illinois, including occupational disease provisions, for all employees who perform work pursuant to the contract, and in case work is subcontracted, the Service Provider shall require each subcontractor similarly to provide Workers' Compensation Insurance. In case employees engaged in hazardous work under this Agreement are not protected under said worker's compensation insurance, the Proposer shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.

(e) **Comprehensive Automobile Liability:**

i. Coverage to include all owned, hired, non-owned vehicles, and/or trailers and other equipment required to be licensed, covering personal injury, bodily injury and property damage.

ii. Limits:

Combined Single Limit	\$1,000,000.00
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(f) **Umbrella:**

i. Limits:

Each Occurrence/Aggregate	\$5,000,000.00
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(g) The Village, its officers, officials, employees and agents shall be named as additional insureds on all insurance policies set forth herein except Workers' Compensation and Professional Liability. The Service Provider shall be responsible for the payment of any deductibles for said insurance policies. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officers, officials, employees and agents.

The Service Provider understands and agrees that, except as to Professional Liability, any insurance protection required by the contract or otherwise provided by the Service Provider shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Village, its officers, officials, employees and agents as herein provided.

Q. Hold Harmless and Indemnity

Notwithstanding any limitations or restrictions applicable to any insurance or bonds required hereunder, the Service Provider shall defend, indemnify and hold the Village of Oak Park and its officers, officials, employees, and agents harmless from and against any and all liability, loss, damage, claim, payment or expense, including attorney fees, which the Village or its officers, officials, employees, and agents may incur resulting from or arising out of any error or omission in the performance of the agreement by the Service Provider, including, without limitation, errors or omissions in the handling, accounting for, or transferring of funds, or to work, services or systems or products provided in the performance of the agreement by the Service Provider or its employees, agents, servants, associates, contractors, subcontractors, or assignees.

R. Tentative Schedule

Below is a tentative schedule for the request for proposal, evaluation of responses, selection and approval of a preferred firm or firms (“Consultants”):

Proposals due:	<u>Wednesday January 1, 2019 at 4:00 PM</u>
Proposals reviewed:	Thursday, January 31, 2019
Negotiations with preferred firm(s):	February 4-5, 2019
Contract approval by staff:	Wednesday, February 6, 2019 at 4:00 PM
Contract approved by board:	TBD

Section II. Specific Requirements

A. Scope of Work:

The Village requests the services of a qualified document imaging company to digitize Microfiche documents. The Village is seeking two separate independent quotes; one for the Development Customer Services Department (DCS) and one for the Police Department (PD). Specifically, the Village may request a qualified vendor to provide the following services:

1. Document Pickup:

- a. **The DCS** Documents are stored within the DCS Department of the Village of Oak Park, 123 Madison Street, Oak Park, IL. Vendor shall box the building permit documents in predominantly Microfiche (one banker's box of 4" roll format and a filing cabinet of 4"x 6" Microfiche cards. The vendor shall transport the documents to their facility for scanning purposes. The Village documents shall be maintained by the vendor in a secure fashion and location at all times.
- b. **The PD** Documents are stored within the DCS of the Village of Oak Park, 123 Madison Street, Oak Park, IL. Vendor shall box the police documents in predominantly Microfiche (4" roll format). The vendor shall transport the documents to their facility for scanning purposes. The Village documents shall be maintained by the vendor in a secure fashion and location at all times.

c.

2. Document Preparation:

- a. DCS Document preparation to be performed by Vendor shall include separation of documents by building address, verifying building address, repairing torn documents, removal of staples, pulling paper clips, segregation of documents excluded from scanning (i.e. envelopes), and performing all other work required to prep documents for scanning.
- b. DCS Document preparation to be performed by Vendor shall include separation of documents by building address, verifying building address, repairing torn documents, removal of staples, pulling paper clips, segregation of documents excluded from scanning (i.e. envelopes), and performing all other work required to prep documents for scanning.

3. Document Scanning:

- a. Each image of all documents shall be scanned.
- b. Documents that are multi-paged shall be grouped together in one scan.
- c. Scanned documents must be viewable in PDF/A format at a minimum of 300dpi.
- d. Scanned documents shall be compatible with the Village's document imaging system, which is *LaserFische software*, and shall also be openable in *Adobe Reader*.

4. **Document Indexing:** Each scanned document must be searchable by lookup indices as follows:
 - a. Unique File Number
 - b. Street Address
 - c. Street Name Prefix
 - d. Street Name
 - e. Unit Number
 - f. Document Date
 - g. Document Type
5. **Deliverables:**
 - a. Scanned documents shall be loaded into the Village's document imaging system by the Vendor and verified to be openable.
 - b. Scanned documents shall also be delivered to DCS at the address listed above on DVD medium (4 copies) in format compatible with the Village's document imaging software. DVD's shall be labeled with address and date ranges of the scanned images contained thereon.
6. **Document Return:** Upon completion of the project, upon written approval from the Clerk's office in which obtains permission from the Illinois Secretary of State the Contractor shall shred all files. The Contractor shall intern provide the Village a certificate that the said documents have been professionally destroyed.

If a Service Provider cannot meet any of the specifications, expectations or services in Section II, or takes exception to any of the terms or conditions presented, these exceptions should be distinctly noted in the appropriate sections. If no exceptions are presented, the Village will assume full capabilities as described in Section II.

Section III. RFP Response Instructions

A. *Proposal Format*

Proposals should be prepared simply and economically, providing a straight-forward, concise description of proposer capabilities to satisfy the requirements of this request.

For your hardcopy submission, special bindings, colored displays, promotional materials, etc., are not desired. If using tabs please ensure each tab is labeled with more than simply a number or letter.

Emphasis should be placed on completeness, simplicity and clarity of content. All proposal responses must be in the following format:

1. Cover Letter
2. Table of Contents
3. Respondent Background
4. Proposed Scope of Service
5. Proposed Schedule of Implementation
6. References
7. Cost Proposal
8. Attachments

The desired information for each of these sections is described below.

1. *Cover Letter*

The cover letter should contain the name of the proposing Service Provider (and/or third party vendors), the address of the proposing officer(s), and the contact individual(s) authorized to answer technical, price, and contract questions. Contact information should include telephone number, fax number, mailing address, and email address. The cover letter must be signed by a person or persons authorized to bind the proposer(s).

2. *Table of Contents*

The contents of the proposal shall be included in an index at the beginning of the proposal and should include all contents and attachments.

3. *Respondent Background*

This section should include the full name and principal address of the respondent. Include the state in which the vendor is incorporated to operate and the date of incorporation if applicable.

The Village requests that proposing service provider set forth the names of a designated account executive or relationship manager, as well as an alternate. The designated account executives must have the authority to make timely decisions in the normal course of business on their own. In addition, describe the organization of any additional staff team which would service the account. Provide a listing of the entire proposed staff team, including name, title, and length of service with the vendor. Additional qualifications and experience on similar accounts may be included.

4. *Proposed Scope of Services*

In addition to addressing the topics covered in this proposal with regards to scope of work and reports required, include any other pertinent information you feel will set you apart from other proposers.

If there are any services offered in addition to what the Village has requested that may be of interest to the Village, please describe those in an additional subsection at the end of your response to the scope of services.

5. *Proposed Schedule of Implementation*

Discuss the implementation effort and lead time that would be required to establish the services requested in this RFP. Include the detailed steps involved and your proposed schedule for meeting each step. Please also provide detailed working assumptions as to what the schedule is based upon such as availability of Village resources, etc.

6. *References*

Provide a list of client references of similar sized and/or municipal accounts which the proposer has served over the past two years and is currently serving. Provide no fewer than three references. Provide a contact person, telephone number, and email address for each referenced customer.

7. *Cost Proposal*

All service providers must utilize *Attachment II. Cost Proposal Form* to officially submit pricing information. Service providers may provide additional documentation. However, evaluations will utilize Exhibit A to compare costs.

8. *License to Provide Service in Illinois and Disclosures*

Service providers shall provide an affirmative statement indicating that the firm and all assigned key professional staff have any applicable licenses to provide service in the State of Illinois.

Service providers shall identify and describe any pending or previous litigation the firm was involved in over the past five (5) years which dealt with the quality of services and/or of pricing of products provided.

9. *Attachments*

Please provide completed copies of all the required attachments:

- I. Cost Proposal Form
- II. Tax Compliance Certificate
- III. Staff Reference Form
- IV. EEO Report
- V. Decline to propose (if needed)

Section IV. Proposal Evaluation

Proposals will be evaluated by Village staff. Evaluation will be based on criteria outlined herein which may be weighted by the Village in a manner it deems appropriate. All proposals will be evaluated using the same criteria and weighting. The criteria used will be:

- A. **Responsiveness to RFP**
The Village will consider all the material submitted to determine whether the Service Provider's offering is in compliance with this RFP.
- B. **Ability to Perform Current and Projected Required Services**
The Village will consider all the material submitted by each service provider, and other relevant material it may otherwise obtain, to determine whether the proposer is capable of and has a history of successfully completing contracts of this type.
- C. **Experience and Relevant Knowledge**
The Village will assess the experience and relevant knowledge of the proposed dedicated team of personnel.
- D. **Financial Stability**
The Village may conduct analysis to examine the respondent's creditworthiness, including capital adequacy, asset quality, management, earnings, liquidity, and sensitivity to interest rate or market risk. This will be assessed by internal staff and/or external rating services.
- E. **References**
The Village may contact references directly to inquire about the quality and type of services currently being provided to other customers.
- F. **Cost Proposal**
The Village will evaluate aggregate services based on the overall cost effective approach to providing the services requested in this RFP.
- G. **Optional Interviews and/or Site Visits**
The Village may, at its sole option, conduct interviews and/or site visits as part of the final selection process. Teleconferencing is an acceptable option.



Attachment I. **Cost Proposal Form**

The undersigned proposes to furnish, Village of Oak Park, Development Customer Services Department, 123 Madison, and Oak Park, IL. 60302,

Vendor shall state as part of their bid, a written description of their quality assurance method to be utilized to ensure proper indexing of all documents.

Provide the following line item cost options in the space provided below:

1. Bid shall clearly identify the unit cost per document for performing the above-outlined scope of work which may be used to increase or decrease the number of documents estimated to keep the project within the budgeted amount of \$24,000.
2. Bid shall identify the cost to add or reduce the number of index fields applied to each document.
3. Bid shall identify the unit cost per document for scanning items into a TIFF format for industry standard archiving.

Proposal Signature: _____

State of _____), County of _____)

_____, being first duly sworn on oath deposes and says that the Consultant on the above Proposal is organized as indicated below and that all statements herein made on behalf of such Consultant and that their deponent is authorized to make them, and also deposes and says that deponent has examined and carefully prepared their proposal from the Specifications and has checked the same in detail before submitting their Proposal; that the statements contained herein are true and correct.

Signature of Consultant authorizes the Village of Oak Park to verify references of business and credit at its option.

Signature of Consultant shall also be acknowledged before a Notary Public or other person authorized by law to execute such acknowledgments.

Organization Name
(Seal - If Corporation)

By: _____ Dated: _____
Authorized Signature

Address

Telephone

E-mail

Subscribed and sworn to before me this

_____ Day of _____, ____.

Notary Public



Attachment II. **Compliance Affidavit**

I, _____ being first duly sworn on oath depose and state as follows:
(Print Name)

1. I am the (title) _____ of the Proposing Firm (“Firm”) and am authorized to make the statements contained in this affidavit on behalf of the Firm.
2. The Firm is organized as indicated on Exhibit A to this Affidavit, entitled “Organization of Proposing Firm,” which Exhibit is incorporated into this Affidavit as if fully set forth herein.
3. I have examined and carefully prepared this proposal based on the Request for Proposals and verified the facts contained in the proposal in detail before submitting it.
4. I authorize the Village of Oak Park to verify the Firm’s business references and credit at its option.
5. Neither the Firm nor its affiliates¹ are barred from proposing on this project as a result of a violation of 720 ILCS 5/33E-3 or 33E-4 relating to bid rigging and bid rotating, or Section 2-6-12 of the Oak Park Village Code related to “Proposing Requirements”.
6. Neither the Firm nor its affiliates is barred from contracting with the Village of Oak Park because of any delinquency in the payment of any debt or tax owed to the Village except for those taxes which the Firm is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. I understand that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the contract and allows the Village of Oak Park to recover all amounts paid to the Firm under the contract in a civil action.
7. I am familiar with Section 13-3-2 through 13-3-4 of the Oak Park Village Code relating to Fair Employment Practices and understand the contents thereof; and state that the Proposing Firm is an “Equal Opportunity Employer” as defined by Section 2000(E) of Chapter 21, Title 42 of the United States Code Annotated and Federal Executive Orders #11246 and #11375 which are incorporated herein by reference.
8. All statements made in this Affidavit are true and correct.

Signature: _____

Printed Name _____

Name of Business: _____

You’re Title: _____

Business Address: _____

(Number, Street, Suite #) _____

(City, State & Zip) _____

¹ Affiliates means: (i) any subsidiary or parent of the bidding or contracting business entity, (ii) any member of the same unitary business group; (iii) any person with any ownership interest or distributive share of the bidding or contracting business entity in excess of 7.5%; (iv) any entity owned or controlled by an executive employee, his or her spouse or minor children of the bidding or contracting business entity.

Telephone: _____ Fax: _____ Web Address: _____

Subscribed to and sworn before me this _____ day of _____, 20__.

Notary Public



Attachment III. Staff Reference Form

Vendors shall provide three (3) different Staff references for each proposed Staff member by completing and submitting three (3) Staff Reference Forms. Vendors shall complete only Section I of the form. No contact name may be used more than once for the three (3) reference forms provided. Staff Reference contacts must be individuals that were the proposed Staff member's project manager or an individual who had oversight responsibility for the Staff member's performance on that project. The references cannot be current employees of the Vendor's own company. References must be able to provide an objective assessment of Staff member's performance.

Vendor Name: _____

Proposed Staff Name: _____

Section I. To be completed by the Vendor.

A. Name of Reference:	_____
Title:	_____
Telephone:	_____
Email:	_____
Agency/Company Name:	_____
Project Name:	_____
Approximate Project Value:	_____
Engagement Begin/End Dates:	From: _____ To: _____
If the original Agreement was extended beyond the planned end date, briefly describe the reason(s) for extensions.	

B. Briefly describe the services provided by this proposed Staff under this Agreement. (Expand as needed.)

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Vendor Name: _____

Proposed Staff Name: _____

Section II: To be completed by the Selection Team

STAFF REFERENCE CHECK

The Evaluation Team will make three (3) attempts to contact the Staff references listed in Section I. The Evaluation Team will circle the number, which corresponds to the performance rating for each category according to the rating scale described below. Comments will not be scored.

Selection	Performance Rating Scale
5	Strongly agree
4	Agree
3	Neither agree nor disagree
2	Disagree
0	Strongly disagree

Staff Reference Criteria	Rating
1. The individual utilized industry standards and best practices to submit quality deliverables and services.	5 4 3 2 0
2. The individual performed the contractually required work according to the project schedule.	5 4 3 2 0
3. The individual communicated effectively both orally and in writing.	5 4 3 2 0
4. The individual was fully knowledgeable in best practices and delivered work products that required minimal re-work.	5 4 3 2 0
5. The individual maintained positive working relationships with project team members.	5 4 3 2 0

Comments: _____



Attachment IV. EEO report

Please fill out their form completely. Failure to respond truthfully to any questions on their form, or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of proposal. An incomplete form will disqualify your proposal.

1. Vendor Name: _____
2. Check here if your firm is:
 MBE
 WBE
 Non MBE/WBE

(Copies of all certification letters must be included)

3. What is the size of the firm's current stable work force?
 Number of full-time employees
 Number of part-time employees



Attachment IV. No Proposal Explanation

If your firm does not wish to submit a proposal, please provide us with Attachment IV and include in the space below any comments you may have concerning this proposal or any related factors that prevented you from submitting a response.

Proposal No: RFP-DCS-2018-Document Imaging
Department: Development Customer Services
Project Name: Document Imaging
Date Issued:

Comments: