

# **TOWN OF WEST GREENWICH**

## **REQUEST FOR PROPOSALS**

### **Land Evidence / Records Management System Town Clerk's Office**

The Town of West Greenwich is soliciting Proposals from qualified firms to provide a comprehensive Land Evidence / Records Management System for the Town Clerk's Office.

#### **SCOPE OF WORK**

Respondents are requested to include all associated one-time fees; per documents fees (if applicable); and monthly and/or annual fees when submitting proposals. Conversion of all data in the current land evidence management system must be included in the proposal. All costs must be identified, such as, but not limited to, implementation, training, maintenance, supplies, subscriptions, support and upgrades. Additional services offered by vendor, but not required in these specifications, may be included, but will not affect the award to any one vendor.

All proposals must comply with any applicable Rhode Island General Laws related to land evidence records: recording, indexing, maintenance, and archiving of records.

The proposal should include information about, but not limited to, the hardware, software, training, support needs and costs to support the following uses:

1. Land Evidence Recording & Cashiering (to include document numbering and date/time stamping, receipt printing and processing payment)
2. Land Evidence indexing and in-house scanning to include:
  - a. The ability to improve a scanned document image (including removing unsightly or dark marks)
  - b. Verification and correction of land evidence indices
  - c. Report writer able to export to Excel, .csv and .pdf files.
3. Two (2) public stations in addition to One (1) workstation (for recording/cashiering, indexing and scanning are required). All stations to allow for comprehensive search system including wildcard search with limited information.
4. License for one (1) user within the Town Clerk's Office
5. Software must be fully customizable (i.e. Fee types, local cashiering requirements)
6. E-Recording capability
7. Ability to access document indices and images via multiple web browsers
8. Online land evidence search, available to public (Collected fees to be shared with municipality.)
9. Year to date and consolidated index prints and binders
  - a. Monthly reports – Grantor and Grantee, alphabetical
  - b. Annual reports - Grantor and Grantee, alphabetical
10. Conversion of records to film and storage costs per roll
11. Book making options

Please include information regarding additional services provided, pertaining to cashiering and/or management of the following records:

1. Probate
2. Vital Records
3. Business Licensing
4. Dog Licensing
5. Yard Sale Licensing
6. Hunting & Fishing Licensing
7. Transfer Station Passes

#### **INFRASTRUCTURE REQUIREMENTS:**

1. Include a list of all necessary hardware and hardware specifications to run the vendor's solution
2. Indicate whether the proposal is cloud-based or an on-premise solution
3. Include Vendor's backup/continuity plan

4. Include Vendor's Service Level Agreement (SLA)
5. Include a list of any customer requirements for connection to Vendor solution. (Ex. VPN, firewall, network connections, etc.)

## **MAINTENANCE AND SUPPORT**

The Vendor shall be responsible for the following

1. Software installation
2. Unlimited training of Town Staff
3. Continued software maintenance and support
4. Toll free telephone and email or online portal support
5. Online and up to date user manuals and knowledge base
6. Contextual help within the software
7. Off-site data storage
8. Online land evidence search maintenance

The Vendor will provide database management, technical support, data archiving, disaster preparedness services, shipping and transmittal services, importing of existing data and images, supplies and contact services and support.

## **BIDDING REQUIREMENTS**

In addition to addressing each of the items in the specifications, the Vendor **must** submit, as part of its proposal, the following information:

1. A Letter of Transmittal, signed by the individual authorized to negotiate for, and contractually bind, the Vendor, stating that the offer is effective for at least ninety (90) calendar days from the deadline for the submission of proposals.
2. A list of Rhode Island municipalities for which the Vendor is providing services
3. A list of Rhode Island, Massachusetts, and Connecticut contracts for which the Vendor is currently committed.
4. The Vendor must itemize, in detail, costs for as many different options and items as listed in this Request for Proposal. The Town reserves the right to negotiate all phases and items.
5. The Vendor must provide a model contract with their response proposal.
6. Exceptions to the RFP must be listed on a separate page, labeled **VENDOR'S EXCEPTIONS TO RFP**

## **GENERAL SPECIFICATIONS FOR BIDDERS**

### **1. GENERAL:**

It is the intent of the Town of West Greenwich to secure a contract with a qualified firm to secure a Land Evidence / Records Management System These general specifications are part of the bid and all requirements outlined below must be fulfilled.

### **2. RECEIPT AND OPENING OF PROPOSALS:**

Sealed proposals (bids) will be accepted and stamped upon receipt in the Town Clerk's Office until 4:00 p.m. June 1, 2022 for a Land Evidence / Records Management System as described in the specifications.

### **3. SUBMISSION OF BIDS:**

- a. All bids must be addressed to:

**West Greenwich Town Clerk**  
West Greenwich Town Hall  
280 Victory Highway  
West Greenwich, RI 02817

Envelopes containing bids must be sealed, addressed to the Office of the Town Clerk and must be marked with the name and address of bidder, date and hour of opening and the name of the item in the bid call.

- b. The Town's Administrator will decide when the specified time has arrived to open bids, and no bid received thereafter will be considered.
- c. Any bidder may withdraw his bid by written request at any time prior to the advertised time for opening. Telephone bids or amendments will not be accepted.
- d. Negligence on the part of the bidder preparing the bid confers no rights for withdrawal of the bid after

it had been opened.

- e. Proposals received prior to the time of opening will be securely kept, unopened. No responsibility will attach to an officer or person for the premature opening of a proposal not properly addressed and identified.
- f. Any deviation from the specifications must be noted in writing and attached as part of the bid proposal. The bidder shall indicate the time or part with the deviation and indicated how the bid will deviate from specifications.

4. PRICES:

The bidder shall insert the price, written in words, and in figures into their proposals. If there is a discrepancy between the prices written in words and in the figures, the prices written in words shall govern.

***Bidder must hold all pricing/costs for six (6) months, as the Town has purchasing requirements it must put in place prior to an award.***

5. RHODE ISLAND TAX:

The Town is exempt from the payment of Rhode Island Sales Tax under 1956 General Laws of the State of Rhode Island § 44-18-30 paragraph 1, as amended.

6. FEDERAL EXCISE TAX:

The Town is exempt from payment of excise or federal transportation tax. The bid must be exclusive of taxes and will be so construed. The Town will issue the necessary certificate.

7. AWARD AND CONTRACT:

Unless otherwise specified, the Town reserves the right to make awards by item or items, as may be in the best interest of the Town. Other considerations, in addition to price, may be used to determine the selected bidder. A purchase order will be forwarded to the successful bidder.

8. QUALIFICATION OF BIDDER:

The Town may make such investigations as it deems necessary to determine the ability of the bidder to perform the work, and the bidder shall furnish to the Town all such information and data for this purpose as the Town may request.

The Town reserves the right to reject any bid if the evidence submitted by, or investigations of such bidder fails to satisfy the Town that such bidder is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein. Other considerations, in addition to price may be used to determine the selected bidder.

9. TIME OF COMPLETION:

Bidder must agree to commence work within sixty (60) days after issuance of a "Notice of Award".

## **PROPOSAL EVALUATION PROCESS**

A selection committee will review and evaluate proposals. Evaluations will be based on the written proposals as submitted and interviews, if required. The three highest ranked firms may be asked to make an oral presentation to the committee and representatives of the Town. Upon final selection, the successful firm will be notified, and a contract will be negotiated. If for any reason a contract cannot be completed, the Town may negotiate with the second ranked firm.

## **PROPOSAL EVALUATION CRITERIA** (Contract award will be on the basis of Lowest Evaluation Bid Price)

- 1. Competence to provide all aspects of the System, as reflected by technical education and training, general experience, experience in providing the requested services, and the qualification and competence of persons and subcontractors who would be assigned to perform the services.
- 2. Ability to perform the services, on a timeline consistent with the Town's schedule, as reflected by workload and availability of personnel, equipment and facilities.
- 3. Recent experience on similar projects. For each project that your firm has completed within the last five years, detail type of project, timetable, schedule for completion, names and telephone numbers

- of persons representing the municipality. Indicate the individuals on your staff who had responsibility for each project and whether or not these individuals are still employed by your firm.
4. Past performance as reflected by references of private persons, clients and officials of government agencies that have retained the services of your firm. Demonstrated accomplishments are key components.
  5. Do you propose to use the services of a consultant(s) and/or subcontractor(s)? If yes, indicate name, address and previous affiliations.
  6. Professional resume and experience of all personnel to be utilized in the installation and service of the System, with their role identified.
  7. Any and all general and specific details that arise through the bid process.

#### **PROPOSED FEE**

Fee proposed and rates associated with the system will be subject to negotiation.

#### **ACCEPTANCE OF STATEMENT OF QUALIFICATIONS CONTENT**

The contents of a statement of qualifications from the selected firm may all or in part become the scope of work, and, as such, contractual obligations. Failure of the selected firm to accept these obligations in a contract may result in cancellation of the awarded contract.

#### **RIGHTS OF THE TOWN OF WEST GREENWICH**

The Town reserves the right to cancel this solicitation at any time. Any and all proposals may be rejected. Additional information or verbal interviews may be requested prior to final selections. The Town may select for contract negotiations the proposal that it judges best to meet the needs of the Town. Contract negotiations may cover an entire proposal or selected parts of a proposal.

The Town reserves the right to require the firm that is awarded the contract for services to present current certificated of insurance, (professional malpractice, liability insurance, workmen's compensation, etc.) from an insurance carrier authorized to do business in the State of Rhode Island.

The Town reserves the right to request proof of appropriate licensure.

#### **STATEMENT OF PROPOSAL AND QUALIFICATIONS SUBMISSIONS**

Interested firms must submit two (2) copies of their complete proposals in a sealed envelope, clearly marked "***RFP- Land Evidence / Records Management System***" in the lower left corner of the envelope and deliver to:

West Greenwich Town Hall  
280 Victory Highway  
West Greenwich, RI 02817  
**ATTN: Town Clerk**

Proposals must be submitted no later than June 1, 2022, at 4:00 p.m. Responses received after the due date will not be opened. Electronic delivery of RFP proposals in any form is prohibited.