

# Sussex County, Delaware



Request for Proposals

For

## **Electronic Document Management System**

Date Issued 3/25/2021

### **Proposal Submission Deadline:**

April 23, 2021 - 3:00 p.m. EDT

### **Mail or Hand Deliver Proposal to Primary Contact:**

Jamie Whitehouse, Planning & Zoning Director

Sussex County

2 The Circle

PO Box 589

Georgetown, DE 19947

**WARNING:** Prospective Proposer who have received this document from a source other than the Issuing Office should immediately contact the Issuing Office and provide their name and mailing address so that amendments to the RFP or other communications can be sent to them. A prospective Proposer who fails to notify the Issuing Office with this information assumes complete responsibility in the event that they did not receive communications from the Issuing Office prior to the closing date.

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ADVERTISEMENT

The Sussex County Council seeks a Vendor or multiple Vendors to provide an **Electronic Document Management System** to provide the County with the capability to effectively collect, store, manage and publish documents associated with the various land use applications processed by the Planning & Zoning Department. The anticipated scope of the required work includes, but is not limited to:

1. Build-out and customization of a Document Management System capable of successfully integrating with the land-use application documentation processes used by Sussex County.
2. Integration of the system with the Sussex County website at [www.sussexcountyde.gov](http://www.sussexcountyde.gov)
3. The delivery of training to Staff on the use of the Document Management System.
4. On-going system support.

A detailed technical specification matrix is included in the Request for Proposals document.

Based on the criteria established, an evaluation committee will be selected to read, screen, and rank in writing all proposals. In accordance with 29 Del. C. § 6924, the evaluation committee shall determine that all applicants meet the minimum qualifications to perform the services. The criteria for evaluation includes: Experience, Quality of Work, Capacity to Perform, Methodology for Execution and Price. The Evaluation Committee shall then interview, at a minimum, the highest ranked Vendor and may request a presentation from the Vendor(s). Interviews and presentations may result in a change of rank. At any point in the negotiation process, the evaluation committee and the requesting department may, at its discretion, terminate negotiations with any and all Vendors.

Sealed proposals will be received by the Sussex County Council, c/o Mr. Jamie Whitehouse, Planning & Zoning Director, Sussex County Administrative Office Building, 2 The Circle, P.O. Box 589, Georgetown, DE 19947, until 3:00 p.m., local time, on April 23, 2021. To be considered, proposals must be submitted in writing and respond to the items outlined in this request for proposals ("RFP").

Interested parties must submit six (6) copies of written proposals. Proposals will be publicly opened, read aloud and recording only the name of the respondent(s). All other information shall be confidential. The award shall be made in writing to the responsible respondent whose proposal is determined to be the most advantageous to the County.

The request for proposals may be obtained by visiting Sussex County's website [www.sussexcountyde.gov/legal-notices/bids](http://www.sussexcountyde.gov/legal-notices/bids) or by contacting Mr. Jamie Whitehouse, Planning & Zoning Director at the Sussex County Administrative Office Building, 2 The Circle, Georgetown, Delaware, telephone: (302) 855-7878, email: [jamie.whitehouse@sussexcountyde.gov](mailto:jamie.whitehouse@sussexcountyde.gov). The request for proposals may be obtained during regular business hours which are 8:30 a.m. to 4:30 p.m., Monday through Friday. In its sole discretion, Sussex County, Delaware, may extend the time and place for opening of proposals from that described in the advertisement by providing not less than two (2) calendar days' notice, by posting an Addendum on the Sussex County website and by providing notice thereof by certified delivery, facsimile machine, or other electronic means such as email, to those potential respondents who obtained copies of the RFP and provided notice thereof to Mr. Jamie Whitehouse, the email address provided herein.

**1. SUMMARY**

Sussex County, hereinafter referred to as “County,” is requesting proposals from offeror(s) for an Electronic Document Management System.

The term “offeror” shall refer to providers submitting proposals in response to this Request for Proposals (“RFP”). The terms “Vendor”, “Contractor” or “Provider” are also used to describe the successful offeror(s) in the context of providing services under an agreement resulting from this RFP.

Each proposal received in response to this RFP will be evaluated on the criteria described herein. All proposals must be sealed, clearly marked “PROPOSAL – Electronic Document Management System” and must include all elements described in the **PROPOSAL CONTENT AND FORMAT REQUIREMENTS** section of this RFP.

One original and one (5) copies of the proposal must be delivered to the address below before the date and time listed in the **RFP SCHEDULE** section of this RFP. The County will not be responsible for proposals delivered to a person or location other than that specified herein, and reliance on the postal service will not excuse late proposals.

Any amendment or addendum to this RFP is valid only if issued by Sussex County.

**2. RFP SCHEDULE**

Publish RFP	March 25, 2021
Legal Advertisements	March 25, 2021 and April 1, 2021
Deadline for Any Questions	April 9, 2021 at 12:00 pm
Proposal Submission Deadline	April 23, 2021 at 3:00 pm
Evaluation and Ranking	Approximately 3 weeks
Council Actions	May 2021
Anticipated Contract Commencement	July/August 2021

**3. GENERAL CONDITIONS**

- 3.1. **Prime Responsibility:** The selected provider will be required to assume full responsibility for all services and activities offered in its proposal(s), whether or not provided directly. Further, the County will consider the selected Vendor(s) to be the sole point of contact with regard to contractual matters.
- 3.2. **Assurance:** Any agreement executed under this RFP must be carried out in full compliance with all laws of the State of Delaware.
- 3.3. **Independent Contractor:** In performance of the work, duties and obligations assumed by the offeror, it is mutually understood that the offeror, and all of the offeror’s officers, agents and employees, will at all times be acting and performing in an independent capacity and not as an officer, agent, servant, employee, joint venture, partner or associate of the County.
- 3.4. The County reserves the right to reject any and all proposals, in whole or in part, to negotiate specific terms, conditions, compensation, and provisions on any agreements that may arise from this solicitation; to waive any informalities or irregularities in the proposals; and to accept the proposal(s) that appear(s) to be in the best interest of Sussex County.
- 3.5. Sussex County reserves the right to:
  - Request clarification of any submitted information;
  - Not enter into any agreement;
  - Not select any applicant;

- Amend or cancel this process at any time;
- Interview applicants prior to award and request additional information during the interview;
- Negotiate a multi-year contract or a contract with an option to extend the duration;
- Issue similar RFPs in the future;
- Award agreements to multiple offers.

### 3.7 Amendments and Addenda to the RFP

If the County finds it necessary to revise any part of this RFP, an amendment or addendum will be provided to all Vendors known to have received the RFP. Amendments and addenda will also be posted on the County's website in the Request for Proposals section ([www.sussexcountype.gov/legal-notices/bids](http://www.sussexcountype.gov/legal-notices/bids)).

### 3.8 Incurred Expenses

Neither Sussex County nor any of its offices or employees shall be responsible for any cost incurred by a proposer in preparing and/or submitting a proposal.

### 3.9 Insurance Requirements

The selected Vendor shall not commence services until original certificates of insurance evidencing all required insurance has been submitted to and approved by the County. The selected Vendor shall be required to maintain, at its own expense, and provide satisfactory evidence of the required insurance, throughout the term of the contract.

All required insurance coverage must be underwritten by insurers allowed to do business in the State of Delaware and acceptable to the County. The insurers must have a Best's Financial Strength Rating of "A -" or better, and a Financial Size Category of "Class VII" or higher, unless the County grants specific written approval for an exception.

Any deductibles or retentions of \$5,000 or greater are subject to the County's written approval. Any deductible or retention amounts elected by the selected Vendor or imposed by the selected Vendor's insurer(s) shall be the sole responsibility of the selected Vendor.

Required Insurance means:

1. Employee theft insurance including client coverage, insuring all employees providing services to the County, with minimum limits of \$2,000,000 each occurrence.
2. Professional liability (or errors or omissions liability) insurance that insures against claims alleging acts, errors and omissions arising out of or in connection with the services provided to the County, with minimum limits of \$2,000,000 per occurrence; and \$2,000,000 annual aggregate.
3. If a Vendor hosted system is proposed and coverage is not specifically included in the professional liability (or errors or omissions liability) insurance, cyber and privacy liability insurance that covers claims arising from breaches in network security and or disclosure of personally identifiable non-public information with minimum limits of \$2,000,000 each wrongful act and policy limit is required. If cyber and privacy liability is included in the professional liability (or errors or omissions liability), certificates of insurance provided must confirm it is included. This insurance shall also insure claims alleging a security breach that compromises the County computer systems resulting in the inability of an authorized user to gain access to the computer system and/or alteration, deletion, damage, removal or theft of data residing on the computer system and/or the transmission of malware from the computer system to third parties.
4. Workers' compensation insurance with statutory benefits as required by any state or Federal law, including standard "other states" coverage and employer's liability insurance with minimum limits

of \$100,000 each accident for bodily injury by accident, \$100,000 each employee for bodily injury by disease; and \$500,000 policy limit for bodily injury by disease.

5. Commercial general liability insurance that insures against bodily injury, property damage, personal and advertising injury claims arising out of or in connection with the services provided to the County. The minimum limits of liability for this insurance are \$1,000,000 combined single limit - each occurrence, \$1,000,000 personal and advertising injury, \$2,000,000 combined single limit - general aggregate per project; and \$2,000,000 combined single limit - products/completed operations aggregate.

The County and its elected or appointed officials, officers, directors, employees, agents and consultants shall be additional insureds on primary and non-contributory basis with respect to liability arising out of or in connection with the services provided to the County.

If any liability insurance purchased by the selected Vendor is issued on a "claims made" basis, the selected Vendor must either:

1. Agree to provide certificates of insurance to the County evidencing the above coverages for a period of two years after termination of services. The certificates shall evidence a retroactive date no later than the date services commence; or
2. Purchase an extended (minimum two years) reporting period endorsement for each such "claims made" policy in force when services are terminated and evidence the purchase of this extended reporting period endorsement by means of a certificate of insurance and a copy of the endorsement itself. The certificate and copy of the endorsement shall evidence a retroactive date no later than the date services commence.

The selected Vendor will be responsible for loss of or damage to selected Vendor's property, equipment and materials and shall waive all rights against the County and its elected or appointed officials, officers, directors, employees, agents and consultants for loss of or damage to the selected Vendor's property, equipment and materials. Any property insurance policies shall permit waivers of subrogation by endorsement or otherwise.

Indemnification: To the fullest extent permitted by law, the respondent shall indemnify, hold harmless and defend Sussex County and its elected and appointed officials, officers, employees and agents from and against any and all claims, damages, injuries and expenses (including related attorney's fees and other defense costs) arising out of or resulting from the respondent's actions or inactions which are in any way related to its role as a respondent hereunder and its duties with respect hereto, whether occurring in Sussex County, DE or elsewhere, including, but not limited to, claims, damages, losses, injuries or expenses attributable to bodily injury, sickness, disease or death, or injury to or destruction of tangible and intangible property, including the loss of use resulting there from, asserted by any person, persons or artificial entity, including, but not limited to respondent's employees, servants, representatives, guests, invitees, contractors, licensees, visitors, etc. regardless of whether or not such claims, damages, injuries and expenses are caused in part by a party indemnified hereunder.

#### **4. BACKGROUND**

- 4.1. The Sussex County Planning & Zoning Department currently operates a largely paper-based document management system for its land-use applications, with approximately 30,000 documents being received each year. Documents include application forms, supporting technical statements, exhibit books, plans, maps, photographs, and public comment letters.
- 4.2. At present, for each application hearing, a paperless packet is prepared whereby documents are scanned and collated for subsequent publication on the County's website. This enables documents to be presented to both the public and decision makers in a paperless format.

- 4.3. To improve this process, the County desires to move to a real-time Electronic Document Management System whereby application documents and comments can be viewed through the County's website.

## 5. DESCRIPTION OF SERVICES REQUIRED

- 5.1. The purpose of this Request for Proposals is to select one or multiple Vendors to provide an Electronic Document Management System to provide the County Department of Planning & Zoning with the capability to effectively collect, store, manage and publish documents associated with the various land use applications processed by the Planning & Zoning Department. The Document Management System shall be specifically designed for heavy-duty government use. The Document Management System shall incorporate the latest technology available at the time of installation and must be easily upgradeable when hardware/software improvements become available. The services required can be summarized as follows:

### Build-Out and Customization of Document Management System

- 5.2. Sussex County requires the Electronic Document Management System to be built around the following technical specifications:

### General Functionality

Requirements	Need	Comments
Compatible with all modern web browsers (Edge, Firefox, Chrome, Safari, etc.)	Essential	
Utilizes a mobile-friendly, responsive design that is compatible on iOS and Android Mobile devices	Essential	
Administrator is able to configure role-based permissions and individual user permissions.	Essential	
Users can enter search parameters to locate application documents by reference number, application name, document type, date received, site address and other entered attributes.	Essential	
Application Administrator can configure new folders, sub-folders, document attributes, and document types without Vendor assistance. Administrator can select whether confidential folders are visible in the customer-facing interface.	Essential	
Users can configure their own search parameters to enable searching by reference number, date received, date of public hearing, document type, and decision.	Desirable	
Options for cloud-based storage and hybrid-based storage.	Desirable	
County retains ownership of the data stored on the platform with the ability to extract it in full at any time.	Essential	
Compatibility with Tyler Munis software product	Desirable	
Must allow the direct import of common electronic document types (such as, but not limited to: TIF, PDF, JPG, Microsoft Office standard formats such as docx and xlsx)	Essential	

Easy to navigate, user-friendly user interface.	Essential	
Add-on for Microsoft Office Integration to enable import of emails directly into system.	Essential	
Files can be uploaded by using a drag-and-drop system	Desirable	
Application administrator can upload document templates for use by users.	Desirable	
Enables storage of application presentation documents, such as PowerPoint files, photographs and videos	Desirable	
System has the ability to identify duplicate documents within a folder	Desirable	

#### Customer Facing Interface

5.3. The Customer Facing Interface should address the following requirements:

Requirements	Need	Comments
Interface includes a count of the total number of documents in a folder	Essential	
The interface enables the downloading and printing of documents	Essential	
Administrator can redact sections of documents from public view if needed. Printed and downloaded documents include the redaction in the downloaded version.	Essential	
Ability to generate hyperlinks to specific documents within the system to allow these to be used in reports, emails, etc.	Desirable	
Ability to select different languages and/or photos within the interface	Desirable	
ADA Compliant Interface	Essential	
At-a-glance status of applications based on input meta-data (i.e meta-data and attributes can be added to application folders in addition to documents within folders to enable application status to be published/summarized via a page on the County's website)	Desirable	

#### Reporting and Management

5.4. The Electronic Document Management System should meet the following requirements:

Requirements	Need	Comments
System generates reports of number of documents accessed, imported, uploaded, edited and deleted. Results can be refined by user.	Essential	
System collects information on when documents are accessed/ viewed/ modified and downloaded.	Essential	
System can generate reports on total size of all data stored in the system and, depending on whether system is cloud-based, where data is being stored.	Essential	

Integration of the System with Sussex County's Website

- 5.5. The Vendor shall complete all necessary implementation work in a professional manner that meets the requirements of the County. The Vendor shall ensure that system is correctly configured to meet all County functional requirements. Vendor shall coordinate functional testing to ensure accuracy of configurations. Work shall commence within 45 days of contract award.

Training

- 5.6. The Vendor shall provide resources experienced with developing and executing training plans, including content development and delivery, to assist the County in meeting end-user training needs. Implementation shall occur in phases and knowledge transfer shall be an ongoing process throughout the entire project. The Vendor shall provide knowledge transfer both verbally and through written documentation and procedures.

## 6. PROPOSAL CONTENT AND FORMAT REQUIREMENTS

Interested offerors shall submit one original plus five (5) copies of their proposal.

Proposals shall be delivered no later than the date and time listed in the RFP SCHEDULE and shall contain at a minimum the following items:

### 6.1. Cover Sheet (Attachment A)

- 6.1.1. Provide the full legal name of the Vendor(s) who will execute the contract. Provide specific information concerning the agency, including: the agency's legal name, type of entity, and Federal Tax ID #.
- 6.1.2. The cover sheet must be signed by an owner, corporate officer, or agent authorized by the Vendor.

### 6.2. Additional Documents

- 6.2.1. Provide a detailed description of the Electronic Document System that you propose to provide.
- 6.2.2. A brief letter of interest providing a subjective discussion of your firm's capabilities to provide the proposed services in one page or less.
- 6.2.3. Submit a descriptive summary and technical information on similar services that your company has successfully completed within the last five (5) years. Include contact information for references. Keep all information relative to the type of projects described in this packet.
- 6.2.4. Provide a letter detailing the litigation history of your firm. The letter shall list any lawsuits or claims that have been filed or asserted against your firm (or any member of your firm) in the last five (5) years. Please summarize the nature of the claim or suit and specify the outcome.

### 6.3 Organization Information

#### 6.3.1 Background and Experience

- a. Provide at least three references that substantiate your organization's experience in providing electronic document management systems.

- 6.3.2 Provide a description of all available equipment and installation warranties provided in your proposed system(s).

## 7. SELECTION PROCEDURES

Proposals will be evaluated based on the following criteria (maximum of 100 points).

- **EXPERIENCE** – List of clients and projects, available data security, list of strengths. **20 points**
- **QUALITY OF WORK** – Firm's Quality Control Program, Quality Assurance Program, and commitment to quality. **20 points**
- **CAPACITY TO PERFORM** – Timeframe of implementation of project, qualifications of staff, organizational structure and team assignment. **20 points**
- **METHODOLOGY FOR EXECUTION** – build-out, training and integrations with County systems – **20 points**
- **PRICE** - **20 points**

**ATTACHMENT A: COVER SHEET**

<b>Name of Person, Business or Organization:</b>	
<b>Type of Entity:</b> (e.g. Sole-Proprietorship, Partnership, Corp., Non-Profit, Public Agency)	
<b>Federal Tax ID Number:</b>	
<b>Contact Person – Name</b>	
<b>Contact Person – Address</b>	
<b>Contact Person – Phone Number (s)</b>	
<b>Contact Person – e-mail address</b>	

By signing this **Cover Sheet** I hereby attest: that I have read and understood all the terms listed in the RFP; have read and understood all terms listed in this proposal; that I am authorized to bind the listed entity into this agreement; and that should this proposal be accepted, I am authorized and able to secure the resources required to deliver against all terms listed within the RFP as published by Sussex County Government, including any amendments or addenda thereto except as explicitly noted or revised in my submitted proposal.

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 Signature of Authorized Representative

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 Printed Name of Authorized Representative

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 Date

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 Printed Title of Authorized Representative