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Request for Proposals Document Imaging Services

INTRODUCTION

Through this Request for Proposals (“RFP”), Rhode Island Housing seeks proposals from qualified firms to provide document imaging services on a project basis.

INSTRUCTIONS

A bidders’ conference will be held at Rhode Island Housing, 44 Washington Street, Providence, Rhode Island 02903, on Monday, April 18, 2016 at 10:00 AM. Firms intending to submit proposals in response to this RFP are encouraged to attend to ask questions and view the documents described in the Scope of Work (Attachment A).

Please submit your proposal by email to Cathy Matarese, Director of Information Technology, at cmatarese@rhodeislandhousing.org. Proposals must be concise and include all required attachments and work plans. Proposals must be presented on business letterhead.

Proposals must be delivered no later than 5:00 EST p.m. on Monday, May 2, 2016.

Respondents are advised that all submissions (including those not selected for engagement) may be made available to the public on request upon completion of the process and award of a contract(s). Accordingly, any information included in the proposal that the respondent believes to be proprietary or confidential should be clearly identified as such.

SCOPE OF WORK

Please see the Scope of Work provided at Attachment A.

ITEMS TO BE INCLUDED WITH YOUR PROPOSAL

A. General Firm Information

1. Provide a brief description of your firm, including but not limited to the following:
 - a. Name of the principal(s) of the firm
 - b. Name, telephone number and email address of a representative of the firm authorized to discuss your proposal.
 - c. Address of all offices of the firm.
 - d. Number of employees of the firm.

B. Experience and Resources

1. Describe your firm and its capabilities. In particular, support your capacity to perform the Scope of Work.
2. Provide a detailed list of references including a contact name and telephone number for organizations or businesses for whom you have performed similar work. Briefly describe the services provided to each of these customers.
3. Identify any conflict of interest that may arise as a result of business activities or ventures by your firm and associates of your firm, employees, or subcontractors as a result of any individual's status as a member of the board of directors of any organization likely to interact with Rhode Island Housing.
4. Identify any material litigation, administrative proceedings or investigations in which your firm is currently involved. Identify any material litigation, administrative proceedings or investigations, to which your firm or any of its principals, partners, associates, subcontractors or support staff was a party, that has been settled within the past two (2) years.
5. Describe how your firm will handle actual and or potential conflicts of interest.

C. Work Plans

1. Provide a detailed description of the document imaging workflow process that your firm would use to carry out the Scope of Work. Please include a description of your transport fleet, scanning equipment, software, scanning and document storage facilities, and staffing plan.
2. Provide detailed information as to the physical security of your production site, and describe the security policies and procedures employed by your firm to ensure the protection of confidential information, including personally identifying consumer information and financial data.

D. Fee Structure

The cost of services is one of the factors that will be considered in awarding this contract. The information requested in this section is required to support the reasonableness of your fees.

1. Please provide a cost proposal for providing the Scope of Work at Attachment A. Please provide separate quotes for Projects A and B.
2. Provide an itemized breakdown of billing rates and hourly costs, list of key personnel and their hourly rates, reimbursable expenses, etc. for any services that may be requested *in addition* to the services previously described.

3. Please provide any other fee information applicable to the engagement that has not been previously covered that you wish to bring to the attention of Rhode Island Housing.

E. Miscellaneous

1. Rhode Island Housing encourages the participation of persons of color, women, persons with disabilities and members of other federally and State-protected classes. Describe your firm's affirmative action program and activities. Include the number and percentage of members of federally and State-protected classes who are either principals or senior managers in your firm, the number and percentage of members of federally and State-protected classes in your firm who will work on Rhode Island Housing's engagement and, if applicable, a copy of your Minority- or Women-Owned Business Enterprise state certification.
2. Discuss any topics not covered in this Request for Proposals that you would like to bring to Rhode Island Housing's attention.

F. Certifications

1. Rhode Island Housing insists upon full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors. This law requires State Vendors entering into contracts to provide services to an agency such as Rhode Island Housing, for the aggregate sum of \$5,000 or more, to file an affidavit with the State Board of Elections concerning reportable political contributions. The affidavit must state whether the State Vendor (and any related parties as defined in the law) has, within 24 months preceding the date of the contract, contributed an aggregate amount in excess of \$250 within a calendar year to any general officer, any candidate for general office, or any political party.
2. Does any Rhode Island "Major State Decision-maker," as defined below, or the spouse or dependent child of such person, hold (i) a ten percent or greater equity interest, or (ii) a Five Thousand Dollar or greater cash interest in this business?

For purposes of this question, "Major State Decision-maker" means:

- (i) All general officers; and all executive or administrative head or heads of any state executive agency enumerated in § 42-6-1 as well as the executive or administrative head or heads of state quasi-public corporations, whether appointed or serving as an employee. The phrase "executive or administrative head or heads" shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel or chief of staff;

(ii) All members of the general assembly and the executive or administrative head or heads of a state legislative agency, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel or chief of staff;

(iii) All members of the state judiciary and all state magistrates and the executive or administrative head or heads of a state judicial agency, whether appointed or serving as an employee. The phrase “executive or administrative head or heads” shall include anyone serving in the positions of director, executive director, deputy director, assistant director, executive counsel, chief of staff or state court administrator.

If your answer is “Yes,” please identify the Major State Decision-maker, specify the nature of their ownership interest, and provide a copy of the annual financial disclosure required to be filed with the Rhode Island Ethics Commission pursuant to R.I.G.L. §§36-14-16, 17 and 18.

3. Please include a letter from your president, chairman or CEO certifying that (i) no member of your firm has made inquiries or contacts with respect to this Request for Proposals other than in an email or written communication to Cathy Matarese, cmatarese@rhodeislandhousing.org, seeking clarification on the Scope of Work set forth in this proposal, from the date of this RFP through the date of your proposal, (ii) no member of your firm will make any such inquiry or contact until after May 2, 2016, (iii) all information in your proposal is true and correct to the best of her/his knowledge, (iv) no member of your firm gave anything of monetary value or promise of future employment to a Rhode Island Housing employee or Commissioner, or a relative of the same, based on any understanding that such person’s action or judgment will be influenced and (v) your firm is in full compliance with Chapter 27 of Title 17 of the Rhode Island General Laws, Reporting of Political Contributions by State Vendors.

EVALUATION AND SELECTION

A selection committee consisting of Rhode Island Housing employees (the “Committee”) will review all proposals and make a determination based on the following factors:

- Professional capacity to undertake the Scope of Work
- Proposed fee structure
- Ability to perform within time and budget constraints
- Soundness of potential work plans
- Strength of firm’s security measures and policies
- Previous work experience and performance with Rhode Island Housing and/or similar organizations
- Recommendations by references

- Firm minority status and affirmative action program or activities
- Other pertinent information submitted.

Incomplete responses and other submissions deemed non-responsive will not be evaluated for selection. Rhode Island Housing may invite one or more finalists to make presentations. In its sole discretion, Rhode Island Housing may negotiate with one or more firms who have submitted qualifications to submit more detailed proposals on specific projects as they arise.

By this Request for Proposals, Rhode Island Housing has not committed itself to undertake the work set forth. Rhode Island Housing reserves the right to reject any and all proposals, to rebid the original or amended scope of services and to enter into negotiations with one or more respondents. Rhode Island Housing reserves the right to make those decisions after receipt of responses. Rhode Island Housing's decision on these matters is final.

For additional information contact: Cathy Matarese, 401-457-1240, cmatarese@rhodeislandhousing.org.

Attachment A Scope of Work

Rhode Island Housing seeks to engage a qualified firm to perform the following document preparation and imaging services on a project basis.

- Project A - Scan approximately 3,800,000 pages of mortgage loan documents of various sizes (primarily, but not exclusively, pages measuring 8 ½" x 11", 8 ½" x 14", and other smaller dimensions).
- Project B - Scan approximately 20,000 pages of architectural plans and specifications of various sizes. Sizes include, without limitation, 42" x 30", 36" x 36", 24" x 30", and other smaller dimensions. Some of these plans and specifications are approximately 40 years old, and, as a result, are brittle, faded, or may otherwise require special handling.

Services for both Projects A and B:

- Preparation, packaging, and secure transport of documents from Rhode Island Housing's headquarters, located at 44 Washington Street, Providence, Rhode Island, to the selected firm's scanning location;
- Comprehensive coding and tracking of documents using a computerized system;
- Provision of reasonable access to files by Rhode Island Housing staff while the files are stored in the scanning facility;
- Preparation of documents for scanning;
- Scanning of documents providing the highest possible image quality (minimum 300 dpi) and document indexing. Note: Rhode Island Housing uses Xerox DocuShare content management software. The scanned images produced by the respondent must be readable through this software. Respondent must produce bar codes to enable the upload of images to Rhode Island Housing's DocuShare system;
- Testing or provision of proof of concept (to Rhode Island Housing's satisfaction);
- Delivery of media through a secure FTP;
- Performance of quality control to ensure that records are accurately scanned, indexed, bar coded, and transferred;
- Physical document reassembly and repackaging;
- Return of documents to Rhode Island Housing headquarters (or other location identified by Rhode Island Housing) or other disposition (to be determined by Rhode Island Housing);
- Maintenance of document and image security. The documents described in this Scope of Work contain personal and financial information of Rhode Island Housing's mortgage loan customers and other confidential data. The selected respondent will be required to exercise a high level of diligence in safeguarding these documents from physical loss, intrusion, unauthorized copying, and/or other breach. The selected respondent must take all commercially reasonable steps to protect the scanned images of such documents from any unauthorized access, copying, intrusion, or other breach.
- Provision of all relevant materials, personnel, vehicles and equipment to carry out the foregoing.