

REQUEST FOR PROPOSAL

**CML ECM Implementation Analysis
RFP# CMLECM2011**

For the

**Columbus Metropolitan Library
(CML)**

Issued by:

**Purchasing Division
96 S. Grant Ave.
Columbus, OH 43215**

Deadline for Submittal:

July 19, 2011

No later than 12:00 p.m. EST

July 5, 2011



LIVE IT

PURPOSE:

This is a Request for Proposal (RFP) to solicit sealed proposals for a consultant to prepare a written assessment defining Columbus Metropolitan Library's business needs and all required elements of the ideal solution for an Enterprise Content Management (ECM) system. This RFP provides details on what is required to submit a Proposal for Work, how CML will evaluate the proposals and what will be required by the consultant in performing the work.

BACKGROUND:

CML is a county district library established in accordance with §3375.20 of the Ohio Revised Code. The library, which is a separate legal entity, is financially, managerially and operationally independent from both Franklin County and the City of Columbus. CML is a fully funded political subdivision and receives the majority of its funding from the State of Ohio and locally voted property taxes.

CML consists of a Main Library with administrative offices located in downtown Columbus. We also have 20 branches located throughout Franklin County. An Operations Center is located in Gahanna, Ohio which houses our Information Technology, Property Management, Digital Services and Technical Services Departments.

CML is in the process of upgrading and/or converting much of its technology infrastructure to Microsoft systems. CML has been using Laserfiche (currently version 8.1) for several years, primarily just scanning and storing documents.

PROJECT OBJECTIVE:

The intent of this Proposal is to contract with the most experienced and qualified firm to provide consultant services to assist CML:

- Assess CML opportunities for process automation, document management and record management
- Analyze the ECM system market
- Document pros and cons of options available to CML
- Recommend future direction for CML
- Evaluate current CML technology infrastructure Publish RFP
- Select ECM vendor.

The Library anticipates the following milestone dates:

July 5, 2011 – Publication of RFP

July 8, 2011 – Deadline for consultant submitted questions

July 11, 2011 – Library response to all consultant questions

July 19, 2011 (12:00 noon EST) – Deadline for submission of consultant proposals

August 1-3, 2011 – Interviews with proposal finalists

August 24, 2011 – Board approval of selected proposal

QUALIFIED APPLICANTS:

The Library desires to enter into a contract with a consultant that will agree to acceptable levels of service and performance, which includes:

1. Trust, reliability and experience in the ECM industry.
2. Objectivity and independent of vendor influence.
3. Providing analysis and recommended solutions to identified needs.
4. Quality of the proposal, specifically, responsiveness to requirements and adequacy of information provided.
5. Past experience and references.

NOTE To avoid a conflict of interest, the business entity that is awarded this consulting contract will NOT be eligible to receive the contract for the ECM system.

DELIVERABLES:

The consultant will assist in the planning, research and selection of an ECM vendor for the Library by:

- Conducting on-site visits and meeting with key Library personnel
- Gathering pertinent data needed to:
 - Determine core needs and functionality for future growth
 - Develop business, functional and technical requirements
 - Develop RFP for purchase of ECM system
- Evaluating market and RFP responses
- Guiding vendor selection process
- Assisting with contract terms, conditions and negotiations
- Presenting written reports and findings to key library management team members
- Providing project oversight during implementation (optional; please quote separately)

PROPOSAL SUBMITTAL:

Proposals should not be excessively long or submitted in an elaborate format that includes expensive binders or graphics. Each page of the proposal should state the name of the consultant, the RFP number, and the page number.

To facilitate comparison of proposals, Consultants must submit proposals in a format that corresponds to the following:

RFP Cover Sheet – signed by an officer of your company

Section 1: Introduction and general information about the Consultant

Section 2: Qualifications, relevant experience, sample documents produced for prior projects

Section 3: References – List 3 references including a contact name. The Library prefers that at least one be from a public institution, if possible.

Section 4: Recommendations to meet the Library's Expectations for this RFP:

Include separate sections for following:

- Scope of work
- Project Deliverables
- Consultant's timeline with milestones
- Cost for the project

Each Consultant must submit a proposal clearly marked: **CML_ECM Implementation Analysis – RFP# CMLECM2011**. One (1) original, completed and signed in blue ink, and four (4) copies are required. Proposals are due no later than the proposal due date, at 12:00 noon EST. Proposals submitted by e-mail or fax are not acceptable and will not be considered. Proposals must be submitted to:

Columbus Metropolitan Library
Attn: Wanda Dixon
96 South Grant Avenue
Columbus, OH 43215

CML will reject any proposals that are received after the deadline.

CONTRACT AWARD:

CML's evaluation team, consisting of selected members of various work units, will evaluate responses to the RFP. The final decision will be based on the overall RFP response that is deemed most advantageous to CML, based on the information provided by consultant in the RFP response, successful completion of projects of similar size and scope or of a unique nature, reference checks and deliberations of the evaluation team. An award will be made only to a responsible consultant that possesses the ability to perform successfully under the agreed to terms and requirements.

Every effort has been made to include enough information within this RFP to enable consultants to prepare a response that thoroughly and fairly represents their respective capabilities to meet CML's requirements. If there are questions concerning the contents of this document, CML is willing to provide responses in as timely manner as possible.

Submit all questions and inquires via email by July 8, 2011 to:

Wanda Dixon, Purchasing Administrator

Email address: wdixon@columbuslibrary.org

To avoid future conflicts of interest or unfair competitive advantage over competing consultants/consultants on future projects, CML will share the detailed results of any and all research along with conclusions and recommendations made by the selected consultant with anyone interested in working with CML on future projects and as public records laws require.