



505 COMMONWEALTH AVENUE  
ERLANGER, KENTUCKY 41018  
859.727.2525  
erlangerky.gov

**CITY OF ERLANGER,  
KENTUCKY**

**ELECTRONIC  
DOCUMENT MANAGEMENT  
BID PACKET**

**Due  
April 12, 2021**

**Jim White, CTI Technician  
Sherry Hoffman, City Clerk**

**CITY OF ERLANGER  
SOLICITATION FOR SEALED BIDS  
AND PROPOSALS**

The City of Erlanger (City) hereby solicits and advertises for bids from qualified technology companies for the purpose of providing equipment, supplies, and maintenance for the City's electronic document management needs described and specified in the document entitled City of Erlanger Electronic Document Management Specifications, copies of which are available at the offices of the Erlanger City Clerk, 505 Commonwealth Avenue, Erlanger, KY 41018.

All bids and responses to this advertisement and solicitation must be received by the Erlanger City Clerk on or before 2:00 p.m. on April 12, 2021, with time being of the essence, on a form provided by the Erlanger City Clerk and completed according to the Bid Instructions provided thereby, including all required attachments; and enclosed within a sealed envelope, with the words "City of Erlanger Electronic Document Management Bid" written, typed or otherwise indicated on the outside of the envelope.

The City hereby reserves the right to not only reject any and all bids and proposals submitted in response to this advertisement and solicitation, for any reason or no reason; but especially those that are not in conformity with either the bid instructions or specifications provided by the City, but also to accept bids and proposals submitted in response to this advertisement and solicitation that do not conform to those bid instructions and specifications.

## **CITY OF ERLANGER TABLE OF CONTENTS**

- I. Instructions to Bidders
- II. Bid Form
- III. Introduction
  - A. About Us
  - B. Locations
  - C. Needs
  - D. Current Equipment
  - E. Other
- IV. Specifications
  - A. Description of Proposal
  - B. Customer Service
  - C. Statement of Qualifications
  - D. Scope of Services
  - E. Payment/Billing
  - F. Term of Contract
  - G. Occupational License
  - H. Insurance Requirements
- V. Submission of Bid

**CITY OF ERLANGER  
INSTRUCTIONS TO BIDDERS**

- 1.** Read the City of Erlanger Electronic Document Management, Bid Form Specifications, and Agreement attached hereto and made a part hereof by reference. They describe the specifications and contractual provisions related to your proposal. Any changes in those specifications or contractual provisions may invalidate any bid or proposal that includes those changes.
- 2.** Complete the Bid Form attached hereto and made a part hereof by reference by providing the following information in the blanks for it:

  - 2.1 The amount of the bid or proposal.
  - 2.2 The complete name, mailing address, telephone number and e-mail address of the Bidder.
  - 2.3 The signature of the Bidder or someone signing for the Bidder.
  - 2.4 The printed name of the signatory.
  - 2.5 The date.
- 3.** Seal the signed Bid Form and Agreement within an envelope with the words “City of Erlanger Electronic Document Management Bid” written or otherwise indicated on the outside of the envelope; and deliver the sealed envelope to the Office of the Erlanger City Clerk, 505 Commonwealth Avenue, Erlanger, Kentucky before 2:00 p.m., prevailing time on or before April 12, 2021.

**CITY OF ERLANGER  
BID FORM**

The undersigned hereby bids, offers, and proposes to provide, furnish and deliver in the highest and best manner, all labor, material, tools, equipment, supplies, and personnel necessary to provide Electronic Document Management in the City of Erlanger as described and specified in the document attached hereto and made a part hereof by reference, for the "Amount Bid" indicated in this form. This bid, offer, and proposal is irrevocable until the expiration of ninety (90) consecutive calendar days after the date of this bid, offer and proposal; and may be accepted by the City of Erlanger, at any time prior thereto.

The undersigned bidder hereby authorizes the City of Erlanger to investigate the bidder and inspect and copy any and all records, books of account, correspondence, or other documents reasonably necessary for the City of Erlanger to determine the responsibility and ability of the bidder to comply with terms and provisions hereof.

Complete Name of Bidder \_\_\_\_\_

Signature of Bidder or  
Authorized Representative \_\_\_\_\_

Printed Name of Signatory \_\_\_\_\_

Mailing Address of Bidder \_\_\_\_\_  
\_\_\_\_\_

Telephone Number of Bidder \_\_\_\_\_

E-mail address of Bidder \_\_\_\_\_

Date \_\_\_\_\_

Amount Bid \_\_\_\_\_

# **CITY OF ERLANGER INTRODUCTION**

## **ABOUT US**

The City of Erlanger, a Home Rule city in Kenton County, Kentucky, has 113 full-time employees. Erlanger is a Mayor-Council form of government with one mayor and twelve city council members. There are eight departments and a city administrator who oversees the daily operations of the city.

## **LOCATIONS**

- 505 Commonwealth Avenue: General Government offices and Police Department
- 515 Graves Avenue: Fire/EMS Central Firehouse
- Crescent Avenue: Railroad Depot Museum
- Jack Scheben Drive: Public Works Facilities
- Narrows Road: Public Safety East Station (Fire/EMS firehouse, Police substation, Codes offices)

## **NEEDS**

- Maintain, support, and service existing city owned and leased equipment; provide toner, ink cartridges, parts, labor, image drums, consumable supplies
- Bidder can provide support of or buyout options of our KIP Scanner and Savin Copier/Printer leases, return these machines to the leasing company; replace with new equipment
- Maintain and service leased equipment; provide toner, ink cartridges, parts, labor, image drums, consumable supplies
- Provide personnel knowledgeable with Papercut Software; transfer Papercut Software to new machines

## **CURRENT EQUIPMENT**

- 10 Savin copiers/printers; lease expires 1/30/2025
- 13 HP printer/copiers that are city owned
- 6 Fujitsu scanners that are city owned

## **OTHER**

- Utilize Papercut Software (belongs to the city)
- Utilize Identity Automation (copier licenses for 80 card readers)

## **CITY OF ERLANGER SPECIFICATIONS**

### **DESCRIPTION OF PROPOSAL**

The City of Erlanger is accepting bids from qualified technology solution companies (bidders) for the purpose of providing equipment, supplies, and maintenance for the City's electronic document management needs.

The Bidder will provide all labor, equipment, materials, tools, supplies, and personnel necessary to comply with the terms of the Agreement. The Bidder is responsible for complying with all local, state and federal laws.

### **CUSTOMER SERVICE**

- Minimum same day service, failure to do this money back guarantee
- Service representatives must have all tools and parts available to attend our service calls
- Must have a certified Papercut Software technician available if needed
- If there is an issue with a piece of equipment, the Bidder shall provide a loaner at no charge or provide a comparable replacement model to the City's satisfaction on all leased and owned equipment
- Quarterly meetings with Erlanger's CTI Technician and the Bidder's account manager
- Bidder's representatives must be informed on and have a copy of the agreement
- City personnel must have contact information for both the Bidder and leasing company or whoever is over invoicing and payments
- The bidder shall establish a plan of action to insure the delivery of excellent customer service. The bidder shall designate a specific contact person assigned to insure a high level of quality customer service in Erlanger. The contact person's name and phone number shall be provided to the City Clerk and CTI Technician. The contact person shall have full authority to act on behalf of the bidder. The contact person shall work closely with the CTI Technician to insure all concerns are resolved in a timely manner. The contact person shall also work to identify and implement solutions to concerns.



## **STATEMENT OF QUALIFICATIONS**

The opening and reading of bids shall not be construed as an acceptance of the bidder as a qualified responsible bidder. The City of Erlanger reserves the right to determine competence and responsibility of a bidder through appropriate investigation of qualifications. The bidder shall provide, at the time of the bid submission, a list of all municipal accounts in the Greater Cincinnati/Northern Kentucky area. At a minimum, the list shall contain a contact person, mailing address, and phone number. In addition, the bidder shall describe the experience and supporting data that qualifies it to undertake the responsibilities described in this request. This information shall include but not be limited to:

B. Evidence the bidder is in good standing in the State of Kentucky and the City of Erlanger. If the bidder is a corporation, organized under the laws of any other State, evidence the bidder is licensed to do business in the State of Kentucky or, a sworn statement that said bidder will take all necessary action to become so licensed if the bid is accepted.

C. Evidence the bidder has been in existence for a reasonable amount of time and possesses operating experience necessary.

D. Bidders must demonstrate sufficient availability of equipment to execute the agreement beginning on July 1, 2021. **The same equipment must be available and ready to operate in case of breakdown or accidents involving regular equipment. A list of all equipment available to service the City of Erlanger account must be submitted with the bid.**

E. All requested information will be used in evaluating bids. Contract award will not necessarily be based on the lowest rate.

## **SCOPE OF SERVICES**

Bids submitted under this contract shall be for the purpose of providing equipment, supplies, and maintenance for the City's electronic document management needs. The service should have at a minimum, the following features:

- Scanning (large project scanned to email)
- Scanning to email
- Indexing
- Life Cycle Tracking
- Workflow
- Retrieval and Distribution
- Faxing
- Staple
- Collating
- Device Security

- Print Tracking

## **Printers and Copiers**

The agreement for this service should include the monthly payment and term schedule as well as the breakdown for black/white and color copies. The City seeks a fixed monthly charge with no excess charges. New machines must be able to use Papercut technology.

## **Papercut Software**

The City currently utilizes and owns Papercut Software and wishes to continue. The agreement for this service should include five years of support,-a monthly payment schedule and terms, and maintenance.

## **PAYMENT/BILLING**

- The bidder shall provide, at the time of the bid submission, a detailed plan for the collection of billing which includes, at a minimum, the frequency of billing
- The City seeks a fixed monthly lease payment for a term of \_\_\_\_\_ months
- Leasing amount shall include:
  - Service, toner, ink cartridges for all devices and printers; this amount shall include the number of black/white and color images per month
  - Parts, labor, image drums, and consumable supplies
  - Training, installation, and delivery
  - On-going training
  - Transfer of Papercut Software to new machines
  - Minimum of 45 day payment invoicing
  - No overage charges
  - Timely invoice notifications to ensure on time payments
  - Option to pay online with a credit card

## **OCCUPATIONAL LICENSE REQUIRED**

The Bidder shall obtain an Occupational License for the City of Erlanger before a contract can be executed. A current Occupational License shall be maintained during the life of the contract.

## **INSURANCE REQUIREMENTS**

The Bidder shall at all times during the contract maintain in full force and effect, Employers Liability, Workmen's Compensation, Public Liability and Property Damage

Insurance, including contractual liability coverage. All insurance shall be provided by insurers and for policy limits acceptable to the City and before commencement of work hereunder, the Bidder agrees to furnish the City certificates of insurance or other evidence satisfactory to the City to the effect that such insurance has been procured and is in force. The Bidder shall carry the following types of insurance listing the City of Erlanger as an additional insured on a primary and noncontributory basis (including umbrella) in at least the limits specified below:

<b>COVERAGES</b>	<b>LIMITS OF LIABILITY</b>
Workmen's Compensation	Statutory Requirements Specific to Kentucky
Employers Liability	Bodily Injury By Accident - \$1,000,000 Each Accident Bodily Injury By Disease - \$1,000,000 Each Employee Bodily Injury By Disease - \$1,000,000 Policy Limit
Commercial General Liability Policy	\$1,000,000 Each Occurrence \$2,000,000 General Aggregate
Commercial Automobile Liability	\$1,000,000 Combined Single Limit
Umbrella Liability	\$5,000,000 Each Occurrence

Current proof of compliance must be kept on file with the City Clerk's Office in the Administration Department during the life of the Franchise Agreement. The City shall be made aware of any policy change sixty (60) days in advance of the change.

**CITY OF ERLANGER  
SUBMISSIONS OF BID**

**SUBMISSION OF BID**

Bids shall be submitted in a sealed envelope plainly marked "City of Erlanger Electronic Document Management Bid" to the City of Erlanger, City Clerk's Office, 505 Commonwealth Avenue, Erlanger, Kentucky 41018. Sealed bids are due by and will be publicly opened and read aloud at 2:00 p.m., local time on April 12, 2021.

The City of Erlanger reserves the right to reject any and all bids.

In submitting a bid, the Bidder agrees that the proposal will remain an offer open to the City of Erlanger for acceptance for a period of ninety (90) calendar days from bid date.

Inquiries regarding the language, intent, scope of services, or any aspect of this bid shall be made in writing, either faxed, mailed, emailed, or hand delivered to:

Sherry Hoffman  
City Clerk  
City of Erlanger  
505 Commonwealth Avenue  
Erlanger, KY 41018  
Phone Number: (859) 727-2525  
Fax Number: (859) 727-7944  
Email: [sherry.hoffman@cityoferlanger.com](mailto:sherry.hoffman@cityoferlanger.com)