



## **REQUEST FOR PROPOSALS**

### **TO PROVIDE ELECTRONIC SIGNATURE SOLUTIONS**

RFP Issue Date:  
October 11, 2019

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## **SECTION 1: GENERAL INFORMATION**

Project Name – Request for Proposals (RFP) – Electronic Signature Solution (eSignature)

THE PROJECT NAME LISTED ABOVE MUST APPEAR ON ALL PROPOSALS AND RELATED CORRESPONDENCE.

Project Deadline – Proposals must be received no later than:

October 25, 2019 at 4:00 p.m.

ONE MASTER COPY OF THE PROPOSAL MUST BE MAILED OR DELIVERED TO THE CONTACT LISTED BELOW AND RECEIVED PRIOR TO THE DEADLINE. IN ADDITION, EMAIL AN ELECTRONIC VERSION OF THE PROPOSAL TO THE CONTACT BELOW.

Project Contact – Send all questions, correspondence, or Proposals to:

CITY OF BURNSVILLE  
ATTN: Shelli Welter  
IT Application Services Coordinator  
100 Civic Center Parkway  
Burnsville MN 55337  
952-895-4488 (office)  
Shelli.Welter@burnsvillemn.gov

Project Review Process Anticipated Timeline

- City Staff evaluation of Proposals – October 28 – 31, 2019
- Finalists selected and contacted for demonstrations – October 31, 2019
- Demonstrations - November 4 – 9, 2019
- (November 12 – 15 - second round, if necessary)
- Contract development – November 18 – 22, 2019

## **SECTION 2: OBJECTIVES**

The City of Burnsville will review and evaluate the Proposals received from interested vendors for obtaining information and pricing related to implementing an eSignature policy. Proposers are expected to provide a complete Proposal identifying their product's capabilities and their best and most competitive pricing.

## **SECTION 3: INFORMATION FOR PROPOSERS**

Introduction – The City of Burnsville (City) is a second-tier southern suburb of the Minneapolis and St. Paul, Minnesota metropolitan area. Burnsville is located in Dakota County and has a population of approximately 61,000.

The City is seeking to transform its signature processes so that it can provide a more efficient service delivery to its employees, citizens and businesses.

Disclaimer – This RFP does not create or constitute a contractual document or commitment of any kind. The City will not be liable for any loss, expense, damage or claim arising out of the statements included or omitted in connection with this RFP. The City will not be responsible for any expenses that may be incurred in the preparation of a Proposal. Failure to read the Request for Proposals and follow instructions will be at the proposer’s own risk.

Proposals Expiration – The Proposal’s cost quotation must be honored for a period of ninety (90) days after the RFP due date. A Proposal may be withdrawn or modified by email request until the due date for receiving Proposals.

Insurance – All insurance must be coverage that applies in the State of Minnesota.

1. General Liability – The proposer certifies that they can comply with the City insurance requirement of \$500,000 per claimant and \$1,500,000 per occurrence for General Liability insurance. The City shall be named as an additional insured on the general liability policy related to work performed by or on behalf of the Service Provider.
2. Data Breach – Data Breach and Privacy/Cyber Liability Insurance including coverage for failure to protect confidential information and failure of the security of the Service Provider’s computer systems, or the City’s systems due to the actions of the Service Provider which results in unauthorized access to the City’s data. The limit applicable to this policy shall be no less than Two Million Dollars (\$2,000,000) per occurrence, and must apply to incidents related to the Cyber Theft of the City’s property, including but not limited to money and securities.
3. Technology Errors and Omissions – Insurance for Technology Errors and Omissions with a limit of not less than Two Million Dollars (\$2,000,000) for damages arising from computer related services including but not limited to the following:

Consulting	Hardware or Software Development
Data Processing	Installation
Programming	Distribution or Maintenance
System Integration	Systems Analysis or Design
Training	Staffing or Other Support Service

The policy shall include coverage for third party fidelity including cyber theft and protect the City as “Additional Insured”. It is acceptable that the Data Breach and Privacy/Cyber Liability Insurance and Technology Errors and Omissions insurance be provided on the same policy. The additional insured protection afforded the City must be on a primary and non-contributory basis. All policies must include a waiver of subrogation in favor of the City.

Should any of the above policies be cancelled before the expiration date, the Service Provider shall deliver notice to the City thirty (30) days prior to cancellation.

## **SECTION 4: RFP EVALUATION AND PROCESS**

### RFP Evaluation:

The evaluation team will use the following criteria in ranking and selecting finalists for a follow up interview and product demonstration. Price will not be the sole deciding factor.

- 1) Past experience with delivering similar services for similar size and complexity projects
  - a) Experience with providing an E-Signature Solution with other government entities
  - b) Years of experience
  - c) References of current clients (minimum of three)
- 2) Ability to meet requirements detailed in the RFP
  - a) Ability to fulfill Scope of Work
  - b) Additional Features of proposed portal
  - c) Software security
  - d) Technical requirements and preferred specifications
- 3) Project Planning
  - a) Technical details of the implementation including the expected input and support from City staff
  - b) Availability and qualifications of assigned personnel
  - c) Proposed implementation timeline
  - d) Training plan
- 4) Cost
  - a) Cost to provide services including implementation/one-time costs and annual recurring costs
  - b) Projected annual inflation increases
  - c) Licensing methodology
  - d) Proposals will be evaluated compared to other Proposals
- 5) Ongoing Support and Maintenance
  - a) On-going customer support and maintenance provided by proposer

The City reserves the right to accept or reject any or all Proposals received. The City also shall have the right to waive any informality or technicality in Proposals received if it is in the best interest of the City.

## **SECTION 5: SCOPE OF WORK**

The City is seeking Proposals for a vendor to provide a Software as a Service (SaaS) solution or a hybrid model which includes SaaS and on-premise components. The eSignature Solution should enable both internal and external users to electronically sign and approve all types of documents and forms from multiple locations, including on-site and off-site. The implementation of the eSignature Solution will utilize a phased approach; Phase 1 will include pilot testing as a proof of concept, followed by Phase 2 with a production rollout plan.

This solution should be able to provide a signature, which has all the same legal validity as a physical (“wet”) signature, and cover the end-to-end lifecycle of drafting, signing, amending and archiving of documents. Specifically, the solution needs to be able to verify the identities of the parties (non-repudiation) provide an audit trail, and be available for both internal and external users.

The City has the following objectives for the eSignature Solution to fulfill, and it will be the contractor’s obligation to ensure that the solution meets these objectives:

### **1. General Objectives**

- Scalable solution to meet the City’s immediate and future needs.
- Cost effective licensing and pricing model.
- Business process workflow to facilitate electronic routing of documents.
- Integration capabilities with existing business systems and various document types.

### **2. Project Management to detail implementation schedule and proposed costs:**

- a) The Proposals will include a staff-training plan to orient city staff to the proposed system.
- b) Provide detailed schedule of on-going status updates.
- c) Organize and attend meetings as required (either in person, by telephone, or web as necessary).
- d) Designate a staff person to serve as Project Manager.
- e) Proposer will provide information on their project management experience with projects similar in scope.
- f) Proposer will provide information on experience of staff assigned to this project.
- g) Provide a minimum of three references, preferably from similar-sized municipal projects.
- h) Proposer will provide the pricing structure that will best fit the minimum number of users/ documents/ signatures provided in the technical specifications and is flexible for continued growth.

### **3. Proposer will provide a description of security and privacy controls for all personally identifiable information provided to proposer in service of this project:**

- a) Proposer shall include evidence of information security consistent with industry standards via a written third-party assessment. The assessment shall include the evaluation results and methodology utilized for the security assessment.
- b) Vendor must encrypt customer data in transit and at rest.
- c) Any City or customer data utilized and/or stored will not be located outside of the United States. Access to data will only be given as directed by City staff.

## **SECTION 6: TECHNICAL SPECIFICATIONS**

Vendors are required to review the detail components of the system found in the listing below and submit a High Level Project Plan to identify tasks and approach for each item. A Technical Specifications Checklist must be completed and submitted with the Proposal - see Addendum A (for a SaaS solution) and Addendum B (for a hybrid model). If your company provides both options, please fill out and submit both addendums.

- 1) Required specifications:
  - a. The vendor must support and maintain the application whether it's a SaaS or hybrid deployment.
  - b. Utilize active directory (the City's user directory system) for internal single factor or two-factor authentication.
  - c. Permit external party signing, including options for two-factor or multi-factor authentication.
  - d. All signatures must have a date/time stamp.
  - e. Must have compatibility with mobile devices, tablets, smartphones, laptops.
  - f. Must meet the following security mandates:
    - i. CJIS Security Policy
    - ii. HIPPA
    - iii. FedRAMP
    - iv. PCI
  - g. The solution must accommodate multiple file formats to be converted into fillable documents, including but not limited to PDF, TIFF, DWG, DXF and all Microsoft file formats.
  - h. The product must create audit trails that remain with the document and the ability for staff to track the documents' progress.
  - i. Multiple security levels maintained by City staff to restrict or enable users' access to templates, shared documents or retrieval of documents based on groups.
  - j. The following options must be available to all City staff:

- i. Simple workflow options permitting documents to be routed sequentially or all at one time, choose reviewers and/or approvers, ability to save routing trees, ability to select secondary signer.
  - ii. Ability to redact specific fields/data.
  - iii. Capability to make fields required or optional for recipients.
  - iv. Document should remain editable before the first signature is attached with the appropriate security settings.
  - v. Edits after the first signature and before final signatures should have metadata attached to identify when the change was made and by whom. All changes and additions to a document should create an audit trail.
  - vi. Permit the option of batch signing documents or signing one by one.
  - k. Ability to define document retention.
  - l. Extendable enterprise platform to address high volume of users and transactions.
  - m. Flexible enterprise platform to address the integration needs of the City with modern APIs and integration format capabilities.
- 2) Preferred specifications:
- a. Support electronic notarization processes.
  - b. Capability for the City to brand the website where the document is signed.
  - c. Can copy user information into all fields requiring the same data elsewhere within the document/ packet.
  - d. Ability to create documents to send in a batch using docx, txt, dat, csv, xml and Microsoft Excel formats.
  - e. Reporting and dashboards that show information regarding documents, recipients and usage.
  - f. Notifications of document destruction.
  - g. Provide end user support 24/7/365 days.
  - h. Support single sign on capabilities.
  - i. Ability for Active Directory groups to set group permissions in the system.
  - j. The system can perform simple math (add, subtract, multiply and divide) as well as comparisons to numeric/text data entered in fields.
  - k. Mobile application for iOS and android devices (Apple Store, Google Play).
  - l. The following options for all City staff:
    - i. Can add additional signature(s) to documents after the final signature is added without any edits.
    - ii. Ability to select secondary signers or assign to a group where any one signature is required.
    - iii. If batch signing, permit the user to remove one or more documents from the list before attaching signature.



- iv. Allows City staff to control the editing of specific fields/data by the user.
- v. Can control field formats (i.e. text, numeric, etc.).
- vi. Allows the document to have default data (prefilled fields) entered by City staff or defined by user attributes.
- vii. Ability to flag important information and signature lines to be entered/read by the user.
- viii. Allows City staff to select from drop downs, check boxes and radio buttons created by administrators OR City Staff.
- ix. Ability to share templates and documents to specific users or groups.
- m. Ability to integrate with City systems in use such as:
  - i. Microsoft O365
  - ii. Laserfiche (Electronic Content Management System)
  - iii. Tyler Technologies - New World ERP
  - iv. CentralSquare - Trakt (Community Development)
  - v. Vermont Systems – RecTrac (Recreation Management System)

3) Estimated City usage:

- At least 250 users
- Over 150 documents gathered by City staff
- Estimating over 3.5 million signatures per year
- Estimating 90,000 documents per year

## **SECTION 7: PRICING**

The City seeks to gather and understand all costs associated with the implementation and ongoing service fees of the proposed software during the implementation and up to five (5) years of annual application services. In this section, the proposer must itemize all costs associated with all software, implementation services, professional services, training, travel, etc. Any optional items that are proposed will be listed separately. Please include a list of any public procurement purchasing contracts your company utilizes.

## **SECTION 8: PROPOSALS CONTENTS**

The Proposals shall be broken into sections as identified below:

- 1) Cover letter not to exceed two (2) pages.
- 2) Table of Contents
- 3) Management Proposals – Include a description of the proposer’s qualifications, company history, and experience. Also include the following:

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- a) Company Background – Include relevant background and history, company name, address, contact information, years company has been doing business, location of offices, and relevant experience that indicates the qualifications of the company.
  - b) Insurance Compliance Statement – Provide a statement certifying compliance with the insurance requirements for general liability, data breach and privacy/cyber liability, and technology errors and omissions coverage as specified in Section 3. The statement will also include that a certificate of insurance with the coverage requirements and a 30-day cancellation notice will be provided prior to contract signatures.
  - c) Project Management – Identify key staff who will be assigned to this project and their qualifications/experience.
  - d) References – Provide a minimum of three (3) references (preferably other municipal organizations) for previous implementations of similar scope. Include client name, contact information and a brief project description with implementation dates. Also, include any other Minnesota clients currently utilizing the proposer's company.
  - e) Legal Issues – Please describe any pending lawsuits against your company.
- 4) Proposed Solution – Include a comprehensive description of services with specific attention to Section 5 – Scope of Work. Include the following elements:
- a) Project Approach/Methodology – Include a complete description of the proposed approach and methodology for the project. This section will include the proposer's understanding of the project.
  - b) Work Plan – Include all project requirements, proposed tasks, services, activities, etc., necessary to accomplish the scope of the project defined in this RFP.
  - c) Project Schedule – Include a project schedule indicating a timeline of all the elements of the implementation.
  - d) Support – Identify specific implementation support/training and a description of ongoing technical support.
  - e) Exceptions to Specifications – Any exceptions to the RFP specifications shall be listed and fully explained on a separate page. The additional page shall be entitled Exceptions to Specifications and submitted with the Proposals. Proposers are cautioned that exceptions to the specifications may be cause for rejection of the Proposals.
- 5) Technical Specifications – Provide a list of all required specifications that are met as well as any preferred specifications you can accommodate. If there are any other product features that are relevant, please include that information.
- 6) Cost Proposals – Provide a detailed list of all costs associated with the implementation and annual operational costs for a SaaS-only solution and/or a hybrid model (which includes SaaS and on-premise components) for an annual term and for up to a five (5) year term. Include any cost Inflatons over the term.
- 7) Completed Addendum A (for a SaaS solution) and/or Addendum B (for a hybrid model).