LONDON & MIDDLESEX HOUSING CORPORATION

Request for Quotation

Enterprise Document Management and Workflow Software

Proposals will be received until Friday Wednesday January 23, 2019

Copies of this proposal can be found at: www.lmhc.ca

REQUEST FOR QUOTATION

I. General Information

Project Objective: To implement a corporate-wide document management system that will allow LMHC to store communications electronically.

Issuing organization: London & Middlesex Housing Corporation
1299 Oxford Street East, Unit 5C5
London, ON N5Y 4W5

RFQ Issued:	Monday January 7, 2019
Questions must be received by:	Friday January 11, 2019 at 4:30
Responses to Questions:	Wednesday January 16, 2019
Proposal Submission Deadline:	Wednesday January 23, 2019 at 4:30 pm
Onsite Presentations:	January 30, 2019 – February 1, 2019
Suggested Implementation Project start:	March 1, 2019.

This RFQ intends to solicit proposals with an honest intention to award a contract. However, LMHC reserves the right to reject any or all proposals.

Contact for Further Information: Jason Flanagan
Information Systems Coordinator
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II. Summary

The London and Middlesex Housing Corporation (LMHC) is seeking quotations to procure an enterprise-wide solution to help with its document management and communications processes. Ideally, this system will consist of the following parts:
- A centralized database of all inbound, outbound and internal correspondence
- An integrated system to easily capture paper documents and store them in the database based on LMHC's defined rules and business processes.
- A customizable workflow delivery system to easily and automatically move documents through LMHC's predefined business processes.

III. Background

London & Middlesex Housing Corporation (LMHC) is the largest social housing landlord in the City of London and County of Middlesex. LMHC provides safe, modest and affordable community housing in a respectful and fair manner to low-income households of London and Middlesex County on a rent-geared-to-income (RGI) basis.

Operating as an independent local housing corporation under the *Housing Services Act, 2011* and governed by a board of directors, LMHC provides 3,282 homes to about 5,000 seniors, parents, children, singles, and persons with special needs. LMHC's properties are owned by the City of London as its Sole Shareholder and include high-rise apartments, low-rise apartment buildings, townhomes, row housing, and detached homes throughout the City of London and County of Middlesex. Made up of 56 full-time staff and 42 resident contacts, staff work within the framework of our guiding values and beliefs to provide affordable, sustainable homes to members of London & Middlesex County. LMHC is governed by a board of directors comprised of local business and community leaders who set LMHC's strategic direction and oversee operations.

LMHC does not currently use a document management system, however many department and staffing groups maintain electronic records. The proposed solution should be flexible to incorporate those records that have already been created. Most records are standard file types, including docx, xlsx, pdf, jpg, tiff, mpg, avi, etc. Additionally, LMHC receives a significant number of paper documents daily, which need to be scanned and then automatically routed to the correct staff member based on the document type and the information it contains. Also, all documents must be stored in a centralized location that allows for easy and flexible searching, as well as presents an interface that is intuitive and easy to use for staff who utilize a variety of devices (iPhone, iPad, Laptop, etc.).

IV. The scope of Work and Deliverables

Specifications

The proposed solution must offer the following features:

<u>General Specifications</u>

- Intuitive, user-friendly and easy to navigate interface
- Support handwriting recognition – either to attempt OCR or scan as an image
- Allow for the scanning of paper documents
    - Using LMHC's existing fleet of Xerox Work Center MFP's as well as from desktop/network scanners
    - Irregular sized documents as well as mixed sized originals
    - Proper document orientation
    - Capture documents in color
    - Ability to crop images
- Direct import of electronic document types (including pdf, docx, xlsx, tiff, jpg, etc.)
- Direct saving into the storage software without requiring a hard copy
- Store and display the files in their original file formats and not in a proprietary format
- Readable to the edges of the document
- Support Windows and Mac clients, as well as mobile platforms such as iPad, iPhone, and Android; ideally through a web-based client and not an installed application.
- allow for litigation hold to preserve the content of the document
- Batch processing of bulk images
- Robust import/export function
- Interface to other applications such as ERP/CRM or Ticketing systems

<u>Searching</u>

- Full-text searches
- Keyword searches
- Homonym searches (fuzzy logic)
- Natural language searches (returns search hits on documents that are "about" the subject/theme you're exploring, even if the words in the document don't match at all the words you enter into the query)
- Wildcard searches that can be a single character or a string of characters

<u>Workflow Management</u>

- Automate workflows based on LMHC's customized business processes
    - Initiate routing and approval workflows when documents are created
    - Route documents according to a pre-defined set of rules that can be set at the origin or manually engaged from within the software
    - Maintain an audit trail and log of activities related to the workflow
    - Ad-hoc routing as necessary
    - Track idle documents and prompt for required information or reroute to another specified individual
- Document Retention
    - Enforce LMHC's document retention schedule by identifying documents scheduled to be purged and providing archival of documents before the scheduled purge date
    - Capability to define custom retention schedules

<u>Document Version Management</u>

- Provide file version management
- Access to previous versions based on security control
- Ability to roll a document back to a previous version
- Documents checked in or out
- Administrators should have the ability to override a checkout.

<u>Annotation/Redaction</u>

- Annotation within the document
- Include annotation security
- Redaction available for end users
- Robust security configurable to give the system administrator control over who can view annotations and see through redactions.
- To maintain integrity, all annotations should be overlays that do not change the actual image allowing the document to be printed with or without the annotations.

Technical Specification / Support

- Telephone-based technical support that will adequately support this mission-critical software.
- Expert level onsite training to LMHC staff both at implementation and as needed.
- Support both 32-bit and 64-bit client and server
- Compatible with Microsoft Server 2012 R2 or Server 2016
- Single sign-on capability with Active Directory support
- Scheduled or manual snapshots
- Integration with enterprise backup solutions
- Integration with Microsoft Office 365 and with Microsoft Outlook 2016.
- LMHC is open to either on-premises or cloud-based systems. If the proposed solution allows for both installations types, please include details of the benefits of each solution as well as details of all costs.

Workflow Configuration

Initial Workflow Scope of Work

The proposed system will initially be rolled out to theAccounts Payable process but should not be limited to only Accounts Payable. LMHC currently processes approximately 20,000 invoices annually.

Accounts Payable Workflow

LMHC's current AP process is manual and paper-based. Current Process:

1) Invoices are received by mail on paper, or email based invoices are printed.
2) AP Staff log invoices and then distribute to the appropriate manager for approval
3) Management approves the invoice and returns it to AP
4) AP staff log the invoice a second time in a spreadsheet, then enter the data into the LMHC ERP system for payment.

Proposed Process:

1) Invoices are received via email to an accounts payable email address OR paper invoices are scanned into the AP workflow
2) Invoice is scanned for vendor information, work order/PO number and invoice totals are recalculated for accuracy.
3) Invoice is matched to work order or PO, and if no match is found, it kicked back to the AP administrator for follow up.
4) Based on LMHC's process or the information contained in the invoice, it is automatically routed electronically to the appropriate manager for approval.

5) Should that manager not approve that invoice, escalation will occur to a 2nd manager after a given time.
6) The approved invoice returns to AP, and it can then be processed for payment.
7) Summary of all invoices processed is extracted to xlsx or csv file to be entered into LMHC's ERP system for payment.

It is important to note that LMHC does not currently have a CRM/ERP system that is capable of information upload. It does not contain any tool for integration or has any API's. All information that is generated from the proposed solution must be exportable into an xlsx or csv file format.

LMHC also has a requirement that the proposed system will be able to query a list of work order numbers and check if an invoice with that work order has already been paid.

LMHC also requires that the proposed system will be able to identify the total of the invoice and perform a customized mathematical calculation. That result must be stored in the system and be exportable in the xlsx or csv file.

V. Selection Process

LMHC's Senior Management will review all quotes before coming to a decision.. Price will not be the sole factor in evaluating the submitted quotes. Other factors deemed necessary and proper may be considered, including but not limited to: price, quality of service, response to the request, experience, and general reputation.

VI. Information Required of Respondents

In responding to this RFQ, please use the following format. Response to RFQ should be no more than five pages in length, plus attachments.

Section 1. Summary of the Proposed Solution
Provide a summary of the proposed solution, names, and manufacturers of all proposed software and a history of your organization's history and key staff members.

Section 2. Software Recommendation
Provide information about the proposed solution and how its features match the requirements of LMHC.

Section 3. Work Plan
List the key steps that you will undertake to implement the proposed solution. Please provide detail including time to compete, the required resources that LMHC will be responsible for, as well as any barriers that you may foresee.

Section 4. Budget
For each task in Section 3, please identify the expected hours and the billing rate for each activity. Please provide a breakdown of the on-time implementation, software configuration and training costs along with the annual recurring costs, including the number of licenses. Post implementation support and training costs are also requested.

Section 5. References
Please supply the names and contact information of three references for which you have worked on similar projects.

Section 6. On Site Demonstration
After the submission date, LMHC will review the proposals and will request an onsite demonstration of the solution at its office. Only those proposals that are selected will be asked for a demonstration.

VII.   Proposal Submission

Proposals can be submitted via email to: jflanagan@lmhc.ca
Or mailed to:
       London & Middlesex Housing Corporation
       Attention: Jason Flanagan
       1299 Oxford Street East, Unit 5C5
       London, ON N5Y 4W5