



CITY OF TIGARD, OREGON

REQUEST FOR INFORMATION

CITY OF TIGARD DIGITAL ASSET MANAGEMENT SYSTEM (DAMS)

DATE DUE: August 25, 2015
TIME DUE: 3:00 pm

PROJECT MANAGER:

Preston Beck, IT Project Manager
City of Tigard, Financial & Information Svcs.
Phone: (503) 718-2404
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Email: preston@tigard-or.gov

DIRECT RFI QUESTIONS TO:

Joe Barrett, Senior Management Analyst
City of Tigard, Financial & Information Svcs.
Phone: (503) 718-2477
Fax: (503) 684-7297
Email: joseph@tigard-or.gov

SUBMIT RESPONSES TO:

Joe Barrett, Buyer
City of Tigard – Utility Billing Counter
13125 SW Hall Blvd
Tigard, Oregon 97223

PUBLIC NOTICE
REQUEST FOR INFORMATION
CITY OF TIGARD
DIGITAL ASSET MANAGEMENT SYSTEM (DAMS)

The City of Tigard is seeking information from firms offering Digital Asset Management Systems (DAMS) and related implementation services. Firms are invited to submit an RFI conforming to the Minimum Required Information indicated in Section 4 of the Request for Information (RFI) packet.

Responses will be received until 3:00 pm on Tuesday, August 25, 2015 to the attention of Joe Barrett, Senior Management Analyst, at Tigard City Hall's Information Desk located at 13125 SW Hall Blvd, Tigard, Oregon 97223.

The purpose of this RFI is to gather information about DAMS systems. The information received in response to this RFI may aid in the development of a Request for Proposal (RFP) leading to the selection of a DAMS provider. The City is interested in responses from firms utilizing or representing existing web-based DAMS, both on-site or hosted. The City may request demonstrations from the responding vendors for the purpose of developing RFP criteria. This RFI is not intended to result in a contractual relationship. No reimbursement will be made for any costs associated with providing information in response to this announcement or any follow-up information requests.

RFI packets may be downloaded from www.tigard-or.gov, obtained in person at the Tigard City Hall's Utility Billing Counter at 13125 SW Hall Blvd., Tigard, Oregon 97223, or by contacting Joe Barrett, Senior Management Analyst, at either (503) 718-2477 or joseph@tigard-or.gov.

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SECTION 1
INTRODUCTION

The City of Tigard is seeking RFIs (Request for Information) from firms offering Digital Asset Management Systems (DAMS) and related implementation services. Firms are invited to submit an RFI conforming to the Minimum Required Information indicated in Section 4 of this RFI document. Responses will be received until 3:00 pm on Tuesday, August 25, 2015 to the attention of Joe Barrett, Buyer, at Tigard City Hall's Utility Billing Counter located at 13125 SW Hall Blvd, Tigard, Oregon 97223.

The purpose of this RFI is to gather information about DAMS applications/implementation services. The information received in response to this RFI may aid in the development of a Request for Proposal (RFP) leading to the selection of a DAMS provider. The City is interested in responses from firms utilizing or representing existing web-based DAMS. The City may request demonstrations from the responding vendors for the purpose of developing RFP criteria. This RFI is not intended to result in a contractual relationship. No reimbursement will be made for any costs associated with providing information in response to this announcement or any follow-up information requests.

SECTION 2
VENDOR'S SPECIAL INSTRUCTIONS

A. PROPOSED TIMELINES

July 16, 2015	Advertisement and Release RFI Announcement
August 25, 2015	Deadline for Submission of RFI Responses
October 2015	Invitation for Presentations (at City's discretion)

NOTE: The City reserves the right to modify this schedule at the City's discretion. Proper notification of changes in the will be made to all interested parties.

B. GENERAL

By submitting a Response to the RFI the firm certifies that the Response has been arrived at independently and has been submitted without any collusion designed to limit competition.

C. RESPONSE SUBMITTAL

The Response must be submitted no later than 3:00 pm on Tuesday, August 25, 2015 to the address below. Responders must submit four hard copies (4) copies along with one electronic copy on a USB Flash (Thumb) drive in a sealed envelope labeled as follows:

RFI: CITY OF TIGARD DIGITAL ASSET MANAGEMENT SYSTEMS (DAMS)

Due: August 25, 2015 – 3:00 pm
City of Tigard – Utility Billing Counter
Attn: Joe Barrett, Sr. Management Analyst
13125 SW Hall Blvd
Tigard, Oregon 97223

Firms must also put their name and address on the outside of the envelope. It is the Firm's responsibility to ensure that responses are received prior to the stated closing time. The City shall not be responsible for the proper identification and handling of any responses submitted

incorrectly. Late responses will not be considered accepted after the stated closing date and time. Facsimile and electronic (email) Responses will not be accepted.

D. COST OF PREPARING RFI

The RFI does not commit the City to paying any costs incurred by the Firm in the submission or presentation of a response to the RFI, or in making the necessary studies for the preparation thereof.

E. PUBLIC RECORD

All material submitted by Firms shall become the property of the City and is public record unless otherwise specified. A Response that contains any information that is considered trade secret under ORS 192.501(2) should be segregated and clearly identified as such. This information will be kept confidential and shall not be disclosed except in accordance with the Oregon Public Records Law, ORS 192. The above restrictions may not include cost or price information, which must be open to the public.

**SECTION 3
BACKGROUND**

The City of Tigard, incorporated in 1961, is a community of 50,000 residents. Located southwest of the City of Portland, Oregon and within Washington County, Tigard is a city of neighborhoods, parks, industries, and commercial districts.” Tigard is also a city of crossroads. Interstate 5 composes its eastern boundary and the Pacific Hwy (Hwy 99) and Oregon Hwy 217 crisscross the City, making for a busy transportation system. The region’s new Westside commuter rail also transects the City. There are also two large regional shopping malls located in Tigard, Washington Square and Bridgeport Village.

The City of Tigard is a full service city with Public Works (Stormwater, Sanitary Sewer, Water, Transportation, Facilities), Police, Community Development, Administration, and Library departments.

A. EXISTING STORAGE ENVIRONMENT DIGITAL ASSETS

Like many other organizations, the City of Tigard’s history with digital assets has gradually evolved over time and not necessarily regarded as an asset. In 2009 the city implemented a document management system (DMS) (Laserfiche) to serve as its enterprise solution for managing documents with specific retention and records management requirements. This business system was a major leap forward for the city and the first significant shift in the management of digital data. The City also uses Microsoft SharePoint as a means of accessing forms and documents. Finally, the City extensively relies on traditional file based directories on its network for general storage of documents images, and misc. media.

Over the years the City has amassed a large quantity of digital photos. All of the digital photos are stored on the City’s servers in filed based structures. Cataloging/inventorying is virtually non-existent, though in recent months some organizational guidelines have been established in anticipation of an implementation of a DAMS.

B. DESIRED ENVIORNMENT

The City has a need to improve storage, searching, retrieving and overall management of its digital assets with a primary emphasis on imagery such as photos. The City envisions a future environment of digital asset management that creates a much improved workflow of input, cataloging, searching, retrieval and overall management of imagery thereby providing the City with cost savings of the management of digital assets. The City needs a solution that:

- Centralizes location and management of digital assets, primarily images/multimedia;
- Creates a simple easy to use environment for uploading photos (often many images) from cameras/devices/network;
- Provides a means to rename and file media in a hierarchical filing system;
- Enables media to be rated and tagged with labels for retrieval using an archive search function;
- Provides a simple but robust search interface for finding and downloading photos for use in documents and other applications;
- Quickly demonstrates return on investment (ROI) to prove to decision-makers the value and role it plays to the organization.

C. FACTORS TO CONSIDER FOR APPROPRIATE SIZING OF DAMS

While digital asset management is not a core business function of the city, digital assets play a significant role supporting departments. For example, digital assets (imagery) are extensively used by the City's Design Communication's Section in the development of brochures, web pages, publications, news release etc. Photos are also extensively used during the documentation process in situations such as during construction projects. By far the greatest need is the centralization and management of digital assets to facilitate fast loading, searching and retrieval of imagery.

Sample Use Cases

1. Current Environment: Photos taken out in the field of a construction project, using a digital camera, are taken back to the office and loaded to a file based directory related to the project. *Problem:* photos are stored only on that directory and not available to other users who could benefit from them. There is no ability to tag and name photos to allow for searching and retrieval.
2. Current Environment: The Design Team is asked to develop a brochure on a topic (e.g., recent pedestrian projects). They need to assemble photos of past city projects. Not having the ability to search for 'pedestrian projects' or even access to scattered photo storage, they have to go out in the field and take photos for their project. *Problem:* No searching/cataloging capabilities of imagery. Time loss in having to go out into the field. Duplication of imagery.
3. Current Environment: The current filing system does not address the growing complexity of managing and archiving digital assets through a strategic planning lens. Images are loaded without regard how they may be used two, five, or 10 years out. Nor is there any system to place controls on the volume of media by filtering out useless images that serve no value to the organization. The City needs to be able to maintain an archive of images that provide a record of the City's activities and document change and transformation. *Problem:* The current system is creating an excessive volume of images that serve no functional value and place demands on server storage capacity.

SECTION 4
SUBMITTAL REQUIREMENTS

Vendors submitting a response to the RFI should provide the following information. Responses should be organized and tabbed as follows:

A. Company Information

1. Organization –Please furnish the following information to include but not limited to: parent company, years in business, size, number of customers, office locations and number of employees;
2. Contacts – Please furnish the contact name(s) (minimum of 3) and information that the City might contact concerning your information/company on products and services offered. These contacts should be within the last 3 years of implementation;
3. Websites – Please furnish any websites that the City might visit to obtain additional information on your company/product;
4. Describe your software product and services including markets served. Include information regarding any strategic partnership or alliances with other technology or services organizations;
5. Identify how long the most current version of your software has been deployed and a general number of installs and or users of your most current software version;
6. Identify major customers that use your software/services.

B. Technical Information

1. Provide technical specifications for the software you provide. Include all approved hardware platforms, operating systems, and data architectures currently supported;
2. List any other software that is required to use your system (i.e., web browsers, browser plug-ins, system extensions, databases, etc.);
3. Describe the levels of security and authorization built into your system;
4. Describe the terms of your licensing agreement;
5. Provide information on your hosting solution, if offered.

C. Process Information

1. Describe all of the process's (modules) your system employs;
2. Describe your standard implementation methodology, including any standard bulk loading/migration techniques, especially those from a file/folder based system.

D. Pricing Information

1. Provide a cost estimate and/or price list for the system. Include any license fees, recurring costs, maintenance costs, price per module, add-on cost, etc.

E. Other

1. Provide information on average time for system implementation.

F. Response to the General System Requirements

1. Respond to the General System Requirements in Attachment A.