

CITY OF STOCKTON



**REQUEST FOR PROPOSALS (RFP)
SCANNING SERVICES
FOR THE CITY OF STOCKTON, CALIFORNIA
(PUR 16-005)**

**A MANDATORY JOB WALK WILL BE HELD ON
OCTOBER 6, 2016 AT 10:00 A.M. PROMPTLY
IN THE LOBBY OF 345 N EL DORADO ST, STOCKTON, CA**

**PROPOSALS WILL BE RECEIVED UNTIL THE HOUR OF
2:00 O'CLOCK P.M., THURSDAY, OCTOBER 27, 2016,
IN THE OFFICE OF THE CITY CLERK,
FIRST FLOOR, CITY HALL, 425 NORTH EL DORADO STREET,
STOCKTON, CALIFORNIA 95202-1997**



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PROJECT #16-005**

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NOTICE INVITING PROPOSALS

NOTICE IS HEREBY GIVEN that Request for Proposals (RFP) are invited by the City of Stockton, California for specifications for **SCANNING SERVICES (PUR 16-005)** in strict accordance with the specifications.

The Community Development Department, hereafter "CDD," is seeking a proposal from a qualified company to provide high quality scanning and processing of permit documents according to the specifications herein. The CDD has recently acquired Accela, a new permit management software. Documents must be scanned in a format and utilize an indexing system that will be able to integrate into this program. The CDD desires to convert its permit files into an electronic form that can be stored and archived on City of Stockton servers in order to import the permit files into the CDD permit management system and reduce its paper records storage. Proposals will take into account record types, sizes, whether they are single or double sided and possible attachments, document preparation, shipping, scanning, and indexing. The CDD is seeking Proposals from qualified Vendors who will provide staff to pick up and scan original permit documents and return scanned documents and index of images back to the CDD to be imported into Accela along with the hard copies of the original documents.

Services shall be in accordance with standards set by the American National Standards Institute (ANSI) and Association for Information and Image Management (AIIM).

Proposal forms and specifications are available on the City's web site at www.stocktonca.gov/bidflash and must be delivered to the Office of the City Clerk, City Hall, 425 North El Dorado Street, Stockton, up to but not later than, **Thursday, OCTOBER 27, 2016 at 2:00 p.m.**

The City reserves the right to reject any and/or all proposals received.

Information on Technical Data

Tracy LaBarber, Community Development
(209) 937-8919
e-mail: Tracy.Labarber@stocktonca.gov

Information on Bid Process/Clarification

Mary Garcia, Buyer
(209) 937-8358
e-mail: Mary.Garcia@stocktonca.gov

DISCLAIMER: The City does not assume any liability of responsibility for errors/omissions in any document transmitted electronically.

Dated: September 29, 2016

BONNIE PAIGE
CITY CLERK OF THE CITY OF STOCKTON

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**PROPONENT'S CHECKLIST
CITY OF STOCKTON / PURCHASING DIVISION**

Did You:

- * Complete the following proposal documents (FROM THIS PACKET ONLY SUBMIT PAGES 23 to 25 AND PLACE IN THE FRONT OF YOUR PROPOSAL):
 - * Sign and notarize by jurat certificate the "Non-Collusion Affidavit" form. An "All-Purpose Acknowledgment" form will not be sufficient.
 - * Complete and sign the "Proponent's Fee Schedule" form, (under separate cover).
 - * Sign the "Proponent's Agreement" form. **Include (with proposal) name and e-mail address for City contact, if different from signatreee.**
 - * Include your proposal, as outlined in these specifications.
 - * Submit one (1) ORIGINAL and FIVE COPIES (5) COPIES of all proposal documents (unbound, no staples). Additionally, submit one (1) CD with an electronic version of the proposal.
 - * Review all clarifications/questions/answers on the City's website at www.stocktonca.gov/bidflash .
 - * Deliver sealed proposal to City Hall, City Clerk's Office (1st floor), 425 North El Dorado Street, Stockton, CA 95202, before **October 27, 2016, at 2:00 p.m.** Sealed proposal shall be marked "Proposal" and indicate project name, number, and proposal opening date (in the same format below). Please note that some overnight delivery services do not deliver directly to the City Clerk's Office. This could result in the proposal arriving in the City Clerk's Office after the proposal opening deadline and therefore not being accepted.
- A) **“RFP – TO PROVIDE SCANNING SERVICES”**
 B) **PUR 16-005**
 C) **October 27, 2016**

CONTACT INFORMATION:

Information on Technical Data	Information on Bid Process/Clarification
Tracy LaBarber, Community Development (209) 937-8919 e-mail: Tracy.Labarber@stocktonca.gov	Mary Garcia, Buyer (209) 937-8358 e-mail : Mary.Garcia@stocktonca.gov

*If not completed as required, your proposal may be rejected.

DISCLAIMER: The City does not assume any liability or responsibility for errors/omissions in any document transmitted electronically.

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1.0 GENERAL INFORMATION

1.1 REQUEST FOR PROPOSAL (RFP) PROCESS

The purpose of this Request for Proposal (RFP) is to request proponents to present their qualifications and capabilities to provide SCANNING SERVICES (PUR 16-005) for the City of Stockton.

1.2 INVITATION TO SUBMIT A PROPOSAL

Proposals shall be submitted no later than 2:00 p.m., on Thursday, OCTOBER 27, 2016, in the office of:

CITY CLERK
CITY OF STOCKTON
425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997

One (1) original and FIVE (5) copies of the proposal shall be submitted. Additionally, submit one (1) CD with an electronic version of the proposal. The proposal should be firmly sealed in an envelope which shall be clearly marked on the outside, "SCANNING SERVICES for the City of Stockton (PUR 16-005)." Any proposal received after the due date and time indicated may not be accepted and may be rejected and returned, unopened, to the proponent.

1.3 LOCAL BUSINESS PREFERENCE

Stockton Municipal Code Section 3.68.090 reads as follows:

Preference shall be given to the purchase of supplies, materials, equipment, and contractual services from local merchants, quality and price being equal. Local merchants who have a physical business location within the boundaries of San Joaquin County, and who have applied for and paid a business license tax and registration fee pursuant to Stockton Municipal Code Title 5, Chapter [5.08](#), License Taxes, shall be granted two (2) percent bid preference. Local merchants who have a physical business location within the boundaries of the City of Stockton, and who have applied for and paid a business license tax and registration fee pursuant to Stockton Municipal Code Title 5, Chapter [5.08](#), License Taxes, shall be granted five (5) percent bid preference. This section is intended to provide preference in the award of certain City contracts in order to encourage businesses to move into and expand within the City. (Ord. 2014-03-18-1601 C.S. § 1; prior code § 3-106.1)

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1.4 CONSEQUENCE OF SUBMISSION OF PROPOSAL

- A. The City shall not be obligated to respond to any proposal submitted nor be legally bound in any manner by the submission of a proposal.
- B. Acceptance by the City of a proposal obligates the proponent to enter into an agreement with the City.
- C. An agreement shall not be binding or valid against the City unless or until it is executed by the City and the proponent.
- D. Statistical information contained in these documents is for informational purposes only. The City shall not be responsible for the accuracy of said data. City reserves the right to increase or decrease the project scope.

1.5 ACCEPTANCE OR REJECTION OF PROPOSAL

The City reserves the right to select the successful proposal and negotiate an agreement as to the scope of services, the schedule for performance and duration of the services with proponent(s) whose proposal(s) is/are most responsive to the needs of the City. Further, the City reserves the right to reject any and all proposals, or alternate proposals, or waive any informality or irregularity in the proposal as is in the City's best interest.

The City reserves the right to reject any and all proposals, or portions thereof, received in response to the Request or to negotiate separately with any source whatsoever, in any manner necessary, to serve the best interests of the City. Additionally, the City may, for any reason, decide not to award an agreement(s) as a result of this Request.

Non-acceptance of any proposal shall not imply that the proposal was deficient. Rather, non-acceptance of any proposal will mean that another proposal was deemed to be more advantageous to the City or that the City decided not to award an agreement as a result of this Request.

1.6 RIGHT TO CHANGE OR AMEND REQUEST

The City reserves the right to change the terms and conditions of this Request. The City will notify potential proponent(s) of any material changes by posting on the City's website. No one is authorized to amend any of the Request requirements in any respect, by an oral statement, or to make any representation or interpretation in conflict with its provisions. If necessary, supplementary information and/or clarifications/questions/answers will be posted on the City's website @www.stocktonca.gov/bidflash. Failure of any proponent to not have received such information and/or clarifications/questions/answers shall not relieve such proponent from any obligation under his/her proposal as submitted.

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Any exceptions to this Proposal shall be clearly stated in writing.

1.7 CANCELLATION

The City reserves the right to rescind award of the contract at any time before execution of the contract by both parties if rescission is deemed to be in City's best interest. In no event shall City have any liability for the rescission of award. The proponent assumes the sole risk and responsibility for all expenses connected with the preparation of its proposal.

1.8 EXAMINATION OF PROPOSAL MATERIALS

The submission of a proposal shall be deemed a representation and warranty by the proponent that it has investigated all aspects of the Request, that it is aware of the applicable facts pertaining to the Request process and its procedures and requirements, and that it has read and understands the Request. No request for modification of the provisions of the proposal shall be considered after its submission on the grounds the proponent was not fully informed as to any fact or condition. Statistical information which may be contained in the Request or any addendum is for informational purposes only. The City disclaims any responsibility for this information which may subsequently be determined to be incomplete or inaccurate.

1.9 ADDENDA AND INTERPRETATION

The City will not be responsible for, nor be bound by, any oral instructions, interpretations, or explanations issued by the City or its representatives. Any request for clarifications/questions/answers of this Request shall be made in writing/e-mail and deliverable to:

CITY OF STOCKTON
ATTN: Tracy LaBarber
COMMUNITY DEVELOPMENT DEPT
425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997
Tracy.Labarber@stocktonca.gov

CITY OF STOCKTON
ATTN: Mary Garcia
PURCHASING DIVISION
425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997
Mary.Garcia@stocktonca.gov

Such request for clarifications/questions/answers shall be delivered to the City by October 13, 2016. Any City response to a request for clarifications/questions/answers will be posted on the City's website at www.stocktonca.gov/bidflash by October 20, 2016, and will become a part of the Request. The proponent should await responses to inquires prior to submitting a proposal.

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1.10 DISQUALIFICATION

Any of the following may be considered cause to disqualify a proponent without further consideration:

- A. Evidence of collusion among proponents;
- B. Any attempt to improperly influence any member of the evaluation panel;
- C. Any attempt to communicate in any manner with a City of Stockton elected official during the RFP/bid process will, and shall be, just cause for disqualification/rejection of proponent's proposal/Proponent's bid submittal and considered non-responsive.
- D. A proponent's default in any operation of a professional services agreement which resulted in termination of that agreement; and/or
- E. Existence of any lawsuit, unresolved contractual claim, or dispute between proponent and the City.
- F. No person, firm, or corporation shall be allowed to make or file or be interested in more than one bid for the same supplies, services, or both; provided, however, that subcontract bids to the principal bidders are excluded from the requirements of this section: Section 3.68.120 of the Municipal Code.

1.11 INFORMAL PROPOSAL REJECTED

A proposal shall be prepared and submitted in accordance with the provisions of these Request instructions and specifications. Any alteration, omission, addition, variance, or limitation of, from, or to a proposal may be sufficient grounds for rejection of the proposal. The City has the right to waive any defects in a proposal if the City chooses to do so. The City may not accept a proposal if any document or item necessary for the proper evaluation of the proposal is incomplete, improperly executed, indefinite, ambiguous, or missing.

1.12 CONDITIONS TO BE ACCEPTED IF ANY WORK IS SUBCONTRACTED

- A. The proponent assumes full responsibility, including insurance and bonding requirements, for the quality and quantity of all work performed.
- B. If proponent's supplier(s) and/or subcontractor's involvement requires the use of a licensed, patented, or proprietary process, the proponent of the process is responsible for assuring that the subcontractor, supplier, and/or

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operator have been properly authorized to use the process or for providing another process which is comparable to that which is required prior to submission of a proposal.

1.13 LICENSING REQUIREMENTS

Any professional certifications or licenses that may be required will be the sole cost and responsibility of the successful proponent.

A City of Stockton Business license may be required for this project. Please contact the City of Stockton Business License Division at (209) 937-8313.

1.14 INSURANCE REQUIREMENTS

Proponent, at Proponent's sole cost and expense and for the full term of the resultant contract or any extension thereof, shall obtain and maintain at least all of the insurance requirements listed in attached Exhibit A.

The Proponent shall satisfy these insurance requirements concurrently with the signing of the contract prior to commencement of work. Please contact City of Stockton Risk Services at (209) 937-5037 with any questions.

Proof of insurance coverage for personal injury and property damage, including commercial, general and automobile liability and contractual liability shall be provided in a form acceptable to the City. The City of Stockton shall be named an additional insured by separate endorsement. Vendor shall provide notice to the City of any change in or limitation of coverage or of cancellation no less than 30 days prior to the effective date. Proof of worker's compensation coverage pursuant to statutory requirements shall also be provided.

All policies, endorsements, and certificates shall be subject to approval by the Risk Manager of the City to Stockton as to form and content. These requirements are subject to amendment or waiver if so approved in writing by the Risk Manager.

Maintenance of proper insurance coverage is a material element of this contract and that failure to maintain or renew coverage or to provide evidence of renewal may be treated as a material breach of contract.

All coverage shall be provided by a carrier authorized to transact business in California and shall be primary.

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1.15 HOLD HARMLESS DEFENSE CLAUSE

To the fullest extent permitted by law, Contractor shall hold harmless, defend at its own expense, and indemnify the City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers, against any and all liability, claims, losses, damages, or expenses, including reasonable attorney's fees, arising from all acts or omissions to act of contractor or its officers, agents, or employees in rendering services under this contract; excluding, however, such liability, claims, losses, damages, or expenses arising from the City of Stockton's sole negligence or willful acts. The duty to defend and the duty to indemnify are separate and distinct obligations. The indemnification obligations of this section shall survive the termination of this agreement.

1.16 APPLICABLE LAW

Applicable law shall be governed by the laws of the State of California. Venue shall be proper in the Superior Court of the State of California, County of San Joaquin, Stockton Branch, or, for actions brought in Federal Court, the United States District Court for the Eastern District of California, Sacramento Division.

1.17 METHOD OF PAYMENT

Payment will be made within thirty (30) days after invoices are received and accepted by the City Manager. Invoices are to be rendered monthly.

1.18 NOTICE TO OUT-OF-STATE VENDOR

It is the policy of the City of Stockton to pay all applicable California sales/use tax directly to the State Board of Equalization (BOE) pursuant to California Revenue and Taxation Code 7051.3. The City of Stockton will self-accrue all sales/use tax on purchases made from out-of-state vendors.

Sales and use tax on purchases made by the City of Stockton from all companies located outside California and whose products are shipped from out of state will be remitted to the BOE directly by the City under permit number **SR KHE 28-051174 DP**. **Please do not include sales/use tax on the invoice that you submit to the City of Stockton.**

Questions regarding the City of Stockton's payment of sales/use tax can be directed to the City of Stockton's Purchasing Division at (209) 937-8357.

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1.19 TERM

To be determined.

1.20 COMPETITIVE PRICING

Proponent warrants and agrees that each of the charges, economic or product terms or warranties granted pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any similarly situated commercial or other government customer of proponent. If proponent enters into any arrangements with another customer of proponent to provide product under more favorable charges, economic or product terms or warranties, proponent shall immediately notify CITY of such change and this Contract shall be deemed amended to incorporate the most favorable charges, economic or product terms or warranties.

1.21 FUNDING

Any contract which results from this Request will terminate without penalty at the end of the fiscal year in the event funds are not appropriated for the next fiscal year. If funds are appropriated for a portion of the fiscal year, this contract will terminate without penalty, at the end of the term for which funds are appropriated.

1.22 UNCONDITIONAL TERMINATION FOR CONVENIENCE

The City may terminate the resultant agreement for convenience by providing sixty (60) calendar day advance notice unless otherwise stated in writing.

1.23 AUDITING OF CHARGES AND SERVICES

The City reserves the right to periodically audit all charges and services made by the successful proponent to the City for services provided under the contract. Upon request, the proponent agrees to furnish the City with necessary information and assistance.

1.24 CHANGES

The City's Representative has the authority to review and recommend or reject change orders and cost proposals submitted by the proponent or as recommended by the proponent's project manager, pursuant to the adopted City of Stockton Standard Specifications.

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1.25 AWARD

Upon conclusion of the Request process, a contract may be awarded for SCANNING SERVICES for the City of Stockton.

The City reserves the right to select the successful proponent and to negotiate terms of a contract with the proponent(s) whose proposal(s) is/are most responsive to the needs of the City. Further, the City reserves the right to reject any and all proposals, or alternate proposals, or waive any informality in the proposal as is in the City's best interest.

1.26 PRODUCT OWNERSHIP

Any documents, products or systems resulting from the contract will be the property of the City of Stockton.

1.27 CONFIDENTIALITY

If proponent believes that portions of a proposal constitute trade secrets or confidential commercial, financial, geological, or geophysical data, then the proponent must so specify by, at a minimum, stamping in bold red letters the term "**CONFIDENTIAL**" on that part of the proposal which the proponent believes to be protected from disclosure. The proponent must submit in writing specific detailed reasons, including any relevant legal authority, stating why the proponent believes the material to be confidential or a trade secret. Vague and general claims as to confidentiality will not be accepted. The City will be the sole judge as to whether a claim is general and/or vague in nature. All offers and parts of offers that are not marked as confidential may be automatically considered public information after the contract is awarded. **The proponent is hereby put on notice that the City may consider all or parts of the offer public information under applicable law even though marked confidential.**

1.28 OTHER GOVERNMENTAL AGENCIES

If mutually agreeable to all parties, the use of any resultant contract/purchase order may be extended to other political subdivisions, municipalities, or tax supported agencies.

Such participating governmental bodies shall make purchases in their own name, make payment directly to successful Proponent and be liable directly to the successful Proponent, holding the City of Stockton harmless.

1.29 MANDATORY JOB WALK

A mandatory job walk will be held on OCTOBER 6, 2016 at 10:00 a.m. promptly at 325 N EL DORADO ST, STOCKTON, CA. Interested Proponents arriving at

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10:01 a.m. or later will not be admitted. Failure to attend will result in your proposal being rejected.

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2.0 BACKGROUND INFORMATION

The Community Development Department, hereafter “CDD,” is seeking a proposal from a qualified company to provide high quality scanning and processing of permit documents according to the specifications herein.

The CDD has recently acquired Accela, a new permit management software. Documents must be scanned in a format and utilize an indexing system that will be able to integrate into this program.

The CDD desires to convert its permit files into an electronic form that can be stored and archived on City of Stockton servers in order to import the permit files into the CDD permit management system and reduce its paper records storage.

Proposals will take into account record types, sizes, whether they are single or double sided and possible attachments, document preparation, shipping, scanning, and indexing.

The CDD is seeking Proposals from qualified Vendors who will provide staff to pick up and scan original permit documents and return scanned documents and index of images back to the CDD to be imported into Accela along with the hard copies of the original documents.

Services shall be in accordance with standards set by the American National Standards Institute (ANSI) and Association for Information and Image Management (AIIM).

The project to image and index the permit documents listed below will be funded in fiscal year 2016/2017 and completion of the document scanning will need to match the funding period.

2.1 DESCRIPTION OF SERVICES AND DELIVERABLES

A) CDD Records Scanning Services

- 1) Vendor will provide a scanning and imaging process with the resulting images being sent to the CDD for import into a document repository. All images shall include the associated indexing metadata for import and retrieval purposes. The file format and structure of scanned document will be established in such a manner as to support the file system requirements of the Accela permit management software. Medium for delivery should external hard drive (solid state) and cloud based retrieval site.

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- 2) Vendor will do the pre-production preparation and packaging of documents for transfer to the Vendor's work site including packing and indexing the files being packed.
- 3) Vendor will pick up the loaded, labeled and indexed boxes from various locations.
- 4) Vendor will prepare the documents for scanning by removing the staples and other binding, inspecting and repairing pages as needed. Items that are smaller than 8 ½ x 11 paper size should be taped using non-reflective tape to an 8 ½ x 11 sheet of paper.
- 5) The Vendor shall exclude blank pages from final documents.
- 6) Vendor invoices shall denote the number of scanned pages being billed for the current invoice as well as the total number of pages billed to date.
- 7) Vendor shall calibrate and maintain systems (maintain consistency of output as described in ANSI/AAIM MS44-1988 (R1993) Recommend Practice for Quality Control Image Scanners; ensure that scanning system is free from dust and other particles; maintain calibration through each shift; use appropriate technical targets and procedures as defined by manufacturer. Vendor must make a statement in their proposal as to how their working environment will meet this requirement.
- 8) Each permit (record) will be saved as one or more PDF document(s). The PDF(s) will be named according to the file naming protocol in Section 2.13.10. City is willing to adopt best practices for use of another file format.
- 9) Vendor will store and maintain original documents in a secure storage space with fire and burglar alarm protections until the CDD has reviewed the scanned documents for quality control purposes. Disposition of the scanned records will be determined in the contract. Vendor is invited to address the option for Vendor to arrange records destruction (shredding) at their location including; feasibility of doing so, the procedures involved, and the associated costs.
- 10) The Vendor will deliver completed image files periodically to be defined by the CDD, to the CDD via a medium compatible with the CDD's system.

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- 11) Safe Custody: The Vendor has the responsibility to ensure that all copy materials remain in safe custody from the time they are picked up until the time they are returned. It is critical that the Vendor understands as these documents are irreplaceable and must be safeguarded.
 - a) Safe custody ensures the documents remain in the sealed boxes until they arrive at the Vendor's secured area within Vendor's facility. Vehicles that the vendor uses to transport boxes must be locked at all times unless loading and unloading boxes.
 - b) These documents contain sensitive information such as building plans, intellectual property rights and other sensitive information. Once the documents are in the possession of the Vendor, the Vendor becomes solely responsible for the security of the documents.
- 12) Hard Copy Storage: The Vendor will maintain the City hard copy documents in a secure archival environment for a period of not less than 120 days unless it is agreed hard copies will be returned to the City within this timeframe.
- 13) Tracking and Inventory of City Documents: The Vendor will inventory and acknowledge the receipt of all items received. It is intended that the Vendor will maintain an automated tracking system to allow for retrieval of any document that is in process.
 - a) Any discrepancies between the City's inventory transmittal and the items received by the Vendor are to be resolved within ten calendar days. After scanning/media conversion services have been completed on records picked up from the City, the Vendor will be required to perform a final control step that compares the final output to the manifest that the City provided. This is to ensure that every document has been digitized and indexed by the Vendor.
 - b) The Vendor will be required to provide the City a report comparing the documents provided to the final electronic output with each product delivery. The City will implement this process in conjunction with the contract and is open to process re-engineering as suggested by the Vendor.

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B) Description of Documents to be Scanned

Estimated Quantity: The following quantities are estimated. These figures are estimates and the City reserves the right to adjust them up or down accordingly. Therefore, unit costs should be quoted based upon “quantity buckets” with volume discounts anticipated for higher quantities.

- 1) Building & Planning Files - (some documents may have attachments)
- 2) 8½” x 11” in boxes & cabinets - approximately 600,000 pages
- 3) Rolled large format sheets - approximately 65,000 pages
- 4) Folded large format sheets - approximately 2,540 pages
- 5) Microfiche - approximately 812,400 images (135,400 sheets x 6 image/sheet)
- 6) Microfilm - approximately 400 rolls of film
- 7) Banker boxes - approximately 115 banker boxes (stored off-site at Pacific storage)
- 8) Pictures (potential)
- 9) Compact discs (potential)

The final page count for scanning is subject to change as the CDD is in the process of reviewing records for destruction and scanning.

C) Imaging Specifications

- 1) Documents are to be scanned from front to back as presented the file folder.
- 2) Vendor must provide images in PDF or PDF/A-3, the latest standard format. All documents should be OCR text searchable.
- 3) Minimum scan at 200 dpi for text documents. Size of each PDF file shall not exceed 500MB. Please provide recommendations minimum dpi for color documents, graphics, and plans.
- 4) Each individual file created of imaged documents must contain a unique identifier – permit number or address/assessor parcel number (if no permit number exists).
- 5) Duplex scan to capture both front and back of document when needed.

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- 6) Color images must be viewable and of printable quality so that detail in the imaged is captured [NOTE: Vendor is invited to offer suggestions on how to best scan color photos to maintain quality and detail of an image while striving to reduce size of the electronic image (i.e. keep them in color or copy in grey-scale)].
- 7) Images must be oriented correctly for viewing.
- 8) Text must be readable up to the edge of the document.
- 9) All images will be checked for quality. Any adjustments that are needed to remove or minimize skews or speckles on image, without affecting image readability, will be made prior to delivery to the City. Vendor will ensure that documents are in correct order and of the highest professional quality. If documents need to be rescanned, it will be done at no additional cost to the CDD.
- 10) Index metadata must be included with each file and capable of import into the CDD document repository. Data to be captured in the metadata includes:
 - Permit number (including prefixes and suffixes) or address/parcel number
 - File size
 - Total number of pages within the document
 - Date scanned

D) Processing Specifications

- 1) All data must be preserved in a form identical to, or functionally equal to, the original record.
- 2) Fragile or other type documents that require special handling shall be processed in the safest way so as to protect the integrity of the original document and ensure readability in the electronic format. This may include photocopying the original fragile document first then scanning the photocopied version of the document when necessary. Vendor shall address their process on handling these types of documents and provide a special line item for an estimated cost for this special handling.
- 3) Digital conversion of microfiche and/or microfilm with the larger size drawings and the standard size documents at a minimum of 300 dots per inch and process these digital images to be seamlessly included into the Accela permit management software.
- 4) Quality Control by Vendor: Vendor shall address in their proposal their procedures for quality control of the scanned documents.
- 5) The following specifications regarding the scanning process are to be addressed in the proposal with a description as to how this process is performed or a recommendation on how to process

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and its associated cost (included as a separate line item in the cost proposal)

- a. Handling of unique sized or type of documents that cannot be feed directly for scanning.
 - b. Pocket file folders and file folders with printing or writing on the front and/or back on the inside and/or outside.
- 6) Record Accessibility: The City will require designated City Staff to have access to original documents supplied to the Vendor for scanning and/or media conversion services in the event that a document is needed. The Vendor will provide the ability to locate and scan and forward to the City or return to the City any original document that is in the possession of the Vendor within one business day from the time of request by an authorized department agent. If the original and once City has fulfilled its need, the Vendor shall also pick up these documents and return with them to the Vendor site to either complete the scanning or conversion process, whichever applicable.

2.2 SUBMITTAL OF PROPOSAL

Letter of Interest: The letter should include general information about the Firm, such as: description of all services offered, the total years in business, number of employees, office location(s) etc. Include name, phone and email for authorized contact concerning proposal.

Provide client references, including names, titles, addresses, telephone number and email addresses for these projects. Vendor must have a minimum list of **three** operational sites for a similar relevant projects, together with information on the project scope, client, location, budget, common issues, service provided.

All responses must be organized in the same manner as the RFP. Respondents will use the format of the RFP in responding. Use of the numbering and heading in the RFP will be used, and follow in the same sequence.

2.3 Proposed Fees

Pricing for scanning/imaging services: Provide a total price per image per document. Price must include prepping, indexing, and post processing.

- Pricing for scanned images from existing microfiche and microfilm (media conversion): Provide a total price per image to create scanned Images from

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microfiche. Provide a total price per image to create scanned images from microfilm.

- Pricing for scanning/imaging services: Provide a total price per image for the large format documents. Provide a total price per document reassembly and return of large format documents during regularly schedule pickup.

2.4 Technical Proposal:

The following issues should be fully responded to in the proposal in concise ***narrative form***, do not solely indicate 'Y' or 'N'. Each issue shall be referenced and presented in the following order:

- 1) What is the name of your organization and what is your main source of revenue?
- 2) Please indicate percentage of total revenues from document imaging related activities.
- 3) Where are your main offices and branch offices/service centers located in the United States? In California?
- 4) How is customer support handled within your organization?
- 5) What is the name of your imaging/scanning product?
- 6) How many years has it been available and what is the software version?
- 7) What types of images are supported? Examples – TIFF, JPEG, GIF Bitmap, and others please list.
- 8) Is the system able to provide images with the quality of a TIF but have the compression capabilities of JPEG?
- 9) What compression techniques are supported?
- 10) What size image documents can the system handle? Please indicate smallest to largest.
- 11) If file naming metadata is maintained in the image file header, is the header information non-proprietary?
- 12) What kind of image processing is scanner capable of with the software?
- 13) Can it perform thresholding, de-skewing, dynamic image enhancement and edge enhancement?
- 14) Is there an additional charge to reassemble in the same order and return to the City their documents/plans after scanning is complete? The documents/plans can be returned during a regular scheduled pick up. Please indicate whether or not there is an additional charge in the pricing section of this RFP.
- 15) Please provide a list of security measures your company follows to safeguard the information contained within your customer's documents; i.e., does your company use security badges for its employees, how often are your servers backed up, are background checks performed on your employees? Please elaborate.
- 16) Please provide your company's procedures for tracking inventory (your customer's documents) once they are picked up from your customers.

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What tracking system do you use and how is it implemented? Please elaborate.

- 17) Please provide a list of equipment your company uses for scanning and media conversion from microfilm to scanned images. Include the make and model number of the equipment, how many of each and also the current version of scanning software being utilized. Also, explain your process of creating TIFF images and indexing. Please elaborate.
- 18) Please provide your company procedure, in detail, for converting microfiche and microfilm images to scanned images. Also state whether there is any loss of quality when scanned images are created from microfiche and microfilm and the average percentage of loss in quality. The City desires no loss of quality in converting microfiche and microfilm images to scanned images. What method(s) does your company use to reduce the size of the film image when performing media conversion from microfiche and microfilm? Please elaborate.
- 19) Please include in this description the proposed hardware platform, supporting peripheral equipment, software tools and backup and recovery system used by your company.
- 20) Does your company shred documents on site or do you hire a firm to perform the shredding on your site? If you do hire an outside vendor: what is the name of the company, where are they located and are they bonded? Describe the entire process in detail, include any safeguarding measures and include where the documents are sent once they are shredded.
- 21) Please answer yes or no to the following requirements about the facility where the documents will be stored and scanned and media conversion services performed:

Air-Conditioned?	_____	Yes	_____	No
Security Alarm system?	_____	Yes	_____	No
Fire Sprinkler system?	_____	Yes	_____	No
Is your fire sprinkler system a wet or dry system?	_____	Wet	_____	Dry
Will all City records be kept two feet above the floor while in your facility?	_____	Yes	_____	No

- 22) How many square feet are there in the storage facility where documents will be stored, scanned and media conversion services performed?
- 23) What is the physical address of the facility where the documents will be stored and scanned and media conversion performed?
- 24) Does your company use its own vehicles to transport documents? Does your company transport the documents in closed vehicles? Are your vehicles air-conditioned?
- 25) What method does your company use to straighten out the documents before scanning?

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- 26) Please provide an example of your company's invoices.
- 27) The City requests the proposer to keep the City documents for up to 120 days in a secure archival environment during and after the scanning process is complete. What is the maximum amount of time your company will keep the City records?
- 28) The questions below ask each proposer to provide the City turnaround times for various scanning and media conversion requests. The proposer's response should include day of pickup and delivery. The amount of 50,000 documents used in the questions below is used for example purposes only and does not constitute an average City pick-up, the number of City documents to be picked up may be higher or lower depending on work flow at the time. The proposer awarded the contract will be expected to meet or exceed proposed turnaround times listed here, if the proposer awarded the contract cannot meet their proposed turnaround times, the City will have the option of canceling the contract.
 - a. Please provide the turnaround time for scanning 50,000 8 ½ " x 11" documents, including prepping and indexing.
 - b. Please provide the turnaround time for converting 100 rolls of microfilm to scanned images, including index information.
 - c. Please provide the turnaround time for scanning 100 30" x 40" documents, include prepping and indexing.

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3.0 PROPOSAL GUIDELINES, CONTENT AND FORMAT

The City of Stockton uses a qualifications-based selection process in obtaining these services. In order for the City to properly evaluate the Proponents' qualification to perform this work, the proposals shall include, as a minimum, the following information:

- A. Evidence of the Proponent's ability to be responsive to this project in regard to timeliness and expertise, including availability of staff proposed to be assigned.
- B. The Proponents are encouraged to expand on the Scope of Work to demonstrate their expertise. Evaluation of the proposals will be based on qualifications, the experience of staff proposed to be assigned to the project, references and thoroughness of the proponent's response to the Scope of Services.
- C. Such additional information that the Proponent may feel would be pertinent to assist the City of Stockton in making its final decision.
- D. Please submit one (1) original and FIVE (5) copies of your proposal/qualifications. Additionally, submit one (1) CD with an electronic version of the proposal. One of the copies should be unbound to allow us to reproduce your proposal, as needed.

3.0.1 Cover Letter

Submit a letter on your company letterhead addressing the proposal and format. The letter should be signed by an officer of the firm authorized to bind the firm to all comments made in the proposal, and shall include the name, address, phone number and e-mail address of the person(s) to contact who will be authorized to represent your firm.

3.0.2 Minimum Experience Qualifications Summary

A statement of professional experience and ability.

3.0.3 Management/Method of Operation

Provide detailed description outlining your firm's approach to provide the service. Highlight innovative ideas your firm may have to provide to the City and describe in detail your procedures and management techniques.

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3.0.4 References

Provide a list of references with current contact person, e-mail address and phone number who may be contacted regarding firm performance, as indicated in Section 2.2.

3.0.5 Financial Statement

The proponent must be able to demonstrate a good record of performance and have sufficient financial resources to ensure that they can satisfactorily provide the services required herein.

Proponent shall submit a full and detailed presentation of the true condition of the proponent's assets, liabilities and net worth. The report should include a balance sheet and income statement. If the proponent is a new partnership or joint venture, individual financial statements must be submitted for each general partner or joint venture thereof. If firm is a publicly held corporation, the most current annual report should be submitted.

Any proponent who, at the time of submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the proponent under federal bankruptcy law or any state insolvency, may be declared non-responsive.

3.0.6 Corporate Structure, Organization

Describe how your firm is organized, noting major divisions and any parent/holding companies, as well as brief history of the firm and all personnel potentially to be involved in the project including all sub-consultants. Designate the Principal in Charge and other key personnel. Include résumés. Also provide a description of the experience your firm has had with similar processes.

3.0.7 Proposal Fee (Under Separate Cover)

Provide detailed basic fee structure and break-down of any other charges related to your firm's proposal. Finalist's fee structure may be subject to negotiation.

Submit proposed fees according to Section 2.3.

3.0.8 The proposal must be submitted, typewritten on 8½" X 11" white paper and must be bound in a secure manner.

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3.0.9 Material and data not specifically requested for consideration, but which the proponent wishes to submit must not appear with the Proposal Form, but may appear only in an “Additional Data” section. This has specific reference to the following types of data:

Generalized narrative of supplementary information; and Supplementary graphic material

3.0.10 All proposals must be signed with the full name of the proponent, if an individual; by an authorized general partner, if a partnership; or by an authorized officer, if a corporation.

3.0.11 When proposals are signed by an agent other than an officer of a corporation or a member of a general partnership, a power of attorney authorizing the signature must be submitted with the proposal.

3.0.12 If the proposal is submitted by a partnership or joint venture, the Statement of Personal History attached to the Proposal Form must be completed by each general partner or joint venture thereof. If the proposal is submitted by a corporation, the Statement must be completed by each principal officer of said corporation.

3.0.13 The original proposal must have wet ink signatures. Modification to a proposal after the proposal submittal deadline will not be accepted by the City.

3.1 EVALUATION PROCEDURE AND CRITERIA

The City is interested in selecting a qualified firm with the ability to provide SCANNING SERVICES. A key component for the successful firm will be the ability to meet the City’s performance desires while minimizing the cost.

The Evaluation Panel will consist of City of Stockton staff and any other person(s) designated by the City. Following review of the proposals, the Panel may invite one or more proponents to make an oral presentation. During these presentations, the proponent will be allowed to present such information as may be appropriate in order that the Panel can effectively and objectively analyze all materials and documentation submitted as part of the proposals.

Each firm must be represented by an individual who will be the prime contact person to the City and any other individuals whom the firm may select. The highest-rated proposal(s) will then be further scrutinized through financial analysis and reference checks.

The Panel will evaluate the proposals based on, but not limited to, the following criteria:

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- 1) Proponent's ability to provide all services as outlined in the Scope of Services;
- 2) Related experience with similar projects, company background and personnel qualifications;
- 3) Proponent's Fee Schedule: completed and signed (under separate sealed cover);
- 4) Proponent's Agreement;
- 5) Non-Collusion Affidavit;
- 6) References;
- 7) Any other criteria as best suits the City of Stockton.

3.2 PROPOSED DEVELOPMENT COSTS

The cost of preparing and submitting a proposal is the sole responsibility of the proponent and shall not be chargeable in any manner to the City of Stockton.

3.3 PROPONENT CONTACT

Proponent shall provide the name, address, e-mail address and telephone number of an individual in their organization to whom notices and inquiries by the City should be directed as part of this proposal.

3.4 CITY'S USE OF PROPOSAL MATERIAL

All material submitted in or with the proposal shall become the property of the City, unless it is clearly marked as proprietary information. The City reserves the right to use any ideas presented in the proposals, without compensation paid to the Firm. Selection or rejection of the proposal shall not affect this right.

3.5 REJECTION OF PROPOSAL

The City reserves the right to reject any and all proposals submitted and to request additional information from the Proponent. The award will be made to the firm which, in the opinion of the City, is best qualified.

PROPOSAL DOCUMENTS

- A) RFP – SCANNING SERVICES
- B) PUR 16-005
- C) October 27, 2016

COMPANY NAME: _____

CONTACT NAME: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

EMAIL: _____

PROPONENT'S AGREEMENT

In submitting this proposal, as herein described, the proponent agrees that:

1. They have carefully examined the Scope of Work and all other provisions of this document and understand the meaning, intent and requirements of same.
2. They will enter into contract negotiations and furnish the services specified.
3. They have signed and notarized the attached Non-Collusion Affidavit form, whether individual, corporate or partnership. Must be 'A Jurat' notarization.
4. They have reviewed all clarifications/questions/answers on the City's website at www.stocktonca.gov/bidflash .
5. Confidentiality: Successful Proponent hereby acknowledges that information provided by the City of Stockton is personal and confidential and shall not be used for any purpose other than the original intent outlined in the Request for Proposal. Breach of confidentiality shall be just cause for immediate termination of contract agreement.

FIRM

ADDRESS

SIGNED BY

TITLE OR AGENCY

TELEPHONE NO./FAX NO.

DATE

E-MAIL ADDRESS

EXHIBIT 'A' - INSURANCE REQUIREMENTS (Scanning Services PUR 16-005)

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Contractor, their agents, representatives, employees or subcontractors.

MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

1. **Commercial General Liability (CGL):** Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than **\$1,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
2. **Automobile Liability (AL):** ISO Form Number CA 00 01 covering any auto (Code 1), or if Contractor has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than **\$1,000,000** per accident for bodily injury and property damage.
3. **Workers' Compensation:** as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than **\$1,000,000** per accident for bodily injury or disease.

If the contractor maintains higher limits than the minimums shown above, the City of Stockton requires and shall be entitled to coverage for the higher limits maintained by the contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City of Stockton.

Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions:

- **Additional Insured Status**
The *City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers* are to be covered as additional insureds on the CGL and AL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance (**at least as broad as** ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10 and CG 20 37 if a later edition is used).

- **Primary Coverage**
 For any claims related to this contract, the Contractor's insurance coverage shall be endorsed as **primary** insurance as respects the *City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers*. Any insurance or self-insurance maintained by the *City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers* shall be excess of the Contractor's insurance and shall not contribute with it. The City of Stockton does not accept endorsements limiting the Contractor's insurance coverage to the sole negligence of the Named Insured.
- **Notice of Cancellation**
 Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the City of Stockton.
- **Waiver of Subrogation**
 Contractor hereby grants to the City of Stockton a waiver of any right to subrogation which any insurer of said Contractor may acquire against the City of Stockton by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City of Stockton has received a waiver of subrogation endorsement from the insurer.
- **Deductibles and Self-Insured Retentions**
 Any deductibles or self-insured retentions must be declared to and approved by the City of Stockton Risk Services. The City of Stockton may require the Contractor to purchase coverage with a lower deductible or retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.
- **Acceptability of Insurers**
 Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII if admitted to do business in the State of California; If not admitted to do business in the State of California, insurance is to be placed with insurers with a current A.M. Best's rating of no less than A+:X.
- **Claims Made Policies**
 If any of the required policies provide claims-made coverage:

 - The Retroactive Date must be shown, and must be before the date of the contract or the beginning of contract work.
 - If Claims Made policy form is used, a three (3) year discovery and reporting tail period of coverage is required after completion of work.
- **Verification of Coverage**
 Contractor shall furnish the City of Stockton with original certificates and amendatory endorsements required by this clause. All certificates and

endorsements are to be received and approved by the City of Stockton Risk Services before work commences. Failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The City of Stockton reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time, for any reason or no reason.

Contractor shall, prior to the commencement of work under this Agreement, provide the City of Stockton with a copy of its Declarations Page and Endorsement Page for each of the required policies.

- ***Special Risks or Circumstances***

The City of Stockton reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other circumstances.

- ***Certificate holder address***

Proper address for mailing certificates, endorsements and notices shall be:

- City of Stockton
- Attention: Risk Services
- 425 N. El Dorado Street
- Stockton, CA 95202

City of Stockton Risk Services Phone: 209-937-5037

City of Stockton Risk Services Fax: 209-937-8558

- ***Maintenance of Insurance***

If at any time during the life of the Contract or any extension, the Contractor fails to maintain the required insurance in full force and effect, all work under the Contract shall be discontinued immediately. Any failure to maintain the required insurance shall be sufficient cause for the CITY to terminate this Contract.

- ***Subcontractors***

If the Contractor should subcontract all or any portion of the work to be performed in this contract, the Contractor shall cover the sub-contractor, and/or require each sub-contractor to adhere to all subparagraphs of these Insurance Requirements section. Similarly, any cancellation, lapse, reduction or change of sub-contractor's insurance shall have the same impact as described above.