

PURCHASING DIVISION
CITY OF WORCESTER
MASSACHUSETTS 01608-1895
ROOM 201 - CITY HALL, 455 MAIN ST.
PHONE (508) 799-1220

BID INVITATION
(Supplies, Material, Equipment, Services)

BID NO. 8402-W5

DATE: March 25, 2025

CITY OF WORCESTER
Christopher J. Gagliastro, MCPPO
Purchasing Agent

BUYER: Christopher Gagliastro

AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER

NOTICE TO BIDDERS
TERMS AND CONDITIONS

All bids are subject to the terms and conditions and specificity herein set forth except where specifically deleted by the City of Worcester in Section No. 6 below.

COMPLETE ORIGINAL COPY (including ALL required pages) OF THIS BID MUST BE SUBMITTED IN A SEALED ENVELOPE:

DATE: APRIL 10, 2025 TIME: 4:00 P.M.

PLACE: Purchasing Division, Room 201, City Hall, Worcester, Massachusetts

MARK ENVELOPE **"Bid No. 8402-W5, Records Digitization – Planning & Regulatory Services Division / E.D."**

The name and address of the bidder must appear in the upper left hand corner of the envelope. The City of Worcester is not responsible for bids not properly marked.

GENERAL

1. This Bid Invitation covers: provide professional records digitization services for Planning & Regulatory Services Division in accordance with the attached requirements and specifications of the City of Worcester Executive Office of Economic Development.
2. A certified check or bid bond made payable to the "City Treasurer, City of Worcester" in the Amount of \$ must accompany this bid.
3. **NO BID WILL BE ACCEPTED AFTER TIME AND DATE SPECIFIED**
4. A performance bond in the amount of \$ N/A of the total dollar award is required.
5. A payment bond in the amount of \$ N/A of the total dollar award is required.
6. All terms and conditions are applicable to this proposal except the following section numbers which are hereby deleted from this invitation: 36 - 43
7. Questions pertaining to this bid must be directed to: Christopher J. Gagliastro in writing via e-mail at: gagliastroc@worcesterma.gov

Email copies of this bid are acceptable. Please email bids to gagliastroc@worcesterma.gov

8. The following meanings are attached to the defined words when used in this bid form.
 - (a) The word "City" means The City of Worcester, Massachusetts.
 - (b) The word "Bidder" means the person, firm or corporation submitting a bid on these specifications or any part thereof.
 - (c) The word "Contractor" means the person, firm or corporation with whom the contract is made by carrying out the provisions of these specifications and the contract.
 - (d) The words "Firm Price" shall mean a guarantee against price increases during the life of the contract.
9. Any prospective bidder requesting a change in or interpretation of existing specifications of terms and conditions must do so within five (5) days (Saturdays, Sundays and Holidays excluded) BEFORE scheduled bid opening date. All requests are to be in writing to the Purchasing Division (or e-mailed at gagliastroc@worcesterma.gov). No changes will be considered or any interpretation issued unless request is in our hands within five (5) days (Saturdays, Sundays and Holidays excluded) BEFORE scheduled bid opening date.
10. The contractor will be required to indemnify and save harmless the City of Worcester, for all damages to life and property that may occur due to his or her negligence or that of his or her employees, subcontractors, etc., during this contract.
11. The Contract Agreement will be in the form customarily employed by the City of Worcester and is on file in the Purchasing Division at City Hall.
12. Bids which are incomplete, not properly endorsed, or signed, or otherwise contrary to these instructions will be rejected as informal by the Purchasing Agent. Conditional Bids Will Not Be Accepted.
13. The Bidder must certify that no official or employee of the City of Worcester, Massachusetts is pecuniarily interested in this proposal or in the contract which the bidder offers to execute or in expected profits to arise therefrom, unless there has been compliance with provisions of G.L.C.43 Sec. 27, and that this bid is made in good faith without fraud or collusion or connection with any other person submitting a proposal.
14. As the City of Worcester is exempt from the payment of Federal Excise Taxes, and Massachusetts Sales Tax, prices quoted herein are not to include these taxes.
15. **All prices are to be firm F.O.B. Destination, City of Worcester, Massachusetts, unless otherwise indicated by the City. Time reserved for award is ninety days.**
16. In case of error in the extension prices quoted herein, the unit price will govern.
17. It is understood and agreed that should any price reductions occur between the opening of this bid and delivery of any order, the benefit of all such reductions will be extended to the City.
18. The City of Worcester reserves the right to reject any and all bids, wholly or in part, and to make awards in a manner deemed in the best interest of the City.
19. Awards will be made to the bidder quoting the lowest net price in accordance with specifications.
20. The supplier will be bound by all applicable statutory provisions of law of the Federal Government, the Commonwealth of Massachusetts, the City of Worcester, and The Department of Public Safety of the Commonwealth of Massachusetts.
21. Any bid withdrawn after time and date specified, the bidder shall forfeit deposit on bid as liquidated damages.
22. The contractor will not be permitted to either or underlet the contractor, not assign either legally or equitably any monies hereunder, or its claim thereto without the previous written consent of the City Treasurer and of the Purchasing Agent of the City.

23. If this bid shall be accepted by the City, and the bidder shall fail to contract as aforesaid and to give a bond in the amount as specified in Section 4, within ten (10) days, (not including Sunday or a Legal Holiday) from the date of the mailing of a notice from the City to him, according to the address given herewith, that the contract is ready for signature, the City may by option determine that the bidder has abandoned the contract and thereupon the proposal and acceptance shall be null and void and the bid security accompanying this proposal shall become the property of the City as liquidated damages.
24. When quoting, the bidder shall submit a signed copy of this bid form, and if bid is accepted by the City shall constitute part of the contract of purchase. Do not detach any part of this form when submitting a bid. Bidder must sign and return complete forms.
25. If in the judgment of the Purchasing Agent any property is needlessly damaged by an act or omission of the contractor or his/her employees, servants, or agent, the amount of such damages shall be determined by the Purchasing Agent of the City of Worcester and such amount shall be deducted from any money due the contractor or may be recovered from said contractor in actions at law.
26. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and Acts of God.

INSURANCE AND WORKER'S COMPENSATION

27. COMMERCIAL GENERAL LIABILITY INSURANCE – Contractor to supply the City of Worcester with certificates of insurance evidencing general liability coverage of not less than \$ 1,000,000.00 per occurrence / \$ 2,000,000.00 aggregate.
28. AUTOMOBILE LIABILITY INSURANCE – Contractor to supply the City of Worcester with certificates of insurance evidencing automobile liability coverage, bodily injury and property damage combined single limits, of \$ 1,000,000.00 (all owned, hired and non-owned autos).
29. COMPENSATION INSURANCE – Contractor shall furnish the City of Worcester with certificates showing that all of his or her employees who shall be connected with this work are protected under Massachusetts' statutory worker's compensation insurance policies.
30. The Contractor shall carry public liability insurance with an insurance company satisfactory to the City so as to save the City harmless from any and all claims for damages arising out of bodily injury to or death of any person or persons, and for all claims for damages arising out of injury to or destruction of property caused by accident resulting from the use of implements, equipment or labor used in the performance of the contractor or from any neglect, default or omission, or want of proper care, or misconduct on the part of the Contractor or for any one of his employ during the execution of the contract.
31. Prior to starting on this contract, the Contractor shall deposit with the contracting officer certificates from the insurer to the effect that the insurance policies required in the above paragraph have been issued to the Contractor. The certificates must be on a form satisfactory to the Purchasing Agent.
32. Except as may be otherwise stated herein, the Contractor shall also carry bodily injury and property damage insurance in amount not less than those set forth above covering the operation of all motor powered vehicles owned or operated by the Contractor and engage in this contract.

DISCOUNT

33. Prompt pay discounts will be considered when determining the low bid except when discounts are for a period of less than 30 days. In this event discounts will not be taken into consideration when determining low bid.
34. Time, in connection with discount offered, will be computed from date of completion and/or delivery and acceptance at destination, or from date correct bill or voucher properly certified by the contractor is received if the latter date is later than the date of completion and acceptance and/or delivery and acceptance.

GUARANTEE

35. The bidder to who a contract is awarded guarantees to the City of Worcester all equipment, materials and/or workmanship for a period of one (1) year after final inspection and acceptance and shall replace promptly any defective equipment, materials and/or workmanship required without additional cost to the City.

DELIVERIES AND COMPLETION

36. It is understood and agreed that in the event of failure on the part of the bidder to indicate date of delivery and/or completion, delivery and/or completion will be made within twelve (12) days from date of notification. Should the successful bidder fail to make delivery or complete contract within time specified, the City reserves the right to make the purchase on such orders at the open market and charge any excess over contract price to the account of the successful bidder, who shall pay the same.
37. The contractor shall familiarize himself with the location and facilities for storage.
38. The City, through its Purchasing Division, reserves the right to divert delivery from one location to another, and to allow for any change in operating conditions or for any other cause not now foreseen and to proportion deliveries according to available storage facilities.

SAMPLING AND ANALYSIS

39. Each bidder must state the commercial name of the product quoted, name, and address of operator or agent from whom the product will be purchased and in addition shall furnish an analysis of the product, date of analysis, by whom made and their address.
40. Samples of the product to be delivered may be taken by a representative of the City, either prior to delivery or while it is being delivered in the storage facilities at destination, or will be taken from the storage facilities to which the product has been delivered as determined from time to time by the Purchasing Agent. Bidder agrees to furnish the necessary manual labor, without additional cost required to assemble the physical samples, which is to be performed under the direction of the City representative.
41. The representative of the City taking the samples, shall be given the opportunity, while sampling, to affix his signature to the delivery slip each item represented in his sample.
42. Any product after the sampling and analysis, not found meeting the requirements of the contract shall be sufficient cause for the cancellation of the contract at the option of the Purchasing Agent.
43. If any product is found that does not meet the analysis submitted by the bidder in his proposal, the Purchasing Agent may at his option exercise his right to reject the product and require that all or any part thereof shall be removed promptly by and at the expense of the contractor and replace it forthwith with a product satisfactory to the Purchasing Agent, or to retain the product and compensate the contractor in an amount as determined by the Purchasing Agent and the City Manager.
44. It is understood and agreed that it shall be a material breach of any contract resulting from this bid for the Contractor to engage in any practice which shall violate any provisions of Massachusetts General Laws, Chapter 151B, relative to discrimination in hiring, discharge, compensation, or terms, conditions or privileges of employment because of race, color, religious creed, national origin, sex, age or ancestry.
45. The undersigned as bidder, declares that the only parties interested in this proposal as principals are named herein; that this proposal is made without collusion with any other person, firm or corporation; that no officer or agent of the City is directly or indirectly interested in this bid; and he proposes and agrees that if this proposal is accepted he will contract with the City in accordance with the specifications, also the terms and conditions as spelled out in this bid form.
46. No Person, including but not limited to corporations, partnerships, limited partnerships or limited liability corporations, shall be eligible to receive a contract under this invitation to bid and/or request for proposal if that person has been convicted of any felony offense involving the distribution of controlled substances as that term is defined under Chapter 94C of the General Laws and, for contracts to be performed for on-site services to the Worcester Public Schools, if that person or any person to be employed by that person in the performance of such on-site services has been convicted of a "sex offense" or a "sex offense involving a child" or a "sexually violent offense" or would meet the definition of "sexually

violent predator" as those terms are defined in Chapter 6, Section 178C of the General Laws and who must register with the sex offender registry board.

47. The Contractor shall at all times enforce strict discipline and good order among his employees and shall not employ for work or services relating to this contract any unfit person or anyone not skilled in the task assigned to him. In light of the fact that the performance of this contract requires the Contractor and its employees to have significant interaction with the public, the Contractor shall require all employees who may perform services under this contract to conduct themselves in a courteous, professional manner. If the Contractor is notified by the Contract Officer that any person engaged upon the work is incompetent, unfaithful, disorderly, discourteous, or otherwise unsatisfactory, then such person shall be discharged from providing services or work pursuant to this contract. Without limiting the generality of the foregoing, intimidation, threats and/or violent conduct of any kind or nature directed to members of the public are absolutely prohibited. Failure to comply with this requirement shall be grounds for termination of the contract.
48. The Contractor's performance may be evaluated on an ongoing basis including but not limited to consideration of complaints received from members of the public. In order to facilitate this evaluation, the Contractor shall provide the City with documents and records upon request. The Contractor shall further obtain from its employees authorization that appropriate City personnel may obtain all available criminal offender information ("CORI") from the Criminal History Systems Board. A high number of unresolved complaints, any number of complaints that are particularly severe, or employment of individuals who have been convicted of assault or other violent crimes shall be grounds for the early termination or non-renewal of the contract by the City.
49. The procurement officer shall award the contract to the lowest responsible and responsive bidder. The term "responsible bidder" means "a person who has the capability to perform fully the contract requirements, and the integrity and reliability which assures good faith performance." Consistent with its duty to maintain public order and promote public safety, the City has determined that this contract is of a type and nature so as to be particularly sensitive due, at least in part, to the contractor's inherent access and dealings with the members of the general public. Therefore, the City has concluded that additional scrutiny is justified as it determines whether a particular bidder is responsible, having the integrity and reliability to properly perform the requested services. This may entail consideration of the contractor's system of oversight, training and supervision of its employees, including but not limited to its requirement of a high standard of customer service and courtesy in its dealings with the public. The bidder's care and diligence in hiring and assigning its employees will also be considered. In making its determination, the City reserves the right to examine any and all information at its disposal, including but not limited to prior City contracts, the experiences and information obtained from current and former customers (whether identified by the bidder as references or not), as well as other sources available to the City, including but not limited to court documents, newspapers, financial reports (such as DUNS), and certain police data and reports.
50. The Contractor, acting through its owner(s) or any of its employees, or its agents or sub-contractors and any of their employees, shall not engage in any behavior, whether during the course of its duties under this contract or at any other time, that is illegal, criminal or otherwise shocking or offensive to the general public. The determination whether any particular behavior is illegal, criminal or shocking to the general public shall rest in the sound judgment of the Contracting Officer or the City Manager. In making such determination, the Contracting Officer or the City Manager shall apply the general standards of the community. No criminal conviction or formal charges shall be required to make such determination. Such behavior need be something more than trivial and something which would cause the general public to have concerns either about the safety of individuals coming in contact with the Contractor or about the character and integrity of the individuals with which the City does business. Violation of this provision shall be grounds for immediate and unilateral termination of this contract by the City upon five days' notice as otherwise provided herein

GIVE FULL NAMES AND RESIDENCES OF ALL PERSONS INTERESTED IN THE FOREGOING PROPOSAL.

(NOTICE: Give first and last name in full; in case of corporations, give corporate name and names of President, Treasurer, and Manager; and in case of firms give names of the individual members)

Name	Address	Zip Code
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_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

KINDLY FURNISH THE FOLLOWING INFORMATION REGARDING BIDDER:

(1)	If a Proprietorship
Name of Owner _____	
Business Address _____	
Zip Code _____	Telephone No. _____
Home Address _____	
Zip Code _____	Telephone No. _____

(2)	If a Partnership	
Full names and addresses of all partners		
<u>Name</u>	<u>Address</u>	<u>Zip Code</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
Business Address _____		Zip Code _____
Tel. No. _____		

(3) If a Corporation

Full Legal Name _____

State of Incorporation _____ Qualified in Massachusetts ? Yes _____ No _____

Principal Place of Business _____

Street P.O. Box

City/Town State Zip

Telephone No. _____

Place of Business in Massachusetts _____

Street P.O. Box

City/Town State Zip

Telephone No. _____

GIVE THE FOLLOWING INFORMATION REGARDING SURETY COMPANY

Full Legal Name of Surety Company _____

State of Incorporation _____ Admitted in Massachusetts ? Yes _____ No _____

Principal Place of Business _____

Street P.O. Box

City/Town State Zip

Place of Business in Massachusetts _____

Street P.O. Box

City/Town State Zip

Telephone No. _____

NOTE

The Office of the Attorney General, Washington, D.C. requires the following information on all bid proposals amounting to \$1,000.00 or more.

F.I.D. Number of bidder _____

This number is regularly used by companies when filing their "EMPLOYER'S FEDERAL TAX RETURN, U.S." Treasury Department Form 941.

AUTHORIZED SIGNATURE OF BIDDER _____ TITLE _____
PLEASE SIGN

DATE _____ BID SECURITY \$ _____

The name of Customer Service Representative and the Contract Administrator responsible for servicing this account in the event of contract award are:

NAME (PLEASE PRINT) *Customer Service Rep.* _____ TEL. NO. _____

NAME (PLEASE PRINT) *Contract Administrator* _____ TEL. NO. _____

FAX NUMBER _____ FAX # _____

E-MAIL (Customer Service Rep.): _____

E-MAIL (Contract Administrator): _____

UNDER MASSACHUSETTS GENERAL LAWS, CHAPTER 30B: SECTION 10, THE FOLLOWING CERTIFICATION MUST BE PROVIDED:

Section 10. A person submitting a bid or a proposal for the procurement or disposal of supplies, or services to any governmental body shall certify in writing, on the bid or proposal, as follows:

" The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals."

(Please Print) _____
Name of Person Signing Bid

Signature of Person Signing Bid

Company

No award will be made without vendor certification of the above.

PROPOSAL PAGE

Bidders must state and identify the product offered, such as manufacturer's name, trade name, brand name and quality next to each item. WE MUST KNOW WHAT HAS BEEN OFFERED.

The quantities shown herein are estimated only and the Contractor will be required to furnish all quantities ordered by the City during the period of the contract.

YES XX NO

Delivery to be made to: Worcester locations as required

This Bid includes addenda numbered _____

NO PRICE ADJUSTMENTS ALLOWED. PRICES QUOTED ARE FINAL. CHECK BEFORE SIGNING
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**BIDDER TO COMPLETE ITEMS
BELOW**

Item No.	Estimated Contract Quantity	Description			Unit Price	Total Amount
		Provide professional records digitization services for Planning & Regulatory Services Division per the attached requirements and specifications Questions pertaining to this bid must be directed to: Christopher J. Gagliastro in writing via e-mail at: gagliastroc@worcesterma.gov				See Pricing Page

TERMS, PROMPT PAY DISCOUNT _____% 30 DAYS, NET 45 DAYS.

DELIVERY AND/OR COMPLETION TO BE MADE WITHIN (as required) DAYS FROM TIME OF NOTIFICATION BY THE CITY.

NAME OF BIDDER _____

SCOPE OF SERVICES / REQUIREMENTS – RECORDS DIGITIZATION – PLANNING & REGULATORY SERVICES

BID #: 8402-W5

The Planning Division is a keeper of the record for all casefiles for various land-use boards and commissions (Conservation Commission, Historical Commission, Planning Board, and Zoning Board of Appeals) and has approximately *6,500 linear feet of archival case-files that we seek to digitize over the next few years*. **For this bid, we are seeking pricing for the 500 +- LF of legal size folders and a unit price per LF for the letter size folders.** These case files are associated with development projects all with different statutory records retention schedules, some of which require files be kept for a perpetual duration, while others which the city wishes to keep record of. Documents within casefiles are comprised of a mix of different file types that may be in different formats (large format or tabloid size plans, letter or legal size applications, photographs, etc.), with many documents bound (staples, paper clips, etc.), while others contents may be a loose sheet of paper.

Some documents will be sensitive and contain personally identifiable information (PII) and needed to be treated with confidentiality, but the majority of documents are public records and do not need to be redacted or shredded to be disposed of.

Rough scope:

- Files must be scanned into PDF format.
- Some documents are in color and some are B&W; documents must be scanned in color where they're in color.
- Some documents are double-sided and some single-sided and must be scanned accordingly to capture all content. We don't want single sided scanned to have blank white pages interspersed and we don't want to miss content on the back of other documents.
- Scans must be oriented right side up, rotating content as necessary (i.e. so nothing is scanned upside-down).
- Some documents are loose, while the majority are bound with staples, others are bound with paper or binder clips, others may be bound with a spiral bind. Bindings will need to be removed to scan. Bindings can be disposed of if the documents do not need to be kept.
- Each document must be scanned individually and labeled with the physical file name and a unique number for that case file (e.g., PB-2022-011 - 123 Blue St – 1; PB-2022-011 - 123 Blue St - 2, etc.).
- Scans for all documents in a given physical file need to be organized into a digital casefile folder representing the physical case file. The digital file must be named as the physical file's tab is named (e.g. "PB-2022-011 - 123 Blue St"), indicating the board and the property address.
- Digital casefiles folders should be grouped by board/commission (planning, zoning, conservation, historic) and then by calendar year and file number/date (e.g. PB/YEAR/FILE#-#&Address-Doc#), similar to how they will be provided to the vendor. Digital files must be delivered in a digital format

acceptable to the city's Department of Innovation and Technology (e.g., FTP site, etc.) reflecting the scheme described above.

- Duplicates of documents will exist; identical duplicates can be destroyed and do not need to be scanned a second time. Similar documents, where only minor differences exist, will need to be digitized individually.
- Once files are fully scanned, most documents can be destroyed and recycled. Exceptions include any documents that contain PII (which must be shredded or returned in accordance with Option A or B below) and to-scale plans and photographs which could not be re-produced identically in eye readable format in electronic form which will need to be returned to the City for permanent custodianship/destruction.
- Files that are being returned must have file contents re-folded to fit back in the original file, with documents bound to maintain separation from other documents within the folder, and be placed in the same physical file folder they came from, with a new label indicating "scanned" placed on the front of the file folder in a way to not obstruct other text (top corner when possible). Files to be kept should be kept in the same file scheme as obtained such that they remain grouped by board and ordered to be sequential by year (and case file or date).
- Any city provided boxes/containers used for transport would need to be returned (even if empty) upon completion to the city the next time files were picked-up or at the end of the project in a similar condition to how they were provided to the vendor.
- Documents with sensitive personally identifiable information (PII) will generally be removed from the case files. In the unusual circumstance that the vendor encounters documents with PII they should be handled with confidentiality and digitized or returned as follows:
 - Option A - Digitized: Any documents with personally identifiable information (PII) (e.g., bank-account numbers on checks or bank-statements) should be redacted to permanently remove PPI upon digitization. Once digitized the documents must be shredded.
 - Option B - Returned: Documents with PII may be returned, without digitization to the City, provided it is returned in the file folder it originally came from and the document(s) have a clear note on them that indicating that it has not been digitized and contains PII to alert the city to that so that the activity can be performed by the city upon return of the files to city offices.

Note: names, addresses, phone numbers, or e-mails are not considered sensitive information. Only information like social security numbers and bank account numbers are considered sensitive and would need to be redacted and properly disposed of via shredding to destroy PII.

- The vendor would need to bring a vehicle to the two different locations where the files are currently stored (City Hall 4th floor & Basement or Union Station Basement) and pick them up. Files are available at City Hall anytime during working hours to view/access. Files from Union Station require an appointment in advance to gain access due to security. Files may be picked up in batches, rather than all at once given the file volume.

- The majority of the files (± 6000 LF) are stored in letter size file folders while a small amount (± 500 LF) are stored in legal size file folders.

Sample photographs of files:



(legal)



(letter)

PRICING PAGE – RECORDS DIGITIZATION / PLANNING & REGULATORY SERVICES ~ BID # 8402-W5

For the purposes of this bid, the City is seeking pricing per LF to digitize all legal sized file folders and contents for the Planning & Regulatory Division as described herein,

Bidders are also instructed to provide a unit price per LF to digitize additional letter sized file folders and contents for the Division. This unit price shall not be included in the base bid amount to digitize legal folders.

ITEM #:	DESCRIPTION:	UNIT PRICE:		EST. QUANTITY		TOTAL PRICE:
1.	Digitize legal sized file folder contents per attached scope / requirements	\$ _____ Per LF	x	500 LF	=	\$ _____ *

*low bid price to be based on this total amount

2.	Digitize letter sized file folder contents per attached scope / requirements	\$ _____ Per LF **
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** unit price to be used for additional services depending upon budget availability