

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

SEALED BID INVITATION  
(Supplies, Material, Equipment, Services)

SEALED BID NO. 8686-W6
DATE: May 4, 2026
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 pages) OF THIS BID MUST BE SUBMITTED IN A SEALED ENVELOPE:**

DATE: MAY 29, 2026 TIME: 10:00 A.M. LOCAL TIME

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

MARK SEALED ENVELOPE **"Sealed Bid No. 8686-W6, Document Binding & Restoration Services / City Clerk"**

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 document binding and restoration services per the attached requirements and specifications of the City Clerk of the City of Worcester.
2. A certified check or bid bond made payable to the "City Treasurer, City of Worcester" in the Amount of \$ N/A must accompany this bid.
3. All bids received will be publicly opened and read in the Bid Room at City Hall at date and time shown above.  
**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: all apply
7. **Questions pertaining to this bid must be directed to Christopher J. Gagliastro via e-mail at [gagliastroc@worcesterma.gov](mailto:gagliastroc@worcesterma.gov)**

**A pre-bid meeting will be held at City Hall on Tuesday, May 19, 2026 at 10:00 AM. Bidders to meet at City Clerk's Office on second floor. (Questions will not be taken at this meeting. Please submit questions via email as noted above)**

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](mailto:gagliastroc@worcesterma.gov)). No changes will be considered or any interpretation issued unless the 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 negligence or that of his 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. **City Software Agreement Template is attached to this bid.**
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 the 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 assign or underlet the contract, 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 of Worcester.
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/her, 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 accepted by the City shall constitute part of the contract of purchase. Do not detach any part of this form 30B (Sealed Bid Goods & Services) when submitting a bid. Bidder must sign and return complete form 30B (Sealed Bid Goods & Services).
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/or 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 limit, of \$ 1,000,000.00 (all owned, hired, and non-owned autos).
29. COMPENSATION INSURANCE: The contractor shall furnish the City of Worcester with certificates showing that all of his/her employees who shall be connected with this work are protected under 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 anyone 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 paragraphs have been issued to the Contractor. The certificates must be on a form satisfactory to the Purchasing Agent.
32. Except as may otherwise be stated herein, the Contractor shall also carry bodily injury and property damage insurance in an amount not less than those set forth above covering the operation of all motor powered vehicles owned or operated by the Contractor and engaged 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 contract 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 or her signature to the delivery slip each item represented in his/her 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/her proposal, the Purchasing Agent may, at his or her option, exercise his/her 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/she proposes and agrees that if this proposal is accepted he/she 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 requires 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 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
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

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.**

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  NO

Delivery to be made to: Worcester, MA

This Bid includes addenda numbered \_\_\_\_\_

**NO PRICE ADJUSTMENTS ALLOWED. PRICES QUOTED ARE FINAL. CHECK BEFORE SIGNING!**

**BIDDER TO COMPLETE ITEMS BELOW**

Item No.	Estimated Quantity	Description	Mfg.	Model No.	Unit Price	Total Amount
		<p><b>Provide professional document binding and restoration services as per the attached requirements and specifications of the City Clerk.</b></p> <hr style="border-top: 1px dashed black;"/> <p><i>The scope of services and requirements included herein shall be completed no later than twenty four months from date of contract award/execution.</i></p> <hr style="border-top: 1px dashed black;"/> <p>Any and all questions regarding this bid must be directed to Chris Gagliastro at <a href="mailto:gagliastroc@worcesterma.gov">gagliastroc@worcesterma.gov</a></p>				See attached pricing page

TERMS, PROMPT PAY DISCOUNT \_\_\_\_\_% 30 DAYS, NET 45 DAYS.

NAME OF BIDDER \_\_\_\_\_



## **City of Worcester- City Clerk's Office**

### **Document Binding & Restoration Services**

#### **1. Overview & Intent**

The City Clerk's Office invites bidders for binding, rebinding, preservation, and restoration of historic and vital records. The Vendors shall provide archival-quality binding and preservation/conservation services for vital records, including:

1. Birth records
2. Adoption Records
3. Death records
4. Marriage records
5. Historical City Council records
6. Miscellaneous Historical City Documents

The City reserves the right to request a test batch or proof-of-concept prior to final award to the vendor. The vendor shall be qualified & experienced in the delivery of the goods & services identified herein.

#### **2. Detailed Project Scope**

The bookbinding and preservation/restoration of vital records is expected to include, at a minimum, the following elements detailed below.

##### *Project Overview & Mission*

The Worcester City Clerk's Office is the official keepers of all documents and materials. Every document presented to City Council, and before that, the Board of Alderman, is stored in our vault, along with all birth, death and marriage certificates processed in Worcester from the 1720's to present day.

The City Clerk's archival efforts have been ongoing for several years. Improved access and document integrity are the main priorities of this initiative. Binding and restoring records will create a more efficient and streamlined process for City Clerk Staff to review and produce historical records. Binding will also preserve the integrity of vital records and historic documents for future generations.



# The City of **WORCESTER**

## **City Clerk Department**

Nikolin Vangjeli, City Clerk

Stephen A.J. Pottle, Deputy City Clerk I

Clare M. Robbins, Deputy City Clerk II

### *Record Inventory & Volume Estimate*

A complete inventory is attached. Please note, Column “Volume Count” refers to the number of estimated volumes to be bound. Please see the excel file on the bid page.

### *Record Condition*

The records are in good condition, apart from the records listed as “Preservation Only.” Records categorized as Preservation Only are too fragile to be bound and should only be preserved with the necessary archival techniques as outlined in the Scope of Services.

### *Scope of Services*

#### A. Binding Services

- a. Hardcover (case binding) of municipal documents
- b. Binding of:
  - i. Birth records
  - ii. Adoption Records
  - iii. Death records
  - iv. Marriage records
  - v. Historical City Council records
  - vi. Zoning board decisions
  - vii. Ordinance Books
  - viii. Miscellaneous Historical Records
- c. Typical volume size:
  - i. 300–500 pages per volume, to be determined by City Clerk and vendor based on condition and storage capabilities
  - ii. Mixed paper types (8.5 x 11, 8.5 x 14, 8.5 x 6 3/8)

#### B. Binding Expectations

- a. Case-bound (hardcover) volumes required
  - i. Durable covers (buckram or equivalent)
- b. Binding method:
  - i. Smyth-sewn (preferred), or
  - ii. Archival adhesive binding
- c. Must support:
  - i. Mixed paper sizes
  - ii. Inserts and certificates
- a. Use of Archival-quality, acid-free materials
- b. Reinforced spine construction
- c. Adhesives



The City of  
**WORCESTER**

**City Clerk Department**

Nikolin Vangjeli, City Clerk

Stephen A.J. Pottle, Deputy City Clerk I

Clare M. Robbins, Deputy City Clerk II

- Acid-free
  - non-yellowing
  - reversible where possible
  - d. No destructive methods permitted (e.g., over-trimming, glue saturation)
- C. Customization
- a. Gold or foil stamping on spine and/or cover including:
    - i. Title (e.g., “City Council Minutes”)
    - ii. Volume number
    - iii. Year(s)
- D. Restoration, Preservation, & Rebinding
- a. Repair and Restoration Services for existing bound volumes, including:
    - i. Restitching / Re-sectioning
      - 1. Re-sewing loose or detached pages
      - 2. Reinforcing text blocks where stitching has failed
  - b. Spine Repair & Reconstruction
    - i. Re-backing damaged spines using archival materials
    - ii. Reattaching original covers when feasible
    - iii. Replacing spine linings
  - c. Page Repair/Preservation
    - i. Mending torn or loose pages using archival methods
    - ii. Reinforcing weakened margins
    - iii. Ensuring legibility and usability
    - iv. Repair of Brittle Pages
    - v. Handling using proper gloves
    - vi. Proper Supporting of Brittle Pages
    - vii. Acid-Free Storage Solution
  - d. Structural Stabilization
    - i. Tightening loose bindings
    - ii. Repairing hinges and joints
    - iii. Flattening warped pages (non-destructive methods only)

*Quality Control Requirements*

The vendor must be able to provide accuracy. Should there be an issue with a bound document upon delivery to the City Clerk, the vendor will be responsible for rebinding. The vendor will provide a 100% inspection of all bound books to ensure they are properly bound and restored to expectations of the City Clerk and outlined in Scope of Services.



The City of  
**WORCESTER**

**City Clerk Department**

Nikolin Vangjeli, City Clerk  
Stephen A.J. Pottle, Deputy City Clerk I  
Clare M. Robbins, Deputy City Clerk II

*Chain of Custody & Security*

The vendor is expected to bind documents off-site. Given that some data includes Personal Identifying Information, vendors are required to be familiar with HIPAA compliance and handling confidential materials. A confidentiality agreement is required.

Chain of custody documentation is required.

Should the City require a document in possession of the Vendor, the Vendor is expected to provide a digital copy of the record within 24 hours via scan to the City Clerk's Office.

Destruction of any digital copies or photos copies of records is required upon completion of the bid.

*Handling*

Vital records are confidential and permanent legal documents.

The Contractor shall:

- Maintain strict chain-of-custody
- Ensure secure transport and storage
- Return records in original order

*Output & Delivery*

The City will be responsible for preparing and boxing documents. If there are any further safety or security measures needed to transport the materials, the vendor will assume responsibility.

Records can be picked up in several trips based on record type. Said delivery schedule will be determined with the City Clerk.

- ***Binding of records must be completed within 24 months from the date of contract execution.***



# The City of **WORCESTER**

## **City Clerk Department**

Nikolin Vangjeli, City Clerk  
Stephen A.J. Pottle, Deputy City Clerk I  
Clare M. Robbins, Deputy City Clerk II

### *Document Disposition*

Documents must be stored appropriately in accordance with archival standards, as well as indexed/labeled appropriately. Upon completion of binding and restoration, the materials will be returned to the City Clerk.

### **3. Bid Submission Requirements**

Bidders must include the following items with bid submission:

- Executive Summary
- Detailed Scope Response explaining how the bidder will perform and complete the scope of services including timeline for completion
- Reporting Details
- Vendor qualifications as described below
- References from similar engagements, minimum of two
- Chain-of-custody documentation
- Restoration Work Timelines

The City Clerk's Office will host a pre-bid meeting to review materials on May 19, 2026 at 10:00am. Bidders to meet outside the Clerk's Office on the second floor of City Hall, 455 Main Street.

### **4. Vendor Qualification Requirements**

Bidders must include the following evidence of their experience and qualifications:

- Relevant municipal or government bookbinding
- Historic Restoration Experience
- Demonstrated capacity for large-volume projects
- Description of tools, workflows, and staffing model
- Facility must be based within a 100 mile radius of Worcester City Hall.
- Dedicated project manager with reporting on project metrics – minimally, number of documents bound, remaining documents, etc.



The City of  
**WORCESTER**

**City Clerk Department**

Nikolin Vangjeli, City Clerk

Stephen A.J. Pottle, Deputy City Clerk I

Clare M. Robbins, Deputy City Clerk II

**5. Pricing Format**

Bidders shall submit the attached pricing page with bid. All unit prices are all-inclusive. No additional fees or charges are allowed. Bidders shall include the complete cost of all services in the unit price.

**6. Invoicing**

All invoices are to be sent to the City Clerk's Department, City Hall, Room 206, 455 Main Street., Worcester, MA 01608.

Invoicing should include a pricing summary breakdown for each record type.

This **Confidentiality and Non-Disclosure Agreement** (“Agreement”) is entered into by and between the **Worcester City Clerk Office** and **Vendor** (“Recipient”).

### **1. Purpose**

The Vendor may, in the course of contract or service, have access to records, documents, communications, systems, and information maintained by or through the Clerk’s Office. This Agreement is intended to protect information that is confidential, exempt from public disclosure, restricted by law, or otherwise limited to authorized governmental use.

### **2. Acknowledgment Regarding Public Records**

The Vendor understands and agrees that many records handled by the Clerk’s Office are public records and may be inspected or disclosed in accordance with applicable law. This Agreement does **not** classify public records as confidential where they are public by law. Rather, it applies only to:

- a. records or portions of records that are confidential, exempt, restricted, impounded, sealed, or otherwise not available for general public inspection;
- b. personal identifying information or other sensitive data contained within otherwise public files, where disclosure is limited by law;
- c. nonpublic internal communications, work product;
- d. information accessed through state or municipal systems that is limited to authorized users and authorized purposes.

### **3. Confidential Information**

For purposes of this Agreement, “Confidential Information” includes, without limitation, any nonpublic information obtained through the Clerk’s Office relating to:

- a. vital-records systems, files, amendments, indexes, or database access;
- b. records containing personal, identifying, financial, medical, or other sensitive data where disclosure is restricted by law;
- c. sealed materials, attorney-client communications, or legally privileged documents in the custody of the Clerk’s Office;
- d. any other information identified by the City Clerk, or other authorized official as restricted or confidential.

### **4. Recipient Obligations**

The Recipient agrees that they shall:

- a. use Confidential Information solely for authorized governmental purposes and only to the extent necessary to perform assigned duties;

- b. not access, inspect, copy, download, photograph, transmit, discuss, remove, or disclose Confidential Information except as authorized by the Clerk's Office and applicable law;
- c. not use Confidential Information for personal or other unauthorized purposes;
- d. protect all passwords, access credentials, and authentication methods from disclosure or misuse;
- e. maintain records and data in a secure manner, including compliance with all office policies for physical and electronic security;
- f. avoid discussing Confidential Information in public or unsecured settings;
- g. immediately report any suspected unauthorized access, disclosure, breach, loss, or misuse of records or systems to City Clerk; and
- h. comply with all applicable federal, state, and local laws, regulations, policies, and directives governing records access, retention, privacy, elections, and vital records.

## **5. No Unauthorized Copies or Removal**

The Recipient shall not make or retain unauthorized copies, screenshots, extracts, notes, downloads, or reproductions of Confidential Information. No original records or confidential materials may be removed from the Clerk's Office or authorized systems except as expressly authorized.

## **6. Special Systems and Restricted Databases**

Where the Recipient is granted access to any state or municipal recordkeeping platform, including but not limited to vital-records, the Recipient agrees:

- a. access is limited to authorized business purposes only;
- b. login credentials are personal and may not be shared;
- c. all searches, edits, prints, or exports must be work-related and permitted by law and policy; and
- d. misuse of a restricted system may result in discipline, termination of access, referral for investigation, and any other remedies permitted by law.

## **7. Public Records Requests**

The Recipient understands that responses to public records requests shall be handled only through authorized personnel and in accordance with applicable public records procedures. The Recipient shall not independently release records in response to a request unless expressly authorized to do so.

## **8. Return of Materials**

Upon termination of employment, completion of service, change in assignment, or request of the Clerk's Office, the Vendor shall immediately return all records, files, and other

materials containing or providing access to Confidential Information, and shall not retain copies in any form.

**9. Continuing Obligation**

The obligations in this Agreement survive the end of the Vendors employment, appointment, volunteer service, contract, or access authorization.

**10. Violations**

The Recipient understands that unauthorized access, use, or disclosure of Confidential Information may result in termination of contract, loss of system access, referral to law enforcement or regulatory authorities, civil liability, and any other available remedies.

**11. No Private Right to Release Records**

Nothing in this Agreement authorizes the Vendor to determine independently that a record is public or releasable. Questions concerning disclosure shall be referred to City Clerk.

**12. Certification**

I have read this Agreement, understand it, and agree to comply fully with its terms. I understand that many Clerk records are public, but that some records, portions of records, and system-based information are restricted by law or policy and must be protected from unauthorized access or disclosure.

**Vendor:** \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**City Clerk :** \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

<u>Item #</u>	<u>Quantity **</u>	<u>UOM</u>	<u>Description</u>	<u>Price per unit</u>	<u>Total</u>
<b>Document Binding &amp; Restoration Services</b>					
1	502	each	Birth Records	\$ _____	\$ _____
2	84	each	Adoption Records	\$ _____	\$ _____
3	587	each	Death Records	\$ _____	\$ _____
4	339	each	Death Records - Stored in Cartons	\$ _____	\$ _____
5	479	each	Marriage Records	\$ _____	\$ _____
6	19	each	Council Records	\$ _____	\$ _____
7	36	each	Miscellaneous Records	\$ _____	\$ _____
8	14	each	Preservation Only (No Binding)	\$ _____	\$ _____
<b>TOTAL ALL ITEMS (1 - 8)</b>					\$ _____ *
<i>*Must bid all items. Award to be made in the aggregate</i>					
<i>**Quantities are estimated for bidding purposes only</i>					
<i>Bidder shall honor unit price for any and all quantities.</i>					

BIDDER NAME: \_\_\_\_\_