

City of Redmond, WA

Request for Proposals for Records Management Support Services

RFP 10671-19



RFP Release Date: November 15, 2019

RFP Responses Due Date: December 2, 2019 by 2:00 PM PDT

City of Redmond, Washington

Purchasing Division, M/S: 3NFN
15670 NE 85th Street
PO Box 97010
Redmond, WA 98073-9710

RFP Key Information Summary Sheet

RFP Title	Records Management Support Services
RFP Number	10671-19
RFP Issue Date	November 15, 2019
Proposals Due Date and Time	December 2, 2019 2:00 pm PDT
Sr. Purchasing Agent	Lucas Cometto Phone: +1 (425) 556.2184 Email: lcometto@redmond.gov
Contract Manager	Andrea Racine Phone: +1 (425) 556.2192 Email: aracine@redmond.gov
Hand-Deliver or FedEx/UPS Proposals to	Redmond City Hall Purchasing Division, MS: 3NFN 15670 NE 85th Street Redmond, WA 98052 (For hand-delivery, drop off on 1st floor at the Customer Service Desk)
Send via U.S. Mail Proposals to	City of Redmond Purchasing Division, MS: 3NFN PO Box 97010 Redmond, WA 98073-9710
Send Questions (email only) to	lcometto@redmond.gov
Contract Type	Fixed Price
Contract Duration	Two (2) year base period and one (1) one-year renewal option



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SECTION 1 GENERAL INFORMATION

1.1 INVITATION FOR PROPOSALS

The City of Redmond, WA (City) is requesting proposals from qualified records management and enterprise content management (ECM) consultants (Proposers) who have the capacity to provide records and records program assessment, management, development, and consultative services to the City over a period of two years. While all proposals will be considered, ideal candidates will have extensive experience working with the Washington State retention schedules and applying them to municipalities and will be available to interact with the City's technical and operational teams on site.

Proposals are due to the City by **2:00 PM PDT on Monday, December 2, 2019**. Proposals received after such time will be returned unopened. No electronic or faxed responses will be accepted in lieu of the requirements below. It is the Proposer's responsibility to ensure that any responses are received by the City's Purchasing Department on time. Please place solicitation/RFP number on delivery envelope. Proposals may be mailed or delivered to:

Hand-Delivery or FedEx/UPS:

Redmond City Hall
Purchasing Division, MS: 3NFN
15670 NE 85th Street
Redmond, WA 98052
(For hand-delivery, drop off on 1st floor at the Customer Service Desk)

Or

U.S. Mail:

City of Redmond
Purchasing Division, MS: 3NFN
PO Box 97010
Redmond, WA 98073-9710

The City has attempted to provide all information available. It is the responsibility of each Proposer to review, evaluate, and where necessary, request clarification prior to submission of a proposal. The City's Purchasing Department, as identified in Section 5, is responsible for all official communication concerning this RFP. Proposers are not to contact other City personnel with questions or requests for clarifications concerning this RFP. Any City correspondence relevant to this RFP other than through or approved by the City's Purchasing Department is unauthorized and will be considered invalid.



If clarification or interpretation of this solicitation is considered necessary by the City, a written addendum shall be issued, and the information will be posted to the City's website and the Shared Procurement Portal at the following addresses:

<https://www.redmond.gov/bids.aspx>

<http://www.publicpurchase.com/gems/redmond,wa/buyer/public/publicInfo>

Any interpretation of or correction to this solicitation will be made only by an addendum issued by the City's Purchasing Department. It is the responsibility of each Proposer to periodically check the City's website to ensure that it has received and reviewed all addenda and/or Questions and Answers to this solicitation.

1.2 PUBLIC DISCLOSURE NOTICE

All materials provided by the respondent are subject to State of Washington and applicable County (e.g. King County) public disclosure laws, per RCW 42.56. Any information contained in the proposal that the respondent desires to claim as confidential or proprietary **must** be clearly designated, including page with particular content identified. The City assumes no obligation on behalf of the respondent to claim any exemption that is not clearly identified by the respondent as being confidential or proprietary. The City will try to respect all material identified by the respondent as being confidential or proprietary but requests that respondent be highly selective of what they mark as such. The City will make a decision predicated upon applicable laws and can choose to disclose information despite its being marked as confidential or proprietary. Marking the entire proposal as confidential or proprietary, and therefore, exempt from disclosure will NOT be accepted or honored, and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the City. Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence, the information is publicly available, the information is already in the City's possession, the information is obtained from third parties without restrictions on disclosure, or the information was independently developed without reference to the confidential information.

SECTION 2 BACKGROUND

2.1 CITY BACKGROUND

Located 16 miles east of Seattle, the City of Redmond is home to approximately 59,000 residents and over 6,000 businesses including several high tech and biotech companies such as Microsoft, Nintendo, and Spacelabs Medical. The City is recognized for having the highest influx of daytime population in the nation by nearly doubling on any given day during the work week. Roughly 800 City employees maintain the infrastructure which supports this demographic.



The City of Redmond has over fifteen (15) terabytes of data and hundreds of cubic feet of paper records stored on and off site. We are beginning the process of implementing an Enterprise Content Management (ECM) system for the city so that we can better track, dispose of, and locate records for public records requests. We currently perform basic records management functions, like disposal and inventory tracking. However, it is inconsistent across the city's departments and there is very little centralization. We recently passed a City Records ordinance, and we need to develop a strategic plan as well as policies and procedures for a cohesive, city-wide program.

Due to the broad scope of this project, the ECM Sponsors have decided to break this project into multiple phases that will begin with the building out the City Records Program itself and complete with the implementation of a technology solution. The City Records Program and technology solution will encompass the records (electronic and paper) and the systems used throughout the entire City. The initial phase will address the creation of a records crosswalk, the development of a strategic plan, and the creation of policies and procedures. It will include a records inventory, the creation of a records crosswalk between City records and state retention schedules, outlining the growth of an audit program, development of basic electronic file management, and recommendations related to disaster recovery of records.

Subsequent project phases will design and carry out an Enterprise Content Management system throughout the City. The actual development and implementation of the electronic document and records management system is not part of the scope of this project; but should be kept in mind as we build out the initial, foundation pieces.

SECTION 3 – SCOPE OF SUPPORT

3.1 PROJECT SCOPE

The City will select a Support Partner whose depth and breadth of experience in Washington State records retention schedules, records management with local government, and enterprise content management is substantiated through content presented in their proposal and whose proposal closest meets the City's desire for a Partner who;

- Provides available resources with a depth of Washington State records retention schedule knowledge.
- Can staff local and consistent resources to the City of Redmond support effort.
- Has experience working with growing municipalities in building records management programs.



3.2 WORK ITEMS

The City intends to award a contract for two years with an option to extend. The selected Partner will work with the City to assess and build up the City Records Program and prioritize the focus of the work under this contract in the following areas:

Records Assessment and Inventory

Complete a records assessment to determine the City's records landscape which includes over fifteen (15) terabytes of data stored across hundreds of applications and hundreds of cubic feet of paper records stored on and off site. To date, the City has completed a survey across all City departments as an initial step in assessing the current state of records within the City. The Support Partner will work with the City to analyze the survey results, determine next steps and develop an inventory of all records in the City.

Creation of a Crosswalk Database

To support the future implementation of an Enterprise Content Management (ECM) system, develop a records crosswalk between City records, as identified in the records assessment and inventory, and Washington State retention schedules. Additionally, assist the City in creating job aides/quick reference guides for frequently created/used records. The format of the crosswalk should be easily transferable to a new ECM, as well as usable by any City employee.

Establish a Records Program Vision and Roadmap

Through analysis and observation of the City's current records management practices along with an understanding of its desire to improve upon current practices and further implement new program support services, the Support Partner will work with the City to establish a short and long-term vision and prioritized roadmap for the City Records Program. The roadmap should include the following;

- Advance the City's basic electronic file management.
- Establish disaster recovery of records best practices.
- Development of an audit program framework.
- Expand records management training program.
- Create and develop City Records Program strategic plan and policies and procedures.

Development of Audit Program Framework

Develop a framework and recommend processes for building and running a robust records audit program. The audit program should focus on the City's current records management state (low-tech) and include a transition plan to the future ECM-supported state.



3.3 OUT OF SCOPE

It is the City's intention to accomplish the work within the scope of the support contract resulting from this RFP. If any one body of work becomes larger or is deemed more critical to operations than can be accomplished within the support contract, the City will either amend the support contract with an additional statement of work or issue a separate RFP soliciting proposals for a specific body of work.

While support resources assigned under this contract will be involved in the transition to an Enterprise Content Management (ECM) solution, the City intends to issue an additional RFP, soliciting proposals for the full implementation of an ECM.

3.4 IMPLEMENTATION CONSIDERATIONS AND TIMELINE

The City intends to award the new Support Services contract according to the schedule in Section 4.1. It will be renewed annually from the date of the original award for two years with an option to extend for one additional one-year term.

Upon initial setup of the Support Services contract, the City and selected Partner will work together at prioritizing the work to be performed under the contract.

SECTION 4 – TERM AND TIMELINE

4.1 RFP TIMELINE

The following table outlines the anticipated schedule for this RFP process. The City reserves the right to modify or reschedule milestones as necessary.

Item	Date
RFP Announced	November 15, 2019
Proposals Due	Monday, December 2, 2019 by 2:00 PM PST
Evaluation of Proposals	December 2019
Interviews and Reference Calls	December 2019
Contract Award	December 2019
Main Task Order Timeframe	January 2020 – January 2022



4.2 TERM

The City intends to enter into an initial two-year agreement, with one (1) optional one-year renewal term, for a potential maximum total term of three (3) years (see Exhibit D, Option for Renewal), provided that 1) Consultant is in compliance with the terms and conditions of the contract and, 2) that the annual payment is cost-effective as determined by the City, and 3) that sufficient funds have been appropriated by the City. The City reserves the right to cancel this contract at any time, upon thirty (30) days written notice to Consultant.

Should the City exercise a renewal option, the City and Consultant may discuss any necessary changes to services and will confirm price/rates prior to each renewal. Consultant shall notify the City in writing at least thirty (30) days prior to any proposed price adjustment. Acceptance of such a request will be at the sole discretion of the City.

SECTION 5 - RFP RESPONSE INSTRUCTIONS

5.1 RESPONSE REQUIREMENTS

All costs for developing a response to this RFP are the obligation of the respondent and are not chargeable to the City. The respondent must bear all costs associated with the preparation of the submittal and of any oral presentation requested by the City. All responses and accompanying documentation will become property of the City and will not be returned. Proposals may be withdrawn at any time prior to the published close date, provided notification is received in writing to the below listed City agent(s). Proposals cannot be withdrawn after the published close date.

Proposals must include all information requested and meet all specifications and requirements outlined in this RFP. The following submittals must be part of your proposal:

1. Exhibit A – Summary of Proposal
2. Exhibit B – Customer References
3. Proposal, as detailed in section 4.3 of this document

If any are not included, your proposal may be judged as non-responsive. A committee will evaluate the submitted proposals. During the evaluation process, the City reserves the right to request additional information or clarification from firms responding to this RFP.

5.2 PROPOSAL RESPONSE FORMAT

To assist in the fair and equitable evaluation of all responses, the City requests that Proposers adhere to a specific response format, as outlined below. Responses that deviate from the requested format may be classified as “non-responsive” at the discretion of the City and may be subject to disqualification. Marketing information will not be accepted in lieu of a direct response to all requirements and questions. All proposals should include the following sections:



Section	Description
1. Executive Summary & Overall Approach	Summarize your proposal and include your firm's qualifications and contact information. The summary should discuss your overall approach, understanding of identified work, and your strategy for completing the work.
2. Company Background, Experience and Capabilities	Describe your level of industry experience and capabilities/expertise in the proposed services and tools. Identify the individual you propose to assign as principal and any associate(s); include resume and relevant work (sample sites) for each member.
3. Pricing Methodology	Provide price estimate including number of hours, hourly rate of all named team members and total cost, as identified in the Scope of Work. Any expenses that are to be included as part of your proposal must be listed as separate line items and must include both the total anticipated expenses to be claimed and nature of the expenses (such as: office supplies, lodging, meals, etc.).
4. Project Schedule	Include a proposed timeline for completion of each deliverable, as identified in the Scope of Work. It is anticipated that the term of the project is as needed for the stated deliverables.
5. Summary of Proposal	See form in Exhibit A.
6. References and Work Samples	Include a list of references (with contact name and telephone number) of at least three (3) projects completed within the last two years. The City reserves the right to contact references without prior notification. See form in Exhibit B.
7. RFP Exceptions	Identify all specific exceptions to this RFP.
8. City Contract and IPSA Exceptions	Provide comments, concerns, or exceptions to the City's standard contract and IPSA provided in Exhibit C and Exhibit E.

SECTION 6 – EVALUATION PROCEDURES AND CRITERIA

6.1 PROPOSAL EVALUATION

All interested parties are requested to provide a response containing all required elements herein to the City at the stated address in Section 5 by the deadline given. The City intends to enter into an agreement with the Proposer(s) who provide a proposal that, in the opinion of the City, best meets its Records Management support needs as described, reflected in the proposal scoring. Further, the City reserves the right to conduct interviews with selected Proposers as necessary to complete its evaluation.

Evaluation of proposals will be based on a fair, impartial, and competitive selection process which considers the proposed 1) Cost of Services, 2) Availability and Merit of Proposed Resources, 3) Approach, 4) Proposed Service Level Agreement, and 5) Experience (past experience on work; projects of similar size and nature). Additionally, the City reserves the right to select a Partner based solely on the information submitted in the proposal and to make a contract award without any further discussion with the Proposers regarding the responses received. Therefore, responses should be submitted initially on the most favorable terms available to the City from a price, contractual terms and conditions, and technical standpoint.



Proposals will be evaluated objectively based on the following competitive selection criteria:

- References – history of errors and omissions via reference checks
- Quality of previous performance
- Ability to meet contract deadlines
- Staff availability for the project
- Responsiveness to solicitation requirements
- Compliance with statutes and rules relating to contracts or services

6.2 SELECTION AND AWARD

All interested parties are requested to provide a response containing all required elements herein to the City by the deadline given. A selection committee will review and evaluate all proposals, with the intention of selecting a Consultant who provides a proposal that, in the opinion of the City, provides the best value (receives the highest score, as determined by the evaluation criteria listed below). If the selection committee so chooses, respondents may be invited for an interview to supplement their submission.

Evaluation Criteria	Weight
Relevant Project Experience Demonstrate Consultant/team experience with relevant projects similar in scope and size. Emphasis is placed on both the Lead Consultant's experience and on the number of months/years the same consultant team/staff has worked together.	30
Qualifications Show a comprehensive organizational chart (or similar explanation of team member roles and responsibilities), including summaries of key team members. Team member qualifications, particularly those of Lead Consultant, are important.	30
Proposed Fees/Cost	20
Project Understanding Demonstrate project understanding, including how the team plans to address challenges unique to this project.	10
Project Approach Develop a project-specific approach to managing and delivering this project.	10
TOTAL	100 pts

The City reserves the right to reject any or all proposals and to waive any irregularities or information in the evaluation process. The final decision is at the City's sole discretion and respondents to this request have no appeal rights or procedures guaranteed to them.



The City reserves the right to re-evaluate firms who were not originally short-listed at any time before the determination of a finalist is made. Upon notification of an intent to award, the City reserves the right to limit the period of contract development to thirty (30) days, after which time project award may be rescinded. The City has the option not to award a contract at the end of this process.

NOTIFICATION

Based on evaluation of the proposals, the City may invite a short-list of potential Partners to participate in pre-selection interviews. These Proposers will be notified in writing or by email by the date indicated in the RFP Timeline above.

REFERENCES

The City may conduct site visits or conference calls with any or all short-listed Proposers' headquarters and/or references. These visits will be scheduled on an as-needed basis for the short-listed Proposers. The City will provide notification to the Proposers prior to contacting Proposers' references.

6.3 QUESTIONS/INQUIRIES

Please direct any questions concerning this RFP or the City's requirements to the City agent(s) listed below. No other City official or employee is empowered to speak for the City with respect to this request. Information obtained from any other source shall not be binding and may disqualify your response.

RFP Content:

Lucas Cometto
Sr. Purchasing Agent
Email: lcometto@redmond.gov
Tel: 425-556-2184

MS: 3NFN
15670 NE 85th Street
PO Box 97010
Redmond, WA 98073-9710

Technical Contact:

Andrea Racine
Technology Project Manager
Email: aracine@redmond.gov
Tel: 425-556-2192

MS: 3SFN
15670 NE 85th Street
PO Box 97010
Redmond, WA 98073-9710



SECTION 7 - TERMS AND CONDITIONS

The City reserves the right to amend terms of this RFP to circulate various addenda, or to withdraw the RFP at any time, regardless of how much time and effort firms may have spent on their responses. Terms of the agreement are outlined in this solicitation and include the following documents, which are incorporated herein by this reference:

- RFP 10671-19
- Exhibit A, Summary of Proposal
- Exhibit B, Customer References
- Exhibit C, Sample City Contract
- Exhibit D, Option for Renewal
- Exhibit E, Information Privacy and Security Agreement (IPSA)

Contracting notice:

Upon selection of Consultant, the City intends to enter into an agreement using its standard Consulting Services Agreement and IPSA which shall be used to secure these services. A copy of these document are attached, as Exhibits C and E and will be the governing document. No changes or deviations from these terms set forth in this document are permitted without the prior approval of the City.

7.1 PERFORMANCE CRITERIA

Consultant shall perform in accordance with the terms and conditions as stated herein and in accordance with the highest standards and commercial practices. Charges of poor performance/service against the Consultant shall be documented by the City and submitted to the Consultant for corrective action. Continued poor performance shall be deemed a breach of City requirements and shall be the cause for immediate termination of services.

7.2 PROPOSED PERSONNEL

Consultant agrees to provide all professional staff necessary to perform the scope of work, including key individuals named in Consultant's proposal. These key personnel shall remain assigned for the duration of the contract, unless otherwise agreed to in writing by the City. In the event Consultant proposes to substitute any key personnel, the individual(s) proposed must demonstrate similar qualifications and experience as required to successfully perform such duties. The City shall have the sole right to determine whether key personnel proposed as substitutes are qualified to work on the project. The City shall not unreasonably withhold approval of staff changes.



7.3 INSURANCE

Consultant must maintain insurance as outlined in the Consulting Services Agreement (Exhibit C). Prior to performing any services, Consultant shall provide the City a standard ACORD Form 25 Certificate of Insurance, naming the City as Additional Insured. Failure of the City to demand such certificate or failure of the City to identify a deficiency in the insurance documentation shall not be construed as a waiver of Consultant's obligation to maintain such insurance.

7.4 INVOICING AND PAYMENT

Consultant may invoice the City no more frequently than once per month for work completed. Invoices shall contain an itemized listing of all expenses. The City will make payment to Consultant within thirty (30) days after receipt and approval of said invoices. Invoices shall be delivered to:

City of Redmond
Accounts Payable, M/S: 3SFN
P.O. Box 97010
Redmond, WA 98073-9710
accountspayable@redmond.gov

7.5 COOPERATIVE PURCHASING

The City has entered into intergovernmental (interlocal) purchasing agreements pursuant to RCW 39.34 with other Washington agencies under which either party may make purchases at the other party's accepted bid price. By submitting an offer, the respondent agrees to make the same bid terms and price, exclusive of freight, available to other Washington governmental agencies. Only those public agencies that have complied with the requirements outlined in RCW 39.34 are eligible to use this contract. Further, the public agency accepts responsibility for compliance with any additional or varying laws and regulations governing purchases by or on behalf of the public agency in question. A purchase by a public agency shall be affected by a purchase order from the public agency, directed to the Consultant or other party contracting to furnish goods or services to the City. The City of Redmond will not accept responsibility for purchase orders issued by other public agencies.

This offer of cooperative purchasing shall be extended by the Consultant to cover the City's contract duration (for any subsequent purchase orders/contracts resulting from this RFP) or 60 days post award (for one-time purchases).

7.6 GOVERNING LAW AND VENUE

In the event of litigation, the submittal documents, specifications, and related matters shall be governed by and construed in accordance with the laws of the State of Washington. Venue shall be with the appropriate state or federal court located in King County.



7.7 AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION

The City of Redmond in accordance with the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 will make every reasonable effort to provide equal opportunity to submit qualifications in response to this request. Visit <http://redmond.gov/ADA> for more information. This material can be made available in an alternate format by contacting the Customer Service Center at info@redmond.gov or 425-556-2900, option 7.

7.8 TITLE VI STATEMENT

The City of Redmond in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, subtitle A, Office of the Secretary, Part 21, nondiscrimination in federally assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit qualifications in response to this invitation and will not be discriminated against on the grounds of race, color, national origin or sex in consideration for an award. Visit <http://redmond.gov/TitleVI> for more information.



EXHIBITS

- EXHIBIT A SUMMARY OF PROPOSAL
- EXHIBIT B CUSTOMER REFERENCES
- EXHIBIT C SAMPLE CITY CONTRACT
- EXHIBIT D OPTION FOR RENEWAL
- EXHIBIT E INFORMATION PRIVACY AND SECURITY AGREEMENT (IPSA)

