

Date: June 8, 2016

**PURCHASING DEPARTMENT
101 EAST 11TH STREET
CITY HALL ANNEX
SUITE G13
CHATTANOOGA, TENNESSEE
37402**

REQUEST FOR PROPOSAL (RFP)

Proposals will be received at this office
101 East 11th Street, Suite G13, Chattanooga, TN 37402, until
4:00 PM, June 23, 2016

Requisition No.: R136164

Ordering Dept.: City Attorney

Buyer: William Tucker

Phone No.: (423) 643-7238

Items Being Purchased: Records Management Services

Request for Proposal for The City of Chattanooga, Tennessee

***** PROPOSALS MUST BE RECEIVED BY *****

4:00 PM EST on JUNE 23, 2016

**The City of Chattanooga reserves the right to reject any
and/or all proposals, waive any informalities in the proposals
received, and to accept any proposal which in its opinion may
be for the best interest of the City.**

**The City of Chattanooga will be non-discriminatory in the
purchase of all goods and services on the basis of race, color
or national origin.**

**City of Chattanooga (COC) Terms and Conditions posted on Website are Applicable
http://www.chattanooga.gov/finance66_standardtermsandconditions.htm**

Note:

ALL PROPOSALS MUST BE SIGNED

All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated.

PLEASE PROVIDE US WITH THE FOLLOWING

Company Name: _____

Phone/Toll Free No.: _____

Fax No.: _____

E-Mail Address: _____

Contact Person: _____

Employer's ID No.: _____



CITY OF CHATTANOOGA

REQUEST FOR PROPOSALS

for

Records and Information Management Services

The City of Chattanooga ("City") is soliciting Proposals for Records and Information Management Services. Qualified Proposers will provide records and information management services, to include: barcoding, pickup, transport, storage, delivery, and retrieval of inactive and permanent physical records. Where requested, the Proposer will also provide digital conversion, and electronic storage of City records in a manner that allows for remote access to electronic records via the web. The Proposer must also be able to provide for the secure destruction of records pre-approved for destruction by the City's Records and Information Management (RIM) Team.

Final date to submit questions	June 16, 2016
Final deadline for submitting Proposal	Date: June 23, 2016 Time: 4:00 PM Eastern
Location for Proposal submission	Purchasing Office, Suite G-13, City Hall 101 East 11 th Street Chattanooga, TN 37402

The City reserves the right to reject any and all submittals.

I. Scope

The City of Chattanooga (City) invites qualified Proposers to submit written Proposals to provide all labor, supervision, methods, processes, equipment, transportation and materials as further described in "Services" to provide physical record storage, retrieval, and destruction service for inactive and permanent City records. Required services include, but are not limited to, providing (1) creation of a centralized, on-site full service records management warehousing solution or (2) providing centralized, off-site records storage services, and other records retention, retrieval and destruction services, including initial transporting of documents and entry into inventory, ongoing record storage, tracking and management, standard and rush pickup, delivery, and receiving to and from City, refiling, interfiling and the permanent removal and/or destruction of confidential and non-confidential records as approved by the City's Records and Information Management (RIM) Team. Where requested, the Proposer will also provide digital conversion, and electronic storage of City records in a manner that allows for remote access to electronic records via the web.

II. Background

The City has undertaken a project to inventory existing physical records and store inactive and permanent records either (1) onsite or (2) at an offsite location to promote efficiency and realize cost savings associated with records management. The City currently stores inactive and permanent records on-site at various City-owned facilities as well as within department offices but seeks to consolidate its record storage activities to one central location either onsite or offsite. The City's physical record inventory (generally consisting of 1 cubic foot and 2 cubic feet boxes and storage tubs) currently occupies approximately between 10,000-15,000 cubic feet of space.

II. Proposal Specifications

Each Proposal shall address and respond to each and every requirement set forth in this RFP. Any and all exceptions must be clearly stated in the Proposal. Failure to set forth any item in the specifications without stating the exception may be grounds for rejection.

The City shall consider as "irregular" or "non-responsive" and reject any Proposal not prepared and submitted in accordance with this RFP, or any Proposal lacking sufficient information to enable the City to make a reasonable determination of compliance with the minimum qualifications. Unauthorized conditions, limitations, or provisions shall be cause for rejection.

Proposals may be deemed nonresponsive at any time during the evaluation process if, in the sole opinion of the City, any of the following are true:

- A. Proposer does not meet the minimum required skill, experience or requirements to perform

or provide the service.

B. Proposer has a past record of failing to fully perform or fulfill contractual obligations.

C. Proposer cannot demonstrate financial stability.

D. Proposer's Proposal contains false, inaccurate or misleading statements that, in the opinion of the City Purchasing Administrator or authorized designee, are intended to mislead the City in its evaluation of the Proposal.

III. Proposer Responsibilities

All Proposers shall (a) examine the entire RFP, (b) seek clarification of any item or requirement that may not be clear, (c) check all responses for accuracy before submitting a Proposal and (d) submit the entire Proposal by the Proposal Due Date and Time. Late Proposals will not be considered. A Proposer submitting a late Proposal shall be so notified.

IV. Submittal Requirements

All Proposals shall be sealed and clearly marked with "Records Management Services" on the lower left hand corner of the mailing envelope. A return address must also appear on the outside of the sealed Proposal. The City is not responsible for the pre-opening of, post-opening of, or the failure to open, any Proposals not properly addressed or identified.

V. Amendment/Withdrawal of Proposal

At any time prior to the specified Proposal due date and time, a Proposer (or designated representative) may amend or withdraw its Proposal. No Proposal shall be altered, amended or withdrawn after the specified Proposal due date and time.

VI. Cost of Proposal Preparation

The City does not reimburse the cost of developing, presenting or providing any response to this solicitation. Proposals submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The Proposer is responsible for all costs incurred in responding to this RFP. All materials and documents submitted in response to this RFP become the property of the City and will not be returned. To ensure cost-effective submissions, the City requests Proposers to submit the Proposal unbound (except for a binder clip or rubber band to hold the pages together) and two-sided. All pages should be properly numbered. Please refrain from using special binding or binders.

VII. Qualifications/Experience

Any Proposer submitting a Proposal must be able to comply with the contracting requirements set forth in the City's Standard Terms and Conditions for Goods and Non-Professional Services and provide the following information:

A. **Business Organization.** Explain the legal organization of the Proposer. Provide identification information of the Proposer, including: the legal name, address, and legal form of the Proposer (e.g., partnership, corporation, joint venture, sole proprietorship). If a joint venture, identify the members of the joint venture and provide all of the information required under this section for each member. If the Proposer is a wholly owned subsidiary of another company, identify the parent company. Provide the name, address and telephone number of the person to contact concerning the Proposal. Identify the location of the Proposer's principal office and the local work office, if different. Provide a general description of the Proposer that is proposing to provide the Services, including years in business.

B. **Prior Records Management Experience.** Provide a detailed description of the Proposer's experience in providing similar services to municipalities or other entities of a similar size to the City; specifically, within the last five (5) years and relating to records management services. Proposer must explain all contingency plans in the event of fire, flood, or other disaster. The contingency plan must be submitted with the Proposal.

C. **Client References.** Proposer must submit the name, address, telephone, and email address of at minimum three (3) client references, for similar services provided within the last three (3) years.

D. **Prior Contract/Sub-contract Termination.** Identify any contract or subcontract held by the Proposer or officers of the Proposer that have been terminated within the last ten (10) years. Briefly describe the circumstances and the outcome.

E. **Prior Disputes.** Identify any claims arising from a contract which resulted in litigation, arbitration, or mediation within the last five (5) years. Briefly describe the circumstances and the outcome.

VIII. Key Positions

A. Identify each key personnel member that will render services to the City, including title and relevant experience required, including the proposed employees handling the scanning, transportation and retrieval of records and the main Proposer contact person.

B. Indicate the roles and responsibilities of each key position.

C. Describe the hiring procedure for key personnel members, including any background checks required, etc. If a subcontractor will be used for any work, include information on every subcontractor. A detailed plan for providing supervision must be included.

D. Attach a résumé and evidence of records management certification, if any, for each key personnel member and/or subcontractor to be involved in the services. Résumés should be attached together as a single appendix at the end of the Proposal.

IX. Services

Proposer is to describe in detail its approach to providing the services requested under either Service Model A, Service Model B, or both.

Service Model A

If Proposer does not provide an offsite location for records warehousing but is able to oversee and ensure the proper establishment of an onsite records management and warehousing services, Proposer should provide in detail its approach to the following:

- A. Assisting the Department of General Services in identifying a suitable location on-site for records management and warehousing.
- B. Identifying all requirements for a build-out of an existing facility for the purposes of storing records and complying with records management and warehousing best practices, including shelving, alarm system, and proper fire suppression.
- C. Managing the actual buildout and setup of the onsite records warehousing location.
- D. Relocating said records to the identified storage facility. All such records must be properly boxed and barcoded with a City barcode and a barcode for the records management provider.
- E. Training City staff in proper delivery, pick-up, re-shelving and check-in/check-out of records at the onsite location.
- F. Documenting all processes for managing an onsite records warehousing location, including all request, retrieval and drop-off requirements.

Service Model B

If Proposer provides offsite records management and warehousing services, Proposer should detail its approach to providing offsite records management and warehousing services, including:

- A. **Barcoding.** Proposer will be responsible for providing a unique ID for each box to be stored and for recording the City's unique ID in any centralized inventory system maintained by Proposer for purposes of storage and retrieval.
- B. **Record transport to Proposer's secure records center.** Proposer shall pick-up City records as requested from any of the existing Departments and off-site records locations and shall transport those records to the Proposer's records center facility for storage.
- C. **Physical storage of records.** Proposer shall store all requested City physical records at a Records Center facility that is alarmed, secured, climate controlled, and meets or exceeds national fire suppression standards. Proposer shall maintain an inventory and index of the hard copy records by barcode, record series ID and record name. The Proposer inventory shall be electronically accessible by the City.
- D. **Retrieval of physical records at Records Center and transport to City.** The Proposer shall provide a means of record request preferably via a web-based portal. Proposer shall provide a cut-

off time by which a request needs to be received in order to be delivered the next business day, same day delivery and rush delivery. Proposer shall provide a detailed explanation of its standard retrieval and transport windows for regular requests and rush requests. Proposer shall maintain a method for tracking boxes as they leave the facility and upon return and check-in.

E. **Pickup and re-storage of records.** Proposer shall pick-up and return to storage previously retrieved boxes.

F. **Imaging of records as requested by City.** Proposer shall provide a means for imaging and storing electronic records. Proposer shall pick up the requested City records from designated locations and transport them to the Proposer's facility for scanning. In performing these services, the Proposer shall comply with the applicable records management policies and procedures. Proposer shall (i) scan City records using OCR technology into multi-page Adobe PDF files in searchable format with high quality resolution and proper orientation, (ii) maintain quality control by reviewing each scanned document for accuracy and readability and rescanning if necessary, (iii) index City records in accordance with the labels and instructions on the documents, (iv) format onto the external storage devices requested by the City, (v) archive the scanned records on the Proposer's system for at least 120 days to allow the City to verify accuracy of scanning, if requested by the City, and (vi) reassemble the records into original organization and return the records to the City. Proposer shall take necessary measures to ensure the security and confidentiality of the documents and to maximize image quality.

G. **Remotely accessible portal for City employees to view imaged records.** All electronically stored records must be accessible via a web-based repository. Such records shall be indexed and searchable to allow the City to search and retrieve electronically stored records. Proposer must provide its Service Level Agreement governing all web-based services it provides.

X. Documentation

Proposer must provide documentation of its policies and procedures related to return of records (physical and electronic) after expiration of the Agreement and/or termination with or without cause. Proposer must provide details of any pricing requirements associated therewith. Proposer must provide documentation of its policies and procedures related to record and data security. Proposer must provide any documentation of service level agreements related to accessibility of its online web hosting portal.

XI. Reporting

Proposer must provide details regarding its reporting capabilities and any and all data available to the City on a monthly basis. Data should include: number of downloads, request frequency for particular record types, frequency of request by Department and requesting individual, length of time requested records are kept before return, and any other data that will help the City track its records management activities for budgeting purposes.

XI. Pricing

Proposer is to provide itemized pricing for each of the services to be provided and explain in detail the basis for the cost. The itemized pricing should include all direct and indirect costs for services related to barcoding, pick-up, delivery, retrieval, scanning and indexing of records to electronic form, access to electronic records via the web, and any and all services related thereto, whether indicated below or not. Please add additional entries for applicable services and costs that are not referenced

below. Please be as detailed as possible. In addition to the requested information, the Proposer may provide additional details regarding its pricing options and pricing structure and indicate where, if applicable, certain services are optional.

Service	Price	
	<u>External Drive/CD/DVD</u>	<u>Online Access</u>
1. Document Scanning/Imaging by Quantity	\$	\$
a. Per image for 1 to 10 bankers boxes	\$	\$
b. Per image for 10 to 50 bankers boxes	\$	\$
c. Per image for 50 to 100 bankers boxes	\$	\$
d. Per image for 100+ bankers boxes	\$	\$
2. Indexing Documents	\$	\$
a. One field	\$	\$
b. Two fields	\$	\$
c. Three fields	\$	\$
d. Four fields	\$	\$
e. Five fields	\$	\$
f. Index field search, additional charge per file	\$	\$
3. Media Storage - Options		
a. CD Storage/Output (per CD)	\$	
b. DVD Storage/Output (per DVD)	\$	
c. USB Drive Storage/Output (per USB Drive)	\$	
d. Web-Hosted Repository (per month). Specify any limitations to access.	\$	

4. Optional: Archive Scanned Records	\$
5. Transportation	
a. Normal Delivery/Pickup	\$
i. Per container	\$
ii. Per file	\$
b. Same Day Pickup/Delivery Surcharge	\$
c. Rush Pickup-Delivery Surcharge	\$
6. Secure Physical Storage of Documents (per box/per month)	\$
7. Additional Services/Items	
a. Additional containers	\$ /container
b. Photocopy	\$ /page
c. Barcoding	\$ /box
d. Shipping	\$
e.	\$ /
f.	\$ /
g.	\$ /
h.	\$ /
TOTAL	\$

XII. Proposal Evaluation

All Proposals shall be evaluated by an evaluation team. Each Proposal will be awarded a maximum of 100 points based on the evaluation criteria. The City shall be the sole judge of the successful bidder. City reserves the right to reject any Proposals.

Evaluation Criteria		Maximum Points
1.	Proposal Responsiveness -Adherence to requirements -Completeness of Proposal -Adhered to the specified format	30 points
2.	Qualifications and Experience -Member qualifications, including records management certifications -Familiarity with the needs of municipalities -Input from references -Financial status and stability -Experience performing similar services of similar scope for other organizations (more weight given for municipality experience)	30 points
3.	Proposed Pricing Structure	40 points
Total Possible Points		100 points

In the event that a Proposer cannot be selected solely on the Proposals submitted, the City may request interviews for the top three Proposers.

XIII. Non-Collusion Certification

By submitting a Proposal, Proposer is certifying that it has not directly or indirectly been collusive with any other Proposer in the preparation and submission of the Proposal. If at any

time it shall be found that the Proposer to whom a contract has been awarded has, in presenting the Proposal, colluded with any other party or parties, said proposer shall be liable to the City for all loss or damage which the City has or may suffer as the result of the collusive activity, including, but not limited to, the cost of advertising and awarding a new contract.