



BAY AREA
AIR QUALITY
MANAGEMENT
DISTRICT

Updated: May 9, 2017

Request for Proposals# 2017-004

Centralized Records Management System (CRMS)

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SECTION I – SUMMARY

The Bay Area Air Quality Management District is in the process of evaluating electronic records management and archiving platforms for the organization. The Centralized Records Management System (CRMS) has the following mandatory requirements:

- Provide a secure, searchable, and auditable repository for retention of historical records in electronic format
- Retain new records as they are added
- Retain electronic records migrated from other BAAQMD systems (e.g. ApplicationXtender and shared drives)
- Track paper records that have not been digitized
- Be right-sized for a ~400-person government organization

To respond to this Request for Proposal (RFP), interested companies should submit one (1) hard copy in a sealed envelope of its proposal and one (1) electronic copy (in Microsoft Word or Adobe PDF file format) of its proposal to:

Cynthia Zhang, Purchasing Agent
Bay Area Air Quality Management District
375 Beale Street, Suite 600; San Francisco, CA 94105

czhang@baaqmd.gov

**Proposals must be received at the Air District offices at
375 Beale Street, Suite 600, San Francisco, California, 94105 by
4:00 p.m. May 25, 2017.
Late proposals will not be considered.**

Proposals must address all information requested in this RFP. A proposal may add information not requested in this RFP, but the information should be in addition to, not instead of, the requested information and format. Minority business enterprises, women's business enterprises, veteran's business enterprises, and Certified Green Businesses are encouraged to submit proposals. **Any questions regarding this RFP should be directed to Cynthia Zhang at: czhang@baaqmd.gov.**

Pre-Bidders Conference:

A pre-bidders conference will be held on **May 10, 2017 at 9:00 a.m. (PDT)** for the purpose of providing an outline of the RFP requirements and an opportunity for Q&A. The conference will be hosted at the Air District's office located at 375 Beale St. in San Francisco, CA. Attendance is encouraged, but not mandatory.

**Dial-in Number: 866-528-2256
Participant Code: 1267022**

SECTION II – BACKGROUND

A. Air District Overview

The Bay Area Air Quality Management District (Air District) was created by the California Legislature in 1955 as the first regional agency to deal with air pollution in California. The Air District jurisdiction includes Alameda, Contra Costa, Marin, Napa, Santa Clara, San Francisco, San Mateo, southwestern Solano, and southern Sonoma counties.

The State Legislature originally gave the Air District the authority to regulate stationary sources of air pollution, such as factories, oil refineries, chemical plants, gasoline stations, and agricultural burning. With more recent legislation, the Air District was granted authority to enact certain transportation and mobile source measures.

The Air District is governed by a twenty-four-member Board of Directors, consisting of elected officials, including county supervisors, mayors, and city council members. The Executive Officer / Air Pollution Control Officer for the Air District is Jack Broadbent.

B. Centralized Records Management System (CRMS)

The purpose of this RFP is to solicit proposals from qualified vendors for furnishing, installing, configuring, and supporting a Centralized Records Management System (CRMS). This project has been funded with the goal of selecting, awarding, and installing software that best meets the project requirements set forth in this RFP. Vendors shall meet the requirements of this RFP with standard, currently available products and services.

SECTION III – INSTRUCTIONS TO BIDDERS

A. General

1. All proposals must be made in accordance with the conditions of this RFP. Failure to address any of the requirements is grounds for rejection of this proposal.
2. All information should be complete, specific, and as concise as possible.
3. Proposals should include any additional information that the respondent deems pertinent to the understanding and evaluation of the bid.
4. The Air District may modify the RFP or issue supplementary information or guidelines during the proposal preparation period prior to the due date. Please check our [website](#) for updates prior to the due date.
5. Proposals shall constitute firm offers. Once submitted, proposals cannot be altered without the written consent of the Air District, but proposals may be withdrawn.
6. The Air District reserves the right to reject any and all proposals.
7. All questions must be in written form or emailed directly to Cynthia Zhang, Purchasing Agent, and arrive no later than **4:00 p.m. on May 10, 2017**. All questions will be answered in writing and posted on the [BAAQMD RFP webpage](#) by **6:00 p.m. on May 11, 2017**.
8. The cost for developing the proposal is the responsibility of the bidder, and shall not be chargeable to the Air District.

B. Submittal of Proposals

All proposals must be submitted according to the specifications set forth in Section V (A) – Contents of Proposal, and this section. Failure to adhere to these specifications may be cause for the rejection of the proposal.

1. Due Date – All proposals are due no later than 4:00 p.m., May 25, 2017, and should be directed to:

Cynthia Zhang, Purchasing Agent
Bay Area Air Quality Management District
375 Beale Street, Suite 600; San Francisco, CA 94105
czhang@baaqmd.gov

2. Proposals received after the time and date provided previously specified will not be considered.

3. Signature – All proposals should be signed by an authorized representative of the bidder.
4. Submittal – Submit one (1) hard copy of the proposal in a sealed envelope to the mailing address above, plus one (1) electronic copy (in Microsoft Office or Adobe Acrobat PDF file format). Electronic submissions submitted via email will be acknowledged with a return email. Hard copies of the proposal shall plainly mark the upper, left-hand corner of the submission with the name and address of the bidder and the RFP number. Submittals shall acknowledge receipt of the last RFP modification or RFP supplemental information. Late proposals will not be accepted. Any correction or re-submission of proposals will not extend the submittal due date.
5. Grounds for Rejection – A proposal may be immediately rejected at any time if it arrives after the deadline, or is not in the prescribed format, or is not signed by an individual authorized to represent the firm.
6. Disposition of the Proposals – All responses to this RFP become property of the Air District and will be kept confidential until a recommendation for award of a contract has been announced. Thereafter, submittals are subject to public inspection and disclosure under the California Public Records Act. If a respondent believes that any portion of its submittal is exempt from public disclosure, it may mark that portion “confidential.” The District will use reasonable means to ensure that such confidential information is safeguarded, but will not be held liable for inadvertent disclosure of the information. Proposals marked “confidential” in their entirety will not be honored, and the Air District will not deny public disclosure of any portion of submittals so marked.

By submitting a proposal with portions marked “confidential,” a respondent represents it has a good faith belief that such portions are exempt from disclosure under the California Public Records Act and agrees to reimburse the Air District for, and to indemnify, defend, and hold harmless the Air District, its officers, employees, and agents, from and against any and all claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs, and expenses, including without limitation, attorneys’ fees, expenses, and court costs of any nature whatsoever, arising from or relating to the Air District’s non-disclosure of any such designated portions of a proposal. The Air District will withhold or disclose documents, including portions of proposals marked confidential, as required under the California Public Records Act, as determined by the Air District in its sole discretion.

7. Modification – Once submitted, proposals, including the composition of the contracting team, cannot be altered without prior written consent of the Air District. All proposals shall constitute firm offers valid for ninety (90) days from the May 25, 2017, due date.

C. Interviews

1. The Air District, at its option, may interview bidders. The interviews will be for the purpose of clarifying the proposals.
2. Submittal of new proposal material at an interview will not be permitted.
3. Interviews may involve a presentation and/or a question-and-answer session.

SECTION IV – SCOPE OF WORK FOR CRMS SYSTEM AND DEPLOYMENT

The Air District seeks a vendor who will provide software for an electronic recordkeeping system, along with services to install, configure, deploy, and support the system for the Air District. See **Attachment A – Requirements for Centralized Records Management System (CRMS)** for the comprehensive set of requirements for the system itself and for the services required, and instructions for completion.

The primary mandatory requirements for the system are the following:

- Provide a secure, searchable, and auditable repository for retention of historical records in electronic format
- Retain new records as they are added
- Retain electronic records migrated from other BAAQMD systems (e.g. ApplicationXtender and shared drives)
- Track paper records that have not been digitized
- Be right-sized for a ~400-person government organization

Note that the scope of requirements is relatively narrow. The system is intended to manage and track records and to provide archive search capabilities. The scope does not require broader enterprise content management capabilities such as document management and workflow. It is not intended for day-to-day use for work-in-progress document sharing or collaboration.

The proposed software should likely include components such as the following:

- Repository and Records Management Server Software
- Database Server
- Records Management User/Client Software or Interface
- Administration Utilities
- Other Utilities or Software Components

The proposed services should likely include the following:

- Deployment, including system design and site preparation; metadata definition or taxonomy definition, system installation; customization or application development (if required), and integration
- Migration of documents from existing systems
- Documentation and training
- Maintenance and support

The Air District's preliminary timeline is to select a solution and implementation partner in

mid-2017, and to deploy the solution by the end of 2017. (Note: The Air District reserves the right to modify its timeline.)

SECTION V – PROPOSAL FORMAT, CONTENT, AND SUBMITTAL

A. Contents of Proposal

Submitted proposals must follow the format outlined below and include all requested information. Failure to submit proposals in the required format can result in the proposal being eliminated from evaluation and consideration.

1. Technical Proposal

- a. Cover Letter (Section I) – Must include the name, address, and telephone number of the company, and must be signed by the person(s) authorized to represent the firm.
- b. Table of Contents – Clearly identify material contained in the proposal by section
- c. Firm Contact Information – Provide the following information about the firm:
 - Address and telephone number of office nearest to San Francisco, California and the address and phone number of the office that each of the proposed staff members are based out of if different.
 - Name of firm’s representative designated as the contact and email address
 - Name of project manager, if different from the individual designated as the contact
- d. Summary (Section II) – State overall approach to your CRMS offering, including the objectives, proposed solution (including software vendor and product), and scope of implementation work.
- e. Response to Proposal Requirements (Section III) – Provide responses to the functional, technical, and vendor requirements of this RFP. For a listing of these requirements, please refer to Sections 1, 2, and 3 of Attachment A – Requirements for CRMS.
- f. Implementation Plan and Program Schedule (Section IV) – Please provide a preliminary implementation plan for deploying the CRMS solution. This should include:
 - Major phases and activities
 - Overall timeline
 - Vendor resources/team members/roles
 - Requirements and expectations of the Air District resources

- g. Firm Experience and References (Section V) – Provide a statement of your firm’s background and related experience in providing similar services to governmental organizations, if any. Describe the technical capabilities of the firm and the firm’s exposure with working with environmental regulations, if any. Provide at least three (3) references of other, similar projects including contact name, title, and telephone number for all references listed.
- h. Project Organization (Section VI) – Describe the proposed management structure, program monitoring procedures, and organization of the engagement team. Provide a statement detailing your approach to the project, specifically addressing the firm’s ability and willingness to commit and maintain staffing to successfully conclude the project on the proposed schedule.
- i. Assigned Personnel (Section VII) – Provide the following information about the staff to be assigned to the project:
- List all key personnel assigned to the project by level and name. Provide a description of their background, along with a summary of their experience in providing similar services for governmental agencies, and any specialized expertise they may have. Background descriptions can be a resume, CV, or summary sheet. Substitution of project manager or staff will not be permitted without prior written approval of the Air District’s assigned program manager.
 - Provide a statement of the availability of staff in any local office with requisite qualifications and experience to conduct the requested project.
 - Provide a statement of education and training programs provided to, or required of, the staff identified for participation in the project. Make particular mention of experience dealing with governmental agencies, procedures, and environmental regulations.
- j. Retention of Working Papers (Section VIII) – All working papers are the property of the Air District. Include a statement acknowledging that if your firm is awarded the contract, you will retain project related papers and related reports for a minimum of five (5) years.
- k. Subcontractors (Section IX) – List any subcontractors that will be used, the work to be performed by them, and the total number of hours or percentage of time they will spend on the contract.
- l. Conflict of Interest (Section X) – Address possible conflicts of interest with other clients affected by contractors’ actions performed by the firm on behalf of the Air District. The Air District recognizes that prospective bidders may have contracts to perform similar services for other clients. Include a complete list of such clients for the past three (3) years with the type of work performed and the total number of years performing such

tasks for each client. The Air District reserves the right to consider the nature and extent of such work in evaluating the proposal.

- m. Additional Data (Section XI) – Provide other essential data that may assist in the evaluation of the proposal (e.g. green business certification, etc.).

2. Cost Proposal

- a. Name and Address – The Cost Proposal must have the name and complete address of the bidder in the upper, left hand corner.
- b. Cost Proposal – The Cost Proposal must list the individual software or technology components proposed, with pricing for those components and any ongoing maintenance or support fees. The Cost Proposal must also list the fully-burdened hourly rates and the total number of hours estimated for each level of professional and administrative staff to be used to perform the tasks required by this RFP, including implementation and training.
- c. For details on the information required in the cost proposal, please refer to Section 4, “Pricing” in Attachment A – Requirements for CRMS.
- d. The Cost Proposal does not need to be a separate, sealed document.

SECTION VI – PROPOSAL EVALUATION

A panel of Air District staff will evaluate all proposals. The panel will recommend the selection of the contractor to the Air Pollution Control Officer (APCO), who will, in turn, make a recommendation to the Air District Board of Directors. The Air District Board of Directors must approve the contract to carry out the work described in this RFP. An example of a typical contract for professional services used by the Air District is included in Section VIII.

Proposals will be evaluated on the following criteria:

Category	Description	Weight
Consulting Services	The scope and comprehensiveness of the implementation services proposed.	20%
Software Functional Requirements	The capabilities provided by the CRMS solution proposed, including capabilities for records capture, classification, retention, disposition, and audit trail.	20%
Technical Requirements	Ability of the proposed CRMS solution to address BAAQMD’s technical requirements in areas including security and access control, integration, scalability, and administration and	20%

	reporting.	
Vendor Requirements	The qualifications, stability, and relevant experience of the vendor.	18%
	Preference given to Local, veteran, minority, and women-owned businesses.	2%
Cost	Cost proposal for the software, maintenance, and services for the CRMS system and its implementation.	20%
	Total	100%

* The Air District gives preferences to local business and those that are certified as green businesses by a government agency or independent private rating organization.

The Air District reserves the right to reject any and all proposals submitted and/or request additional information. During the selection process, the Air District's evaluation panel may interview bidders. The interviews will be for clarification only. The submittal of new material will not be permitted at that time. Interviews may involve a presentation and/or a question-and-answer format or any combination of these.

If two or more proposals receive the same number of points, the Air District will accept the lower cost offer.

SECTION VII – SCHEDULE

Milestone	Date
RFP Release Date	April 24, 2017
Pre-Bidder's Conference	May 10, 2017
Questions Due Date	May 10, 2017
Answers Provided via Website	May 11, 2017
RFP Submission Due Date	May 25, 2017
RFP Evaluations Complete	June 7, 2017
Interviews with Finalist Vendors	June 14, 2017
Selection of Finalist	June 21, 2017

Note: The dates listed above are tentative and subject to change pending confirmation of project schedule.

SECTION VIII – SAMPLE CONTRACT

A sample contract to carry out the work described in this RFP is available on the

District's website at <http://www.baaqmd.gov/about-the-air-district/request-for-proposals-rfp-rfq/samples-previous>.

SECTION IX – ATTACHMENTS

- Attachment A – Requirements for Centralized Records Management System (CRMS)