



Electronic Records Management System Request for Proposal and Demonstration

Submit answers to questions no later than September 6, 2024 at 5:00 pm PST

I. INVITATION & SUBMITTAL INSTRUCTIONS

The Bainbridge Island Metropolitan Park & Recreation District is seeking proposals and product demonstrations for products to assist the District in meeting its goals of increased efficiency and transparency in providing improved records management, accessibility, and security for its electronic records.

Responses to the below questions should be emailed or otherwise made accessible digitally to helens@biparks.org no later than September 6, 2024 at 5:00 pm PST. Demonstrations from selected respondents will be scheduled after the responses to the questions are reviewed. Emails from respondents received after this deadline will not be considered for selection. No fax, telephone, physical mail, or hand-delivered submittals will be accepted.

II. BACKGROUND

The District currently creates, stores, and maintains its electronic records in a variety of systems, locations, and formats. Primary locations where electronic records are created and maintained include (but are not limited to):

- 3.4 TB of data in SharePoint
- 2.1 TB of data in OneDrive
- 612 GB of data in Outlook

The amount of data continues to grow. The locations and systems where records are created and maintained continue to grow. Under these conditions, managing and dispositioning electronic records manually is inefficient, time-consuming, and sometimes not feasible. We are seeking a tool designed to address these issues and make the location, assessment, retention management, and legal disposition of electronic records feasible now and into the future, growing with the District's needs.



Objective of the Project

The objectives of the District's Electronic Records Management System (ERMS) Project are to:

- **Facilitate Electronic Records Management Including Defensible Disposition**
 - Facilitate effective management of electronic records in their current locations/systems for the duration of their lifecycle (creation/ingestion/export/disposition).
 - Facilitate court-defensible destruction of electronic records along with production of record usage and audit history reports.
 - Provide an automated method to analyze, identify, and classify electronic records, including assistance to disposition redundant, outdated, and transitory (ROT) records.
 - Ability to manage electronic and physical records with one system.
- **Increase Accessibility / Search Capabilities of Electronic Records**
 - Ability to search for and locate electronic records quickly and reliably across connected platforms regardless of file format. The full text of a record must be searched instead of being limited to file and folder names.
 - Ability to create a public portal to access select records OR facilitating this goal, including API with a public records portal.
 - Integration with various District systems where records are created and maintained, SharePoint & M365, and others yet to be determined.
- **Guarantee Security for Electronic Records**
 - Guarantee data security using general best practices.
 - Use Active Directory / Single Sign-On.
 - Create the ability, or support connected systems' abilities, to granularly assign permissions to file access so users are unable to search/view/edit/delete records they should not have access to.
- **Create a Positive End-User (Staff) Experience**
 - Allow non-records management staff to continue using the software/tools and processes they already use to perform their job duties while still accomplishing the records management and security goals of this project.
 - Have a low learning curve for average users of the system.
 - Allow or facilitate usage of document routing/approval workflows.
- **Have Access to Product Support**
 - Ability to build additional connectors to other tools/systems in the future.
 - Implementation and post-implementation support options must be available.
 - Training resources available such as webinars, white papers, community forums, conferences, etc.
- **Competitive Price**
 - Accomplish the project objectives for a competitive price.
 - Achieve a return on investment (ROI) in short order after implementation of services and products and continue to show ROI with continued use of products and services



(e.g. decreased storage costs, increased staff productivity from locating records more easily, etc.).

Requested Services

The District is looking for a company with a product solution to achieve its electronic records management objectives as stated in the above section.

Deliverables

Final deliverables will be worked out through development of the “Scope of Work” with the selected project team. The District anticipates that deliverables would include project planning documents, recommended product(s) to accomplish the District’s project objectives, recommended configuration of the District’s systems to connect with the recommended product(s), assistance with implementing recommended product(s), staff training, and similar documents and services.

III. SOLICITATION PROCESS AND TIMELINE

The solicitation process involves two phases:

- 1) Interested parties must email Helen Stone at helens@biparks.org the answers to the questions regarding their product and services. Those meeting the project’s objectives will be scheduled to provide a product and service demonstration to the project evaluation team. Responses to the questions below will be required to be submitted to Helen Stone via email by September 6, 2024 at 5:00 pm PST.
- 2) The project evaluation team will rate the product and services demonstrated to them along with the responses to the questions submitted. The product that best meets the District’s project needs will be identified.

Final project team selection and award is contingent on Board of Commissioner approval.



Proposed Timeline

The following is a tentative schedule. The District reserves the right to change the dates or eliminate one or more events from the schedule.

| Schedule of Events | Date | Comment |
|---|---|---|
| Advertise project | Seattle Times: August 19, 2024 | |
| Submit responses to questions | September 6, 2024 at 5:00 pm PST | Only proposals emailed to helens@biparks.org will be accepted. |
| Staff will request selected respondents to schedule a demo based on responses to questions | September 9-13, 2024 | |
| Conduct requested product and service demonstrations | September 23-October 4, 2024 | |
| Select successful project team | October 2024 | |
| Complete contract negotiations | November 2024 | Finalize scope of work |
| Request for approval from Board of Commissioners | December 2024 | |
| Anticipated project start | January 2025 | |

IV. EVALUATION CRITERIA

Products and services will be evaluated based on information presented during the scheduled demonstration to the evaluation team along with responses to the following questions. Evaluation criteria are as follows:

| Criteria | Points |
|--|---------------|
| Ability to increase accessibility and searchability of electronic records | 30 |
| Ability to facilitate electronic records management including defensible disposition | 20 |
| Ability to create a positive end-user experience / Allow staff to continue using their software/tools normally | 20 |
| Prior experience with similar projects / Product support and resource availability post-implementation | 13 |
| Ability to guarantee security for electronic records | 12 |
| Offer competitive product and service costs | 5 |
| Total Points | 100 |



Questions

Please provide responses to all questions and email them to Helen Stone at helens@biparks.org no later than September 6, 2024 at 5:00 pm PST.

Records Management

1. How does your product facilitate the management and disposition of electronic records stored in a variety of locations?
 - a. Describe the process and time generally required to add retention schedules to your product?
 - b. Describe the process and time generally required to assess, categorize, and begin applying retention to records which are not consistently named or organized in their current repositories?
2. Can the product destroy records that have met their retention?
 - a. Can it apply simple retention based on the date created?
 - b. Can it apply complex retention based on future events, such as end of calendar/fiscal year, termination of contract, or employee separation from the agency?
 - c. Can you review records eligible for destruction or are they automatically deleted?
 - d. Can record destruction be delayed or suspended for public records requests and/or legal holds?
 - e. Is deleting records a standard function of the product?
 - f. Are additional modules, upgrades, vendor support, and/or other expenses needed to destroy the records?
3. Does your product create a court-defensible destruction log? What about usage and audit history?
4. Can the product export records?
 - a. Can the exported records be migrated to other products?
 - b. Can the product export archival records for transfer to state archives?
 - c. Is exporting records a standard function of the product?
 - d. If you can export, what metadata (i.e. organizational metadata) comes with the documents?
 - e. Are additional modules, upgrades, vendor support, and/or other expenses needed to export records?
5. What products do you connect with (i.e. SharePoint, Teams, OneDrive, etc.)? Are you working to connect with other specific products in the future?
6. How does your tool go above and beyond the E/G5 capabilities of Microsoft's records, security, and e-Discovery tools?

Accessibility / Search

1. Does your product have an option to make all text in documents searchable (OCR)? If so, are there limits on the type of documents or file types that can be OCR'd? (i.e. spreadsheets,



- databases, video/audio files, photographs with text, etc.)
2. Does your product have an option for a public portal which would allow members of the public to search for records?
 - a. If so, please describe this process and your recommended best practices to ensure data security and integrity is maintained.
 - b. If not available now, could you assist with developing a path forward for our District? For instance, do you offer APIs with any public records portals?
 3. Describe how additional connectors might be built (by yourself or others) for other District tools.

Security

1. Describe your product's ability to respect access/permission restrictions on certain files and folders for various search functions and configurations.
 - a. Is there an option to set the access/permission restrictions through your product? Or must it be set in the specific tools/repositories connected (i.e. SharePoint, etc.)?
2. What security certifications does your product hold? (i.e. DoD 5015.2, SOC 2, FedRAMP, etc.)
3. Do you use Active Directory/Single Sign-On? Describe how if so.
4. How does your product and company guarantee data security?
5. Is your product (and any additional records created by the system, if any) stored on premises or in the cloud?
 - a. If the cloud, which service is used?
 - b. If on premises, will the District need additional servers? Can you anticipate how many?
6. Are backups of records created? If so:
 - a. How often?
 - b. How are they managed?
 - c. Are backups emergency restore backups or can individual files be restored?
 - d. What happens in the event of an emergency (hacking/ransomware/natural disaster/etc.)?

End-User (Agency Staff) Experience

1. Will general content creators/end-users among District staff be able to continue using the software/tools they normally use in the course of their work?
 - a. Describe any anticipated changes that might be necessary for your product to function, such as requiring staff to follow consistent naming or filing standards, changing their work process to accommodate for record storage or security, etc.
2. What is the learning curve for average users of your product?
3. Does your product facilitate or support document routing or approval workflows for general documents created in SharePoint or Microsoft 365 products?
4. What agency technical resources are required during and after implementation to support your product?
 - a. What specific support is required from the District's IT Manager when setting up and/or connecting your application with our systems?



- b. If data migration is required, what preparation is needed?
 - i. Will the District be responsible for preparing the document locations or would we provide you with accounts/access to our systems?
 - c. Do we need to set up VMs or storage areas for the transition?
 - d. Do we need to upgrade our network bandwidth to handle traffic?
 - e. Is your platform mobile-friendly?
 - i. Some District staff and elected/appointed officials use a tablet or phone. Would this affect their ability to:
 1. Work within the system to add or access records with the tools they use normally to conduct their business?
 2. Run searches and access files via your tool's records search function?
5. How much time do you anticipate various staff will need to invest in project preparation, tool implementation, and post-implementation to successfully analyze, organize, clean up, and manage records?
- a. i.e. Records/Project Manager, IT Manger, power users, content creators (all other staff), etc.

Experience & Product Support

1. Describe your prior experience with implementation of electronic records management systems and services for local government agencies in Washington State or others with similar objectives to the District including the outcome of those projects.
2. What support might you offer for building additional connectors in the future?
3. How much of the process of getting District records into the system can be automated?
4. What else can your system do other than manage retention etc.?
5. After implementation of your product, what type of resources are available if something is not working, or additional support is requested?
6. What is the turn-around time for receiving support after implementation?
7. What is the projected number of staff hours needed to manage the system on an ongoing basis?
8. What type of training is provided to District staff?
 - a. Are different trainings offered to staff depending on how they will interact with your product?
 - b. Do you have a train-the-trainer model, where one person from an agency is fully trained by your team on the product and they are then expected to train others at their agency? Or do you offer training and support to all power users from an agency for your product?
 - c. Are training courses limited by the number of hours and/or individuals?
 - d. Are additional training courses available after implementation? Is there a cost to this?
9. What training resources do you offer?
 - a. Do these include a community forum, webinars, or conference options?
10. How does your product handle change in Microsoft 365 or other connecting products?
 - a. Will support be required from the agency IT Manager to implement patches, updates, or ensuring your product is still connecting? Or is this something that happens on your end?



Pricing

1. What is your pricing structure?
2. What are your annual or projected costs for ongoing consulting support and maintenance?
3. How often do your annual rates change?
4. What ROI do you project for this project? If there is not yet enough data to calculate this, what ROI do similar agencies see after using your services and products for similar projects to those described here?

V. REFERENCES

Provide references for at least three public agencies (preferably local government and in Washington State) that you have worked with and that use your product currently.

AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION

This material can be made available in an alternate format by emailing Helen Stone at helens@biparks.org or calling 206-842-5661.