



**INVITATION FOR BID NUMBER AEPA IFB #010-F-DOCUMENT MANAGEMENT**

**DOCUMENT MANAGEMENT**

**PART B – SPECIFICATIONS**

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**1. IFB Goal**

1.1 The general goal of this IFB is to establish multi-state purchasing contracts for qualified agencies of the participating AEPA agencies located in twenty-two member states. AEPA state organizations serve all levels of public educational institutions, governmental agencies and non-profit organizations that have been authorized to utilize AEPA contracts accepted and awarded by the individual state agencies to assist clients in the individual states to gain affordable access to a variety of document management services. Due to the limited financial resources available to these clients, they are asking the various AEPA state agencies to acquire and establish cooperative purchasing contracts with highly qualified and experienced providers who have a proven track record in providing document management services for traditional paper and electronic records, including:

1. Paper document storage.
2. Document pick up and retrieval.
3. Document shredding and destruction.
4. Electronic information storage and retrieval.
5. Records management software.
6. Computer data protection.
7. Document management consulting services.

**2. IFB Intent**

- 2.1 The intent of this IFB is to award a contract to provide for document management services required to meet the current and future needs of the qualified AEPA customers as understood and anticipated by the responding Offeror, as well as relating to the Terms, Conditions, Specifications and line item pricing requests outlined in this IFB. The contracted services are to meet or exceed all federal, state and industry standards and requirements as defined, established, set forth and adopted by individual governmental agencies and/or industry organizations.
- 2.2 It is further the intent of the specifications and expectations enumerated within this IFB to allow AEPA member agencies and their clients to have as an option the highest quality, most complete and comprehensive document management services available to meet their individual facility's needs and requirements, at cooperative purchasing volume pricing.
- 2.3. It is further the intent of the AEPA to award a contract to the best responsible Offeror(s) meeting specifications and qualifications, provided the response to the IFB has been submitted in accordance with the requirements of these procurement documents. The AEPA shall have the right to waive any informality or irregularity in any response to the IFB received and to accept the IFB, which, in the group's judgment is in its own best interest. The AEPA also reserves the right to advertise for a new IFB where the acceptance, rejection, waiving, or re-award will be based on, but not necessarily limited to the following:
  - 2.3.1 Adherence to all requirements of the IFB specifications as proposed herein and defined by industry standards.
  - 2.3.2 Knowledge of the Offeror in terms of past performance of the products and services to include marketplace success in the AEPA states.
  - 2.3.3 Ability to service and meet or exceed the current and future needs or requirements of the AEPA member agency's clients geographically located in all twenty-two states as defined.
  - 2.3.4 Completeness of information provided in response to this IFB.
  - 2.3.5 Financial standing, capacity and bond rating of the Offeror.
  - 2.3.6 Nature and extent of company data furnished upon request of AEPA.
  - 2.3.7 Evaluation of the quality of products and services offered and proven track record.
  - 2.3.8 Overall ability of products and services offered to meet, comply and fulfill the needs and requirements of individual clients within the twenty-two states.
  - 2.3.9 Value added programs and services beyond the traditional services offered that enhance and/or improve the client's ability to manage and maintain documents throughout their life cycle.
  - 2.3.10 Ability, past performance, track record and commitment to the research and development of new technologies, products and support services to better meet clients' needs.
  - 2.3.11 Offeror's ability to demonstrate a proven track record and past performance relating to its quality and variety of products, delivery timelines, warranty work, performance over time, customer service history and satisfaction, industry awards and acknowledgments.
  - 2.3.12 General reputation and experience of the Offeror and its delivery network from a national perspective.
  - 2.3.13 Offeror's ability to demonstrate its current and future ability, capacity, resources and willingness to market, promote and provide the Agencies and individual members within the twenty-two AEPA member states with the type and level of assistance and support required for AEPA member agencies to offer their clients a complete and comprehensive cooperative procurement option.
  - 2.3.14 Offeror's ability to communicate and demonstrate its distribution network understanding of the types, level and quality of products and services requested, the expectations and various current and future needs and requirements of the clients of the AEPA member agencies.
  - 2.3.15 Offeror's willingness, ability, commitment and track record in developing and operating within a collaborative and cooperative market place and entering into an AEPA-type business relationship.
- 2.4 A response to this IFB is an offer and commitment to contract with participating AEPA agencies based upon the terms, conditions, scope of service and specifications contained and referenced in this bid. The awarded Offeror(s) will be required to deliver products, supplies, equipment and services

proposed in its response and accepted by AEPA to all qualified AEPA member agency clients as applicable to the award and in accordance with the pricing established for each state and the specific terms, conditions, and other applicable laws that are applicable to each state. In the event that the awarded Offeror and AEPA are not able to come to an agreement with regard to an executable contract, AEPA reserves the right to recommend rejecting the awarded Vendor and making the award to the second responsive Offeror(s) based on the 1,000 point evaluation system, or rejecting all bids.

### 3. Scope of Bid

AEPA agencies are seeking a contract for the entire line of document management services, including:

1. Paper document storage.
2. Document pick up and retrieval.
3. Document shredding and destruction.
4. Electronic information storage and retrieval.
5. Records management software.
6. Computer data protection.
7. Document management consulting services.

Each bidder's response to this solicitation is required to reveal the breadth of the provider's offerings and capabilities in each of the seven areas enumerated above. Agencies reserve the right to make awards to the lowest, responsible, responsive bidder within each category of the services and tools specified. It is anticipated that no single manufacturer can provide the total array of requirements, and multiple awards are possible.

### 4. Type of Bid

YES	NO	TYPE OF BID
	√	<b>CATALOG:</b> A catalog bid shall have established percentage discounts from catalog list or published prices or price list. The discounts may be for the entire catalog or for specific product or manufacturer categories. Prices may change based on manufacturer's price changes and new products may be added at the established percentage discounts at any time. Discontinued products may be dropped at any time during the year. The AEPA Bid Oversight Committee should be aware of any changes as they are made.
√		<b>LINE ITEM:</b> A line item bid shall be identified as specific line items that prices are requested for in the bid documents. Vendors may only request adjustments to the prices once a year at the time of renewal at the December AEPA meeting and must submit a written request to the AEPA Bid Oversight Committee in November for any changes in pricing. The request must document why the prices changes are warranted such as based on raw material cost, etc. Vendor may also submit new products or technologies to be added to the current bid at this time pending review and approval of the AEPA Bid Oversight Committee and AEPA Membership.

**5. Anticipated AEPA Member Agency Participation**

State	Participate (Yes/No/Undecided)	Estimated First Year Purchase Volume	State	Participate (Yes/No/Undecided)	Estimated First Year Purchase Volume
California	Yes	\$50,000	Montana	Yes	\$10,000
Colorado	Yes	Unknown	Nebraska	Yes	\$50,000
Connecticut	Yes	\$100,000	New Jersey	Yes	\$500,000
Florida	Yes	Unknown	New Mexico	Yes	\$50,000
Indiana	Yes	\$10,000	North Dakota	Yes	\$25,000
Iowa	Yes	\$15,000	Ohio	Yes	Unknown
Kansas	Yes	\$5,000	Oregon	Yes	\$50,000
Kentucky	Yes	Unknown	Pennsylvania	Yes	\$25,000
Michigan	Yes	Unknown	Virginia	Undecided	
Minnesota	Yes	\$25,000	Washington	Yes	\$500,000
Missouri	Yes	\$50,000	Wyoming	Yes	Unknown
			Total estimated known first year purchase volume:		\$1,465,000

- 5.1. Please note that the above stated indication of interest in participation in any contract awarded under this solicitation does not guarantee or mean that the individual AEPA Agency will enter into a contract with any AEPA approved Offeror. Each AEPA Member Agency will make that determination after reviewing offeror responses and AEPA’s recommendation for acceptance and bid award.
- 5.2. The AEPA Member Agency’s contracting decision shall be final.
- 5.3. The above information relating to the estimated/projected volume for the first year for this solicitation is provided based on submittals from its members. AEPA Member Agencies anticipate that purchase volumes will increase in contract years two through four (2-4). This information is provided as an aid to Offerors in preparing bids only. It is not to be considered a guarantee of volume under this IFB. The successful Offeror’s discount and pricing schedule shall apply regardless of the volume of business under the contract.

**6. Glossary of Terms**

**AEPA Member Agency:** A state cooperative purchasing agency recognized by AEPA to represent a specified state in contracting activities associated with this solicitation.

**Contracting AEPA Member Agency:** An AEPA Member Agency that enters into a contract as a result of this solicitation.

**Member:** A public school district or other qualifying agency authorized to use the contracts of an AEPA Member Agency.

**Vendor/Offeror:** Individual or entity providing goods and services to AEPA members based on the specifications of this solicitation.

**Service Provider:** Individual or entity providing goods and services to AEPA members based on the specifications of this solicitation.

## **7. Special Terms and Conditions**

The following terms and conditions are in addition to the Standard Terms and Conditions. Bidders must review these carefully. Any exceptions to these Terms and Conditions shall be clearly stated in writing and included with the bid response.

### **7.1. General**

- 7.1.1. By responding to this solicitation, the vendor agrees to and will solely be responsible for doing the research to ascertain that its solution meets or exceeds all federal, state and local regulations, rules, standards and requirements. Every state has unique records retention policies. Vendor must be compliant with records retention laws in each state where a contract is awarded.
- 7.1.2. The successful vendor must give AEPA members the benefit of all general price reductions extended to its other customers at any time during the period of this contract or any extension thereof. Written notice will be made to AEPA members in the event of a decrease in the prevailing contract price or fee and will become effective immediately.
- 7.1.3. The successful must abide by all the applicable federal, state, and local laws, codes and ordinances governing any area(s) in which any service is rendered and must have all required permits, licenses, agreements, tariffs, bonding and insurance required by the same. No claims for additional payment will be approved for changes required to comply with any such requirements.
- 7.1.4. If the vendor intends to utilize independent agents/distributors, subcontractors and/or third-party agent to perform and/or provide any part of the products and services offered herein, the vendor must clearly state and identify all associated costs with these providers.
- 7.1.5. Responses must clearly identify all charges and components necessary for performance of the contract even if such are not specifically addressed in any paragraph or subparagraph or form that is a part of this request.
- 7.1.6. Optional services must be identified separately and must include clear descriptions of proposed services.
- 7.1.7. A vendor must include the option for a software solution(s) capable of being used for document management throughout a document's life cycle, whether records are on site, off-site, electronic or paper.
- 7.1.8. Any software required to implement the proposed solution(s) must utilize the latest desktop CPU, operating systems and networking technology. All equipment must meet or exceed all current industry standards.
- 7.1.9. The vendor must provide a technical support system that will facilitate the troubleshooting and resolution of problems and/or issues that may arise with AEPA member-based server and workstation hardware or software, and application software components of the proposed solution(s).

- 7.1.10. Vendors must provide a product or mix of products in a manner that will allow contract participants to migrate to emerging technologies/services and between legacy technologies with no penalty charge associated with maintaining the most appropriate selections of goods and services throughout the life of the contract.
- 7.1.11. The transaction fees described in Section A, Section IV, Member Agency Specific Terms and Conditions are applicable to all services, licenses, subscriptions, fees and products billed to a member school district by the vendor.
- 7.1.12. In making its award recommendations, evaluators will use the price proposals as criteria for 60 percent of their decision. The other 40 percent of their decision will be derived from the quality of responses to specifications (Section 5.2).

## **7.2. Installation**

- 7.2.1. If vendor's software solution is not a hosted solution, vendor is responsible for the coordination and installation of software tools on a member's servers or workstations in such a way that no adverse effect is taken on existing member data or applications.
- 7.2.2. If vendor's software solution is not a hosted solution, software offered must allow contract participants to migrate to emerging technologies/services and between legacy technologies with no penalty charge associated with maintaining the most appropriate selections of goods and services throughout the life of the contract

## **8. Product Specifications**

### **8.1. Mandatory Requirements**

The following requirements are the mandatory minimum requirements that a proposal must address and that a vendor must describe in the bid response form. The proposal must describe the vendor's solution to:

- 8.1.1 **Secure offsite document storage**, including procedures and techniques for:
  - a. Controlled temperatures.
  - b. Controlled humidity.
  - c. Theft and vandalism protection.
  - d. Fire prevention.
  - e. Controlled chain of custody and prevention of unauthorized access.
  - f. Options for vaulted storage.
- 8.1.2. **Secure document pick-up and retrieval**, including procedures and techniques for:
  - a. Prevention of co-mingling records of other accounts
  - b. Training and background checks of personnel.
  - c. Vehicle locking and alarm mechanisms.
  - d. Chain of custody for documents.
  - e. Ascertaining whereabouts of vehicles at all times during records' transport.
  - f. Fire prevention.
- 8.1.3. **Secure document shredding and destruction**, including procedures and techniques for:
  - a. Onsite destruction of documents.
  - b. Offsite destruction of documents.
  - c. Media other than paper to be destroyed.
  - d. Destruction of hardbound books and obsolete textbooks as allowed by law.
  - e. Chain of custody.
  - f. Use of onsite secure containers.
  - g. Certification of destruction.
  - h. Environmentally friendly disposal or recycling of remnants.
  - i. Integration with a formal records management program.
- 8.1.4. **Secure electronic information storage and retrieval**, including procedures and techniques for:

- a. Automatic back-up of live files.
- b. Archiving electronic files (include a description of methods used).
- c. Desktop online retrieval of archived files.
- d. Conversion of paper documents to electronic files.
- e. E-mail management.
- f. Compliance with government rules for legal discovery and records retention.
- g. Encryption services.
- h. Prevention of access by hackers and unauthorized individuals.
- i. Redundancy and multi-location storage in the event of a disaster.
- j. On-site disaster recovery support.
- k. Destruction of electronic records as allowed by law.
- l. Certification of destruction.
- m. Indexing.
- n. Integration with a records management program or software.
- o. PC and server data protection.

8.1.5. **Records management software**, including features that:

- a. Are accessible from employee desktops.
- b. Are remotely hosted.
- c. Track active documents and records.
- d. Track old and archived documents and records.
- e. Track onsite and offsite documents.
- f. Track both paper and electronic documents.
- g. Track from origination, to archive, to destruction.
- h. Produce user-friendly reports on records by status and by type.

8.1.6. **Computer data protection**, including procedures and techniques for:

- a. Backing up data.
- b. Quickly restoring lost or damaged files following a disaster.
- c. Thwarting viruses and Trojans from infecting systems.
- d. Prevention of unauthorized access to IT systems.
- e. Vaulted storage of tapes and drives.
- f. Maintaining compliance with privacy laws, rules and policies.

8.1.7. **Document management consulting services**, including advice and consultation for:

- a. Best practices in document management.
- b. New laws and regulations.
- c. Document warehousing and storage.
- d. Retention and compliance management based on the specific laws of individual states.
- e. Legal discovery and litigation.
- f. Imaging.
- g. Strategies for document identification and management.
- h. Indexing and document categorization.
- i. Conversion of documents to electronic format.
- j. Best use of personnel in document management tasks.
- k. Software and hardware for document management.
- l. Other needs as may be identified by individual school districts.

## 9. Pricing

### 9.1. Fee for Primary Services

Bidder must provide a complete listing of his/her bid prices, rates and fees, whether for services,

products, licenses, including storage, subscriptions, consulting, imaging, transportation, or any other cost related to implementing bidder's response to specifications.

Each price, rate or fee must be accompanied by a unit of measure capable of being used to determine a final price of each service, subscription, license or product, as may be desired by a school district or the agency using this bid.

Where applicable, each price, rate or fee must be accompanied by a unit of term (such as yearly, monthly, daily, hourly) capable of being used to determine a final price of each service, subscription, license or product as may be desired by a school district or the agency using this bid.

In lieu of a listing of flat prices in response to this IFB, the Bidder may provide a universal rate card of all services and a provide a bid discount structure applicable to the various services, licenses and products offered on the rate card. The discount structure may be variable by category. For example, consulting services may be offered as "X" discount off the rate card, and electronic storage can be "Y" discount off the rate card.

Agency must be able to calculate a final discount price for any service, product or license by multiplying the percent discount times the price, rate or fee included on the rate card, and the term when applicable.

Notwithstanding the unit prices bid, an awarded vendor may offer a further discounted bundled price for a unique configuration of products and services in response to a request for quote from a local agency. In no case may the bundled price offered be more than if all the services were ordered separately on the basis of the individual unit bid prices.

## **9.2. Presentation of Bid Prices**

For evaluation purposes, each Bidder must provide a spreadsheet enumerating pricing for products and services by each category of specifications. Therefore, there will be seven groups of pricing in the spreadsheet:

1. Paper document storage.
2. Document pick up and retrieval.
3. Document shredding and destruction.
4. Electronic information storage and retrieval.
5. Records management software.
6. Computer data protection.
7. Document management consulting services.

Corresponding to each category, Bidder must list the price, rate or fee for the services, products, subscriptions and licenses offered in response to the specifications. If using a discount structure, the rate card price and the discount must be listed. Therefore, by example and with fictitious pricing, the spreadsheet should be formatted like this:

<b>Specification Category</b>	<b>Product or Service Description</b>	<b>Unit of Measure</b>	<b>Term</b>	<b>Rate Card Price</b>	<b>Discount</b>	<b>Final Effective Unit Price</b>
Paper Document Storage	Vaulted Storage	15" Letter Box	Month	\$1.00	.01	.99
Paper Document Storage	Pick-up Service	24" Legal Box	Each	\$1.00	.02	.98
Electronic Information Storage and Retrieval	Electronic Archive Service	Megabyte	Month	\$1.00	.03	.97
Document Management Consulting	Advice on Discovery and Litigation	Hour	Each	\$100.00	.10	90.00

For convenience, a template following this format is attached to the bid in Excel format. Insert rows to the spreadsheet template as necessary to list all products and services offered.

### **9.3. Price Increases**

Awarded vendors may be awarded annual renewals from participating agencies, based on the IFB's Terms and Conditions. Concurrently awarded vendors may annually request an increase in their enumerated fees for products, services, licences, etc., as bid, not to exceed the percent increase in the national Consumer Price Index for the previous applicable twelve-month period.

(End of Part B)