
RFP Name:	Records Management Strategy
Reference No:	EOI2014-001
Issue Date:	July 17, 2014
Closing Date/Time:	August 8, 2014/4:30 p.m.

1. INTRODUCTION

The District of Lake Country wishes to receive expressions of interest from proponents interested in providing services in the area of a records management discovery. Submissions having the highest evaluation in the opinion of the District will be invited to submit a proposal.

2. SUBMISSION REQUIREMENTS

Submissions should be provided electronically in PDF format to rseabrook@lakecountry.bc.ca, or in a sealed envelope clearly marked "EOI2014-001 – Records Management Strategy" to:

Reyna Seabrook, Corporate Services Manager
District of Lake Country
10150 Bottom Wood Lake Road
Lake Country, B.C. V4V 2M1

The District will not be responsible for any costs or expenses related to the preparation and submission of any expressions of interest.

2.1. Closing Date/Time

Expressions of Interest must be received on or before **4:30 p.m. August 8, 2014.**

2.2. Format and Content

The District requests that the following information be submitted:

- Letter of introduction;
- Company overview including size, services provided, areas of expertise and length of time in operations and availability to attend the District offices in person;
- Benefits or advantages of selecting your organization;
- Details of key individuals that would be involved with the project including name, field of expertise, experience and length of service with company;
- Three detailed references of work on projects of similar scope, preferably with other municipal governments. Please include scope of work, size of project, project timeline and duration;
- Additional information if required, such as product brochures, technical literature, etc.

3. EVALUATION

The following list of criteria is not comprehensive but offers a guideline of how proposals will be evaluated. The District may, at its discretion, request clarification or additional information from a proponent and may make such requests to selected proponents only. The District may consider such clarifications or additional information in evaluating a submission. The District reserves the right to select any or none of the submissions. Submissions will be evaluated using the following criteria:

Criteria	Point Value
References and experience	25
Cost	20
Ability to conduct on site discovery and interviews	20
Success of previous similar works	15
Knowledge of local government processes and systems	10
Value added offerings	5
Quality of submission	5
Total	100

4. BUDGET

The budget for the completed Records Management Strategy is up to \$16,000 inclusive of all administration, travel, contingency and applicable taxes and fees.

5. OBJECTIVES

The objective of the Records Management Strategy is to:

1. conduct a comprehensive discovery of the District's Existing Situation (See item 5.1);
2. provide a detailed Records Management Strategy and Implementation Plan (See item 5.2);
3. set out the how to achieve a Desired Records Management System (See item 5.3).

5.1. Existing Situation

The District has no dedicated records management staff and IT services for the entire organization are provided on a contract basis 1 day per week. The District's paper files are beginning to outgrow the existing facility with 51 filing cabinets, a full 1,000 square foot archive room and more than 40 boxes in offsite storage.

The District currently uses a variety of software systems that have records management components. The District has a records retention and disposal bylaw which was as implemented in 2007 and is based on the Local Government Management Association (LGMA) file classification system. The District is not necessarily determined on following the LGMA classification system if it is not the best fit for the organization.

Many departments within the organization operate independently using a variety of classification systems, storage methods and data management systems, some of which include:

- (a) Documents related to individual properties are filed by their identifying roll (folio) number;
- (b) Local Government Management Association Classification system;
- (c) Other various classification systems;
- (d) MAIS Accounting Software with the intent of moving towards VADIM software;
- (e) iCompass Meeting Manager and Action Tracker software;

- (f) Geographical Information System (GIS);
- (g) Sharepoint 2010 (free version);
- (h) Custom designed Access Database (Application Tracker);
- (i) Various departmental Microsoft Excel tracking spreadsheets.

5.2. Records Management Strategy and Implementation Plan

Selected proponents will be invited to submit a proposal to provide a Records Management Strategy and Implementation Plan that:

- (a) Sets out a detailed, phased approach to achieving the Desired Records Management System (See item 5.3) over a 5-year period;
- (b) Identifies software, capital and operating costs, policies, procedures and staffing requirements for each phase;
- (c) Improves, integrates and streamlines the Existing Situation (see item 5.1);
- (d) Includes interviews with key staff and provides user testing and feedback;
- (e) Includes a comprehensive examination of:
 - (i) existing practices and processes
 - (ii) the shared network drive
 - (iii) existing software and systems
 - (iv) ability to integrate with GIS and accounting software
- (f) Provides recommendations on:
 - (i) Implementing electronic documentation management
 - (ii) improving and consolidating existing processes and systems
 - (iii) classification systems
 - (iv) software or programs and licensing
 - (v) optimal use of existing systems/software
 - (vi) file migration
 - (vii) training
 - (viii) security and storage
 - (ix) backup and recovery requirements/options
 - (x) steps that can be done internally by staff
 - (xi) other business processes that can be improved by leveraging a new system
 - (xii) differentiating between general administration records and property records

5.3. Desired Records Management System

Features of a Desired Records Management System include:

- (a) organization-wide information sharing and exchange
- (b) elimination of duplication
- (c) work flow and process tracking
- (d) increased productivity and efficiency
- (e) a centralized repository
- (f) fully searchable content
- (g) an intuitive classification and retrieval system that can be used without in-depth knowledge of how departments are organized and operate
- (h) identifies the location of hard copy and electronic files
- (i) integrates and synchronizes hard copy and electronic records
- (j) user friendly
- (k) security for confidential and sensitive information

- (l) incorporates email records management
- (m) leverages the use of smartphones/mobile data
- (n) identifies readily available documents under the Freedom of Information and Protection of Privacy Act
- (o) future expansion and adaptability
- (p) limited IT support
- (q) automated forms
- (r) auto-categorization of records based on pre-set rules
- (s) automatic retention and disposition based on pre-set rules with notification
- (t) integrates with Microsoft Office and Windows systems
- (u) allows saving of multiple files types

6. Disclaimer

This Expression of Interest is not a call for quotations, invitation to tender or proposal call. No contractual obligations will result from this Expression of Interest between the District of Lake Country and any person, company or organization that provides information. Notwithstanding the stated intentions when releasing this Expression of Interest, the District reserves the right to:

- (a) Cancel this Expression of Interest at any time, with or without shortlisting companies and with or without issuing an RFP or contract;
- (b) Directly negotiate with one or more companies concurrently;
- (c) Enter into a contract with a company without a formal written process;
- (d) Request additional information from one or more companies that respond to this Expression of Interest.

No party submitting information shall have any claim for any compensation of any kind whatsoever, as a result of participating in this Expression of Interest. The District will evaluate submissions at its sole discretion.