



Request for Proposals

**Product Selection:
Enterprise Content Management
Document Management, Imaging and Archiving
Email Archiving and Management
Digital Texting Management systems.**

June 5, 2017

1.0 Background

1.1 Executive Summary

The Public Utility District No. 1 of Skagit County, Washington (District) is seeking proposals from qualified firms (Consultant) to review District needs and help the District select various software consisting of

- Enterprise Web Content Management
- Document Management, Imaging and Archiving
- Email Archiving and Management
- Digital Texting Management systems.

The purpose of this project is to assure the following:

- The District's information assets are safeguarded and managed according to applicable retention and management standards
- Effective and efficient operations of the District
- Ability to retrieve accurate archival information in a timely manner
- Ability to accurately respond in a timely manner to public information requests
- Ability to share and collaborate with vendors and consultants and employees
- District's Mission, Goals and Objectives are achieved
- Compliance with Federal laws, Revised Code of Washington (RCW), Washington Administrative Code (WAC), and District policies and procedures.

The term of the awarded contract will be for the duration of the project.

1.2 Overview of Public Utility District No. 1 of Skagit County

The District is a municipal corporation of the State of Washington, established in 1936 for the purpose of providing safe, efficient, reliable and affordable water service to the residents of Skagit County. The District is also authorized under state law to provide sewer services and wholesale telecommunication services. At the current time, there are no active sewer customers, but there are two wholesale fiberoptic customers.

The District operates the largest water system in Skagit County, providing an average of nine million gallons of piped water to approximately 65,000 people every day. The PUD maintains over 600 miles of pipelines and has over 31 million gallons of storage volume.

The cities of Mount Vernon, Burlington, and Sedro-Woolley receive the majority of our water. Due to public demand for quality water, the District also provides service to unincorporated and remote areas of the county. The District's service area includes part of Fidalgo Island at the west end of the county and extends as far east as Marblemount. From north to south, the District's service area starts in Conway and extends north to Alger/Lake Samish.

2.0 Proposal Preparation

2.1 General Submittal Requirements

Proposals shall be prepared in ink, shall be sealed in an envelope, and shall be submitted by mail delivery or in person. No email, oral, telegraphic, telephone or facsimiles will be accepted. Proposals shall be a single volume of double-sided pages, bound such that they lay flat when opened and shall be no longer than 10 pages (8.5x11 letter size format). Sections shall be indexed and tabbed for easy reference to the material contained within. The front cover, back cover, introductory letter, table of contents, and two District RFP submittal pages are not included in the page limit. Consultants must submit:

- One (1) original signed Proposal response;
- Three (3) complete copies of the original

Proposals shall be signed in ink by an authorized representative of the Consultant. Signature on a Proposal certifies that the Proposal is made without connection with any other person, firm or corporation making a Proposal for the same goods and/or services and is in all respects fair and made without collusion or fraud. Signature on a Proposal also certifies that the Consultant has read, fully understands and agrees with all solicitation requirements, terms and conditions. No consideration will be given to any claim resulting from Proposal without fully comprehending all requirements of the Request for Proposals.

The District reserves the right to request any Consultant submitting a Proposal to clarify its Proposal and to supply additional information deemed necessary to assist in the selection of a Consultant. The District also reserves the right to clarify, modify or alter any of the requirements herein. In the event of a material modification of the Proposal requirements by the District, Consultants selected by the District may be given an opportunity to modify their Proposal in the specific areas that are impacted.

The District may cancel, reject in whole or in part any Proposals, without liability incurred at any time after issuing a RFP, if it is in the District's best interest to do so. Consultants responding to RFPs are responsible for all costs they may incur in connection with submitting Proposals and responses to RFPs, which includes, but is not limited to: submittal preparation, pre-proposal conference, if any, Proposal submittal, travel, expenses, interviews, presentations, or evaluation of any Proposal.

2.2 Proposal Delivery/Closing Date

Proposals with all required information must be delivered to Doug McConnell, Contracts Administrator, at PO Box 1436, 1415 Freeway Drive, Mount Vernon, WA by Wednesday, July 19, 2017 at 3:00 pm Pacific Time. Proposals received by the District after the closing date and time will not be opened.

2.3 Questions Regarding the Request for Proposal

There will only be one point of contact for inquiries during the RFP process. The contact point is the District's Contracts Administrator Doug McConnell, (360) 848-2169, or by email at mcconnell@skagitpud.org. Any questions or issues that may arise regarding the scope, the RFP process, and/or the award process shall be directed to Doug McConnell. Responses to such inquiries shall be given in writing via an addendum to all parties who have obtained the RFP documents from the District.

Note: In order to receive an addendum, consultants must contact Mr. McConnell to be placed on the communication list regarding this RFP.

2.4 Preferred Qualifications

The following is a list of the preferred qualifications required of the Consultant and the staff designated to work on this contract:

- A minimum of 5 years of related consulting experience, preferably for a Government and/or Public Utility environment.
- Comprehensive knowledge and understanding of internal control concepts
- Knowledge of applicable federal and state laws, and paper and digital correspondence retention
- Strong written, verbal and interpersonal communication skills
- Ability to meet required deadlines as demonstrated by prior engagement history

2.5 Organization of Proposal

Proposals should be prepared and organized in a clear and concise manner, and must include all information required by this RFP. Headers, titles, or tabs should be used to identify required information. The proposal shall include the following at a minimum:

2.5.1 Introduction

- Introductory letter indicating the Consultant's interest in offering these services to the District and highlighting its qualifications to perform this engagement.
- Firm name, contact person, address and telephone number.
- Table of Contents of RFP

2.5.2 Consultant Experience and Workload

- A description of Consultant's experience in providing these services in Washington State, and a description of how the Consultant and its staff meets the preferred qualifications to complete the scope of work.
- A minimum of three references relating to the services being requested, including full name, title, address, phone and email address.

- A statement regarding your firm’s current workload and how you intend on supporting the District during this project, while still balancing your existing obligations.

2.5.3 Personnel Experience

- Description of the proposed Consultant team and role of each member.
- A list of all staff members assigned to work on this contract, including years of experience, type of experience, education, and availability to work on this contract.

2.5.4 Project Approach and Schedule

- Provide a write-up on the specific tasks listed in the Scope of Work and your approach on how you will complete these, given the District’s needs.
- Suggestions for additional services which may benefit the District.
- Proposed project management and communications approach for this contract.

2.5.5 Cost Proposal

- It is acceptable for the Consultant to perform some of the required work remotely, however the District will require some services to be performed on site.
- In the Cost Proposal spreadsheet, the Consultant shall list the different staff proposed to work on this contract, their hourly billing rate, and a determination of the number of hours per month assigned to each employee, with the total number of hours in the form of a “not to exceed” estimate
- The Consultant shall also provide an estimate and a description of all expenses and charges that are anticipated.

3.0 Evaluation of Proposals

3.1 Method of Evaluation

A panel of District staff members will review the proposals based on the criteria listed below and make a recommendation for award. Proposals shall be evaluated based on the following criteria:

1. Consultant Experience and Workload (30 points) – Experience of the Consultant in the area of work outlined above, particularly for government agencies and/or utility districts. Also considered will be the Consultant’s ability to incorporate this contract into its present workload and the Consultant’s ability to offer the breadth and quality of services required for this contract.
2. Experience of the Personnel Assigned to the Team (40 points) – Significant consideration will be given to the individual qualifications of the team members identified in the proposal, specifically those performing substantial amounts of the work. Points will be awarded based on certifications of key personnel, previous work experience working with enterprise content

management, document management and retention, and digital correspondence retention projects, and previous experience at or working with a utility district.

3. Contract Approach and Schedule (20 points) – This includes a demonstrated understanding of the objectives, scope and purpose of the contract, with a specific explanation of how the consultant proposes to achieve the contract’s requirements. Innovative suggestions that may increase the value of the Consultant to the District will also be considered.

4. Cost (10 points) – The Cost Proposal will be considered when awarding points.

The panel may make a recommendation at the appropriate level for a contract award. Upon approval of this recommendation, District staff will coordinate with the selected firm to complete and execute the attached Agreement for Professional Services.

The successful Consultant will be required to submit proof of professional liability insurance prior to entering into an agreement with the District.

3.2 Tentative Evaluation Schedule

The schedule of events set out herein represents the District’s best estimate of the schedule that will be followed.

| | |
|---|--------------------|
| Release of RFP | June 5 |
| Last Date for Request for Clarifications | June 12 |
| Closing Date of RFP | July 19 |
| Responses Evaluated | July 26 |
| Possible Interviews/Presentations | August 7 —August 9 |
| Contract Award | August 16 |
| Finalizing Scope of Work, Negotiations and Contract Execution | September 1 |

4.0 Scope of Work

Listed below are the services that the Consultant is expected to provide:

- Meet with District staff to perform a needs analysis – Provide summary of results.
- Development of detailed criteria for software selection
- Organization of results into an RFP
- Advertisement of RFP and short list selection of vendors and products for review
- Facilitation of review process with District Staff – Lead interviews with vendors on short list.
- Work with District staff to review and revise related policies and work flows to help transition to the new software and processes

A final scope of work will be negotiated and agreed upon in accordance with the District's standard terms and conditions prior to engaging in any work.

Project Services Cost Proposal Spreadsheet

| Category of Staff (Manager, Staff , etc) | Hourly Rate | Number of Hours | Expenses and Charges |
|--|-------------|-----------------|----------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Not to Exceed Total: | | | |

Please provide an explanation of all expenses that would be charged: _____

PROPOSAL SIGNATURE PAGE

Name of Corporation _____

Mailing Address _____

City/State/Zip Code _____

Receipt is hereby acknowledged of addendums(s) No(s). _____, _____, and _____

Individual designated as the point of contact for any questions or concerns related to evaluation of this proposal:

Name of Representative _____

Telephone _____ Email _____

Federal Employee Tax Identification Number _____

Person authorized to bind corporation to the Terms and Conditions of this response:

Authorized Person _____

Title _____

Telephone _____ Email _____

Authorized Signature _____