

**County of El Dorado
Chief Administrative Office
Procurement and Contracts Division**
on behalf of the

Board of Supervisors



**Request for Proposals (RFP)
#24-0032**

for

Electronic Document Management System and Document Scanning

Submittal Deadline:

July 12, 2024, not later than 3:00:00 PM (Pacific)

Table of Contents

1.0	INTRODUCTION.....	1
2.0	SCOPE OF WORK.....	2
3.0	PROPOSAL FORMAT REQUIREMENTS	5
4.0	PROPOSER QUESTIONS	6
5.0	PROPOSAL SUBMITTAL INSTRUCTIONS	7
6.0	EVALUATION PROCESS	8
7.0	SELECTION PROCEDURE	10
8.0	EL DORADO COUNTY WEBSITE REQUIREMENTS	11
9.0	REJECTION OF PROPOSALS	11
10.0	VALID OFFER.....	11
11.0	COUNTY’S RIGHTS.....	12
12.0	CONFLICT OF INTEREST	12
13.0	PUBLIC RECORDS ACT	12
14.0	BUSINESS LICENSE REQUIREMENT	13
15.0	PUBLIC AGENCY	13

Attachment A - Sample Agreement for Services*

Attachment B – RFP Response Information and Certification

Attachment C – Requirements Matrix

Attachment D – Response Document: Questionnaire

Attachment E - Response Document: Staff and Team Qualifications and Experience of Firm

Attachment F - Response Document: Proposed Work Plan and Workload

Attachment G – Response Document: References

Attachment H – Response Document: Cost Proposal

*The attached Sample Agreement for Services is for reference only. Other terms and conditions may apply based on the types of services and funding involved.

1.0 INTRODUCTION

The County of El Dorado (hereinafter referred to as County) is located in Northern California and is bordered by Sacramento, Placer, Amador and Alpine counties in California, and Douglas County, Nevada. The two (2) incorporated cities in the County are Placerville and South Lake Tahoe. The United States (US) Census estimates that, as of 2020, the population of the County is 194,940. The largest city in the County is South Lake Tahoe, a resort city located in the Sierra Nevada Mountains, with a reported US Census 2020 population of 22,487.

The County is soliciting sealed proposals from highly qualified and experienced firms (hereinafter referred to as "Proposer") to provide a County-wide document-digitization solution and implementation of an Electronic Data Management System to store the fully searchable digital files and scanning of paper records as required for the Board of Supervisors.

The County currently struggles with the lack of physical storage space needed for the preservation, organization and accessibility of approximately twelve thousand (12,000) file boxes of paper documents.

Please note that the County does not have an exact count of documents, as some file boxes are full, with over two thousand (2,000) pages, while others contain far fewer pages.

Firms must have and demonstrate their experience in providing electronic document management system and/or document scanning (experience with California local governments is desirable) as defined in Section 2.0 Types of Services Required. The County will accept proposals for any combination of services described and will award one (1) or more agreements with the top-ranked Proposer(s) from each of Categories 1 and 2 resulting from this competitive process to provide a digitization program to digitize and archive file storage boxes of existing paper records as described herein. This Request for Proposal (RFP) includes a description of the evaluation and selection process, scope of work, proposal requirements, and insurance requirements.

The County of El Dorado is an equal opportunity employer (EOE). All individuals are encouraged to participate. The County will not discriminate against any individual because of race, religion, color, national origin, ancestry, physical handicap, mental disability, medical condition, genetic information, military or veteran status, marital status, age, gender, gender identity, gender expression, or sexual orientation.

The following schedule for this RFP process is listed below for reference purposes and is subject to change:

RFP Issuance	June 17, 2024
Deadline for Final Questions	June 28, 2024
Answers Posted on or About	July 5, 2024
Due Date for Submissions	July 12, 2024
Date Reserved for Interviews (if deemed necessary by County)	July 31, 2024

In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued and posted at:

<https://pbsystem.planetbids.com/portal/48157/portal-home> (“PlanetBids”).

Any amendment to this RFP is valid only if in writing and issued by the Chief Administrative Office, Procurement and Contracts Division. Verbal conversations or agreements with any officer, agent, or employee of the County that modify any terms or obligations of this RFP are invalid.

All interpretations or corrections, as well as any additional RFP provisions that the County may decide to include, will be made only as an official addendum that will be posted to PlanetBids and it shall be the Proposer’s responsibility to ensure they have received all addendums before submitting their proposal. Any addendum issued by the County shall become part of the RFP and shall be incorporated into the proposal.

County will not be bound by oral responses or inquires or written responses other than written addenda.

2.0 TYPES OF SERVICES REQUIRED

The successful Proposer will be required to enter an agreement for services with the County substantially similar in form to that attached hereto as Attachment A - Sample Agreement for Services. Any reference in this RFP to specific terms of the agreement are for illustrative purposes only and shall not limit the scope of the obligations to be assumed by the successful Proposer under the agreement. In the event of any conflict between a provision of this RFP and the provisions of the agreement attached as Attachment A, the terms of the agreement shall govern.

2.1 Background. The County seeks to launch a digitization program by digitizing and archiving approximately three hundred (300) to four hundred (400) file storage boxes (approximately 10.5” x 12.5” x 16.2”) of existing paper records, which belong to several County departments. Some of these records, according to statute, must be retained in perpetuity while others have projected destruction schedules extending a number of years. These records are currently stored in Placerville, California, in the

County's Records Center, which is under the administrative purview of the Clerk of the Board of Supervisors.

The County seeks to meet the following objectives:

- a. Relieve overcrowding in the Records Center, as some documents may legally be destroyed after scanning.
- b. Allow multiple County departments to access their documents quickly.
- c. Improve workflow processes to streamline movement of documents between the Records Center and County departments.
- d. Ensure the security of electronic data generated by the scanning process.
- e. Protect documents against loss in the event of fire or other disaster.
- f. Increase efficiency by County staff in response to Public Records requests.

2.2 Category 1 – Electronic Document Management System Solution

The successful Proposer shall provide an Electronic Document Management System solution that includes, at a minimum:

- a. Meets all of California regulations for "Trustworthy Electronic Document or Record Preservation" (Title 2, Division 7, Chapter 15, 22620).
- b. Digital Copy — The ability of users to delete or make modifications to original documents, with appropriate permissions.
- c. Digital Vault — Retain second copy in unalterable format.
- d. Auditing on both copies — Access history (attempted and successful), file status changes.
- e. Document lifecycle management tools — document retainage and workflow
- f. User-level access by department and document type.
- g. Multi-tiered access controls (Roles, e.g., system administrator, department administrator, document owner).
- h. Application Programming Interface (APIs) for flexible system integrations.
- i. Provide County with a Voluntary Product Accessibility Template (VPAT) describing specific ways the product can be Americans with Disabilities Act (ADA)-accessible.
- j. Options for Cloud-based and local storage.
- k. Encryption at rest and in transit.
- l. Ability to destroy original documents when allowed by law.
- m. Scalability allowing for an increased number of users and document storage without system upgrades or modifications.
- n. Ability to work with most scanning hardware.
- o. Document Management Workshops for departments — Scanning, indexing, metadata, retention labeling, etc.

- p. User, Superuser and Administrator training.

2.3 Category 2 – Document Scanning Services

The successful Proposer shall provide document imaging/scanning services for documents whose sizes include, but are not limited to, 8.5” x 11”, 8.5” x 14”, 11” x 17”, and other odd sizes.

- a. Document scanning as Portable Document Format (PDF) files with proper orientation at a minimum of three hundred (300) Dots per Inch (DPI).
- b. Apply optical character recognition (OCR) software to support index and full-text search.
- c. Documents may contain printed or handwritten text, and may be both single- and double-sided, folded, stapled, wrinkled and faded.
- d. Document preparation including, but not limited to, straightening folded documents and removal of staples, paper clips or binder clips. Staples, paper clips and binder clips removed during the scanning process will not be reattached to their original location.
- e. Once scanned, documents must be returned to their original box, in the same order as when they were removed.
- f. Insertion of slip sheets between files and folders.
- g. Document indexing allowing for multiple key-word values, the number of which will vary by County department.
- h. Original documents in color must be scanned in color.
- i. The successful Proposer shall not scan blank documents.
- j. Identify quality assurance processes.
- k. All County documents in the possession of the successful Proposer must be stored in a climate-controlled safe and secure location. The County must have access to all County documents in the successful Proposer’s possession upon request, with an electronic file provided within twenty-four (24) hours of the request.
- l. All documents provided to the successful Proposer for scanning must be considered confidential. The successful Proposer must demonstrate its ability to maintain this confidentiality throughout the scanning process.
- m. The successful Proposer shall prepare test sets of scanned documents prior to full scanning of all the files to validate the process and deliverables.
- n. The successful Proposer shall add an image stating “Poor Quality Original” to any image containing unreadable text or graphics. If this is necessary, the successful Proposer must notify County staff in writing.
- o. The successful Proposer shall appoint an account representative for the County as a single point of contact in

order to assure a high level of responsiveness to the County's needs.

3.0 PROPOSAL FORMAT REQUIREMENTS

Each response to this RFP shall include the information described in this section. Failure to include all of the elements specified may be cause for rejection. Additional information may be provided but should be succinct and relevant to the goals of this RFP. Excessive information will not be considered favorably. The response documents shall be 8-1/2 inches by 11 inches in size or shall be folded to that size. Unnecessarily elaborate responses, enclosures, and specialized binding are not desired, and may be construed as an indication of Proposer's lack of cost consciousness.

All proposals shall contain the following elements, and in the order given:

- 3.1 **RFP Response Information and Certification:** Submit a completed and signed RFP Response Information and Certification form (included with this RFP as Attachment B). Proposers must identify the category or categories of services for which they are submitting Proposals.
- 3.2 **Functional Requirements Matrix:** Firms seeking consideration for category 1 must submit a completed functional Requirements Matrix (included with this RFP as Attachment C).
- 3.3 **Questionnaire:** Submit a completed Attachment D – Response Document – Questionnaire.
- 3.4 **Staff and Team Qualifications and Experience of Firm:** Submit a completed Attachment E - Response Document: Staff and Team Qualifications and Experience of Firm.
- 3.5 **Proposed Work Plan and Workload:** Submit a completed Attachment F – Response Document: Proposed Work Plan and Workload.
- 3.6 **References:** Submit a completed Attachment G - Response Document: References.
- 3.7 **Cost Proposal and Budget Narrative:** Proposers shall provide a total cost proposal for services to be delivered using Attachment H – Response Document: Cost Proposal as described in Section 2 of this RFP.

In addition to the project cost proposal Proposers shall provide a rate sheet that includes the staff classifications and their hourly rates to perform the services described in this RFP. Proposed fees should include information on the hourly billing rates of each staff member who may provide services under the resulting agreement as well as charges for

expenses, if any, such as travel, copies, and faxes. Other costs listed in the Proposer's Attachment F must be fully burdened and inclusive of all costs, benefits, expenses, and overhead, for the services referenced in this RFP.

IMPORTANT: Firms submitting electronic proposals to the PlanetBids website must not include their Cost Proposal submittal in their main proposal. PlanetBids will allow Proposers to submit their Cost Proposal information as separate response attachments (one electronic file per response attachment). Firms that submit hard-copy responses shall follow the instructions in Section 5.2 below.

3.8 Exceptions: List all exceptions to this RFP and related attachments, if applicable.

4.0 PROPOSER QUESTIONS

4.1 Questions regarding this RFP must be submitted in writing by email or U.S. mail to the Procurement and Contracts Office, or using the PlanetBids website, and must be received no later than 5:00:00 p.m. (Pacific) on **June 28, 2024**.

4.2 All emails must have "**RFP #24-0032 – QUESTION**" as their subject, and all envelopes or containers must be clearly marked "**RFP #24-0032 – QUESTION**" for convenience purposes. Emails, envelopes, and/or containers not clearly labeled may be overlooked and not responded to.

4.3 Questions will **not** be accepted by telephone, facsimile (fax), or orally.

4.4 The County reserves the right to decline a response to any question if, in County's assessment, the information cannot be obtained and shared with all potential organizations in a timely manner.

4.5 A summary of the questions submitted, including responses deemed relevant and appropriate by County, will be posted to the PlanetBids website on or about **July 5, 2024**. Any addenda to this RFP is valid only if in writing and issued by the County Procurement and Contracts Division.

4.6 All inquiries shall be submitted by email to: matthew.mckain@edcgov.us

or by U.S. Mail to:

County of El Dorado
Procurement and Contracts
330 Fair Lane
Placerville, California 95667
RFP #24-0032 – Question

- 4.7 Proposers are cautioned that they are not to rely upon any oral statements that they may have obtained. Proposers shall direct all inquiries to the contact above and shall not contact the requesting department directly regarding any matter related to this RFP. Information provided by persons other than Procurement and Contracts staff may be invalid and responses which are submitted in accordance with such information may be declared non-responsive.

5.0 PROPOSAL SUBMITTAL INSTRUCTIONS

- 5.1 Proposers are strongly encouraged to submit their responses online to assure a complete and timely response. To respond online firms must register with the County's online bidding system, PlanetBids, at <https://pbsystem.planetbids.com/portal/48157/portal-home>. Proposers are cautioned that the timing of their online submission is based on when the submittal is RECEIVED by PlanetBids, not when a submittal is initiated by a Proposer. Online submittal transmissions can be delayed in an "Internet Traffic Jam" due to file transfer size, transmission speed, etc. For these reasons, the County recommends that Proposers allow sufficient time to upload their response and attachment(s) (if applicable) and to resolve any issues that may arise. The closing date and time shall be governed by the PlanetBids' web clock, which does not allow submittals after the closing date and time. PlanetBids will send a confirmation email to the Proposer advising that their online submission (eBid) was submitted. If you do not receive a confirmation email you are advised to contact the PlanetBids Support team by phone (818-992-1771 Monday through Friday between 7 a.m. And 5 p.m. Pacific, excluding statutory U.S. holidays) or by submitting a Support Ticket (visit: <https://home.planetbids.com/support> to complete and submit the ticket form).
- 5.2 Proposers that decide to submit a hard-copy response do so at their own risk. All hard-copy proposals must include all of the same information required for online proposals. Incomplete proposals will be rejected as non-responsive. Proposers shall submit one (1) original copy and one (1) electronic copy of your proposal in PDF format on a flash/USB drive. IMPORTANT: Proposers who submit hard-copy responses must submit their Cost Proposals (refer to Section 3.7 above) in a separate, sealed envelope clearly marked "**RFP 24-0032 – Cost Proposal**" on the outside of the envelope. All hard-copy proposals shall be submitted in a sealed envelope or container and clearly marked with the RFP number, title, and closing date and time noted on the outside of the parcel.
- 5.3 It is the sole responsibility of the Proposer to ensure that the proposal is received in the Procurement & Contracts Division prior to the RFP submittal deadline. All responses must be submitted not later than the

date and time posted on PlanetBids. Hard-copy responses shall be submitted ONLY to:

County of El Dorado
Procurement and Contracts Division
330 Fair Lane
Placerville, CA 95667

- 5.4 The County shall not be responsible for proposals delivered to a person or location other than specified herein. Proposals submitted to a location other than the above will not be considered duly delivered or timely. The County shall not be responsible for rerouting proposals delivered to a person or location other than that specified above.
- 5.5 Faxed or emailed proposals will not be accepted.
- 5.6 Late proposals will not be accepted or considered.
- 5.7 All proposals, whether selected or rejected, shall become the property of the County and shall not be returned.
- 5.8 The County reserves the right to waive minor defects and/or irregularities in proposals, and shall be the sole judge of the materiality of any such defect or irregularity.
- 5.9 All costs associated with proposal preparation and submission, including any interviews conducted at the sole discretion of the County, shall be borne by the Proposer.
- 5.10 County staff will open proposals following the submittal deadline. The only information that will be made available to the public after the submittal deadline has passed will be the names of the Proposers that submitted proposals. The contents of all proposals, or any other medium which discloses any aspect of the proposal, shall be held in strictest confidence until the County releases a Notice of Award or Notice of Intent to Award.
- 5.11 Any hard-copy proposal received prior to the date and time specified for receipt of proposals may be withdrawn or modified by written request of the Proposer. Requests for modification must be received in writing, and in the same number of copies as the original proposal, prior to the date and time specified above for receipt of proposals.

6.0 EVALUATION PROCESS

All proposals will be evaluated initially to determine if they are responsive to the requirements of this RFP. An evaluation panel, consisting of County staff and

members selected by County staff, will review and evaluate all responsive proposals received by the submittal date as set forth in this RFP, or as amended by addenda, and the proposals will be evaluated based on the thoroughness, clarity, and quality of the material presented. The County reserves the right to request additional information and clarification of any information submitted and to allow corrections of errors or omissions.

Proposers who have the qualifications (expertise and skills) and experience (documented, successful, and relevant) necessary to meet the requirements of this RFP will be scored and ranked using the criteria and point assignments listed below. Proposers submitting the most highly ranked proposals may be invited for interviews.

	Evaluation Criteria – Written Submittals	Maximum Possible Points
A.	Staff and Team Qualifications and Experience of Firm (Section 3.4)	35
B.	Proposed Work Plan and Workload (Section 3.5)	35
C.	References (Section 3.6)	10
D.	Cost Proposal (Section 3.7)	20
	TOTAL POSSIBLE POINTS	100

Evaluation Criteria – Interviews (if held)

If the County elects to hold interviews, the following evaluation criteria and rating points will be used to evaluate the Proposers who are invited to interview.

	Evaluation Criteria – Interviews	Maximum Possible Points
A.	Experience and Qualifications of Firm	35
B.	Experience and Qualifications of Staff	35
C.	Response to Interview Questions	10
D.	Workload Capacity and Understanding of the Scope of Work	20
	TOTAL POSSIBLE POINTS	100

7.0 SELECTION PROCEDURE

- 7.1 Proposals will be reviewed for responsiveness. A selection committee will then evaluate responsive proposals in accordance with the criteria specified in Section 6.0 above. The firm(s) submitting the highest ranked proposals may be invited for an interview. Interviews will be conducted solely at the County's option. The County reserves the right to select the most qualified firm solely on the content of the proposal. If the County chooses to conduct interviews, the Proposer's Primary Contact identified in the Proposer's Cover Letter shall represent the Proposer at the interview at a minimum. After evaluation of the interviews, the Committee will recommend the firm(s) with the highest overall value, based on evaluation ranking, for approval by the County Purchasing Agent or Board of Supervisors.
- 7.2 The County reserves the right to make an award without further discussion of the proposal with the Proposer. Therefore, the proposal should be submitted initially on the most favorable terms that the firm or individual may propose.
- 7.3 The County reserves the right to award one or more contracts to the firms or individuals who, in the sole judgment of the County, present the most favorable response to this RFP pursuant to the evaluation criteria indicated above.
- 7.4 In the case of differences between written words and figures in a proposal, the amount stated in written words shall govern. In the case of a difference in unit price versus the extended figure, the unit price shall govern.
- 7.5 The County reserves the right to reject any and all proposals, or to waive minor irregularities in said proposals, or to negotiate minor deviations with the successful firm. The County shall be the sole judge of the materiality of any such defect or irregularity.
- 7.6 The Procurement and Contracts Division does not mail out hard copy letters advising participating Proposers of RFP results. For RFP results, please visit the PlanetBids website at:
- <https://pbsystem.planetbids.com/portal/48157/portal-home>
- RFP results are also available at:
- <https://www.edcgov.us/Government/Contracts/Pages/Bid-Results.aspx>
- 7.7 The results of this RFP will be posted on the PlanetBids and County websites listed in Section 7.6 above at the earliest possible opportunity in

accordance with County policy. The timeline for posting RFP results may vary depending on the nature and complexity of the RFP.

7.8 Response and selection of a proposal will not necessarily result in the award of a contract with the County. The act of opening a submittal and selecting a Proposer does not constitute awarding of a contract. Contract award is by action of the Purchasing Agent or Board of Supervisors and is not in force until fully executed.

7.9 Once contract negotiations are initiated, the County reserves the right to select the next ranked Proposer if for any reason a contract cannot be negotiated with the selected Proposer.

8.0 EL DORADO COUNTY WEBSITE REQUIREMENTS

It is the Proposer's responsibility to monitor the PlanetBids website for possible addenda to this RFP to inform him/herself of the most current specifications, terms, and conditions, and to submit his/her proposal in accordance with original RFP requirements and all required addenda. All available RFPs and related addenda can be found at:

<https://pbsystem.planetbids.com/portal/48157/portal-home>

Failure of Proposer to obtain this information shall not relieve him/her of the requirements contained therein. Those Proposers not acknowledging and returning Addenda as required will not be considered and will be rejected as "non-responsive."

9.0 REJECTION OF PROPOSALS

Proposers interested in being considered must submit a proposal in compliance with this RFP. Failure to meet the minimum requirements of the RFP shall be cause for rejection of the proposal. The County reserves the right to reject any or all proposals.

The County may reject a proposal if it is conditional, incomplete, contains irregularities, or reflects inordinately high cost rates.

10.0 VALID OFFER

Proposals shall remain valid for one hundred twenty (120) days from the due date. The County reserves the right to negotiate with the successful Proposer any additional terms or conditions not contained in their proposal which are in the best interest of the County or to otherwise revise the scope of this RFP. This RFP does not constitute a contract or an offer of employment.

11.0 COUNTY'S RIGHTS

The County reserves the right to:

1. Request clarification of any submitted information.
2. Waive any irregularity or immaterial deviation in any proposal.
3. Not enter into any agreement.
4. Not select any Proposer.
5. Cancel this process at any time.
6. Amend this process at any time.
7. To award more than one (1) contract if it is in the best interest of the County.
8. Interview Proposers prior to award.
9. To request additional information during an interview.

Waiver of an immaterial deviation shall in no way modify the RFP documents or excuse the Proposer from full compliance with the contract requirements if the Proposer is awarded the contract.

12.0 CONFLICT OF INTEREST

Proposers warrant and covenant that no official or employee of the County, or any business entity in which an official of the County has an interest, has been employed or retained to solicit or aid in the procuring of the resulting agreement, nor that any such person will be employed in the performance of such agreement without immediate divulgence of such fact to the County. Proposals shall contain a statement to the effect that the Proposer is not currently committed to another project that would constitute a conflicting interest with the project defined in this RFP.

13.0 PUBLIC RECORDS ACT

Pursuant to the California Public Records Act ("CPRA"), the County may be required to produce records of this transaction, upon third party request, subject to various statutory exemptions. Please indicate what exemptions may apply to the information you submit (such as a 'proprietary information' exemption – refer to Section 3.0 for submittal instructions). Please note that designating information as "proprietary" does not guarantee non-disclosure.

In the event of a request for such information, the County will make best efforts to provide notice to Proposer prior to such disclosure. If Proposer contends that any documents are exempt from the CPRA and wishes to prevent disclosure, it is required to obtain a protective order, injunctive relief or other appropriate remedy

from a court of law in El Dorado County before the County's deadline for responding to the CPRA request. If Proposer fails to obtain such remedy within County's deadline for responding to the CPRA request, County may disclose the requested information. The County shall not in any way be liable or responsible for the disclosure of any such records.

Proposer further agrees that it shall defend, indemnify and hold County harmless against any claim, action or litigation (including but not limited to all judgments, costs, fees, and attorney's fees) that may result from denial by County of a CPRA request for information arising from any representation, or any action (or inaction), by the Proposer.

14.0 BUSINESS LICENSE REQUIREMENT

It is unlawful for any person to furnish supplies or services, or transact any kind of business in the unincorporated territory of El Dorado County without possessing a County business license unless exempt under County Code Section 5.08.070. Contact the Tax Collector's Office at 360 Fair Lane, Placerville, CA 95667, or phone (530) 621-5800, for further information.

It is not a requirement to possess a County business license at the time of proposal submittal. Selected Proposers may be required to possess a County business license to award contract.

15.0 PUBLIC AGENCY

It is intended that other public agencies (i.e., city, special district, public authority, public agency, and other political subdivisions of the State of California) shall have the option to participate in any agreement created as a result of this RFP with the same terms and conditions specified therein, including pricing. The County shall incur no financial responsibility in connection with any agreement from another public agency. The public agency shall accept sole responsibility for contracting for services and making payment to the Successful Proposer.