

Henry P. Roybal
Commissioner, District 1

Anna Hansen
Commissioner, District 2

Rudy N. Garcia
Commissioner, District 3



Anna T. Hamilton
Commissioner, District 4

Hank Hughes
Commissioner, District 5

Gregory S. Shaffer
County Manager

September 16, 2022

**RFP NO. 2023-0018-ATT/CW
RECORDS RETENTION and MANAGEMENT CONSULTING SERVICES
ADDENDUM NO. 2**

Dear Proponents,

This addendum is issued to reflect the following immediately. It shall be the responsibility of interested Offerors to adhere to any changes or revisions to the RFP as identified in this Addendum No. 2. This documentation shall become permanent and made part of the departmental files.

CLARIFICATION TO SCOPE OF WORK

Santa Fe County is requesting proposals from qualified consultants in the field of record retention and records management to assist the county in developing a records retention and management program, develop policies and procedures, and assist with a long range plan to implement the program. The subject RFP is not to contract with an organization to implement and/or operate the County's record retention and management.

1. Do all departments of the county have a SOP or written policies that outline current procedures concerning records management and standardized forms?

ANSWER: No. This procurement is for a Records Management Consultant to assist the County in develop policies and procedures for County records management.

2. What are the counties current ERP (Enterprise Resource Planning) and ECM (Enterprise Content Management) software platforms? If applicable.

ANSWER: The County's ERP is CentralSquare.

3. Can a list of software applications currently in use and will be utilized in the records management processes be provided? Example: Finance, HR, Planning, Public Safety.

ANSWER: The County IT has developed an internal database for tracking boxes at the County owned facility.

4. What other software applications if any are currently being used by the county or it's departments to store, archive, share and retrieve documents?

ANSWER: The County IT Division developed a database to track boxes at the County storage facility.

5. Are all current software applications integrated? Do they communicate and share with one another?

ANSWER: N/A

6. As to the IT created database, what type of database is it? SQL? Access?

ANSWER: The platform IT created is on SharePoint and a SQL backend.

7. Can a copy of the database or an inventory of document types be provided as a resource to respond to this RFP?

ANSWER: This information will be provided with the selected Offeror

8. In order to provide retention requirements for the county's records, a full inventory of the types of documents will need to be created or provided. Does SF County have a catalog or inventory of all the document types utilized throughout the organization? If not, creating a retention schedule will take time and greatly effect pricing.

ANSWER: The County will work with the selected Offeror to create a retention schedule.

9. Is SF County trying to get away from all paper records and move towards a completely digital solution?

ANSWER: The County is considering a paperless records retention system. This would be discussed further with the selected Offeror, however there are certain documents that will need to be kept in hardcopy format.

10. What paper processes are in use today?

ANSWER: The County does use Professional Document Systems for several departments including HR, Clerks, Assessors, Sheriff's Records, Finance/Payroll for electronic document storage.

11. What paper processes do you foresee continuing past digitization?

ANSWER: This is one of the processes that will be decided between the County and the selected Offeror.

12. Does SF County want to be fully self-sufficient in document management, example scanning all records? Or is SF County open to 3rd party Vendor solutions as a cost saving solution?

ANSWER: This will be determined as part of the scope of services with the selected Offeror. It is premature to consider 3rd party vendors. This would have to be negotiated with the selected vendor.

13. Once retention requirements are determined the initial box count of archive records would be reduced. Is there a box inventory with the dates of records available?

ANSWER: There is an inventory of all records at YDP. The records at Iron Mountain may not have as detailed an inventory.

14. What cost have been incurred from document storage this year at both Iron Mountain and The YDP locations. How much over a fiscal year? How much in total costs over total time in storage?

ANSWER: The contract with Iron Mountain is at \$70,000.00/annually for storage. Additional fees apply for retrieving and collection of documents. We have been under contract with Iron Mountain for approximately 8 years.

15. If the County intends to pull all their records all at once from Iron Mountain, they will be faced with significant costs associated with retrieval and permanent removal fees. If the intent is to pull the records in batches, this will likely be a smoother process and avoid creating such a cost prohibitive budget item? Has this been considered and is SF County aware of the costs associated with this? If so, how much will it cost to pull and retrieve records all at once or in batches?

ANSWER: This will be determined and planned with the selected Offeror.

16. What are the current fees and costs for pulling files and records at each location as described in the RFP?

ANSWER: The contract with Iron Mountain sets forth the costs for temporary or permanent removal of a box of records. These costs are not relevant for providing a response to the RFP. The process at YDP is run through County staff and there is no fee paid for delivery and retrieval of those records other than maintaining sufficient staff to fulfill the function.

17. What is the square footage of the YDP document storage area? Estimated cost of real estate devoted to storage?

ANSWER: The County currently has approximately 3,500 square feet of storage space, and can expand that if needed, to approximately 10,000 square feet.

18. Has a productivity/ time study been conducted concerning the retrieval process? If so, what are the costs in productivity, resource, and time?

ANSWER: No.

19. How do departments currently scan documents? Copiers, flatbeds, and/ or high-volume scanners?

ANSWER: Several Departments use PDS. Printers and copier are also used to scan documents from their desktops.

20. What are the types and brands of current equipment used?

ANSWER: N/A We primarily use SHARP but there are a few Xerox and Richo printer/scanners out there. Again, there are also some PDS scanners as well.

21. By what means are digitized documents shared across the county and departments?

ANSWER: Email and shared network drives.

22. With our interpretation of the RFP, we see the first steps being the evaluation and analysis of current procedures and practices. The full scope of the RFP will require questions answered before costs can be provided. Is SF County willing to extend the timeline to allow for more time to gain a good working understanding of the current records management environment? Or change the scope of work to be focused first on the evaluation and recommendation phases prior to solution implementation phases?

ANSWER: The scope of the RFP is to select a qualified records retention consultant to work with the County to develop a records retention program to include policy and procedures that will include the assistance by the consultant for an implementation plan, although implementation of any program developed would be a future stage of this project, and is not contemplated by this RFP.

23. As stated in the RFP, Cost Proposal, offeror must submit hourly rates and line-item budget for other expenses. The scope of work as outlined requires a series of phases that rely on the answers from one phase to be able to move on to the next phase. The individual phases build upon each other. Without knowing the answers to each phase in chronological order, it is difficult to provide line-item budget cost for the full scope of work. Will SF County reconsider their approach to the project?

ANSWER: Please see response to question 22. The RFP is requesting that the Offerors simply provide the current hourly rates of the key personnel that will provide consulting services. Implementation costs will be negotiated with the selected Offeror.

24. Has a budget been established? If so, what is the amount set aside for this project?

ANSWER: The budget for this project, which is to develop the business plan for records retention and management, has been established. The amount will be negotiated with the selected vendor to provide consultant services.

25. Does SF County have a project timeline or a desired completion date?

ANSWER: To be negotiated with the selected Offeror.

Please add this Addendum #2 to the original Proposal documents and refer to Proposal documents, hereto as such. This and all subsequent addenda will become part of any resulting contract documents and have effects as if original issued. All other unaffected sections will have their original interpretation and remain in full force and effect. Offerors are reminded that any questions or need for clarification must be addressed to Karen Emery Procurement Specialist Senior at kkemery@santafecountynm.gov, or Bill Taylor, Procurement Manager at wtaylor@santafecountynm.gov.