

City of Tumwater, Washington  
Request for Qualifications (RFQ)  
Public Records Request Management System

City of Tumwater  
555 Israel Road SW  
Tumwater, WA 98501  
[www.ci.tumwater.wa.us](http://www.ci.tumwater.wa.us)

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*The City of Tumwater is located at the southern tip of Puget Sound in the State of Washington, just south of the state capitol, Olympia. Tumwater is Washington's first community, incorporated in 1869. The City has a current population of 23,040. Several thousand additional area residents work in Tumwater or commute through the City every day.*

*The City has a Mayor-Council form of government and operates as a Code City under RCW 35A. Tumwater is a full-service municipality employing approximately 172 people to provide general government, public works, public safety, community development, and recreational services.*

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## **I. Purpose**

The City of Tumwater ("City") is soliciting statements of qualifications and performance data for a new Public Records Request Management System (PRRMS) and maintenance/support services for the City. The City's needs are outlined in the following Request for Qualifications ("RFQ"). The City is seeking a qualified vendor to assist the City with the implementation of the new System.

The successful vendor will provide, implement, and support a modern PRRMS to be used to accept, respond to, and track costs and activities related to requests for public records.

## **II. Overview**

- A. The number of requests for public records and volume of documents provided at the City of Tumwater has grown significantly over the last several years. Currently, responses to records requests are managed by the City Clerk and the Police Department.
- B. The City is seeking to provide a web portal for submission of records requests, status tracking and repository of records provided.
- C. The City is required to gather data on the number of requests, number of requestors, nature of the documents requested, staff time incurred and costs for new reporting requirements enacted into law (ESHB 1594) on July 23, 2017. The law requires agencies to submit their information to the State Joint Legislative Audit and Review Committee (JLARC) annually.
- D. The City seeks a system that assists in the time consuming task of redacting documents and providing redaction logs that site the RCW statutes as required by law.

## **III. Time Schedule**

The City will follow the timetable:

- Issue RFQ: October 4, 2017
- Deadline for submittal of responses: 4:00 p.m. PST October 20, 2017
- Selection of Vendor to interview: November 3, 2017
- Vendor interviews (online): November 15, 2017
- Notify vendor selected: November 22, 2017

## IV. Instructions to Respondents

A. All responses to RFQs shall be sent to:

Melody Valiant, City Clerk  
City of Tumwater  
555 Israel Road SW  
Tumwater, WA 98501  
(360) 754-4238  
mvaliant@ci.tumwater.wa.us

B. Please place six (6) copies of your response and performance data in a sealed envelope and clearly label in the lower left corner "City of Tumwater Public Records Request Tracking System." No faxed, emailed, or telephone statements will be accepted.

C. All responses must be received by October 20, 2017, **at 4:00 p.m. PST**, at which time they will be opened.

D. Responses should be prepared simply and economically, providing a straight forward, concise description of provider capabilities to satisfy the requirements of the request. Special bindings, colored displays, promotional materials, etc. are not desired. Emphasis should be on completeness and clarity of content. Use of recycled paper for requests and any printed or photocopied material created pursuant to a contract with the City is desirable whenever practicable. Use of both sides of paper sheets for any submittals to the City is desirable whenever practicable.

E. Melody Valiant, City Clerk or representative will notify the Vendor selected by November 22, 2017.

F. Any questions concerning the City's specifications or RFQ process shall be directed in writing to Melody Valiant, City Clerk, at [mvaliant@ci.tumwater.wa.us](mailto:mvaliant@ci.tumwater.wa.us). All inquiries will be posted to the City's website under the RFQ posting.

G. All RFQ responses must include the following information:

- a. Information requested under section VII. Scope of Services.
- b. Include a project approach summary for building a Public Records Request Management System.
- c. Public Records Request Management System Experience to include:
  - i. Washington Municipal Clients (please list city name and link to their online portal)
  - ii. Other municipal clients (please list city name and link to their online portal)

- iii. If no previous municipal experience, please explain relevant government experience (please list business name and link to their online portal)
- iv. References (minimum three references, including all contact information below)
  - 1. Client Name
  - 2. Client Contact Person
  - 3. Phone & Fax
  - 4. Client Address
  - 5. Website Address to Online Portal
- d. Company profile to include number of years in business, office location (2) including business address and demonstrated company financial stability.
- e. Team members/roles – list all personnel to be assigned to the project. Including their name, title, role (e.g. project management, programming).
- f. Vendor/Municipal Contract Performance. Please include two examples that include the Client Name, Contract Amount, Contract Duration and Project outcome including the estimated and actual implementation timeline.
- g. Vendor Service Capabilities (describe all available)
  - i. Site maintenance
  - ii. Site Hosting
  - iii. Client Training
  - iv. Availability of robust self-service documentation and technical support
  - v. Meets U.S. Federal Government ADA requirements
  - vi. 24/7 support
  - vii. Security for both City staff and users
  - viii. Function across multiple browsers (Internet Explorer, Firefox, Chrome, and Safari)
  - ix. Compatible design and function on multiple devices, including personal computers, mobile devices, and manufacturers (PCs, Apple iPads, iPhones, etc.)
- h. Include a sample project schedule for building a Public Records Request Management System, with a preferred go-live date of **February 1, 2018**.
- i. Include pricing range/cost for services outlined.

## V. Selection Criteria

Your response will be evaluated as follows:

Criteria	Weight Given
a. Responsiveness to purpose and scope of services	40%
b. Ability and history of successfully completing contracts of this type, meeting projected deadlines, experience in similar work. Ease of use and intuitiveness of product.	50%
c. References, key personnel and performance	10%
Total Criteria Weight	100%

Each response will be independently evaluated on factors a through c.

## VI. Terms and Conditions

- A. The City reserves the right to reject any and all RFQ responses, and to waive minor irregularities in any response.
- B. The City reserves the right to request clarification of information submitted, and to request additional information from any Vendor.
- C. The City reserves the right to award any contract to the next most qualified vendor, if the successful vendor does not execute a contract within thirty (30) days after the selection of the vendor.
- D. Any response may be withdrawn up until the date and time set above for opening of the RFQ responses. Any response not so timely withdrawn shall constitute an irrevocable offer, for a period of ninety (90) days to provide to the City the services described in the attached specifications, or until one or more of the responses have been approved by the City, whichever occurs first.
- E. The contract resulting from acceptance of a response by the City shall be in a form supplied or approved by the City, and shall reflect the specifications in this RFQ. A copy of the contract is available for review. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFQ, and which is not approved by the City of Tumwater City Attorney's office.
- F. The City shall not be responsible for any costs incurred by the Vendor in preparing, submitting or presenting its response to the RFQ.

## VII. Scope of Services

The intent of this RFQ is to enable the City of Tumwater to evaluate experience, qualifications, and capabilities for developing and implementing a new Public Records Request Management System.

### 1. Desired System Features

The grid below represents a list of preferred features to be included. All items included below should be considered essential, except those designated as "OPTIONAL" under the module "Function" section. Vendors are asked to respond to all module functions. Possible budgetary constraints may require this project be implemented in phases.

Number/Module Name	Function	Offered by Vendor (Indicate: Yes/No)	Vendor Comment
1	Public Agency Branded Portal – with easy access, search capabilities and archive of past requests		
2	Customizable interface on portal that allows requestors to submit to specific departments (ie: one button to submit for police records, one for fire incidents, one for general request) & create links to external sites with frequently requested records – ie: our Records Center		
3	Single intake capability to manage the internal processing needs of various departments – City Clerk, Police, Community Development, Fire, Finance, Administrative Services, Executive, Parks and Recreation & Public Works Departments		
4	Request tracking and reporting		
5	Email notifications sent to requestors when they submit their initial request and when documents are uploaded and/or added for them to view		

6	Portal for requestors to see the status of their requests			
7	Internal request communication including alerts and tracking			
8	Fee and staff time tracking associated with requests			
9	Redaction tool integration including exemption summary citing state statutes			
10	Audit and logging capabilities to track dates of correspondence			
11	Read/View receipts – track and verify when requestors receive and open/view requests and documents			
12	Custom reporting to include a log with our choice of fields of yearly Public Records Requests			
13	Software that records the record and response for each records request as required by State statute and following the retention schedule we set			
14	Dashboard – customizable dashboard by user type – City Clerk, Department Manager, End User	Optional		
15	Allow payment collection			
16	Mobile Application – a customizable application for mobile devices			
17	ADFS Single Sign-On for staff	Optional		
18	Section for citizens to view and search previous records requests to see if the documents have already been provided or in order to access them.			
19.	Portal file size limit when transferring records to requestor			

## **VIII. Compensation**

- A. Upon selection of the most qualified Vendor on the basis of demonstrated competence and qualifications for the type of professional services required, the City will negotiate a price which it determines is fair and reasonable. If the City is unable to negotiate a satisfactory contract with the Vendor selected, negotiations with that Vendor will terminate and the City may select another Vendor.
- B. Payment by the City for the services will only be made after the services have been performed, an itemized billing statement is submitted in the form specified by the City and approved by the appropriate City representative, which shall specifically set forth the services performed, the name of the person performing such services, and the hourly labor charge rate for such person. Payment shall be made on a monthly basis, thirty (30) days after receipt of such billing statement.

## **IX. Publication**

This RFQ shall be published as follows:

Name of Publication:

Dates:

The Olympian

October 4, 2017