



EI00244~2023RFP DOCUMENT MANAGEMENT

SCOPE DOCUMENT

RESPONSE DUE DATE – WEDNESDAY, AUGUST 16, 2023 (1 PM ET)

Contents

1.	General Overview	3
1.1	Project Overview and Objectives	3
1.2	Contract Volume Estimates	3
2.	Standard RFP Provisions	3
2.1	RFP Deadline	3
2.2	Tentative Schedule of Key Events.....	3
2.3	Evaluation Process and Criteria.....	3
2.4	Sole Point of Contact for the RFP	4
3.	Scope of Products and Services	5
3.1	Document Management Services	5
3.1.1	Document Storage.....	5
3.1.2	Document Scanning	5
3.1.3	Digital Storage and Transformation.....	5
3.1.4	Offsite Physical Document Storage	6
3.1.5	Document Destruction Services.....	6
3.2	Document Management Software	6
3.2.1	Document Capture and Storage.....	6
3.2.2	Document Retrieval and Search.....	6
3.2.3	Workflow Automation	6
3.2.4	Forms Management.....	7
3.2.5	Collaboration and Sharing.....	7
3.2.6	Security and Compliance	7
3.2.7	Integration and Scalability	7
3.3	Value Added Services	7
3.3.1	Data Backup and Recovery	7
3.3.2	Damage Document Recovery	7
3.4	No Exclusions.....	8
4.	Pricing	8
5.	Appendix	8
5.1	Definitions.....	8

1. General Overview

1.1 Project Overview and Objectives

E&I Cooperative Services, Inc. (“E&I”) is requesting proposals for **Document Management** to result in a contracting solution for use by its Members. E&I is committed to utilizing purchasing and business practices in accordance with the National Association of Educational Procurement Code of Ethics.

The primary goals and objectives of E&I are to:

- (1) assist our Members to obtain the absolute lowest cost and best value that exceeds other public sector consortia agreements,
- (2) establish a strategic sourcing partnership with any selected manufacturer(s) and authorized dealers, and
- (3) enhance our position as the premier Procurement Cooperative for Education.

1.2 Contract Volume Estimates

Based on similar contracts, the estimated value of transactions resulting from contracts from this RFP is anticipated to be ~\$80M across 5 years. The value potential has been determined based on market size and likely contract penetration. It is intended to be a directional input for our future business partners and not a volume commitment.

2. Standard RFP Provisions

2.1 RFP Deadline

E&I will accept proposals submitted in response to this RFP only on the Jaggaer tool until 1:00 PM EST, on August 16, 2023 (the “Submittal Deadline”). The timeline for the RFP can be found in Section 2.2

2.2 Tentative Schedule of Key Events

The following is a tentative schedule of events for this RFP:

Activity	Planned Date
Request for Proposal issued (“Open Date”)	07/17/2023
5 PM ET Deadline for submission of RFP-related written questions (“Q&A Submission Close Date”)	08/07/2023
E&I Response to RFP-related questions	08/08/2023
1 PM ET Deadline for Receipt of Proposals (“Close Date”)	08/16/2023
Evaluation and Supplier Clarifications Begin	08/17/2023
Negotiations Begin with Shortlisted Suppliers	09/20/2023
Anticipated Award(s)	10/11/2023
Acceptance and Execution of Agreement	10/25/2023
Implementation	11/01/2023

2.3 Evaluation Process and Criteria

Any contract(s) resulting from this Request for Proposal will be awarded in writing to responsive and responsible Respondents whose proposal, in the opinion of the evaluation team, offers the greatest benefit to our members when considering the total value including the quality, service levels, customer service and total cost (including any trade, prompt payment discounts, and other miscellaneous charges).

All proposals should be complete to be considered responsive.

As part of the evaluation process, E&I may require a demonstration/presentation before the award is made and the demonstration/presentation may be considered as an additional factor in the award. In addition, E&I may decide to make site visits, as needed, during the evaluation process which shall be coordinated with the respective Respondent(s).

The RFP evaluation team will review and evaluate RFP responses according to the following weighted criteria based on a total of 100 points.

No.	Criteria	Criteria Overview	Points
1	Contract Alignment & Connection	<ul style="list-style-type: none"> Contract connection process to Member Contract channeling to E&I (direct, net new, etc.) 	10
2	Supplier Diversity	<ul style="list-style-type: none"> Certifications and Designations Company Program and Overall Commitment to Supplier Diversity Reporting, Metrics, & KPI's 	10
3	Supplier Capability	<ul style="list-style-type: none"> Company Experience Service Capability E-Procurement Performance Tracking & Reporting Quality Management Training, Support & Account Management Compliance 	20
4	Economic Value and Financial Overview	<ul style="list-style-type: none"> Contract Administrative and Marketing Fee (CAF) Financial Offer Requirements & Proposal Financial Reporting Capabilities 	25
5	RFP Exceptions	<ul style="list-style-type: none"> Supplier Performance Expectations Compliance with RFP specifications Compliance with Master Agreement terms & conditions Compliance with Members' institutional policies, federal, state, and local legal and regulatory requirements and policies 	10
6	E&I Risk Profile	<ul style="list-style-type: none"> RFP response quality Litigation Financial Health Existing contracts with direct competitors 	10
7	Scope Questions – Document Management	<ul style="list-style-type: none"> Questions related to the scope of the RFP 	15

2.4 Sole Point of Contact for the RFP

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Respondents to this RFP or persons acting on their behalf shall not contact any E&I employee, officer, or agent; any E&I Board of Directors; or any E&I Member concerning any aspect of this RFP, except in writing to the Sole Point of Contact, from the date of release of this RFP through the official award date. Violation of this provision may be grounds for rejecting a proposal response. See Section 2.7 in the Cover Letter on how to submit questions.

3. Scope of Products and Services

E&I is seeking proposals from qualified, experienced, financially sound, and responsible Document Management providers for the delivery of document management services and solutions for its members including but not limited to document management solutions, workflow automation, forms management, document storage, document scanning, digital storage and transformation, data backup and recovery, document destruction services and document lifecycle management. E&I desires the broadest possible selection of services being offered over the largest possible geographic area and to the largest possible cross-section of E&I's current and future Members. The intent of this solicitation is to provide E&I Members with a comprehensive offering of services to meet their various needs.

3.1 Document Management Services

3.1.1 Document Storage

The document storage solution should include specially designed storage containers or shelving systems that can accommodate the member institution's document inventory. The system should be scalable to accommodate future growth and allow for easy storage and retrieval of documents.

- Specially designed storage containers or shelving systems for organized and protected document storage
- Adequate storage capacity to accommodate the member institution's current and future document needs
- Security measures to protect documents from loss, damage, or unauthorized access
- Efficient retrieval and tracking of stored documents
- Compliance with relevant industry standards and regulations for document storage

3.1.2 Document Scanning

The document scanning service should encompass the conversion of physical documents into digital format, creating searchable and editable electronic copies. The solution should ensure high-quality and accurate scanning, facilitating efficient document retrieval

- Utilization of high-quality scanners (600 dpi or more) capable of handling various document sizes, formats, and types
- Use of OCR technology to convert scanned documents into searchable and editable electronic copies
- Compatibility with common file formats for seamless document sharing
- Offer document indexing services, capturing relevant metadata for easy search and retrieval
- Support for bulk scanning to efficiently process large volumes of documents
- Quality control measures to ensure accuracy and completeness of scanned documents
- Adherence to privacy and data security standards to protect the confidentiality of scanned documents

3.1.3 Digital Storage and Transformation

The digital storage and transformation solution should encompass the provision of storage solutions for electronic documents and data. This may include options such as dedicated servers or cloud-based storage, based on the E&I members preferences and requirements. The solution should ensure secure, scalable, and accessible storage, enabling efficient document management and retrieval.

- Provision of secure and reliable storage options, such as dedicated servers or cloud-based storage, based on the member institution's preference
- Scalable storage capacity to accommodate the member institution's growing digital document and data needs
- Implementation of robust security measures to protect the confidentiality and integrity of stored electronic documents and data
- Compatibility with common file formats (e.g., PDF, Word, Excel, etc.) to facilitate seamless sharing and collaboration
- Integration capabilities with other document management systems or enterprise applications, if applicable
- Efficient indexing and metadata management to enable easy search and retrieval of stored electronic documents
- Compliance with relevant data privacy and regulatory standards, ensuring legal and ethical handling of electronic documents and data
- Availability of disaster recovery procedures and mechanisms to mitigate the risk of data loss
- Training materials and documentation on proper usage and administration of the storage solution
- Ongoing support and maintenance services to ensure optimal performance and availability of the storage infrastructure

3.1.4 Offsite Physical Document Storage

The offsite physical document storage should encompass the provision of storing physical records, files, or media in a controlled environment outside the member institution's premises

- Availability of secure and controlled storage facilities with appropriate environmental conditions to prevent damage to physical documents, such as temperature between 65 and 75-degrees Fahrenheit always and humidity at a level between 40% and 60%
- Maintaining a fire suppression system based on requirements, adherence to local fire code and meet the National Fire Protection Agency (NFPA) specification
- Implementation of physical security measures, including access control systems, surveillance cameras, and alarm systems, to safeguard against unauthorized access or theft
- Well-defined chain of custody process to track the movement of documents to and from the offsite storage facilities
- Efficient and accurate inventory management systems to track and locate specific documents within the offsite storage facilities
- Clear procedures and guidelines for member institutions to access the offsite storage facilities when needed
- Regular monitoring and maintenance of the storage facilities to ensure the ongoing protection and preservation of physical documents
- Implementation of disaster recovery procedures and contingency plans to mitigate the risk of loss or damage to stored physical documents

3.1.5 Document Destruction Services

The document destruction services should encompass secure and confidential destruction of physical documents that are no longer needed or have reached the end of their retention period with a need to maintain the confidentiality and integrity of sensitive information during the destruction process.

- Secure and confidential on-site and off-site destruction of physical documents using approved methods, such as shredding
- Provider will maintain certification with National Association of Information Destruction (NAID) and compliance with relevant regulations and standards for document destruction, including data privacy laws
- Implementation of strict chain of custody procedures to track and monitor the handling and transportation of documents from the client's premises to the destruction facility
- Adherence to environmentally responsible practices for the disposal of destroyed materials, such as recycling or proper waste management
- Documentation and proof of secure document destruction, such as certificates of destruction or destruction reports
- Measures to protect the confidentiality of information during the destruction process, including secure facilities and trained staff

3.2 Document Management Software

3.2.1 Document Capture and Storage

- Ability to scan and import physical documents into the system
- Support for various file formats (e.g., PDF, Word, Excel)
- Efficient organization and categorization of documents
- Version control and revision history tracking
- Secure storage and backup options

3.2.2 Document Retrieval and Search

- Advanced search capabilities for quick and accurate document retrieval
- Metadata tagging and indexing for efficient categorization
- Full-text search functionality within document contents
- Filtering and sorting options to refine search results

3.2.3 Workflow Automation

- Advanced search capabilities for quick and accurate document retrieval

- Metadata tagging and indexing for efficient categorization
- Full-text search functionality within document contents
- Filtering and sorting options to refine search results

3.2.4 Forms Management

- Customizable form creation
- Automated form routing and approval workflow
- Library of prebuilt form templates for common business processes, such as employee onboarding, expense reimbursement, or customer feedback.
- Ensure form data security and access controls

3.2.5 Collaboration and Sharing

- Secure sharing and collaboration features for internal and external stakeholders
- Controlled access permissions to ensure data confidentiality
- Document annotation, commenting, and version comparison capabilities
- Real-time collaboration and simultaneous editing options

3.2.6 Security and Compliance

- Role-based access control to restrict document access based on user roles and permissions
- Encryption of data in transit and at rest to ensure data security
- Audit trail and activity logging for compliance purposes
- Compliance with data protection regulations and industry standards

3.2.7 Integration and Scalability

- Seamless integration with existing systems and applications (e.g., CRM, ERP)
- API availability for customization and integration with third-party tools
- Scalability to accommodate growing document volumes and user base

3.3 Value Added Services

We welcome any additional value-added services you may provide, including but not limited to data backup and recovery, damage document recovery.

3.3.1 Data Backup and Recovery

The data backup and recovery should encompass creating backups of electronic data and establishing reliable procedures for data recovery, protection against data loss due to system failures, disasters, or emergencies and ensure the timely restoration of data to minimize disruptions.

- Regular backups of electronic data to prevent data loss and enable restoration
- Clear procedures for performing backups, especially frequency and timing
- Implementation of backup retention periods that align with the member institution's data protection and compliance policies
- Clearly defined recovery time objectives (RTOs) and recovery point objectives (RPOs), to establish the desired speed and level of data recovery
- Disaster recovery planning and implementation to ensure the member institution's ability to recover data and resume operations in case of major disruptions
- Documentation of backup and recovery procedures, including step-by-step instructions and contact information for support or escalation

3.3.2 Damage Document Recovery

- Develop clear and well-documented procedures for physical document recovery, including step-by-step instructions for various scenarios, such as partial or complete document loss

- Define Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) to establish the desired speed and level of document recovery
- Maintain a record of previous document recovery incidents, lessons learned, and improvements made to enhance future recovery efforts

3.4 No Exclusions

No products, or services provided by your company have been excluded from this RFP. All products, supplies and accessories carried in a Respondent’s catalog(s), price book(s) or otherwise available by special order are part of this solicitation.

4. Pricing

Supplier must complete the ‘Pricing Sheet’ and upload it on the Jaggaer tool. The first tab ‘Instructions’ in the ‘Pricing Sheet’ lists out the different sections and pricing requested by E&I. Please ensure to review the ‘Instructions’ tab before you start filling in the pricing.

5. Appendix

5.1 Definitions

The following are the definitions of general terms used in this RFP.

DAYS: All days specified are based on calendar days unless otherwise noted.

EDUCATION: The combination of Higher Education and K-12.

GO TO MARKET: Strategy or action plan specifying how the Respondent will utilize its inside and outside resources (e.g. sales force and distributors, marketing initiatives, etc.) to deliver its products and/or services to the Education market through an E&I contract.

<u>Contract Region Key</u>	<u>States</u>
Northeast	CT, MA, ME, NH, NY, RI, VT
Mid-Atlantic	DC, DE, MD, NJ, PA, VA, WV
Southeast	AL, FL, GA, KY, MS, NC, SC, TN
Central	AR, IA, KS, LA, MN, MO, ND, NE, OK, SD, TX
Great Lakes	IL, IN, MI, OH, WI
Western	AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY

GREATEST BENEFIT: The decision for award will be based on an overall combination of variables such as quality, price and various elements of required service that in total are optimal relative to the needs of the E&I Membership.

HIGHER EDUCATION: All Universities, Colleges, Healthcare Facilities (private and public), i.e., Associate, Bachelor, Master, and/or PhD in the United States, that provide for advanced learning and/or grant degrees. These Universities, Colleges and Healthcare Facilities may or may not be members of E&I.

HUBS: Historically Underutilized Businesses e.g., minority, women-owned businesses (for the State of Texas, Certified HUBS within the State of Texas).

K-12: All School Systems and Districts (private and public) in the United States that provide education for students in Kindergarten through 12th Grade. These School Systems and Districts may or may not be members of E&I.

MANUFACTURER: Indicates an entity that makes the products from raw materials outlined in this RFP, all of its agents, and employees.

MAY: Indicates something that is not mandatory but permissible/desirable.

MEMBERS: Includes Institutions, Universities, Colleges (private and public) and K-12 schools that are listed in the E&I record.

MONTH END: Shall mean the last calendar day of each month.

MOST RESPONSIBLE: A Respondent whose reputation, past performance, and business and financial capabilities are such that the Respondent would be deemed most capable of satisfying Member needs for a specific contract.

MUST, SHALL, WILL: The words “shall,” “must,” or “will” are equivalent and indicate mandatory requirements or conditions. E&I will not waive Responder’s material deviation from any of the mandatory requirements.

RMWBE: Minority, Woman-owned Business Enterprises.

NATIONAL AGREEMENT: E&I awards an Agreement which is available throughout the United States (including Alaska and Hawaii).

REGIONAL AGREEMENT: E&I may elect to award an Agreement by Geographical Areas of the United States. See table below for geographic breakdown:

RESPONDENT: Entity who submits a proposal to an RFP.

RESPONSIBLE: A Respondent is responsible if they are capable or qualified to perform the work.

RESPONSIVE: A proposal is responsive if it meets all of the requirements of the RFP.

SHALL, MUST, WILL: Indicates a mandatory requirement(s) that must be addressed. Failure to address these mandatory requirements will result in rejection of your proposal as non-responsive. E&I may, but is not required to, reserve the right to request additional information.

SHOULD: Indicates something that is recommended but not mandatory. If the Respondent fails to provide recommended information, E&I may, at its sole option, ask the Respondent to provide the information or evaluate the proposal without the information.

SOLE POINT OF CONTACT: The Contract Manager or designee to whom Respondents shall address any questions regarding the solicitation or award process. The sole point of contact shall be the arbitrator of any dispute concerning performance of the Contract.

SUCCESSFUL RESPONDENT: The Respondent(s) or individual(s) who are the recommended recipient(s) of the award of a contract under this RFP (also synonymous with "Payee," "Offeror," "Contractor," "Vendor," and "Supplier"). If a Respondent is a manufacturer, its certified dealers and resellers may also furnish products under the Contract; in choosing to do so, the dealers and resellers agree to honor the Contract and the term "contractor" shall be deemed to refer to them. Unless awarded the Contract as a direct Respondent, however, dealers and resellers are not parties to the Contract, and the Respondent that certifies them shall be responsible for their actions and omissions.

SUPPLIER: Indicates an entity that distributes/furnishes the products and or services of a company, all of its agents, and employees. For the purposes of this RFP, the terms Supplier and Respondent may be used interchangeably.