



REQUEST FOR PROPOSAL

Records Management Replacement

Date of Issue: 1st May 2024

Closing Date: 31st May 2024

Contact Details

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REQUEST FOR PROPOSAL RECORDS MANAGEMENT REPLACEMENT

George Town Council (GTC) is now inviting vendors to submit formal proposals for meeting requirements to enable the replacement of the current records management solution with a solution that utilises the Microsoft SharePoint online platform.

This RFP is for the provision of SAAS records management solution, implementation, and migration of data from the existing records management application.

A response must be fully completed and submitted by 3pm on the closing date. A late response may be excluded from evaluation and void the RFP process. GTC may, in its discretion, extend the closing date and time.

PROPOSAL DOCUMENTS

The proposal documents are available for download via the GTC website at:

<https://georgetown.tas.gov.au/contracting-for-council>

SUBMITTAL OF QUESTIONS

Prospective vendors are required to submit any questions no later than one week prior to the closing date. Questions should be directed to Mark Jones, via e-mail at fonthilconsulting@gmail.com.

Unauthorised communication by a prospective vendor with other staff of GTC may lead to the exclusion from consideration of a proposal.

PRIMARY SITE LOCATION

16-18 Anne Street, George Town TAS 7253

VENDOR'S RESPONSIBILITY FOR DELIVERY

Vendors must ensure, through reasonable and sufficient follow-up, proper compliance with, and fulfillment of all schedules and deliverables specified within the body of this RFP. GTC will not be responsible for the failure of any delivery medium for submission of information to or from the Vendor, including but not limited to, private carriers, Australia Post mail, Internet Service Providers or e-mail.

The preferred delivery method is via email.

GTC will respond by email to the sender to indicate receipt. If the Vendor does not receive this return e-mail acknowledgement of receipt within three (3) business days, the Vendor should contact Mark Jones fonthilconsulting@gmail.com.

GTC will not send any "received" notification for hard copy responses. The Vendor should track their packages through their relevant carriers.

AWARD OF CONTRACT

Award of a contract will be made at the discretion of GTC to the qualified vendor obtaining the

highest weighted score combining price and technical qualifications.

For the avoidance of doubt, GTC is under no obligation to accept any proposals.

GTC may, in its absolute discretion:

- (a) cease to proceed with the process outlined in the RFP;
- (b) not proceed with the RFP, and not to enter into any contract;
- (c) call for new proposals; or
- (d) accept or reject any proposal that does not comply with this RFP.

EXPENSES ASSOCIATED WITH PROPOSAL

GTC will not be responsible for any expenses incurred by a vendor in preparing and submitting a proposal. All proposals shall provide a straightforward, concise delineation of the vendor’s capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.

REJECTION OF PROPOSALS

GTC reserves the right to reject any or all proposals in part or in full and to waive any technicalities or informalities as may best serve the interests of the GTC.

COMPLETION OF PROPOSALS

A response can be provided in any format that the proponent wishes but must include responses to all requirements outlined in the Scope of Work section 2.

FORMATION OF CONTRACT

The successful vendor will be required to sign a Contract supplemented by the addition of relevant information, requirements, or variations:

- (a) contained in the successful proposal;
- (b) arising during the proposal evaluation; and
- (c) arising out of discussions and negotiations.

No contractual relationship or other obligation arises between GTC and a vendor until GTC and the successful vendor formally exchange signed counterparts of the Contract.

This clause applies despite any oral or written advice to the vendor that a vendor is successful or has been, or will be, accepted.

TIMELINE

RFP Release Date	1st May 2024
RFP Submission Deadline	3:00pm 31 st May 2024
Review and Evaluation Period	3rd June 2024 – 21st June 2024
Final Selection and Contract Award	1st July 2024
Estimated Project Commencement	29th July 2024

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1 Introduction

1.1 About the George Town Council

The GTC local government area covers 663 square kilometers across northern eastern Tasmania. The area encompasses the settlements of George Town, Low Head, Hillwood, Bellingham, Weymouth, Lulworth and Beechford, with rural areas including Mt Direction and Pipers River and the manufacturing precinct of Bell Bay.

GTC consists of nine Councilors, including the Mayor and the Deputy Mayor. The entire municipality votes to elect Councilors, the Mayor, and the Deputy Mayor for a term of four years. The role of the Mayor and Councilors is to represent the community. Elected members work closely with Council's management team on a range of plans and strategies that guide the delivery of projects and services across the municipality. The Mayor and Councilors appoint the General Manager.

2 Scope Of Work

2.1 Background

GTC Council has recently embarked on a digitisation program of its business processes to facilitate:

- Boosting the efficiency and effectiveness of Council operations.
- Fostering an atmosphere of collaboration between the Council and the community.
- Elevating customer satisfaction with the services provided by the Council.
- Enhancing decision-making processes through data-driven insights.
- Cultivating an engaging customer-centric culture within the Council.
- Enable more flexible solutions with external partners and suppliers, including new delivery models.

Recent projects completed within this program are:

The implementation of a SAAS ERP solution Open Office with the following capabilities:

- Licensing & Compliance
- Service Management
- Financial Management
- HR & Payroll
- Asset Management

The Implementation of ESRI ArcGis for geospatial services.

Technical Specification of GTC environment:

- Microsoft 365 – E3 licenses
- Exchange Online
- ERP – SAAS Open Office
- Doc Assembler – Agendas
- ArcGis – Geospatial services
- Technology One ECM version 2019B

2.2 Project Details

The principal objective of the project is to replace GTC's ageing records management solution (RMS) with a SAAS solution for managing electronic and physical records that acts in tandem with SharePoint Online, essentially creating an Electronic Document and Records Management System (EDRMS). This will provide all the necessary functionality to maintain a fully compliant Records and Information Management (RIM) program, meeting the legal and regulatory requirements for local government record keeping.

Secondary objective is to configure SharePoint Online for collaboration opportunities and integrate SharePoint with the existing a Council intranet. The transition to Microsoft 365 environment and rolling out Teams as a basic collaboration platform is substantially complete. Council would also consider the migration of documents from the fileserver to SharePoint Online into document libraries to take advantage of metadata and search opportunities that SharePoint Online offer.

These two project objectives can be combined or treated as separate projects.

2.3 Project Requirements

Records Management

Utilising a SharePoint Online based solution as the primary Records Management System (RMS) delivered as A SAAS solution. The implementation of the solution and the migration of data from the existing on premise solution.

The proposed offer must include formal responses to the following RMS requirements:

Organisational Solution Overview

1. Outline how the proposed solution complies with regulations specified by the Tasmanian Archives and Heritage Office (TAHO).
2. Solution must comply with relevant data privacy and retention regulations.
3. Describe the technical solution architecture, including all proposed modules and software.
4. Detail the implementation approach, specifying phases such as Data Assessment and Discovery, Data Mapping, Data Migration, Data Classification and Taxonomy, Document Lifecycle Management, System Integration, Audit, and Reporting.
5. Current data must be integrated into the proposed solution and not reside in a different structure.
6. Describe the proposed approach to integration.
7. Describe the proposed approach to maximise effective training and adoption across council's various teams.
8. Describe, by user type, both the minimum and recommended M365 licensing requirements for accessing the proposed solution.
9. Specify what is not covered by the proposed solution concerning integration with the following Council systems: Doc Assembler, Open Office (All modules), ArcGIS, External Website, Waste Management
10. Specify the recommended level of council staff resource engagement and support during both implementation and operational maintenance phases.
11. Describe, by user type, both the minimum and recommended M365 licensing requirements for accessing the proposed solution.
12. Itemise the stages and provide expected timeframes for solution implementation, including variables.
13. Provide itemised costing for implementation project items, including consulting, configuration, data migration, and training.
14. Provide itemised costing for ongoing costs per year, covering a three-year period.
15. Provide itemised costing for any third-party, or integration arrangements required.
16. Provide itemised costing for software licensing.

Technical Solution Overview

17. The solution must support user profiles with different levels of access permissions.
18. The solution should allow users to access only the documents and folders relevant to their roles.
19. The ability to apply the GTC retention schedule to all records in SharePoint, all physical records, and all records in file shares and document libraries.
20. The solution should provide a document categorisation feature to enable quick add profiles for common documents.

21. Solution should enable users to easily add, update, and retrieve information about records and physical documents.
22. Automation to the maximum extent feasible of the following recordkeeping capabilities for all documents:
 - Identification of documents that are records.
 - Classification of records against the retention schedule.
 - Determination of when a document will become a record.
 - Automatically assign tasks to users for handling incoming mail.
 - Allow for quick addition of various document types with predictive indexing.
23. The ability to carry out disposition of all records including:
 - The application of rules-based retention which could include multiple retentions defined for a single classification.
 - Defensible destruction and the retention of audit trails and metadata stubs for an indefinite period.
 - The approval of Business Owners or Records Officer prior to destruction.
 - Report on documents due for archiving or disposal as per retention policy.
24. The ability to apply legal holds to records and non-records alike, including email.
25. A means of automating recordkeeping such that end users do not need to participate in the recordkeeping process.
26. Management of physical records throughout their lifecycle, including:
 - Provide a feature for managing the electronic disposal of records, adhering to compliance and regulatory requirements.
 - Search and retrieval capability, including the ability to search by document metadata and other methods.
 - Check-out/check-in and/or return of physical records.
 - Physical record labelling (i.e., barcodes, QR codes, file labels, etc.).
 - Capability for setting up automated disposal schedules with notifications and reports.
 - When, and if, to move a physical record to the inactive records centre.
27. Solution must offer task management with system-generated reminders.
28. Solution should support data classification and allow marking documents as confidential or restricted access.
29. The solution should accommodate specific business processes, and workflows and to track the progress and status of these processes.
30. Solution must allow for efficient data exchange between systems.
31. Solution should enable exporting multiple documents at once, including PDF options.
32. Solution should have an intuitive user interface to minimise the learning curve.
33. Solution must provide comprehensive training resources and materials.
34. Solution must ensure quick response times for search and document retrieval.
35. Describe if the solution has an offline capability, i.e. still able to function with an Internet outage.
36. Solution should ensure data integrity and include backup mechanisms.
37. Describe how the solution will improve overall organisational efficiency.

SharePoint Online

Configure SharePoint Online document libraries and develop a plan for migration of fileserver data including the creation of metadata. Review the Teams structure and include in proposal a plan to improve the collaboration opportunities of SharePoint Online. Provide consulting to design an integration capability with the existing intranet solution.

Solution Overview

1. Assess the current SPO environment. Design a comprehensive flat architecture strategy to meet GTC user requirements. Focus only on SPO out of the box capabilities.
2. Facilitate the defining of the SPO information architecture, including a site map, navigation, search capabilities, labeling, and branding. Ensure uniformity in look and feel between sites and automatic rollup of information allowing for more streamlined and seamless navigation.
3. Configure core SPO features, including compliance, security, and site provisioning per the information architecture. Security in scope is comprised of permissions, conditional access, Data Loss Prevention and Multi Factor Authentication.
4. Investigate and design the integration opportunities between SPO and the existing Intranet. Councils desire is to automate as much of the integration as feasible.
5. Develop and implement content and data migration strategy. Deliverables should include, but not be limited to:
 - Assess content and data on network drives.
 - Conduct a technical content migration workshop to understand the depth and breadth of content, usage retention requirements, etc., to determine a content strategy.
6. Establish content migration guidelines and recommendations, including:
 - What data should be restructured and migrated to SharePoint Online.
 - What content types, file types and sizes cannot be migrated
 - How to deal with content version history.
 - How to maximise search results for end user.
7. Design taxonomy if required, or global term store settings including content types and metadata. Allow for the ability for user created metadata at file level.
8. Define and document a data migration strategy, and define the migration plan, including:
 - Migration software either Microsoft or consultant provided.
 - Approach for preparing and verifying content and data for automatic versus manual migration.
 - Assigning appropriate metadata.
 - Roles and responsibilities of consultant.
 - Roles and responsibilities of GTC.
 - Appropriate training for GTC.
 - Migration validation and GTC verification and approval.
 - Migration assumptions.
9. Review the existing MS Teams setup and recommend optimised setup to:
 - Collaborate and connect with anyone.
 - Collaborate and work on projects in a secure environment.
 - Video, phone, chat, send posts, share files, and collaborate in real time.
 - Share documents securely without worrying about version control.
 - Host online meetings.
 - Connect with communities on projects.
 - Work efficiently, saving time.
10. Provide admin/end-user training sessions and documentation customised to the proposed solution. Deliverables should include, but not be limited to:
 - Navigate O365, the new SPO environment, and all new processes (i.e., requesting a site, search and search results, etc.)
 - Training plan based on the proposed solution that addresses change management and long-term adoption needs.
 - Create user guides that provide step-by-step instructions.
 - Content Owner training.

3 Response Requirements

3.1 Overview

1. Company description.
2. Experience in implementing the proposed solutions.
3. Detailed list of functional and non-functional inclusions (what GTC get).
4. Limitations and assumptions made in defining the proposed solutions (what we could get).
5. References from current clients that have undergone similar implementation projects.
6. Minimum system requirements to optimise use and experience of the proposed solution:
7. Security requirements to ensure backups, access controls, and disaster recovery planning are concurrent.
8. Backup services covered by the proposed solution.

Implementation Services

9. Proposed implementation approach.
10. Detailed project plan outlining the proposed governance, approach, timeline, and milestones. Extent of data preparation and migration requirements included in the proposed solution scope.
11. RACI model outlining clear Responsibility and Accountability for specific, proposed, and/or excluded tasks identified in the project plan.
12. Preferred continuous implementation windows which avoid conflicts with Councils year-end and other resource intensive periods.
13. Training, including the type and extent of training, who it will be provided to, and the amount of training hours included in the proposed solution.

Post Implementation Services

14. Post-implementation support plan, including service levels for response times, and additional and optional support costs.
15. Additional service options Council may wish to consider.
16. Minimum level of Council officer support required for the quoted services and price.

Licensing

17. License proposed.
18. License restrictions or limitations.
19. License terms and conditions, including renewal and upgrade options.
20. License costs.
21. Licensing annual increases over a forward 5-year period.

3.2 Pricing Model

GTC seeks a fixed price solution for the implementation services. The RMS and SPO projects can be split.

The proposal should offer competitive and transparent pricing, including a clear itemisation of costs for licensing, direct and sub-contracted implementation consulting support services, managed services fees, expenses, and any other relevant expenses. All prices are to be proposed in AUD.

Pricing must:

- Be itemised.
- Indicate where discounts have been applied for tiered pricing structures.
- Where there are multiple implementation phases, be broken down by implementation phases.
- Include costs for additional hourly and daily rates, by role.
- Include total travel related expenses, plus estimation assumptions (e.g., # of trips, inclusions etc.).

4 Evaluation Criteria

4.1 Ownership of Documents and Content

Proposals will be evaluated based on the following criteria:

- **Proposed project scope:** The proposal should present a clear and detailed response to Section 2 – Scope of Work and include project scope, approach, project plan and highlight how the proposed solution addresses Council's requirements.
- **Clarity and comprehensiveness of the proposal:** The proposal should be well-structured, easy to understand, and thoroughly address all requirements outlined in the RFP. It should demonstrate quality and clarity of deliverables.
- **Qualifications and expertise of the organisation and proposed implementation team:** The proposal should demonstrate the skill and experience of the organisation and implementation resources, showcasing their relevant experience and implementation expertise and the ability to successfully deliver the project, including training, and supporting the proposed services.
- **Delivery timeframe:** The proposal should provide a realistic and feasible timeline for the project's completion, considering Council's preferred implementation window.
- **Pricing structure and cost-effectiveness:** The proposal should offer competitive and transparent pricing, including clearly itemised costs for licensing, implementation consulting support services, managed services fees, travel expenses, accommodation expenses, and any other relevant expenses.
- **Client references and testimonials:** From three (3) organisations operating in the local government sector. It would also be beneficial for Council to understand where other Tasmanian organisations are clients.

4.2 Demonstrations and Presentations

Council will invite short-listed vendors to present their response and provide product demonstrations to council officers. Options will be provided for either onsite or remote demonstrations and held in June 2024.

4.3 Assumptions

- The scope of the project will remain consistent with the information provided in the RFP.
- Any changes to the project scope or requirements will be communicated in a timely manner by the Council and may result in adjustments to timelines or costs.
- The proposed implementation approach will ensure minimal disruption to ongoing business operations.
- Council will provide timely access to required information, resources, and personnel during the project.
- The council will endeavor to ensure current system service providers cooperate fully and promptly throughout the assessment process.
- If successful, preferred suppliers will have access to the necessary expertise to ensure a successful implementation, including project management, technical, and training resources.
- Council will actively participate in decision-making, testing, and approval processes throughout the project.

- The proposed solution will comply with relevant regulations, industry standards, and best practices.
- All costs submitted in the proposal will remain valid for a specified period, allowing Council sufficient time to evaluate and decide.
- The proposed implementation windows will consider the Council's year-end and other resource intensive periods.
- If successful, the preferred supplier will provide ongoing support and assistance in resolving any issues that may arise during and after the implementation.
- Council will be responsible for any data cleansing tasks not explicitly included in the preferred supplier's proposal.
- Any additional costs or services not specified in the proposal will be negotiated and agreed upon by both parties before commencing work.
- Council will provide a project manager or contact person to coordinate and facilitate communication between the preferred supplier and Council officers.

5 Award and Formation of Contract

If the Council determines that the quality and comprehensiveness of the RFP submission is insufficient, it reserves the right to launch subsequent processes as needed to guarantee the selection of the most appropriate solution and service provider. For the avoidance of doubt, GTC is under no obligation to accept any proposals and may in its absolute discretion:

- (a) Cease to proceed with the process outlined in the RFP.
- (b) Not proceed with the RFP, and not to enter any contract.
- (c) Call for new proposals.
- (d) Accept or reject any proposal that does not comply with this RFP.

The successful vendor will be required to sign a contract supplemented by the addition of relevant information, requirements, or variations:

- (a) Contained in the successful proposal.
- (b) Arising during the proposal evaluation.
- (c) Required by law, including insurances; and
- (d) Arising out of discussions and negotiations.

No contractual relationship or other obligation arises between GTC and a vendor until GTC and the successful vendor formally exchange signed counterparts of the Contract.

END OF DOCUMENT