

**The Public School and Education Employee
Retirement Systems of Missouri (PSRS/PEERS)**

3210 W. Truman Blvd. • Jefferson City, MO • 65109



Records Governance Consultation

Prepared: April 21, 2016

REQUEST FOR PROPOSAL

Primary Contact: Douglas Schwartz

Email: DSchwartz@psrsmo.org

Phone: 573.638.2141

Table of Contents

I.	Introduction and Background	3
II.	Purpose of the Request for Proposal	3
III.	Scope of Services	3
IV.	Proposal Specifications	4
	A. Response Deadlines	4
	B. Contacts	4
	C. Questions Relating to RFP	4
V.	Selection Process	4
VI.	Tentative Timetable	5
VII.	Proposal Content	5
	A. Company Data	5
	B. Company Contact Information	5
	C. Work Plan	6
	D. References	6
	E. Cost	6
	F. Additional Information	6
VIII.	Terms and Conditions	6

I. Introduction and Background:

The Public School and Education Employee Retirement Systems of Missouri (PSRS/PEERS) provide service retirement, disability, and survivor benefits for more than 120,000 active and over 82,000 retired Missouri public school teachers, school employees, and their families.

Together, PSRS and PEERS are one of the 50 largest defined benefit plans in the United States with approximately \$37.3 billion in assets. The organization consists of approximately 130 users in a single location in Jefferson City, Missouri. The line-of-business application utilizes FileNet to store membership records. We also utilize SharePoint 2010 libraries, File Shares and Exchange 2013 to store other business records and correspondence. The organization does not have an existing Records Governance Policy or Records Management processes in place today.

II. Purpose of the Request for Proposal

PSRS/PEERS is requesting consultation proposals for Records / Information Management and Governance. The organization is looking for guidance in policy development, technology assessment and procurement, and resulting business process change management.

III. Scope of Services / Deliverables

The following information should be used to determine the scope of this project and provide pricing for this engagement:

- A. Assist with Records Governance Policy creation
 - 1. Review existing records inventories and retention schedules
 - 2. Research pertinent regulations and compliance risks
 - 3. Produce policy for Executive approval
- B. Assist with Technology Assessment
 - 1. Review existing record and data silos
 - 2. Review existing technological capabilities
 - 3. Recommend technology changes and procurements
 - 4. Produce RFP for needed technology procurement
 - 5. Assist with RFP response evaluation and selection
- C. Assist with Policy and Technology Implementation and Alignment
 - 1. Provide oversight for technology implementation and configuration to ensure adherence to governance policy
 - 2. Assist with user education and documentation of changes to business processes under new policy
 - 3. Assist with migration planning for existing record and data silos to new technology

IV. Proposal Specifications

Award of the contract resulting from this RFP will be based upon the most responsive Vendor whose offer will be the most advantageous to PSRS/PEERS in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

PSRS/PEERS reserve the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor
- Accept other than the lowest price offered
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers

A. Response Deadlines

The completed Response must be received by 5:00pm CST, June 3, 2016. Responses received after the response deadline will not be considered.

B. Contacts

Contact person for all responses and communications:

Douglas Schwartz
Purchasing Analyst
PSRS/PEERS
P.O. Box 268
Jefferson City, MO 65102
573-638-5290
Fax: 573-634-7934
Email: DSchwartz@psrsmo.org

C. Questions Relating to this RFP

All questions concerning this RFP must be received in writing by fax or email by the contact person by 5:00pm CST, May 6, 2016. Compilation of questions and answers will be returned to known vendor contacts and made available through the PSRS/PEERS website.

V. Selection Process

PSRS/PEERS staff will evaluate all timely and complete responses. PSRS/PEERS reserve the right to request that any response be clarified or supplemented.

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills PSRS/PEERS stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated service in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal.

PSRS/PEERS may, at their discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such prospective Vendors.

VI. Tentative Timetable

The following is the tentative time schedule for PSRS/PEERS' search for firms to provide the requested information. All dates are subject to modification by PSRS/PEERS

- | | |
|---------------------------------------|----------------|
| • Issuance of RFP | April 25, 2016 |
| • Question Deadline | May 6, 2016 |
| • PSRS/PEERS response to questions | May 11, 2016 |
| • RFP response deadline | June 3, 2016 |
| • Selection Made/Project commencement | July 1, 2016 |

VII. Proposal Content

At a minimum, the proposal should include the following information:

A. Company Data

Include a summary of your company including the length of time in business, narrative of your company's qualifications to perform the work identified in this proposal, and a brief narrative of similar projects completed.

B. Company Contact Information

Include contact data for the primary contact on this RFP. Include name, title, and contact information for the staff you plan to assign to this project. Also include a brief bio for each staff member assigned to this project including their experience, education and work history with your company.

C. Work Plan

- Detailed project approach including a description of steps the vendor will take to complete this project including a timeline for each step.
- Description of how the vendor will consult with PSRS/PEERS staff during the course of this project.
- A description of any potential problems anticipated in completing the project scope and the vendor’s approach to resolving these problems
- Any special assistance that will be requested from PSRS/PEERS staff.

D. References

- Provide three (3) clients that we can use as references. The preference is for organizations similar in size and industry to PSRS/PEERS.
- Contact data for the three references.
- Description of the scope of the project.
- Beginning and ending dates of the project.

E. Cost

Section III – Scope of Services / Deliverables outlines three distinct phases or sets of activity. Please submit cost estimates in the following way for each phase:

- A. Assist with Records Governance Policy creation – Fixed Price
- B. Assist with Technology Assessment – Fixed Price
- C. Assist with Policy and Technology Implementation and Alignment – Time and Materials

We believe the first two phases to be more measurable and based on a deliverable whereas the third phase contains too many unknowns at this time for a vendor to reasonably cost out. This does not mean that PSRS/PEERS intends to award separate contracts. This simply allows for more successful planning and budgeting. Please separately detail any anticipated out-of-pocket reimbursable expenses to be billed to PSRS/PEERS.

F. Additional Information

Provide any additional information you believe is relevant to this project.

VIII. Terms and Conditions

PSRS/PEERS makes no representations or warranties, expressed or implied, as to the accuracy or completeness of the information in the RFP and nothing contained herein is or shall be relied upon as a promise or representation, whether as to the past or the future. The RFP does not purport to contain all of the information that may be required to evaluate the RFP and any recipient hereof should conduct its own independent analysis of PSRS/PEERS and the data contained or referenced herein. PSRS/PEERS does not anticipate updating or otherwise revising the RFP. However, this RFP may be withdrawn, modified, or re-circulated at any time at the sole discretion of PSRS/PEERS.

PSRS/PEERS reserves the right, at its sole discretion and without giving reasons or notice, at any time and in any respect, to alter these procedures, to change and alter any and all criteria, to terminate discussions, to accept or reject any response, in whole or in part, to negotiate modifications or revisions to a response and to negotiate with any one or more respondents to the RFP.

PSRS/PEERS is not and will not be under any obligation to accept, review or consider any response to the RFP, and is not and will not be under any obligation to accept the lowest offer submitted or any offer at all. PSRS/PEERS is not and will not be under any obligation to any recipient of, or any respondent to, the RFP except as expressly stated in any binding agreement ultimately entered into with one or more parties, either as part of this RFP process, or otherwise.

This RFP is not an offer but a request to receive a response. PSRS/PEERS will consider a response as an offer to develop an agreement based upon the contents of the response. Respondents agree that the contents of their responses are valid for one year from the date of submission. PSRS/PEERS will not be liable for any cost incurred in the preparation of a response and will not reimburse any respondents for their submission. Expenses related to the production of a response are the sole responsibility of the respondent.

Vendor acknowledges that, pursuant to the Missouri Open Records Act, section 610.010, et seq., PSRS/PEERS may be required to release to third parties all information provided by Vendor in response to this RFP, regardless if such information is labeled "confidential," "proprietary" or is otherwise intended by Vendor not to be released to third parties, without providing advance notice to Vendor of a request for such information or the release of such information.