REQUEST FOR PROPOSALS: RECORDS MANAGEMENT PROJECT

The Southern Poverty Law Center (SPLC) requests proposals for Records and Electronic Content Management Policy and Software Implementations Services. The purpose of this Request for Proposals (RFP) is to solicit proposals from qualified solution providers capable of demonstrating the organizational, functional, and technical capacities to provide a comprehensive Records Management System / Electronic Content System (RCM/ECM) solution that meets the Center’s needs.

The SPLC desires to see proposals that provide both On-Premise and Cloud-Based SaaS (Software as a Service) for both system functionality and data/document/records storage. The SPLC also desires to see proposals for updating existing record retention policies, along with solutions for continued compliance with relevant statutory requirements at the federal, state, and local levels.

Records Management Project

I. Introduction

The Southern Poverty Law Center is seeking proposals from consulting firms for the design of a records management program for the Center. The Center will be accepting proposals in the form of one (1) electronic copy and one (1) hard copy of the proposal and scope. Questions regarding the RFP should be directed to Sybil Hadley at sybil.hadley@splcenter.org or (470) 457-0836 by March 18, 2022 at 5:00 p.m. The deadline for proposal submissions is March 25, 2022, at 2:00 p.m.

Email proposals to:
Sybil Hadley
sybil.hadley@splcenter.org

Mail/Deliver proposals to:
400 Washington Avenue
Montgomery, Alabama 36104

II. Objectives of the Project

Some challenges the Center is facing include:

a. Paper Files. The Center is largely dependent on paper files which are physically stored in numerous filing cabinets throughout our offices. Challenges that stem from dependence on paper files include, but are not limited to:

i. Manual Filing. Paper must be processed manually which demands an inefficient allocation of time and resources. As the Center continues to grow, the volume of paper increases, exacerbating already existing challenges.

ii. Manual Workflow. Routing physical documents for review and/or approval requires manual workflows far less efficient than electronic alternatives.
b. **Electronic Files.** The Center employs Laserfiche for electronic records storage. The Center also relies on free software and various cloud-based solutions to retain records. Not all departments use Laserfiche and, therefore, files can be duplicated in (1) a central file structure and (2) on local desktops throughout the Center.

c. **Document Tracking.** Various Center documents, including those involving binding legal commitments and privileged communications, require several levels of review and approval. The Center often relies on e-mails or phone conversations to accomplish these tasks. This process would be streamlined by an intuitive, centralized electronic file storage system.

In sum, an RCM/ECM would greatly improve the Center's efficiency and directly address these (and related) problems.

### III. Submission Requirements

a. **Firm Information & Qualifications.** Firms must be qualified to perform the services requested. Please include information about relevant firm experience, the number of years the firm has operated, and any specialized expertise. Further, please specify any and all consultants or contractors you anticipate hiring, noting their disciplines. Include resumes and other information as to the firm's qualifications.

b. **Personnel.** Include the names, qualifications, and relevant experience of any and all personnel you expect to assign to the job. Please provide a chart of all personnel names, qualifications, and relevant registrations and certifications.

c. **Approach and Timeline.** All submissions should include a thorough assessment of the approach the firm will take (methods and timelines) to address the “Scope of Services” section of this RFP. Further, all submissions should display a clear understanding of the services requested.

d. **Projected Costs.** Provide both (1) a schedule of proposed total fees for the proposal, broken down into discrete action items and (2) a list of hourly rates for the services and personnel you plan to employ.

e. **References.** Please provide, for the firm and its consultants and subcontractors, reference information and a short project description for no less than three (3) current clients. Relevant projects should have been completed in the last four (4) years and similar to the services requested by this RFP. Be sure to include the following:

   i. Client name;
   ii. Name and title of primary client contact;
   iii. Contact information (phone number, fax number, e-mail address, mailing address) of primary client contact; and
   iv. A brief description of the services provided, the location where they were provided, and the dates they were provided.

### IV. Scope of Services

The primary elements of this RFP include the discovery and assessment of existing records and policies for record retention. Services shall include discovery and assessment sessions to develop a detailed plan for a robust Records Management Program.

**Tasks:**

a. **Interviews.** On-site assessment and discovery interview sessions with team members from across the Center’s departments. The focus is to identify record repositories and retention practices and evaluate
how they can be reformed pursuant to previously stated objectives.

b. **Assess Record Requirements.** Assess current local, state, and federal record retention requirements and the types of records generated by the Center.

c. **Assess Storage Systems.** Assess current systems used to store records and assist with policy creation and implementation of hot and cold storage systems.

d. **Data Classification.** Evaluate current taxonomy and metadata implementation.

e. **Inventory.** Assess current inventory systems and practices from off-site record storage providers.

f. **Record Destruction.** Assess adherence to the Center’s record retention and destruction policies; confirm compliance with applicable law.

g. **Efficiency.** Note and reform areas of record duplication.

**Deliverables:**

a. **Plan/Timeline.** Provide work plan and timeline for completion of the discovery and assessment of existing records, systems, and retention / storage procedures.

b. **Prepare Report.** Prepare a report with comprehensive findings following discovery and assessment.

c. **Stakeholder Meeting.** Lead an on-site presentation of findings to the Center’s chosen stakeholders.

d. **Recommend Retention Processes.** Make recommendations for available record generation and retention processes.

e. **Evaluate Costs.** Assess costs and implementations practices for automated record processes.

f. **Impact Reduction.** Assess capacity to reduce impacts to existing and potential document users and resources. Minimize impacts to processes that access, use, generate, store, or destroy records. Minimize new, onerous requirements and processes.

g. **Maximize Accessibility.** Recommend practices and policies which maximize accessibility of documents for business and transparency functions.

h. **Minimize Costs.** Recommend approaches that minimize short- and long-term costs associated with document management, including costs associated with on- and off-site document filing, storage, and retrieval.

i. **Minimize Liability.** Recommend practices for minimizing Center liability associated with the retention and destruction of documents under applicable law.

j. **Document Destruction.** Recommend document destruction, transference, and conversion practices.

k. **Infrastructure.** Identify physical space and equipment required for filing records; determine if off-site record storage can be reduced or eliminated to minimize Center costs.
l. **Policy Promulgation.** Offer guidance on effective adoption of new policies, processes, and procedures as necessary.

m. **Change Management.** Recommend processes for change management, training, and other program management.

n. **Additional Recommendations.** Make any additional recommendations as necessary.

o. **Work Plan.** Establish schedule for the implementation of recommended changes (include benchmarks and phases).