

Park Employees' & Retirement Board Employees'
Annuity & Benefit Fund of Chicago

REQUEST FOR PROPOSAL (RFP)

Document Digitalization and Records Inventory Services

Background:

This Request for Proposal (“RFP”) is issued by the Park Employees’ and Retirement Board Employees’ Annuity and Benefit Fund of Chicago (the “PEABF” or the “Fund”) to solicit proposals from Respondents (“Respondent”), about providing a document digitalization and record inventory services for PEABF. Proposals will be gathered from several different organizations and used to evaluate provider options for PEABF. The Fund wishes to contract with a single vendor with demonstrated experience in implementing these services for retirement systems.

The PEABF is a statutorily created public pension plan administered pursuant to Article XII of the Illinois Pension Code (40 ILCS 5/12-101, *et seq.*). The PEABF has nine full-time staff members and is governed by a seven-member Board of Trustees (the “Board”). More information about the Fund is available at www.chicagoparkpension.org.

Information about the Fund’s Document Management and Storage:

We use Docuware for a document imaging and management system, and has documents stored onsite at the Fund’s offices and offsite with a third-party vendor.

The Fund also maintains and stores data regarding its participants and beneficiaries that contains personal information that is confidential pursuant to the Illinois Personal Information Protection Act (the “Privacy Act”) and the Health Insurance Portability and Accountability Act of 1996 (“HIPPA”).

Minimum Qualifications

The following minimum qualifications must be met in order for proposals to be eligible for evaluation:

- The vendor must have been in the record digitalization and inventory business for the past five years.
- The vendor must have three references related to similar engagements.

Scope of Work

The scope of work for this RFP includes:

- Full inventory of Fund records stored onsite and offsite.
- Full digitalization of all required Fund records with proper naming conventions and indexing.
- Data entry of required information into the Fund’s pension administration system.
- Function as the Fund’s Records Supervisor as described in the Fund’s Record Retention Policy, which can be located at <https://www.chicagoparkpension.org/about-us/policies/>
-
- Reduction of all possible paper records stored onsite and offsite.

Organization Qualifications and Background

- a. Describe your firm's strengths, highlighting the aspects of your service that make you unique from your competition.
- b. Provide a description of your company, including historical background, number of staff, number and location of offices and information demonstrating the financial strength of your company.
- c. Provide an organizational chart of the proposed team, primary point of contact, and the roles and responsibilities of the team members.

Clients and References

- a. Provide a list of at least three retirement systems (similar in size to this Fund) for which your firm currently provides services. Provide the email address, telephone number, name and title of the person who may be contacted for reference. Please obtain prior authorization for us to contact each reference.
- b. Provide a list of all clients by which your firm was terminated for cause in the past 5 years.

Other

- a. Describe any other services you provide not covered in previous sections.
- b. Provide your firm's levels of insurance coverage for cyber security, general liability, and errors and omission. Will you provide certificates of insurance coverage if your firm is hired and annually thereafter?

Conflicts of Interest & Due Diligence

- a. List any potential conflicts of interest the Respondent may encounter, including but not limited to any business or personal relationship with and of the Fund's Trustees, staff, or vendors. A list of the Fund's current vendors is located at <https://www.chicagoparkpension.org/wp-content/uploads/2018/vendorlistingforwebsite.pdf>.
- b. The PEABF has adopted an Ethics Policy that is located at <https://www.chicagoparkpension.org/wp-content/uploads/2019/02/ethics-pol-201103.pdf>. Respondents, the Fund's trustees, staff, and vendors shall comply with the Ethics Policy at all times.
- c. Provide the details of any threatened or actual legal action, regulatory proceeding, or investigation in the last ten (10) years involving any services provided by the Respondent or its principals or team members.

Compensation

- a. Describe the Respondent's compensation structure for the proposed services discussed in this RFP. State any special considerations with respect to billing or payment of fees and expenses that the Respondent offers and that you believe would differentiate the Respondent and make the Respondent's services more cost effective to the PEABF. State whether any discounted fees are available to the PEABF as a public pension fund. The proposed compensation structure should be the most favorable terms offered to similar clients.
- b. Contingent and placement fees are prohibited, and the Respondent must certify that no fees, commissions, or payments of any type have been or will be paid to any third party in connection with any services provided to the PEABF.
- c. The PEABF is a tax-exempt entity and does not pay Illinois sales tax and sales tax should be excluded from the proposal.

Cybersecurity

The Fund expects that the Respondent will comply with industry best practices related to cybersecurity, including but not limited to the U.S. Department of Labor's Cybersecurity Program Best Practices and the requirements of the State of Illinois Cybersecurity Strategy and the NIST Cybersecurity Framework. Describe in detail Respondent's practices with respect to cybersecurity, including the security and protection measures you take to prevent cyber-attacks and security breaches, your expected response time to notify the PEABF of a cyber-attack or security breach, and the actions you will take to remedy such breach and mitigate damages.

Term of the Engagement

The term of the engagement shall be for up to five years and will be governed by the negotiated contract or agreement.

Agreement

- a. Provide a sample of the Respondent's standard service agreement and any other documentation that would have to be executed by the Fund.

PEABF Disclosures

- a. Identify any subcontractors you would use to provide the requested services and describe in detail what services the subcontractors would provide.
- b. It is the policy of the Fund to encourage vendor participation involving Minority Business Enterprises, Women-owned Business Enterprises, or a Business Owned by a Person with a Disability ("MWDBE"), as such terms are defined in the Illinois Business Enterprise for Minorities, Females and Persons with Disabilities Act. State whether Respondent is a MWDBE and, if so, provide certification. Respondents that are MWDBE and meet the criteria of this RFP will have the opportunity to present as a finalist. If there are multiple Respondents that are

MWDBE and meet the criteria, then the Fund's Executive Director or the Board may choose the most qualified vendor(s) to present as a finalist.

c. In addition, Respondents should disclose the following numerical data as part of the information provided to the Fund pursuant to this RFP:

(a) The number of the Respondent's staff who are MWDBE.

(b) The number of contracts, oral or written, that the Respondent has in place for consulting services and professional and artistic services that constitute a MWDBE; and

(c) The number of contracts, oral or written, that the Respondent has in place for consulting services and professional and artistic services where more than 50% of services performed pursuant to a contract are performed by a MWDBE.

Selection Criteria & Process

Selection Criteria

PEABF will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. PEABF is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

- Completeness of proposal
- Expertise and experience
- Demonstrated customer service quality and support.
- Previous relevant experience
- Vendor strength, stability, and technical ability
- Account management
- Demonstrated understanding of the work to be performed
- Financial considerations
- Ability to achieve completion of implementation by stated target date.

Selection Process

All responses will be evaluated as received and included in the following process:

- Review of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of up to 2-3 final candidates to conduct in-depth review of capabilities, including possible on-site interviews and presentations.
- Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

Finalist Presentations

The PEABF may hold presentations with one or more Respondents as indicated in the *Key Dates* table. The presentations will likely be held at the PEABF offices at 55 East Monroe Street, Suite 2720, Chicago, Illinois 60603 and we will try to provide the finalist Respondents with as much advance notice as possible.

Task	Est. Completion Date
RFP Distributed	December 20, 2021
Questions Due	January 3, 2022
Questions & Answers Posted	January 10, 2022
RFP Responses Due	January 17, 2022
Response Analysis / Finalists Selection	January 31, 2022
Finalist Presentations	February 17, 2022
Selection / Award Contract	March 1, 2022

Conclusion

This RFP does not constitute an offer, should not be considered a contract with the PEABF, and the PEABF may amend or terminate this RFP at any time without prior notice. This RFP is solely a request for proposal from qualified Respondents capable of providing the services described within.

The term of any future engagement will be governed by the negotiated contract or agreement with the PEABF. The Respondent's response to this RFP is to be prepared at the Respondent's sole cost and expense.

The information that a Respondent submits will be subject to the Illinois Freedom of Information Act (5 ILCS 140/1 *et seq.*) ("FOIA"). FOIA provides generally that all records in the custody or possession of a public body are presumed to be open to inspection or copying. The PEABF will determine, in its sole discretion, whether the materials prepared in connection with this RFP are subject to public disclosure pursuant to FOIA. By submitting information pursuant to this RFP, the Respondent agrees to indemnify, save, and hold the PEABF harmless from and against any and all claims arising from or relating to PEABF's complete or partial disclosure of the Respondent's information if the PEABF determines, in its sole discretion, that such disclosure is required by law.

If a Respondent is interested in providing any information to the Fund related to this RFP, please email the Respondent's information to services@chicagoparkpension.org. The submission should include a cover letter on letterhead signed by an individual authorized to bind the Respondent and should include a statement that the Respondent can perform the Services described in this RFP and that the offer and the compensation structure will remain in full force and effect for six months from the date of the submission. Note that, under 40 ILCS 5/1-135, any person who knowingly makes any false statement or falsifies or permits to be falsified any record in an attempt to defraud the Fund is guilty of a Class 3 felony.

Responses will be accepted until 4pm on January 17, 2022. Any questions regarding the RFP should be submitted by 4pm on January 3, 2022, to services@chicagoparkpension.org. Questions and answers will be posted on January 10, 2022, as additional information on the Fund's website.