



## Request for Proposal: FileNet/Datacap Support Services

**All questions must be submitted in writing by:**

September 25, 2023

**Proposals due:**

October 20, 2023, by 5 PM PST

**Questions and proposals sent to:**

San Diego County Employees Retirement Association  
Mary Ball, Chief Operations Officer  
Email: [mball@sdcera.org](mailto:mball@sdcera.org)

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## 1. INTRODUCTION

### 1.1. Purpose

The San Diego County Employees Retirement Association (SDCERA) is requesting bids from qualifying firms to perform administration, maintenance, support, and consulting services for its IBM FileNet and Datacap application.

### 1.2. Important Dates

|                                     |                               |
|-------------------------------------|-------------------------------|
| Request for Proposal (RFP) Issued   | September 11, 2023            |
| Questions Due Date                  | September 25, 2023            |
| SDCERA Responses                    | September 29, 2023            |
| Proposal Submission Due Date        | October 20, 2023 5:00 pm PST  |
| SDCERA Proposal Evaluation          | October 23-November 3, 2023   |
| Selection, Negotiation, and Award   | November 6-17, 2023           |
| Execute Contract Agreement          | November 17, 2023             |
| Vendor-to-Vendor Knowledge Transfer | November 20-December 29, 2023 |

### 1.3. Background

SDCERA is a public retirement system established by the County of San Diego (County) on July 1, 1939, pursuant to California’s County Employees Retirement Law of 1937. SDCERA administers retirement, disability, and survivor benefits for more than 49,000 members who are active, retired, or former employees of the County (SDCERA’s Plan Sponsor) or one of SDCERA’s four (4) Participating Employers (the San Diego Local Agency Formation Commission, the San Dieguito River Park Joint Powers Authority, the San Diego County Office of Education, and the Superior Court of California – County of San Diego) or their beneficiaries. SDCERA has over \$16 billion in assets under management for current and future benefits. SDCERA is governed by an independent, nine-member Board of Retirement with two alternate members.

### 1.4. SDCERA’s Information Technology

SDCERA’s Information Technology (IT) is involved in every aspect of the day-to-day business operations. IT covers the planning, building, operations and management of the technology services, end-user devices, networks, security, and applications. IT works under contract with an information technology outsourcer, Peraton Inc., who assists in the overall delivery of services.

The IT environment for SDCERA is a hybrid, with limited on-premises services and most of the technology footprint hosted in the Amazon Web Services (AWS) government cloud services – this

includes IBM FileNet and Datacap. FileNet and Datacap integrate with our Pension Administration System (aka CPAS). End user devices are standardized hardware all running Windows 11Pro running 22H2 (with exception of three scanning stations which are currently running Windows 10 21H2). Azure Hybrid Active Directory is the authentication source. Akamai Enterprise Application Access provides secure remote access – all vendors are required to use Akamai with MFA for access.

## 2. OBJECTIVE AND SCOPE

SDCERA is seeking qualified firms to provide software licensing management, consulting, engineering, administration, and daily operational support for its IBM FileNet and DataCap applications, as well as support for accessory equipment (Scanners). These services will be coordinated with the SDCERA internal IT department and SDCERA Information Technology Outsourcer (ITO) Peraton, Inc. Peraton is primarily responsible for the infrastructure that hosts the application. The IBM FileNet and DataCap environment utilizes Kubernetes architecture for high availability on the AWS platform. Competency in configuring and managing the application in Kubernetes is essential.

The ideal firm must understand the IBM FileNet and DataCap applications, be familiar with and be able to respond to SDCERA on ways to expand and/or utilize the applications for other purposes in the Document Management realm – for example implementing the use of workflows, enhanced document/data capture techniques, selective encryption, and immutability of data, etc.

### 2.1. Scope of Work

- Application maintenance, support, and remote administration of the SDCERA FileNet and Datacap installation. Including but not limited to user administration; incident response; system monitoring; troubleshooting; error resolution; bug fixes; software purchase and renewals, upgrades, and patches; certificate renewals; application work or adjustments resulting from hardware maintenance and upgrades (e.g., OS changes, OS patching, OS security patching); and consulting services as needed. Full details are available in the Statement of Work (Appendix A).
- Incident response within defined Service Level Agreements between the hours of 6 AM and 6 PM Pacific Standard Time (PST), Monday through Friday. In general, vendor will not be required to provide incident management support services on SDCERA recognized holidays unless previously agreed upon in advance (Appendix B).
- Maintain and update system documentation as needed.

- Regular check-in calls and reports as applicable (e.g., project status reports and incident support and administrative activity summary reports).
- Change control and change management activities.
- Participate in knowledge transfer activities with current vendor and provide knowledge transfer to future vendors if/when applicable.

## 2.2. Current Application Environment

- Software:
  - FileNet Content Navigator: version 3.0.11
  - Datacap: version 9.1.9
  - Drivers for scanner devices
- Hardware:
  - Scanners: three (3) scanners; two (2) Fujitsu 7160 devices and one (1) Fujitsu 7140 device
- Other:
  - Webservice API with retirement administration system
  - Integration between FileNet and Datacap
  - AWS cloud-based w/use of Kubernetes

## 2.3. Intellectual Property

SDCERA and vendor shall maintain ownership of all intellectual property each owns or controls as of the contract Effective Date, or that it develops or acquires thereafter.

## 3. WORK LOCATION

Vendor will perform work remotely from their headquarters or satellite location via remote secure access.

## 4. PROPOSAL REQUIREMENTS

### 4.1. Information to include in the Proposal

To be eligible for consideration, proposals should be received no later than 5 PM PST on October 20, 2023.

- Describe the proposed approach and/or methodology for the engagement to address the objectives and scope included in the Statement of Work.

- Provide the proposed format of the change log and other contract deliverables included in the Statement of Work (Appendix A).
- Provide the firm's qualifications to perform administrative and support activities related to the scope of work and methodology. Qualifications should include, but not be limited to: experience working in AWS, Kubernetes, FileNet, and Datacap.
- Provide the team member qualifications for this engagement. Include biographies and/or resumes with a clear description of the education, knowledge, and relevant experience. Include any certifications or professional credentials to show the team member's experience.
- Provide a minimum of three (3) customer references from similar engagements.
- Provide proof of current IBM Preferred Vendor status for FileNet.
- Provide three (3) proposed fee structures: 1) Time & Materials (T&M) for all services (hourly), 2) Firm Fixed Price (FFP) for all services (monthly), and 3) Hybrid – FFP for administrative activities and T&M for support activities. It is at the vendor's discretion if they would like to provide a fourth pricing option.
- Provide a list of any exceptions to the SDCERA Contract Template (Appendix C).
- Include any documents SDCERA will be expected to acknowledge or sign as part of any negotiated contract.

## 4.2. Criteria

Proposals will be evaluated on the following criteria:

- The proposed approach and methodology to address the scope of work.
- The firm and team members' qualifications.
- Pricing proposal. Each proposal will be compared, but selection of the firm will not be based solely on the lowest bid.

## 4.3. Selection Process

SDCERA staff will review all proposals to determine timeliness and completeness. Any proposal that does not address all requested requirements or is not submitted on time may be rejected, at SDCERA's sole discretion. Staff will evaluate all proposals based on the criteria stated above.

During the evaluation process, respondents may be requested to provide additional information and/or clarify the contents of their proposal. Other than information requested by SDCERA, alterations to proposals or new information provided after the filing date will not be accepted. SDCERA reserves the right to negotiate pricing where it is determined that the low bid is not the strongest overall proposal.

From the issue date of this RFP until a successful Respondent is selected and the selection is announced; Respondents are not allowed to communicate, for any reason, with SDCERA staff or trustees regarding this procurement, except through the procurement contact Mary Ball. SDCERA shall reserve the right to reject the proposal for violation of this provision.

The point of contact for questions and all other contractual matters relating to this RFP is Mary Ball, Chief Operations Officer. Ms. Ball may be reached by email at [mball@sdcera.org](mailto:mball@sdcera.org).

## 5. GENERAL

SDCERA 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 Proposal, in whole or in part, to negotiate modifications or revisions to a Proposal and to negotiate with any one or more Respondents to the RFP.

SDCERA is not and will not be under any obligation to accept, review or consider any Proposal to the RFP, and is not and will not be under any obligation to accept the lowest offer submitted or any offer at all.

SDCERA 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 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 Proposal. SDCERA will consider a Proposal as an offer to develop an agreement based upon the contents of the Proposal. Respondents agree that the contents of their Proposals are valid for 180-days from the date of submission. SDCERA will not be liable for any cost incurred in the preparation of a Proposal and will not reimburse any Respondents for their submission. Expenses related to the production of a Proposal are the sole responsibility of the Respondent.

Any Proposal submitted will become the property of SDCERA. SDCERA reserves the right to retain all Proposals submitted, and to use any information contained in a Proposal except as otherwise prohibited by law.

Respondents who submit proposals in advance of the deadline may withdraw, modify, and resubmit proposals at any time prior to the deadline for submitting proposals. Respondents must notify Mary Ball in writing if they wish to withdraw their proposals. Notifications of intent to withdraw proposals may be delivered electronically via email, but responsibility for confirmation of the delivery and receipt by SDCERA rests solely with the Respondent.



## FileNet/DataCap Support Services RFP

Release Date: September 11, 2023

If a Respondent has any existing client relationship(s) that involve the County of San Diego, SDCERA staff or trustees, or Peraton, the Respondent must disclose such relationship(s).

SDCERA reserves the right to change the calendar of events or issue Addenda to the RFP at any time. SDCERA also reserves the right to cancel or reissue the RFP. Respondents should check BuyNet from time to time as any amendments or other RFP related materials will be posted there.

Use of SDCERA Contract Template is required upon contract award (Appendix C). If there are any exceptions to any of the provisions, please note them in your Proposal. Please also attach any documents SDCERA will be required to acknowledge or sign as part of any negotiated contract.