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**Contra Costa Water District  
Request for Proposal (#1820)  
Questions and Answers for Records Retention Consulting Services**

The District draws your attention to the following changes to the Request for Proposal #1820, dated October 4, 2017. The following information is provided to assist you in your proposal submittal. Please sign the bottom of the addendum and return in your proposal package. **The proposal submittal date has not been changed, it remains Friday, November 3, 2017 no later than 10:00 A.M.**

**Question:**

1. Can you please provide a copy of your current retention schedules as approved?

**Answer: Yes, please see attachment.**

**Question:**

2. Can you please provide your current Records Management Policy and any other policies relating to e-mail, social media and/or electronic documents separate from the RFP?

**Answer: Yes, please see attachment.**

**Question:**

3. Is the District currently working with any Records and Information Management consultant, and if so, which firm?

**Answer: No.**

**Question:**

4. Is the District using any electronic records/document/content management system, other than Sharepoint?

**Answer: The District has several servers that maintain records prior to using SharePoint.**

**Question:**

5. Are all designated departments located at the District offices in Concord, or are there departments in the Oakley and Brentwood locations? If so, which departments are located away from the administrative offices?

**Answer: Primary contacts for all departments are in Concord. Individuals working at other locations will be able to travel to Concord for all related meetings.**

**Question:**

6. What is the date on the current Retention Schedule?

**Answer: 1990 with a small amendment in 1997**

**Question:**

7. Who wrote the current Retention Schedule?

**Answer: Fisher Record Service.**

**Question:**

8. What other repositories of records exist besides SharePoint? Are shared drives commonly used? Are records stored in Outlook?

**Answer: The District has shared drives that employees have limited ability to save files at this time. Employees are directed to save files in SharePoint.**

**Question:**

9. Is there a procedure in place for tagging records in SharePoint?

**Answer: Official procedures are in place for some files, primarily Board related. Individual departments have discretion on tags at this time.**

**Question:**

10. How many department liaisons will be interviewed in the assessment phase of the project?

**Answer: Each department will have at least one liaison. Nine departments will be involved, but those departments may have multiple staff involved.**

**Question:**

11. Who do the department liaisons report to now?

**Answer: The District does not have a central reporting system at this time.**

**Question:**

12. How many, if any, records are stored offsite in a commercial records center and/or data vault?

**Answer: The District has over 84,000 records stored offsite.**

**Question:**

13. What is the current email practice? Are emails deleted after so many days? Are mailbox sizes limited to a certain number of gigabytes?

**Answer: The District does not have an enforced practice to manage email beyond appropriate use of email. Emails are not deleted on a regular schedule. Email box sizes are not limited at this time.**

**Question:**

14. Does the Water District use a document management or image management system currently? If yes, which one?

**Answer: The District started using SharePoint early in 2017.**

**Question:**

15. Where do inactive hard copy records get stored and do you use a database to track them?

**Answer: Currently, inactive hard copy records are stored off-site and the District uses that vendor's database to track folders/boxes.**

**Question:**

16. Will both of you serve as point of contact for the duration of the project?

**Answer: Yes, Jennifer Allen and Christine Helton will be the primary contacts for the duration of the project.**

**Question:**

17. What operating system is standard for your office?

**Answer: Microsoft (MS) Windows, the District is migrating to MS Windows 10.**

**Question:**

18. Is it possible for you to provide an estimate of how many groups (business areas) will need to be interviewed? Just some range will help us provide a better estimate of time and effort required.

**Answer: The District has nine primary departments that will need to be interviewed. The selected consultant will have access to all departments if determined appropriate and necessary.**

**Question:**

19. How many record series make up the current record schedule? Are the current schedules available for review?

**Answer: Current schedules are available for review – please see attachment.**

**Question:**

20. Is it the expectation that the annual review and maintenance activity includes/a refresh of the policy and schedule only, or will it include other review/maintenance activities (e.g. conduct an annual records inventory, refresh system inventories for those systems containing records, etc.)?

**Answer: The annual review request in this RFP is limited to reviewing the policy and any changes in legal requirements.**

**Question:**

21. Would you consider video conference or webex meetings vs. live meeting for site meetings/interviews?

**Answer: The District will consider video/webex meetings. In-person meetings are preferred considering this project engages all departments and the selected consultant would benefit from in-person interactions.**


**Question:**

22. When will responses to questions be provided?

**Answer: Responses are posted within five days of the deadline to submit questions.**

The documents are available online at [www.ccwater.com](http://www.ccwater.com).

Thank you in advance for your cooperation.

  
Brian K. Jackson  
Purchasing Officer  
(925) 688-8011

I acknowledge receipt of the foregoing Addendum.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Company Name: \_\_\_\_\_

**Attachment: Record Retention Policy and Schedule (below):**



Record Retention  
Policy and Schedule