Electronic Records Management
Buying Guide
Getting Started

Section 1: Determining Level of Required Acquisition Support
GSA Service Offerings for Customers

- **Self-service** (with GSA & NARA guidance)
  - For agencies that are comfortable using Schedules to purchase ERM solutions
  - Subject matter expertise available from GSA and NARA
    - GSA Multiple Award Schedules
    - NARA policy and regulations

- **GSA Assisted Acquisitions**
  - Cradle-to-grave acquisitions by GSA on behalf of your agency
GSA and NARA Expertise

- GSA and NARA encourage agencies to reach out with questions or for document review. We are happy to assist!

- **Procurement guidance**
  - Requirements Development
  - Reviewing SOO, SOW, PWS, etc.
  - Scope reviews (what SIN to solicit under)
  - Identifying past successful procurements
  - Sample acquisition documents

- Assistance with GSA eBuy, and navigating MAS contracts

- NARA Policy
Assisted Acquisition Services

- Cradle-to-grave acquisitions by GSA, on behalf of your agency
  - Supports the full acquisition life cycle so agencies can focus on mission
  - Reduces risks for your agency at each stage of the acquisition

- **Step 1: Market Research and Acquisition Planning**
- **Step 2: Development and Release of Solicitation**
- **Step 3: Negotiation and Award**
- **Step 4: Post-Award Management**
  - Project Management
  - Financial Management
  - Contract Closeout
Getting Started

Section 2: Meeting Deadlines
What’s Driving Us - The Policy

Transitioning to Electronic Records
M-19-21 June 2019

NARA Strategic Plan 2018 – 2022

The President’s Government Reform Plan – June 2018
What’s Driving Us - The Goals

Milestones on the Road to Digital Government

2019
Manage all permanent electronic records in electronic formats.

2020
NARA will have policies and processes in place to support federal transition to fully electronic recordkeeping.

2022
Federal agencies will manage all temporary and permanent records in an electronic format.

NARA only accepts records in electronic format and with appropriate metadata.
By 2022, Federal agencies will manage all permanent records in an electronic format with appropriate metadata. (1.2)

By 2022, Federal agencies will manage all temporary records in an electronic format or store them in commercial records storage facilities. (1.3)

By 2022, NARA will no longer accept transfer of permanent or temporary records in analog format and will accept records only in electronic format and with appropriate metadata. (2.4)
Getting Started

Section 3: Market Research
Market Research Tools

- **Market Research as a Service (MRAS)**
  - Free Service
- **GSA Discovery**
  - Hosts information about all GSA ERM Contract holders and contractor capabilities
  - [https://discovery.gsa.gov/ERM](https://discovery.gsa.gov/ERM)
- **Request for Information (RFI) using GSA eBuy**
- **Sources Sought RFI using GSA eBuy**

GSA can provide training for ALL GSA e-tools, including GSA eBuy or Discovery!
Market Research as a Service (MRAS)

For Self-Service and Assisted Acquisition options

● **Free service** for GSA customer agencies
● Reduction of PALT (procurement lead time)
● Market research support for your requirements
● Better alignment of GSA contracts with customer needs
● Streamlined RFI process
  ○ Discovery - Scope Reviews
  ○ Development - draft RFIs and feedback on requirement
  ○ Execution - final RFI issued on behalf of Agency CO (can include PWS/SOW)
  ○ Service - RFI results and market report, continued support from CSD, access to GSA category experts, and more
● [GSA Market Research Request Form](#)

For Self-Service and Assisted Acquisition options

- **Free service** for GSA customer agencies
- Reduction of PALT (procurement lead time)
- Market research support for your requirements
- Better alignment of GSA contracts with customer needs
- Streamlined RFI process
  - Discovery - Scope Reviews
  - Development - draft RFIs and feedback on requirement
  - Execution - final RFI issued on behalf of Agency CO (can include PWS/SOW)
  - Service - RFI results and market report, continued support from CSD, access to GSA category experts, and more
- [GSA Market Research Request Form](#)
Search by NAICS, PSC, or Keywords to compare contracts

_Discovery_ is a market research tool that helps you explore GSA services contracts, vendors, and vendor contract history to determine whether a GSA contract can meet your needs.

---

**Contract Vehicles on Discovery**

- **OASIS**: One Acquisition Solution for Integrated Service
- **BMO**: Building Maintenance and Operations
- **HCaTS**: Human Capital and Training Solutions
- **PSS**: Professional Services Schedule
- **ERM**: Electronic Records Management
Utilizing NARA Resources
Federal Electronic Records Modernization Initiative (FERMI)

Two goals:

● To help agencies obtain electronic records management (ERM) solutions and services fitting their needs through an improved procurement process; and

● To proactively address changing trends in ERM by setting policy for new solutions and services.
Creating governmentwide standards to foster partnerships with the private sector and support long-term innovation.

Vendors know what Federal agencies need for ERM.

Leverage buying power by working together.

ERM included in shared services which alleviates burden from individual users.
Universal Electronic Records Management (ERM) Requirements

The Universal ERM Requirements identify high-level business needs for managing electronic records. They are baseline ERM program requirements derived from existing statutes, standards, NARA regulations, policy, and guidance. They are a starting point for agencies to use when developing system requirements. Records management staff should work with acquisitions and IT personnel to tailor any final system requirements. The document contains a change log, abstract, list of lifecycle requirements, list of transfer format requirements, and a glossary.


These requirements contain six sections based on the lifecycle of electronic records management:

1. Capture
2. Maintenance and Use
3. Disposal
4. Transfer
5. Metadata
6. Reporting

These requirements address born digital electronic records. The requirements are either “program” requirements, relating to the design and implementation of an agency’s ERM policies and procedures, or “system” requirements, providing technical guidance to vendors in creating ERM tools and specifications for agencies to consider when procuring them. Users of this document can filter on “program” or “system” requirements as needed. This could be helpful in finding a list of requirements a system needs to manage electronic records.
ERMA’s Universal ERM Requirements lists specific standards associated with each of the 11 elements.

Vendors select which of the 11 ERM elements they are capable of providing.

Vendor certification illustrates vendor capabilities & demonstrates an understanding of the associated standards. This helps ensure records are reliable and authentic, have integrity, remain usable, and include the necessary content and context.

Completed certification to be published on GSA eLibrary as part of Contractor Terms & Conditions and on GSA’s Discovery Tool.

As the Universal ERM Requirements document is updated by NARA, GSA incorporates the latest version via Solicitation refreshes and corresponding modifications to existing contracts.

Efficiently communicates changes in ERM standards to contractors and customer agencies.
Universal Use Cases

- Document the standard workflows.
- Identify the roles and actions for actors.
- Can be used to evaluate and demonstrate a solution’s functionality.
- Currently under review by Business Standards Council
Universal Use Cases

Five Documents:

Overview
Use Cases for Capture
Use Cases for Maintenance and Use
Use Cases for Disposal
Use Cases for Transfer
Universal Use Cases
Contact NARA for More Information

Records Express – Official Blog
http://blogs.archives.gov/records-express/

NARA Records Management webpage
http://www.archives.gov/records-mgmt/

FERMI Website
https://www.archives.gov/records-mgmt/policy/fermi

GSA Multiple Award Schedule (MAS)
recordsmanagement@gsa.gov
Identifying the Appropriate SIN(s)
Records Management Solutions under MAS

A stand-alone ERM solution based on NARA’s requirements

- Physical and Electronic Records Management was originally one single SIN
- GSA partners with NARA, and splits into two separate SINs (October 2017)
  - Physical Records Management Services (SIN 493110RM)
    - 83 contractors as of August 2020
  - Electronic Records Management Solutions (SIN 518210ERM)
    - 67 contractors as of August 2020
    - Incorporates NARA’s Universal ERM Requirements
Complete Solutions under MAS

*Records Management and related SINs*

- Electronic Records Management (ERM): 518210ERM
- Physical Records Management: 493110RM
- Document Conversion Services: 518210DC
- Litigation Support Services: 541611LIT
- Document Destruction Services: 561990
- Document Production Services: 561439
- Needs Assessment and Analysis: 541611O

Agencies can use any combination of these SINs to achieve a total Solution!
Posting a RFQ
Once you have conducted market research and decided the appropriate SIN(s) to solicit under, you can post your RFQ to www.ebuy.gsa.gov/ebuy/

- GSA has sample RFQ documents available
- GSA and NARA can review your draft documents before posting
- GSA eBuy will allow you to attach documents and set a closing date for your RFQ
- Please contact RecordsManagement@gsa.gov with any questions
Evaluating Quotes and Awarding the Contract
Award Vehicle Options

There are multiple award options under the MAS program:

- **Blanket Purchase Agreement (BPA)**
  - An agreement established to fill repetitive needs for supplies or services
- **Task Order (Services)**
  - Task Order with Options, if necessary
- **Delivery Order (Supplies)**
Evaluating Quotes for Award Consideration

- Establish factors related to ERM solution that are most important to the agency
- Clearly define evaluation factors in RFQ
- Follow RFQ factors closely in evaluating quotes and review quotes equitably
- Review quotes carefully and consult legal and policy, when necessary, before making award
Post-Award Administration
New Product and Service Codes (PSCs)

New PSCs available for Physical RM and ERM

- Helps agencies report and manage spend data for Records Management in the Federal Procurement Data System (FPDS).

- Records Management PSCs approved in June 2019, and align with MAS SINs:
  - **R616** for Physical Records Management (SIN 493110RM)
  - **R617** for Electronic Records Management (SIN 518210ERM)

- These PSC codes are now available and being used

- Please share this information with your contracting shops so they can accurately report your ERM contract awards!
Contact Us

Please reach out for any questions or support!

RecordsManagement@gsa.gov