



Midpeninsula Regional
Open Space District

R-21-16
Meeting 21-03
February 10, 2021

AGENDA ITEM 5

AGENDA ITEM

Award of Contract through Cooperative Purchasing for Software and Professional Services to Implement an Electronic Document Management System and Convert Documents to a Digital Format

GENERAL MANAGER'S RECOMMENDATIONS

Authorize the General Manager to enter into a one-year contract with ECS Imaging, Inc., a license service provider of Laserfiche, for a not-to-exceed amount of \$180,950 that includes:

- a) a not-to-exceed amount of \$30,950 for Laserfiche document management cloud software;
- b) a not-to-exceed amount of \$50,000 for software implementation services; and
- c) a not-to-exceed amount of \$100,000 for scanning and indexing of District records.

SUMMARY

In order to update processes consistent with California law, adopt new best management practices, and prepare for relocation of the administrative office, the Midpeninsula Regional Open Space District (District) is undertaking a comprehensive records management project. In March 2020, the Board of Directors approved a districtwide records retention schedule and retention schedules for individual departments. Using the Board-approved schedules, staff began reviewing and completing a records inventory. The next step in the records management project is to select and implement an electronic document management system (EDMS) to be a repository for digitized documents. The General Management recommends entering into an agreement with ECS Imaging, Inc., for a not-to-exceed amount of \$180,950 for Laserfiche cloud-hosted software, implementation services, and scanning and indexing of District records.

DISCUSSION

The District adopted updated retention schedules on March 11, 2020. Since adoption, staff began using the updated retention schedules to review archives stored at the administrative and field offices for determining those that may be legally disposed of and/or digitized in order to reduce the number of paper files stored, maintained, and/or moved to the new administrative office. Completion of the records inventory will also prepare the District in implementing an EDMS to facilitate the proper organization, filing, and storage of key documents to expedite retrieval and create a safe and secure archival system that is backed up to prevent the potential loss of important files, including paper documents. Efficient storage and retrieval of documents is critically important to District operations, supporting remote work, and aids in compliance with the California Public Records Act.

District staff participated in several demonstrations from various software providers and vendors. Based on the options offered and its ability to integrate with existing and planned District software systems, staff selected Laserfiche for the EDMS and ECS Imaging, Inc., (ECS) as the implementor. Laserfiche is a leading enterprise content management system, utilized by more than 35,000 organizations worldwide, with a strong emphasis on local government records. ECS is a certified Laserfiche Value Added Reseller (VAR) specializing in government implementation of Laserfiche. ECS is headquartered in Riverside, California with offices in Concord, CA, and is available to provide rapid on-site support as necessary.

Implementation of an EDMS will assist District staff in managing more effectively the District's hard copy records and will support paperless processes and initiatives. Additionally, the District seeks to destroy paper copies of records once they have been scanned to reduce paper storage and provide cloud-based retrieval from any office or remote work location. California law imposes certain requirements related to retention of official records using a "Trusted System." The Trusted System is defined in state regulations as one that *does not permit additions, deletions, or changes to the original document.*"

Acquiring an EDMS and *write once, read many* (a.k.a. WORM) storage are the technologies needed to establish the District's trusted system. The updated and reformatted retention schedule is another component of a trusted system since it enables the use of technology to automate the application of governance/rules (such as retention, confidentiality, etc.) to electronically stored records.

The recommended contract covers the purchase of Laserfiche software and the Laserfiche Public Portal. In addition, it includes professional services for configuration and implementation of Laserfiche software and for the foundational configuration of a public portal and scanning services. Subsequent implementation of a public portal would provide customizable public access to District records in a read-only format through the District's website to facilitate public access of District records. Once Laserfiche is implemented, ECS would work with staff to scan and import paper and electronic documents. ECS would provide in-house training for staff who administer the imaging system.

The District has large amounts of paper documents requiring permanent retention, including agenda reports, preliminary use and management plans, property acquisition documents, etc. Staff recommends digitizing permanent Board and Committee related documents first, and then moving to other documents frequently utilized by staff and requested by members of the public. Document digitization would be done in a phased approach with the most widely used documents scanned first. Staff expect to have a full understanding of the volume of documents to be digitized once the current Districtwide records inventory is completed, which is anticipated in March 2022.

The next phase of this project would include implementing the Weblink Public Portal, procure a WORM storage in order to complete the Trusted System implementation, and scope Laserfiche automated workflows and integration with existing and planned District software systems to create a comprehensive document management approach.

Vendor Selection

Staff evaluated Laserfiche to ensure that it complies with the following criteria:

- Comply with industry-recognized standards relating to security techniques and information security management and provide administrative users with controls to prevent stored

records from being overwritten, deleted, or altered.

- Provide tools and features to enable workflow efficiencies, improve information sharing, allow document searchability, decrease duplication of records, and minimize costs for carrying out the governance of an effective Records Management Program.
- Store, track, and reproduce official, trustworthy electronic records. The intent is to capture official documents in a permanent and durable medium and provide storage, retrieval, archiving, and security of these documents through a Trusted System.

Laserfiche is only sold through a VAR. District staff conducted a thorough assessment of the industries VAR providers and selected ECS to procure the software. The software would be procured through cooperative purchasing (or “piggybacking”) based on the City of Millbrae Request for Proposals. Section IV.C of Board Purchasing Policy 3.03, *Public Contract Bidding, Vendor and Professional Consultant Selection, and Purchasing Policy* provides that the District may “join in cooperative purchasing agreements with other public agencies (e.g., the State of California, counties, cities, schools, or other special districts) to purchase goods or services at a price established by that agency through a competitive bidding process.” This provides cost savings to the District and reduces staff time required to conduct an extensive bid process. In this case, the City of Millbrae issued an extensive solicitation for an EDMS software. They received five proposals from ECS, LSSP Corporation, Canon Solutions America, Konica Minolta, and Cobblestone Software. The City formed an evaluation committee to review the proposals. The proposals were ranked by the following criteria: conformance with industry standards; qualifications and experience of vendor (including proposed work plan and approach); recent projects (including ability to resolve unexpected issues efficiently); ability to meet project timelines and budgets; qualifications and experience of personnel proposed to be assigned to project; understanding of the proposal and project approach; and cost. This resulted in ECS being the highest ranked within these categories with the second lowest price among all firms (as a reminder, the award of professional services contracts is based on a firm’s qualifications, rather than lowest bid like construction contracts).

FISCAL IMPACT

The FY21 budget includes sufficient funds to cover the cost of the proposed contract. Funds will be recommended in future fiscal year budgets as a part of the annual Budget and Action Plan process to cover the remaining cost of this contract. Laserfiche Cloud annual fees are anticipated to be \$55,000 annually in future years as more users are integrated into the system and additional storage is needed. As the District continues its records inventory and implements its EDMS, additional funds may potentially be needed at a later date to complete the digitization of files, implement the Weblink Public Portal, automate Laserfiche workflows, acquire and implement WORM, storage and integrate the EDMS with other District systems.

| Fiscal Year | Implementation Costs | Laserfiche Cloud Fees | Scanning and indexing of District Records | Grand Total |
|--------------------|-----------------------------|------------------------------|--------------------------------------------------|--------------------|
| FY21 | \$32,000 | \$30,950 | \$100,000 | \$162,950 |
| FY22 | \$18,000 | --- | --- | \$18,000 |
| Grand Total | \$50,000 | \$30,950 | \$100,000 | \$180,950 |

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|---------------------------------------|--|----------|--|--|
| Anticipated Future Annual Cloud Fees* | | \$55,000 | | |
|---------------------------------------|--|----------|--|--|

**Future annual fees would be included in future fiscal year budgets.*

BOARD COMMITTEE REVIEW

This item was not previously reviewed by a Board Committee.

PUBLIC NOTICE

Public notice was provided as required by the Brown Act.

CEQA COMPLIANCE

This item is not a project subject to the California Environmental Quality Act.

NEXT STEPS

Upon Board approval, the General Manager will execute a contract with ECS Imaging, Inc.

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