



ADMINISTRATION COMMITTEE

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Agenda Report

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Agenda Item No: 2.

FROM: James D. Herberg, General Manager
Originator: Lorenzo Tyner, Assistant General Manager

SUBJECT:

RECORDS MANAGEMENT IMPLEMENTATION - TRUSTED SYSTEM

GENERAL MANAGER'S RECOMMENDATION

RECOMMENDATION:

- A. Approve a Professional Consultant Services Agreement with ECS Imaging, Inc. to provide implementation services for a Records Management System, Specification No. CS-2020-1199BD, for an amount not to exceed \$150,949;
- B. Approve a contingency of \$ 22,642 (15%); and
- C. Approve four (4) optional one-year maintenance renewals of \$14,164 per year.

BACKGROUND

As part of the General Manager's workplan, the Orange County Sanitation District (Sanitation District) will be implementing Phase I of a Records Management System which will include a Trusted System functionality to preserve vital records.

Phase I will include the migration of Board Services documents to the system. Content will be browsable and searchable through a public facing portal. Phase I will also include the creation of a Human Resources repository with security measures in place to protect Personally Identifiable Information. The system will integrate and interface with Granicus govMeeting Legistar, NeoGov Insight, and NeoGov Onboard used by Board Services and Human Resources.

The consultant will be responsible for implementing the software, hardware, and database configuration, documentation, and training for the Trusted System functionality as defined by the California Secretary of State (SOS).

RELEVANT STANDARDS

- Comply with California Code of Regulations Title 2. Division 7. Chapter 15. Trustworthy Electronic Document or Record Preservation
- Comply with transparency and communications requirements, including the Brown Act
- California Government Code §4526: Select the "best qualified firm" and "negotiate fair and equitable fees"

PROBLEM

A comprehensive Records Management and Trusted System Needs Assessment, including a review of policies, business processes, technology systems, and implementation guidance for the digitization and a paperless initiative, was completed in January 2020. During the evaluation, staffing requirements to support and sustain the Records Management program were found to be ineffective. A recommendation to move Records Management to Board Services was made and has been implemented.

During the system assessment, records were found in more than seven varied electronic storage systems including SharePoint, shared drives, OneDrive, PC hard drives, computer desktops, redundant storage systems as well as hard copy paper files. This practice inhibits the ability to effectively manage all the Sanitation District's records. A recommendation was made to secure one Records Management System for records storage and proceed with implementation of document migration.

PROPOSED SOLUTION

Approve a Professional Consultant Services Agreement with ECS Imaging, Inc. to provide implementation services for Records Management System, Specification No. CS-2020-1199BD.

TIMING CONCERNS

Records will continue to be produced as time passes, thus increasing the difficulty to effectively manage the records.

RAMIFICATIONS OF NOT TAKING ACTION

Sanitation District records will remain in a variety of electronic systems that are not considered trusted by SOS specifications and which require that the hard copy of all records must be retained.

PRIOR COMMITTEE/BOARD ACTIONS

N/A

ADDITIONAL INFORMATIONConsultant Selection:

The Sanitation District requested and advertised for proposals for the Records Management Implementation, Specification No. CS-2020-1199BD, on October 27, 2020. The following evaluation criterion were described in the Request for Proposals (RFP) and used to determine the most qualified Consultant.

CRITERION	WEIGHT
Qualification of the Firm	40%
Staffing and Project Organization	20%
Work Plan	20%
Cost	20%

Four proposals were received on December 2, 2020 and evaluated in accordance with the evaluation process set forth in Sanitation District Board of Directors' Purchasing Ordinance No. OCSD-52 (Purchasing Ordinance) by a pre-selected Evaluation Team consisting of the following Sanitation District staff: Principal Information Technology Analyst, Senior Information Technology Analyst, Clerk of the Board, Assistant Clerk of the Board, and an Engineering Manager. The Evaluation Team also included one non-voting representative from the Purchasing Division.

The Evaluation Team scored the proposal on the established criterion as summarized in the table below:

	Firm	Qualification of Firm (Max 40%)	Staffing & Project Organization (Max 20%)	Work Plan (Max 20%)	Cost (Max 20%)	Total Score (Max 100%)
1	ECS Imaging, Inc.	35%	16%	15%	20%	86%
2	Complete Paperless Solutions	24%	14%	12%	3%	53%
3	James E. Hughes	18%	11%	9%	3%	41%
4	Nexlogica	14%	9%	12%	3%	34%

Following scoring, the Evaluation Team concluded that interviews were not necessary to determine the most qualified consultant. ECS Imaging, Inc. was selected as the most qualified Consultant based on their superior project approach, similar project experience, and detailed understanding of the risks involved with the project.

Review of Fee Proposal and Negotiations:

Proposals were accompanied by sealed fee proposals. Only the fee proposal of the Evaluation Committee's highest-ranked firm was opened in accordance with the Purchasing Ordinance.

Staff conducted negotiations with ECS Imaging, Inc. to clarify the requirements of the Scope of Work and was able to obtain a Best and Final Offer (BAFO) resulting in a cost savings of over \$13,000 to the Sanitation District.

	Original Fee Proposal	Negotiated Fee
Total Fee	\$164,532.50	\$150,948.50

Based on the above, staff has determined that the final negotiated fee is fair and reasonable for the level of effort required for this project and recommends award of the Professional Consultant Services Agreement to ECS Imaging, Inc.

FINANCIAL CONSIDERATIONS

This request complies with authority levels of the Sanitation District's Purchasing Ordinance. This item has been budgeted. (Adopted Budget, Fiscal Year 2020-2021 and 2021-2022, Section 8, Page 49, Information Technology Capital Program (M-MC-IT)).

ATTACHMENT

The following attachment(s) may be viewed on-line at the OC San website (www.ocsan.gov) with the complete agenda package:

- Professional Consultant Services Agreement