



May 20, 2011

APPROVE ACTIONS RELATIVE TO THE EXECUTION OF A PROFESSIONAL SERVICES AGREEMENT WITH INFORMATION ACCESS SYSTEMS, INC., REGARDING REQUEST FOR PROPOSALS NO. 2011-D-1 ELECTRONIC RECORDS MANAGEMENT SYSTEM

Recommendation

The Building and Operating Committee recommends that the Board of Directors approve the following actions relative to Request for Proposals (RFP) No. 2011-D-1, *Electronic Records Management System*:

1. Authorize the execution of a Professional Services Agreement with Information Access Systems, Inc., Orlando, FL, in an amount not to exceed \$208,950 (which amount includes first year maintenance and support services), with the following options to be exercised at the General Manager's discretion:
 - a. Three options: (1) Twenty additional concurrent user licenses; (2) Disconnected Scanning; and (3) Application Enabler to be implemented as needed for a cumulative amount not to exceed \$49,470.
 - b. Maintenance and support services for the second through fifth year of the contract at an amount not to exceed \$178,332.
2. Authorize a contingency fund in the amount of \$25,842;

with the understanding that sufficient funds are available in the FY 10/11 District Division Capital Budget at a total cost of \$330,000 and is 100% grant funded with Public Transportation, Modernization, Improvement and Service Enhancement Account funds from the State I-Bond grant program and with the further understand that future years will be budgeted accordingly.

Background

In November 2008, the Finance Department decided to be test users of an Electronic Records Management System from Captaris and implemented by reseller Caltronics. This prototype system proved to be significantly beneficial to the Finance Department. In particular, the time spent locating archived documents decreased dramatically as the Finance Department representative could learn almost immediately whether the requested document was available. If it was, the document was quickly retrieved in its original format and given to the requestor.

This prototype system was never intended to be a full-fledged Electronic Records Management System, but was meant to be a case study to determine whether the District should invest in such a system. The very positive feedback received from this prototype system prompted the District to create an RFP for a full featured Electronic Records Management System.

Benefits the District can expect from an Electronic Records Management System include the following:

- Significant reduction in off- and on-site storage of paper documents and the costs associated with storage of these documents
- Significant expended labor improvement in the retrieval of a document or a group of documents
- Much improved method regarding complying with time of retention of documents and the destruction of documents no longer required to be retained, consistent with applicable law and Board policy.
- Use of electronic workflow for document routing and approvals

The District initially will implement the Electronic Records Management System in the Finance, Engineering, Office of the Secretary of the District, Environmental Health and Safety, Bus Safety and Training and Bus Maintenance Departments.

District staff will be trained in the use of the System and will then be able to implement the System in other departments throughout the District.

On January 4, 2011, the District issued RFP No. 2011-D-1, *Electronic Records Management System*. An Evaluation Committee (Committee) comprised of District staff reviewed and evaluated fourteen proposals based on: Proposed System and Approach (35%), Qualifications and Experience of Firm (20%), Qualifications and Experience and of the Team (20%), and Price (25%). Of the fourteen proposals, five were found to be in the competitive range based on the evaluation criteria and invited to interview as part of the final selection process. Following interviews, the Committee completed the final evaluation and determined that Information Access Systems, Inc. was the highest-ranked firm.

Since there were no subcontracting opportunities for this Contract, there were no Disadvantaged Business Enterprise (DBE) forms required for submittal. The DBE Program Office has determined that Information Access Systems, Inc. is not certified as a DBE. Therefore, no DBE participation is anticipated during the performance of this contract.

Information Access Systems services to the District will include the following:

- Discovery meetings with six District departments to determine record capture requirements including document types and document indexing; to determine database, server, and operating system requirements; and, to determine any additional implementation needs
- Installation/verification of software on District servers
- Testing and implementation for six District departments
- End user training for six departments
- Technical training on System Administration and Workflow Administration

Upon implementation of the system in the six departments, there will be a ninety day final system acceptance test period.

Fiscal Impact

This project is included in the FY 10/11 District Division Capital Budget at a total cost of \$330,000 and is 100% grant funded with Public Transportation, Modernization, Improvement and Service Enhancement Account (PTMISEA) funds from the State I-Bond grant program. The detailed capital budget for this project is as follows:

<u>BUDGET ITEM</u>	<u>COST</u>
Information Access Systems, Inc. (Includes First Year Maintenance) (RFP No. 2011-D-1)	\$208,950
Option 1 – Twenty additional concurrent user licenses	\$24,995
Option 2 – Disconnected Scanning	\$12,385
Option 3 – Application Enabler	\$12,090
Contract Cost	\$258,420
Contingency (10%)	\$25,842
Hardware, database server, file server, web server	\$20,000
Administration (Staff)	\$15,738
Miscellaneous (printing, advertising, etc.)	\$10,000
TOTAL PROJECT COST	\$330,000

Starting in FY 12/13, additional charges for software maintenance and support services will apply. These support services are priced as follows:

Year	2013	2014	2015	2016
Amount	\$43,706	\$43,796	\$45,415	\$45,415

The above maintenance and support costs include the cost of an instance based support call-in program. The District will take advantage of this program during the first year of the contract but may not renew this portion of the support arrangement in future contract years. If so, the above FY 12/13-15/16 support costs will be reduced by \$13,500 for each fiscal year.

Requisite funds will be included in the District Division Operating Budget for future years.