



● **Board of Directors**
Organization, Personnel and Technology Committee

2/12/2019 Board Meeting

7-1

Subject

Award a contract in an amount not to exceed \$799,170 to ViaTRON Systems, Inc. for conversion of hardcopy documents into electronic images for migration into the planned Enterprise Content Management System; the General Manager has determined the proposed action is exempt or otherwise not subject to CEQA.

Executive Summary

This action authorizes the purchase of services to convert hardcopy documents into searchable electronic image files, appropriately indexed for easy retrieval in a future Enterprise Content Management (ECM) system.

Timing and Urgency

Metropolitan is currently developing the design for the selection and implementation of an ECM application. The conversion of hardcopy documents into digital format will allow the chosen application to more effectively and efficiently manage information assets for business needs, for requests for records made pursuant to the California Public Records Act (CPRA), eDiscovery purposes, and allow for compliance with Metropolitan's record retention policies via automation.

Details

Background

In 2015, an outside consultant, iMerge, conducted a records management program assessment and found that Metropolitan's records management capabilities need improvement. Action needs to be taken to increase efficiency and effectiveness in Metropolitan's information management program. In July of 2017, Metropolitan authorized the design of an ECM application for Metropolitan to address digital assets. If information is still locked in hard copy documents after the implementation of an ECM application, the true potential of the system will not be realized and the return on the investment will be minimized.

Backfile conversion is the process of digitally scanning and indexing a repository of documents—most commonly paper, but also microfilm and microfiche—and then storing them in a searchable ECM application. Ideally, and most efficiently, backfile conversions should be done at the same time an ECM application is implemented. Backfile conversions increase access to information, reduce offsite storage costs, protect historical and vital records from loss or damage during the normal course of business, and improve efficiency by streamlining workflow. Metropolitan has an estimated volume of over six million pages of unconverted records, including engineering drawings and maps, microfilm, and microfiche that are currently maintained in file cabinets, offsite storage and libraries.

Due to the volume, complexities of document types and the upcoming seismic improvements planned at the Headquarters building, Metropolitan issued RFP-352801 for Backfile Conversion Services on October 2, 2018. There were eight respondents in the competitive bid process. The Small/Disabled Veteran Business Enterprise participation goal designated for this solicitation was 25 percent, which was met. ViaTRON Systems received the highest overall score, with and without pricing, based primarily on the firm's qualifications, technical approach and methodology, implementation plan and schedule, as well as past performance. ViaTRON Systems' proposal has the second lowest total cost of \$666,170, with the lowest total cost submitted being \$600,394.60. The third lowest total cost was \$732,614.18. The lowest bidder ranked fifth with cost included and sixth without cost; and

the third lowest bidder ranked fourth with cost and fourth without cost. The recommended award is for a contract not to exceed \$799,170, which includes an additional 20 percent for contingencies.

Policy

Metropolitan Water District Administrative Code Section 10100: Retention and Disposition of Records

Metropolitan Water District Administrative Code Section 10200: Inspection of Records – General

Metropolitan Water District Administrative Code Section 11104: Delegation of Responsibilities

California Environmental Quality Act (CEQA)

CEQA determination for Option #1:

The proposed action is not defined as a project under CEQA because it involves continuing administrative activities that will not result in direct or indirect physical changes to the environment (Section 15378(b)(2) and Section 15378(b)(5) of the State CEQA Guidelines).

CEQA determination for Option #2:

None required

Board Options

Option #1

Award a contract not to exceed \$799,170 to ViaTRON Systems Inc. for scanning and digital conversion services in order to digitize Metropolitan's hard copy documents.

Fiscal Impact: The budget for non-professional services related to the backfile conversion services is included in the Office of the Chief Administrative Officer operating budget for fiscal years 2018/19 and 2019/20.

Business Analysis: This option would reduce operating costs, accelerate decision making, support regulatory and compliance needs, as well as enhance customer service. Additionally, these tasks need to be completed for eventual migration into a future ECM application which would more efficiently and effectively manage Metropolitan's digital assets for business needs, to respond to CPRA requests, and for eDiscovery purposes; and automate compliance with records retention policies.

Option #2

Do not proceed with Backfile Conversion Scanning project, at this time.

Fiscal Impact: None

Business Analysis: This option would not optimize or organize decades of Metropolitan's hard copy documents. Metropolitan would not be strategically positioned for the implementation of a future ECM application to more efficiently manage digital assets for business needs, to respond to CPRA requests, and for eDiscovery purposes. Staff would continue to comply with records retention policies manually.

Staff Recommendation

Option #1


 Shane Chapman
 Assistant General Manager/CAO
 1/29/2019
 Date


 Jeffrey Kightlinger
 General Manager
 1/30/2019
 Date