



- Board of Directors
Organization, Personnel and Technology Committee

12/8/2020 Board Meeting

7-1

Subject

Authorize an increase of \$203,100, for a new maximum amount payable of \$1,002,270, to an existing services agreement with ViaTRON Systems, Inc. for conversion of hard copy 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 maintain continuity of the conversion of hard copy documents into searchable electronic image files, appropriately indexed for easy retrieval in an upcoming Enterprise Content Management (ECM) system. With the project underway, additional paper/hard copy documents were identified for conversion to digital images. As a result, a \$203,100 increase to the existing agreement is needed to complete the remainder of the project.

Timing and Urgency

Currently, Metropolitan is developing the design for the selection and implementation of an ECM application. The conversion of hard copy documents into digital format will allow the selected ECM application to function with greater effectiveness, promote efficient management of information assets including compliance with records retention policies, and facilitate greater employee productivity when responding to requests made pursuant to the California Public Records Act (CPRA), eDiscovery purposes, and overall daily use of information for operational needs.

Details

Background

In 2015, the consulting firm, iMerge, assessed Metropolitan's records management program and identified key deficiencies requiring significant improvements to make the program effective, efficient, and ultimately best in class. In response to these findings, in July of 2017, the Board authorized the design of an ECM application to function as the new records management program and ultimately serve as a digital repository with the functionality to search and retrieve all Metropolitan documents converted to digital form. Consequently, any information still contained only in hard copy/paper documents after the implementation of an ECM application would remain electronically unsearchable, thus preventing the system from achieving its optimum end state and reducing the return on investment for ECM.

Backfile conversion is the process of digitally scanning and indexing hard copy documents—most commonly paper, but also microfilm and microfiche—and then storing them in an ECM application, thereby creating an ideal end state of document searchability, retrieval, and organization. Backfile conversions exponentially increase access to information, significantly reduce off-site storage costs, protect historical and vital records from loss or damage during the normal course of business, and greatly improve employee productivity by streamlining operational workflows. Preferably, to maximize project efficiency, backfile conversions should be done prior to or at the same time as ECM implementation. At the start of the backfile conversion effort, there were over six million pages of non-digitized records, including engineering drawings and maps, microfilm, and microfiche stored in file cabinets, off-site storage, and libraries requiring conversion to digital form.

For these reasons, and to leverage office moves necessitated by the seismic improvements underway at Metropolitan's Headquarters Building that prompted departments to review their stored documents, 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. In February 2019, the Board approved a two-year agreement with ViaTRON Systems, Inc. for a maximum amount payable of \$799,170. Since the agreement execution in 2019, Metropolitan identified additional paper collections and document preparation needs to complete the full scope of the backfile conversion project. This additional level of effort will cost \$203,100.

Policy

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

Authorize an increase of \$203,100 to an existing services agreement with ViaTRON Systems, Inc. for scanning and digital conversion of Metropolitan's hard copy documents.

Fiscal Impact: There are adequate funds within the overall operating budget for fiscal year 2020/21 of the Office of the Chief Administrative Officer for services related to the backfile conversion project.

Business Analysis: This option would exponentially increase access to information leading to better decision making, reduce off-site storage costs, protect historical and vital records from loss or damage during the normal course of business, and greatly improve employee productivity by streamlining operational workflows and enhance customer service. The backfile conversion needs to capture paper/hard copy documents for eventual migration into a future ECM application to effectively respond to requests made pursuant to the CPRA, eDiscovery purposes, and overall daily use of information for operational needs.

Option #2

Do not continue with the backfile conversion scanning project at this time.

Fiscal Impact: None

Business Analysis: This option would not continue to 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 less efficiently through manual processes.

Staff Recommendation

Option #1

 12/18/2020
Shane Chapman Date
Assistant General Manager/CAO

 12/20/2020
Jeffrey Nightlinger Date
General Manager

Ref# CAO12681054