



## Legislation Text

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**File #:** 09-0257, **Version:** 1

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Resolution to Approve City/County IT Enterprise Content Management Partnership, Authorize a Purchase Order with ImageSoft, Inc. for Consulting and System Integration Services (Not to Exceed \$263,371.00) and to Establish a Project Budget of \$270,000.00 for the first phase of the City's Enterprise Content Management Initiative

The attached resolution seeks authorization to approve a City/County IT Enterprise Content Management Partnership, execute a purchase order with ImageSoft, Inc, not to exceed \$263,371.00, to design and implement the first phase of the City's Enterprise Content Management program and to establish a project budget of \$270,000.00

Enterprise Content Management is a very large, complex, City-wide initiative that involves the optimization of business workflows, the digitizing and cataloging of documents across the organization and the implementation of supporting systems for locating, integrating and managing electronic documents.

Document digitization occurs either by introducing an electronic document directly to the content management system or by scanning a paper document into an electronic format and then adding it to the content management system during a business process. Cataloging is setting up multiple search terms, or keys, for the digitized document so it can be retrieved later by authorized users. Supporting software provides services for searching and locating documents, integrating electronic documents into workflows, including electronic signatures, and managing the electronic document lifecycle from creation to destruction.

This is an initiative that was identified as a critical need in the City's Three Year Information Technology Strategic Plan and has been planned and budgeted for in the FY2009 Information Technology Fund.

During the planning phase of this initiative, the City approached Washtenaw County to see if they would be interested in pursuing a partnership with the City and allow the City to take advantage of the County's previous Enterprise Content Management System research and purchases. The County uses a software suite called OnBase by Hyland Software, Inc. as the foundation for their Enterprise Content Management Initiative. The County was supportive of such a partnership.

The City contacted Hyland Software and their reseller, ImageSoft, Inc., and began negotiations for incorporating the City into the County's software and services agreement. After many conversations with Hyland, ImageSoft and the County, the City was able to obtain an agreement from Hyland Software, Inc. to add the City of Ann Arbor to Washtenaw County's End User License Agreement at no additional cost to the taxpayers of the City of Ann Arbor. This agreement allows the City access to all of the OnBase enterprise level software licensed, installed and already configured by the County, at no cost to the City. This saved the City approximately \$400,000.00 on duplicate hardware, software and services.

For support costs, the City and County agreed to split maintenance and replacement costs on the enterprise software and that the City would buy, own and maintain any single-user licensed software needed by the City. This agreement further reinforces Washtenaw County's commitment to a long term relationship with us and makes us Enterprise Content Management System partners.

A discovery project was performed by ImageSoft and a statement of work was submitted to the City for review of the scope of work for the first phase of this initiative. The focus for the first phase of this initiative includes the following service units: City Attorney's Office, Accounting, Clerk's Office, Assessing and Project Management. Each of the Service Area/Units involved as reviewed the work plan and recommends proceeding with the project. On receipt of the City's approval of the scope of work for Statement of Work (SOW #26), the County will execute the document as required by its Master Services Contract with ImageSoft and authorize the work to begin.

The cost summary is attached. A 15% contingency of \$34,352.00 and \$6,630.00 for Electronic Signature services is also included.

ImageSoft received Human Rights and Living Wage approval on March 31, 2009.

Prepared by: Kathleen McMahon, Service Deliver Manager, Information Technology Services Unit

Reviewed by: Daniel A. Rainey, Director, Information Technology Services Unit

Approved by: Tom Crawford, Chief Financial Officer, Financial and Administrative Services Administrator

Whereas, Enterprise Content Management is a very large, complex, City-wide initiative that involves the optimization of business workflows, the digitizing and cataloging of documents across the organization and the implementation of supporting systems for locating, integrating and managing electronic documents;

Whereas, Enterprise Content Management was identified as a critical need in the City's Three Year Information Technology Strategic Plan and has been planned and budgeted for in the FY2009 Information Technology Fund;

Whereas, Washtenaw County and ImageSoft, Inc. have agreed to grant the City of Ann Arbor status as a "permitted user" under the Washtenaw County Master Service Contract and related software and maintenance agreements;

Whereas, Partnering with Washtenaw County in sharing existing Enterprise Content Management hardware, software and services will save the City approximately \$400,000.00;

Whereas, The City of Ann Arbor and Washtenaw County agreed to evenly split maintenance and replacement costs on the enterprise software and that the City of Ann Arbor would buy, own and maintain any single-user licensed software needed by the City;

Whereas, Washtenaw County has agreed to execute all required documentation under its Master Contracts to authorize work to proceed on City of Ann Arbor services on receipt of notice of the City's approval of scope of work proposed; and

Whereas, ImageSoft Inc. received Human Rights and Living Wage approval April 3, 2009;

**RESOLVED**, That the City Council being fully apprised approve partnering with Washtenaw County in

an IT Enterprise Content Management Partnership as proposed and authorize the City Administrator to take all necessary administrative actions in connection with implementation of the services in support of the County/City Partnership;

RESOLVED, That the City Council authorize a purchase order with ImageSoft, Inc. for Consulting and System Integration Services in an amount not to exceed \$263,371.00 to be expended without regard to fiscal year; and

RESOLVED, That the City Council authorize a project budget of \$270,000.00 for the first phase of the City's Enterprise Content Management Initiative to be expended without regard to fiscal year during the life of the project.