



**TO THE HONORABLE MAYOR AND COUNCIL:**

DATE: December 9, 2014

**SUBJECT: AWARDING AN ELECTRONIC CONTENT MANAGEMENT SYSTEM SOFTWARE IMPLEMENTATION AND SUPPORT AGREEMENT TO NEKO INDUSTRIES FOR REQUEST FOR PROPOSAL #2301, ELECTRONIC CONTENT MANAGEMENT SYSTEM, FOR AN INITIAL PURCHASE AMOUNT OF \$255,170 AND AN ANNUAL MAINTENANCE COST OF \$25,208**

**Report in Brief**

Staff recommends that the City Council award an Electronic Content Management System purchase, implementation and professional services agreement for Request for Proposal (RFP) #2285, Electronic Content Management System, in the initial amount of \$255,170 and an annual support cost of \$25,208, and authorize the City Manager to execute the agreement.

The proposed agreement provides the City with the infrastructure to comply with electronic vital record storage regulations, and increased service levels through fast and reliable access supporting public information requests, litigation holds and internal business processes.

**Background**

Daily business processes in the City generate a large amount of paper documents, including vital records. The cataloging and storage of these documents is necessary to make these documents retrievable and useful and to comply with public information requests, litigation holds and the State's and the City's retention policies. Currently, most of this process is manual with paper records being stored off-site with a contracted firm due to the amount of space required for these records with City Staff performing these manual duties. This results in the expenditure of valuable work hours on these processes.

In calendar year 2013, City staff performed a needs assessment of the City's existing record/document management storage procedures, and developed a strategy plan for consideration of implementing a viable physical and electronic records storage system. This assessment identified Questys, the City's current document management system, as not being able to support the large electronic documents required to meet the City's storage needs, and also unable to meet the government code requirements necessary for a trusted repository for electronic records.

**AWARDING AN ELECTRONIC CONTENT MANAGEMENT SYSTEM SOFTWARE  
IMPLEMENTATION AND SUPPORT CONTRACT TO NEKO INDUSTRIES FOR  
REQUEST FOR PROPOSAL #2301, ELECTRONIC CONTENT MANAGEMENT  
SYSTEM, FOR AN INITIAL PURCHASE AMOUNT OF \$255,170 AND AN ANNUAL  
MAINTENANCE COST OF \$25,208**

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After review of the needs assessment, staff took to Council a request to a Capital Improvement Project for the implementation of an Electronic Content Management System. (Capital Improvement Project # 2258). Council approved this project for incorporation into the Fiscal Year 2014-15 Capital Improvement Plan. The City issued a request for proposals (RFP # 2301) on August 26, 2014.

Bids for RFP # 2301 were opened by the Purchasing Agent on Monday, September 22, 2014 at 2 p.m. Six submittals were received with the top two finalists being Neko Industries in the amount of \$341,774 and Ray Morgan Company in the amount of \$304,743. As a result of the review of the proposals and staff meetings with both firms, staff entered negotiations with Neko Industries.

**Discussion**

The award of this agreement and its implementation is a practical step implementing Council's goal of using technology to enhance staff efficiency and support customer service. Specifically, the award and implementation of this agreement will achieve the following:

- meet the City's organizational requirements for availability, reliability and secure service supported by a system that improves the availability of vital records and other electronic documents for all City departments,
- improve productivity, customer service levels and end user satisfaction for internal and public customers,
- standardize the City's processes for electronic records management and storage,
- control and reduce cost for off-site storage of physical records while supporting the City's organizational and business initiatives,
- enhance City staff efficiency by providing City staff access to vital records from their desktop computers, reducing staff time locating and retrieving records.

The proposed system contains automated workflow capability that will automate manual processes such as contract management and Information Technology purchase requisitions. This automaton will reduce staff time expended and eliminates manual routing procedures for these processes, thus increasing customer service levels and end user experience for both internal and public customers.

The initial implementation of the electronic content management system is proposed to commence January, 2014 and take approximately six months to complete. The final agreement will reflect the key terms and costs described in this report. At the time of printing this report the agreement was not finalized; however, due to time constraints, the project is going forward for approval at this time because of a cost savings of \$12,500 if purchased before the end of December 2014.

**AWARDING AN ELECTRONIC CONTENT MANAGEMENT SYSTEM SOFTWARE IMPLEMENTATION AND SUPPORT CONTRACT TO NEKO INDUSTRIES FOR REQUEST FOR PROPOSAL #2301, ELECTRONIC CONTENT MANAGEMENT SYSTEM, FOR AN INITIAL PURCHASE AMOUNT OF \$255,170 AND AN ANNUAL MAINTENANCE COST OF \$25,208**

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**Fiscal Impact**

In FY2013-14 the cost for annual maintenance for the City's current document management system was an annual amount of \$10,497. Through the proposed agreement, this system is replaced for a one-time cost of \$255,170 and an annual maintenance cost of \$25,208.

Funding for the Electronic Content Management System software implementation and support contract is included in Capital Improvement Project budget and 10-Year Plan that the Council approved in the annual budget process for FY2014-15. Future years' funding remains at the discretion of the Council through the annual budget process.

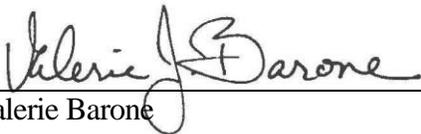
**Public Contact**

On August 26, 2014, the bid solicitation document was released. Notice of this RFP was sent to the Concord Chamber of Commerce, posted at the Civic Center Bulletin (Wing C), and posted on the City's website which includes hundreds of registered vendors. Six (6) companies submitted proposals by the deadline. A non-mandatory, pre-submittal meeting and site review was held August 29, 2014.

The Council Agenda has been posted within lawful requirements.

**Recommendation for Action**

Staff recommends that the City Council approve a Professional Services Agreement with Neko Industries to provide Electronic Content Management System purchase, implementation and support services in the amount of \$255,170 for Fiscal Year 2014-15 and an annual maintenance cost of \$25,208, and authorize the City Manager to execute the agreement.



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