

SWEETWATER AUTHORITY

Finance and Administration Committee

April 29, 2024

REVISED



Consideration to Award a Contract for the Purchase of an Electronic Document Management System and Implementation Service **to CPS LLC**

RECOMMENDATION

Staff recommends that the Governing Board award **and authorize the General Manager to execute** a one-year contract in the amount of \$45,500 with the option for the General Manager to extend the contract for four (4) additional one-year periods to CPS LLC.

OVERVIEW

As the Authority continues to evolve and adapt to the digital age, the importance of efficient document management cannot be overstated. The Authority's current system lacks the necessary capabilities to efficiently manage record lifecycles, optimize document workflows, maintain version control, and improve collaboration among teams. Staff has challenges with the current system to locate and retrieve documents promptly when responding to public records requests or legal actions. The legal considerations and regulatory obligations associated with an Electronic Document Management System (EDMS) are highly significant, particularly in light of the federal mandate outlined in White House Memorandum M-19-21. This mandate requires all Federal agencies to convert all permanent records into electronic format by June 30, 2024. The directive does not directly affect the Authority; however, it does highlight the essential role of an EDMS platform for effective record retention and management and what may be required of the Authority in years to come.

The EDMS that staff proposes was recommended by the most recent Information Systems (IS) Master Plan. Funding was allocated in the FY 2022-23 Budget.

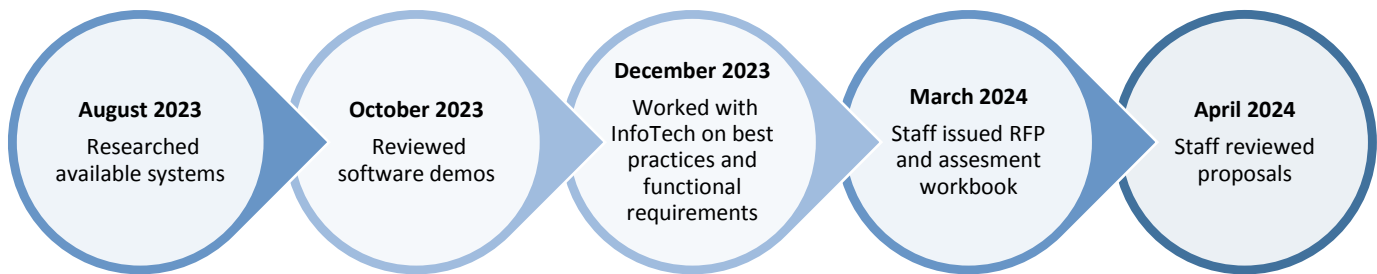
This system will offer essential features and advantages, including:

- Document capture and storage- EDMS allows for the seamless capture of documents from various sources, including scanners, email, and digital files, consolidating them into a centralized repository accessible to authorized personnel across departments.
- Document indexing and search- Advanced indexing capabilities enable users to tag documents with metadata, facilitating quick and accurate retrieval through robust search functionalities.
- Version control- EDMS tracks document versions, providing a clear audit trail of revisions and ensuring users always access the most up-to-date information.
- Workflow automation- Automated workflows streamline document routing, approval processes, and task assignments, improving collaboration and reducing manual intervention.

- Document lifecycle management- provides comprehensive lifecycle tracking capabilities, allowing users to monitor documents as they progress through each stage of their lifecycle.
- Regulatory compliance- This includes providing evidence of adherence to regulatory requirements, such as maintaining records of document access and changes.

In essence, the integration of an EDMS can streamline decision-making processes and foster a flexible organizational culture capable of responding to constituents. The strategic adoption of an EDMS is more than an incremental enhancement; it is a transformative effort that can support the Authority in achieving sustained success amidst evolving digital landscapes.

Staff recently released a Request for Proposals (RFP) on the Sweetwater website, along with a comprehensive assessment workbook for an EDMS. Outlined below is a condensed timeline for the project procurement.



In total, six proposals were received, and below is a summary of costs and staff rankings:

Vendor	System	Initial Cost ⁽¹⁾	Ranking ⁽²⁾
CPS LLC	Laserfiche	\$45,500	1
Ricoh USA	Laserfiche	\$47,270	2
ECS Imaging	Laserfiche	\$55,770	3
Cadence	OpenText	\$266,186	4
Hyland	Proprietary	\$268,675	5
Forefront	OpenText	\$333,905	6

(1) Initial Costs include implementation and first year licensing

(2) Rankings are based on evaluation criteria included in RFP section J.

The \$45,500 proposal includes total cost of installing the EDMS, user training, documentation, and on-boarding and, licensing.

Staff conducted a thorough evaluation of the proposals and determined that CPS LLC has submitted the most cost-effective proposal that aligns closely with the Authority's requirements. CPS LLC has a track record of successfully providing services to other reputable agencies such as Vista Irrigation District, the City of National City, Vallecitos Water District, and the City of Carlsbad.

References provided by CPS include Yorba Linda Water District and Vallecitos Water District, and both have all provided positive feedback. The evaluation of the proposals was based on the criteria outlined in the attached RFP issued by staff.

FISCAL IMPACT

The FY 2023-24 Budget allocation for the Capital Investment Authority-wide Electronic Document/Content Management System (ECMS) and Board Agenda Software Project is \$50,000. Additional Funds are proposed in the FY 2024-25 Budget for optional additional services for CPS LLC to perform software customization for additional features that the Authority may utilize, such as a developer portal and internal document approval workflows. The future year's annual subscription payments will be included in Operating Expense line item 10-60-600-5676 – IS Equipment Company-wide. The total cost for the initial year and the four additional extensions are as follows:

FY 2024-25 Implementation	\$24,750
FY 2024-25 Subscription	<u>20,750</u>
Sub-total FY 2024-25	\$45,500
FY 2025-26 Subscription	24,750
Annual Subscription for years 2 – 5 at estimate increases of 3%	
FY 2026-27 Subscription	25,600
FY 2027-28 Subscription	26,600
FY 2028-29 Subscription	<u>27,550</u>
Five Year Total	\$150,000

OPTIONS

1. Award and authorize the General Manager to execute a one-year contract in the amount of \$45,500 with the option for the General Manager to extend the contract for four (4) additional one-year periods to CPS LLC.
2. Reject all proposals.
3. Other direction as determined by the Board.

Staff Contact:

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Rich Stevenson, Director of Finance

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SUPPORTING INFORMATION

Attachments

1. CPS LLC. Proposal
2. Sweetwater Authority Request for Proposal for Document Management System Software and Implementation Services

Strategic Plan

Strategic Plan Goal 6 Administrative Effectiveness (AE) – Provide efficient and effective administrative systems and procedures in accordance with best management practices.

- Objective AE3: Maintain the Authority's extensive Information Systems infrastructure and provide technological solutions to efficiently and effectively support staff operations
 - Task 001.00 Conduct a needs assessment, selection and implementation of an Authority-wide Electronic Document/Content Management System (ECMS) to include Board agenda management system