

CITY OF SANTA ROSA
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL
FROM: BRIAN TICKNER, CHIEF INFORMATION OFFICER
INFORMATION TECHNOLOGY DEPARTMENT
SUBJECT: TRUSTED SYSTEM CONTRACT WITH ECS IMAGING, INC.

AGENDA ACTION: RESOLUTION

RECOMMENDATION

It is recommended by the City Clerk's Office, the Planning and Economic Development, and Information Technology Departments that the Council, by resolution, approve a Professional Services Agreement with ECS Imaging, Inc., Riverside, California, for a term of three years and in an amount not to exceed \$150,298.60, for the equipment, software, and services required to provide a "trusted system" used to digitize, store, and electronically retrieve documents.

EXECUTIVE SUMMARY

The City has tens-of-thousands of documents needing digitized and stored in a "trusted system" that prevents deletion or changes to the records. ECS Imaging, Inc. provides the needed hardware, software, and services to enhance the City's current Laserfiche digital content management system to make it a "trusted system" and enable the digitized documents to be searched and retrieved electronically and the original paper or microfiche documents to be destroyed. Additionally, as part of this Professional Services Agreement, services will be provided to the City to assist with records retention schedule updates as well as process and policy development for digitization of documents.

BACKGROUND

The City currently has tens-of-thousands of documents in the form of paper and microfiche dating back several decades, stored throughout City buildings and third-party document warehouses. To provide improved internal and public access to these documents, reduce the time required for internal research and fulfillment of public records requests, reduce the costs of paper storage and retrieval, minimize the risk of accidental loss of documents due to a disaster, and to allow for the destruction of paper and microfiche documents that have an indefinite retention schedule, the City plans to digitize and store these documents electronically in a "trusted system" that does not

allow for the alteration or removal of documents once loaded to the system. On February 15, 2022, City Council approved the use of PG&E settlement funds in the amount of \$85,000 requested by the Information Technology department to “implement trusted system”, as well as an additional \$900,000 of PG&E settlement funds requested by the Planning and Economic Development department relating to “public records management” to assist with scanning and digitization of documents.

In 2015, the City issued RFP 15-30 for “Microform Conversion to Digital Images Services” and ESC Imaging, Inc. was awarded the contract from that RFP process.

In 2018, the City entered into a 3-year contract with ECS Imaging, Inc. for ECS to provide support and maintenance services for the City’s Laserfiche digital content management system.

In 2021, the City extended the Laserfiche support and maintenance services agreement with ECS Imaging, Inc. for an additional five years.

PRIOR CITY COUNCIL REVIEW

On October 26, 2021, the City Council, by Resolution No. RES-2021-174, approved of a 5-year agreement for Laserfiche maintenance, licensing and support.

ANALYSIS

ECS Imaging, Inc. has worked well with City staff over the past several years, become familiar with City needs and processes, and continues to provide reliable hardware and software support for the existing Laserfiche digital content management system used by the City. Under this Professional Services Agreement, the City will engage ECS Imaging, Inc. to assist City staff in the implementation of the technical components required to enhance the existing Laserfiche system to make it a “trusted system” and provide the professional services needed to revise the City’s retention schedule and build the necessary Laserfiche repository structure. The services will also assist the City with the development of processes and policies required for digitization of documents and the documentation required to declare Laserfiche a “trusted system.”

Once the technical components, processes, and policies are in place from the equipment and services provided in this Professional Services Agreement, the City can move forward with the efforts to digitize documents into Laserfiche that can then be electronically searched and retrieved internally and by the public, while also allowing for the destruction and disposal of these original paper or microfiche records.

FISCAL IMPACT

The PG&E settlement funds approved by City Council at the February 15, 2022, City Council meeting will be used to pay for the equipment and services identified in this Professional Services Agreement, including a \$10,000 contingency. The on-going

PSA WITH ECS IMAGING FOR TRUSTED SYSTEM
PAGE 3 OF 3

annual charges for support and maintenance of approximately \$9,742 per year will be included in future Information Technology Department fiscal years budgets when approved by the Council.

ENVIRONMENTAL IMPACT

This action is exempt from the provisions of the California Environmental Quality Act (CEQA) under CEQA Guidelines Section 15061(b)(3) and 15378 in that there is no possibility that the implementation of this action may have significant effects on the environment, and no further environmental review is required.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

Not applicable.

NOTIFICATION

Not applicable.

ATTACHMENTS

- Resolution/Exhibit A (Professional Services Agreement)

CONTACT

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