



City of Rochester Hills
AGENDA SUMMARY
FINANCIAL ITEMS

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Legislative File No: 2023-0071

TO: Mayor and City Council Members
FROM: Leanne Scott, City Clerk
DATE: February 27, 2023
SUBJECT: Cloud Based Enterprise Content Management System

REQUEST:

City Council is requested to authorize a contract/project budget for the software, maintenance, design, setup, implementation, and training for an Enterprise Content Management System in the amount not-to-exceed \$2,000,000.00 for a period of ten (10) years from the contract execution date to ICC Community Development Solutions, LLC., Rochester, New York and further authorizes the Mayor to execute an agreement on behalf of the City.

City Council is requested to waive Section 2-273(b) the 3-year requirement for long term contracts, under Section 2-281, which allows City Council the authority to waive any regulation or procedure pertaining to purchasing, deeming it to be in the best interest of the City to allow a 10-year contract.

REASON FOR PURCHASE:

The City has been preparing for the transition from a paper document system to a digital solution over the past year. With some key functionality and objectives identified for a new digital solution the Clerk's department worked with Purchasing and MIS to develop a Request for Proposals. The Request for Proposals identified key features for a cloud based software solution that would provide for a central repository for the digital imaging and management of city records. The solution objectives included reducing physical on-site storage space, enhancing document security, improving compliance, creating an efficient document retrieval process, enhancing backup and recovery, increase staff productivity and readily provide residents access to appropriate documents. The City identified that a solution that provides for on-going life cycle management of a broad range and document types, through proper archival and eventually disposal was key for this project.

Based on these key objectives, the City issued a Request for Proposals for a Citywide Document Management System (Enterprise Content Management System) utilizing the MITN system. Seven (7) proposal responses were received. A committee consisting of staff from Building, Clerks, DPS, Fiscal and MIS evaluated the responses received and subsequently shortlisted to three (3) firms based on their proposed solution, methodology, qualifications and experience, and comparable municipal implementations of their software.

Demonstrations were requested of the shortlisted proposers and consisted of the vendor providing a complete demonstration and explanation of their proposed solution and question and answers from the evaluation committee. These demonstrations were conducted over a period of 3 days. From the demonstrations the committee met and discussed the pros and cons of each system and discussed needed clarifications from each proposer. Purchasing developed a best and final supplement proposal

offer and provided it to the shortlisted firms. Based on the best and final offers received back, the City determined that ICC provided the best overall solution for the City based on their proposed methodology for implementation of the system, their experience in implementations with municipal government, the proposed project team that will work with the City on this project, and overall best value cost proposal.

The project budget being requested includes additional funding for the project over the term of the contract. The additional funds included in the project would be utilized for additional training should it be needed for new employees, assistance and development of workflow processes for departments to automate workflows within their division, and any additional licenses that could be needed. The City in working through this process has determined that in order to make this project the most successful it can be that it is best to allow ICC to bring over all the City’s digital files stored on our network into the Enterprise Content Management once it is setup, and that the City will issue a separate RFP to contract separately to have any paper files in storage or onsite converted over into the new system. The City initially requested this as part of this Request for Proposal, but through the interviews and demonstrations it was determined that this was not in the best interest of the City to include this portion in this contract, due to subcontracting of this service and the confusion and difficulties in trying to identify how and when this portion of the project would take place. It was the opinion of City staff, that this would be best undertaken after the software was implemented.

With all these factors and considerations, the evaluation committee is recommending award of the contract for an enterprise content management system to ICC Community Development Solutions, LLC., Rochester, New York (with their Michigan office located in Wixom) as the best value to the City based on their proposed work program, responsiveness to the city’s objectives, proposed methodology, experience and qualifications, training approach, capacity to perform the required services, comparable projects and proposed project team, and overall best value cost proposal.

For the Project Budget this is a breakdown of how the costs are anticipated to be allocated for each budget year and to each project task:

(Please note: these allocations may change based on where services are needed e.g. discovery for building takes 10 hours less than our estimated hours for discovery, but integration for the BS&A interface creation takes 5 hours more than estimated, the funds would then be shifted from discovery to integration, but the City would still remain within the approved project budget).

Budget Year	Software, Licensing, Maintenance and Support	Discovery Fees (including estimated travel costs)	Implementation, Integration, Setup, and Workflow Process Creation Services (*Data file transfer allowance costs included in year 2023)	Training Services (including estimated travel costs)	Total
2023	\$73,710.00 <i>(\$81,900.00-\$8,190.00 (discount))</i>	\$66,897.00	\$147,390.00	\$13,000.00	\$300,997.00
2024	\$80,000.00		\$100,846.24		
2025	\$80,000.00		\$100,846.24		
2026	\$82,400.00*		\$100,846.24		
2027	\$84,872.00*		\$100,846.24		
2028	\$87,418.16*		\$100,846.24		
2029	\$90,040.70*		\$100,846.24		
2030	\$92,741.93*		\$100,846.24		
2031	\$95,524.18*		\$100,846.24		
2032	\$98,389.91*		\$100,846.20		
Project Budget Total					\$2,000,000.00
<p>*Years 1-3 are guaranteed and prices indicated. Years 4-10 are estimated based on a 3% annual increase to cover any price changes. ICC historically has not increased pricing greater than 3% and it had been three (3) years before the recent price increase due to inflation. The contract does require acceptance by the City of the increase and we do have the ability to cancel the contract if the City and ICC can’t mutually agree to the pricing.</p>					

PROCESS:

Vendor Name and Address:

ICC Community Development Solutions
781 Elmgrove Road
Rochester, NY 14624

Reason for Selection:

Best Value

Method of Purchase:

Contract/Project Budget/Blanket Purchase Order

BUDGET:

Funding is included in the FY 2023 Adopted Budget and the FY 2024-FY 2025 Projected Budgets and FY 2026-FY 2032 Forecasted Budgets

Year	Fund Name	Department Account No	Account No. Description	Budget Amount	Cost	Remaining Budget
Year 1 2023	General Fund	215.801000	IS-20: Document Management System	\$600,000	\$300,997	\$299,003
Year 2 2024	General Fund	215.801000	IS-20: Document Management System	\$200,000	\$180,846.24	\$19,153.76
Year 3 2025	General Fund	215.801000	IS-20: Document Management System	\$200,000	\$180,846.24	\$19,153.76
Year 4 2026	General Fund	215.801000	IS-20: Document Management System	\$200,000	\$183,246.24	\$16,753.76
Year 5 2027	General Fund	215.801000	IS-20: Document Management System	\$200,000	\$185,718.24	\$14,281.76
Year 6 2028	General Fund	215.801000	IS-20: Document Management System	\$200,000	\$188,264.40	\$11,735.60
Year 7 2029	General Fund	215.801000	IS-20: Document Management System	\$200,000	\$190,886.94	\$9,113.06
Year 8 2030	General Fund	215.801000	IS-20: Document Management System	\$200,000	\$193,588.17	\$6,411.83
Year 9 2031	General Fund	215.801000	IS-20: Document Management System	\$200,000	\$196,370.42	\$3,629.58
Year 10 2032	General Fund	215.801000	IS-20: Document Management System	\$200,000	\$199,236.11	\$763.89
			Total	\$2,400,000	\$2,000,000.00	\$400,000.00

RECOMMENDATION:

It is recommended that City Council authorize a contract/project budget for the software, maintenance, design, setup, implementation, and training for an Enterprise Content Management System in the amount not-to-exceed \$2,000,000.00 for a period of ten (10) years from the contract execution date to ICC Community Development Solutions, LLC., Rochester, New York and further authorizes the Mayor to execute an agreement on behalf of the City.

It is also recommended that City Council waive Section 2-273(b) the 3-year requirement for long term contracts, under Section 2-281, which allows City Council the authority to waive any regulation or procedure pertaining to purchasing, deeming it to be in the best interest of the City to allow a 10-year contract.

APPROVALS:	SIGNATURE	DATE
Department Review		
Department Director		
Budget Content: Chief Financial Officer		
Purchasing Process: Procurement Manager		
Mayor		
City Clerk		

Contract Reviewed by City Attorney Yes N/A