



**City of Rochester Hills
AGENDA SUMMARY
FINANCIAL ITEMS**

**1000 Rochester Hills Dr.
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Legislative File No: 2005-0461

TO: Mayor and City Council Members
FROM: Bob Grace, MIS Director & Jane Leslie, Clerk
DATE: July 1, 2005
SUBJECT: City-wide Document and Records Management

REQUEST:

Purchase authorization for consulting services for City-wide document and records management planning and design from Plangraphics, Inc., Frankfort, Kentucky, in the amount not-to-exceed \$225,457 through August 1, 2006.

REASON FOR PURCHASE:

Background:

The Citywide Records Management Plan is a 2004, 2005 and 2006 Capital Improvement Project (Citywide Records Management Program IS-07A). Information is the essential raw material from which decisions are made, actions are taken and objectives are accomplished. Records in all medias, (paper, electronic, digital, etc.) have been, are and will continue to be an essential component for the performance of work and for progress in the City. The memory and history of the City are the City's records.

The City currently is without a valid Information Management Program. Retention schedules are obsolete, and the City has no policies regarding the retention of electronic records. In addition, there are no organizational policies nor directives regarding standards for records management; nor set operating procedures and processes for records and their life cycle. Retention and disposition strategies are not in place.

The major objective of an Information Management Program is to establish a centrally managed, comprehensive organization-wide records management program. The key elements of Quality Programs include:

- Appropriate Information Management Program Organization and Structure
- Maintenance of Current and Comprehensive Records Inventories including paper, digital, electronic, film and others
- Legally valid records retention policies and records retention schedules
- Identification and protection of Vital Records
- Appropriate Systems for Managing Active Records – records accessed and used most frequently
- Appropriate Systems for Managing Inactive Records – records accessed infrequently but must be retained to meet legal retention requirements
- Forms Management Policies and Procedures
- Electronic Records Policy, E-Mail Policy and Internet Policy

- Copy and Reprographics Management Policies and procedures
- Archives Management – maintaining and managing records, artifacts and items of historical or research interest and for preserving the history of the City and preserving their potential value.

The first step the City needs to take is to put in place a strategic plan for Information Management with policy statements for the organization, which will ensure effectiveness, efficiency, accountability and preservation.

The benefits of an all-inclusive program are to:

- Increase Overall effectiveness on all levels and in staff productivity
- Ensure compliance with Federal and State legal and Regulatory requirements
- Improve customer service
- Reduce Storage Requirements
- Reduce Records Volume
- Coordinate planning for development of electronic records program
- Prevent unauthorized or arbitrary destruction of records
- Ensure the timely transfer of records from active to inactive systems
- Reduce record duplication
- Provide for Business continuation planning

Today, the average office adds five to twenty percent more paper to a paper filing system each year. As volumes grow, the problems of classifying, indexing, storing and retrieving the document intensify. In addition, organizations are retaining up to 70 percent more records than necessary of which 85 percent will never be retrieved or used by anyone for any purpose. It is also estimated that close to 59 percent of technology space is used to maintain duplicate records or valueless records retained beyond necessary retention times. Without addressing the information management issue, the problems will continue to exponentially grow.

An Information Management Program will ensure trustworthiness, reliability and accuracy of information; will be compliant with all Federal and State legal requirements, will reduce the risks associated with the management of all the City's information, while creating a clearly defined and measurable process associated with management of the City's information in all formats.

Purchase:

In order to accomplish the above goals, the City wishes to utilize the services of Plangraphics, Inc., an independent technology and development consulting firm for government agencies. The services will include an inventory of all city documents, including large scale plans, processes and workflows, characterization of documents, identification of system requirements, specifications development, implementation planning, cost benefit analysis, development of a retention policy and assistance in system procurement. Based on the scope of the project, a steering committee will be established with team leads from all City departments.

A Request for Proposal process identified Plangraphics, Inc. as the most qualified firm to assist with a large scale document imaging project. Upon presentation of the project to the AIS committee, staff was requested to enhance the scope of the project to city-wide. Based on the qualifications and experience of Plangraphics, Inc. in municipal document imaging programs and the City's satisfaction on a previous GIS project, the incorporation of a broader project was negotiated.

PROCESS:

Vendor Name and Address:

Plangraphics, Inc.
 112 E. Main St.
 Frankfort, KY 40601

Reason for Selection:

Most qualified; best value

Method of Purchase:

Contract/Blanket Purchase Order

BUDGET:

Fund Name	Department Account No	Account No. Description	Budget Amount	Cost	Remaining Budget
636	980000	Large Scale Format Plan Imaging System – IS-07	\$200,000	\$200,000	0
			*\$45,000	\$25,457	

*Proposed 2006 Budget - \$45,000

RECOMMENDATION:

It is recommended that City Council authorize consulting services for City-wide document and records management planning and design from Plangraphics, Inc., Frankfort, Kentucky, in the amount not-to-exceed \$225,457 through August 1, 2006.

RESOLUTION

NEXT AGENDA ITEM

RETURN TO AGENDA

APPROVALS:	SIGNATURE	DATE
Department Review		
Department Director		
Budget Content: Finance Director		
Purchasing Process: Supervisor of Procurement		
Mayor		
City Council Liaison		