



Agenda Submittal

Agenda #: 17 **Status:** Approved
Type: Contract **Department:** General Services
File #: 17-458 **Contact:** Kanon Artiche, 784-7900
Agenda date: 6/27/2017 **Final action:** 6/27/2017

Title: Approve a three year sole source agreement beginning June 27, 2017 and ending June 26, 2020 with NorthStar-IS, Inc. of Rancho Cordova in an amount not to exceed \$100,000 to provide on-call information technology and system support services associated with Documentum/ApplicationXtender for digital content management under the County's Records and Information Management program and other related services; and Authorize the County Administrator or designee to execute the agreement and any subsequent modifications, amendments, and work authorizations associated with the agreement within approved budgets

Governing body: Board of Supervisors

District: All

Attachments: 1. A - Agreement, 2. B - Sole Source Justification, 3. Executed Contract, 4. Minute Order

Date	Ver.	Action By	Action	Result
6/27/2017	1	Board of Supervisors	Approved	

Published Notice Required? Yes ____ No X
Public Hearing Required? Yes ____ No X

DEPARTMENTAL RECOMMENDATION:

The Department of General Services recommends that the Board of Supervisors:

1. Approve a three year sole source agreement (Attachments A and B) beginning June 27, 2017 and ending June 26, 2020 with NorthStar-IS, Inc. (NorthStar) of Rancho Cordova in an amount not to exceed \$100,000 to provide on-call information technology and system support services associated with Documentum/ApplicationXtender for digital content management under the County's Records and Information Management (RIM) program and other related services; and
2. Authorize the County Administrator or designee to execute the agreement and any subsequent modifications, amendments, and work authorizations associated with the agreement within approved budgets.

SUMMARY/DISCUSSION:

In June 2012, the Board of Supervisors approved initial funding to support a multi-phased implementation plan for transitioning from paper intensive and physical records storage environment to an electronic content management system that began with an assessment of existing County records. This action initiated and established the County's Records and Information Management (RIM) program. Through subsequent actions, the Board approved a RIM policy, a Countywide Records Retention policy; authorized development of business protocols for implementation of Documentum/ApplicationXtender (Documentum) software as an electronic content management system, and approved additional staffing resources to meet the needs of the RIM program. The Board also authorized work to:

- A. Define and build the requirements for phased implementation of Documentum with pilot departments;

- B. Develop an employee training module for proper use of the County records retention schedules and facilitate a retention schedule review and implementation process/training for all Departments; and
- C. Draft a communications plan for all RIM program activities.

These ongoing efforts are active and will take several years to complete, especially as it pertains to building the requirements for phased implementation of Documentum as an electronic content management system, which is the core of the County's RIM program.

The Department of General Services is recommending that a sole source agreement be awarded to NorthStar to provide the necessary services as set forth in the Agreement (Attachments A and B). The Sole Source Justification is based on the extensive knowledge and expertise NorthStar has in relation to the County's Document Management Systems. Beginning in 2007, key personnel within NorthStar (formerly Work Flow Action) assisted the County with utilizing Documentum as a RIM repository. In 2014, NorthStar's Documentum implementation efforts intensified while working in conjunction with the Department of Information Technology to support digital content/records and information management for the Sheriff's Office, District Attorney, Auditor-Controller's Office, Treasurer/Tax Collector/County Clerk, Department of Child Support Services and Health and Social Services. NorthStar has also provided services associated with the phased implementation of Documentum with pilot departments. Through this process, NorthStar has amassed considerable knowledge of the County's business practices and possesses unique and critical capabilities associated with Documentum in relation to those practices.

FINANCIAL IMPACT:

Expenses for on call information technology and system support services under the proposed agreement will be paid from funds appropriated in FY2016/17. If the Board approves the requested actions, these funds will be carried over for use in FY2017/18. If additional funding is needed to support this work effort, the Department of General Services will request additional funding at a later date for the Board's consideration and approval.

ALTERNATIVES:

The Board could elect not to approve the agreement. This action is not recommended since work associated with building the requirements for phased implementation of Documentum as an electronic content management system under the County's RIM program would effectively cease.

OTHER AGENCY INVOLVEMENT:

Representatives of the Department of Information Technology have assisted in developing Documentum requirements associated with the County's RIM program. In addition to the Department of General Services, the County Administrators Office, Treasurer/Tax Collector/County Clerk, and Veterans Services are participating as pilot departments under the County's RIM program. County Counsel provided legal guidance during the contract development process and approved the Agreement as to form.

CAO RECOMMENDATION:

APPROVE DEPARTMENTAL RECOMMENDATION