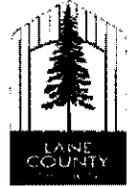


W.5.C.1.

AGENDA COVER MEMO

AGENDA DATE: October 27, 2010
TO: Board of County Commissioners
DEPARTMENT: Public Works / Land Management Division
PRESENTED BY: Matt Laird



AGENDA TITLE: ORDER _____ / IN THE MATTER OF AWARDING A CONTRACT TO USARCHIVE & IMAGING SERVICES, INC. IN RESPONSE TO RFP NO. IS2010-7-01 FOR PUBLIC WORKS LAND MANAGEMENT DIVISION SCANNING AND INDEXING SERVICES IN THE PRICE RANGE BETWEEN \$257,700 AND \$363,930

I. MOTION

Order _____ /In The Matter Of Awarding a Contract to USArchive & Imaging Services, Inc., in response to RFP No. IS2010-7-01 for Public Works Land Management Division Scanning and Indexing Services in the price range between \$257,700 and \$363,930.

II. AGENDA ITEM SUMMARY

The Board is being asked to award a contract to USArchive & Imaging Services, Inc. in response to RFP No. IS2010-7-01 for Public Works Land Management Division (LMD) Scanning and Indexing Services. LMD has partnered with Information Services (IS) in the requirements definition and solution selection process for the Scanning and Indexing solution which will be implemented among the Planning, Building, and Sanitation Programs. The project will convert paper property files containing Planning, Building, and Sanitation records into digital images that will be added to an electronic database.

III. BACKGROUND/IMPLICATIONS OF ACTION

A. Board Action and Other History

There has been no direct board action related to this project, however, the board has encouraged the Land Management Division to implement technology that may provide increased customer service. Additionally, the Board has provided dedicated funding for technology improvements in LMD, reference Board Order No. 08-5-14-13, Board Order No. 09-6-23-1, and Board Order No. 10-2-24-5.

The purpose of the Land Management Division is to work with property owners, builders, consultants, surveyors and others to facilitate and manage the land development process in a manner that encourages economic activity while protecting the public's natural resource interests. LMD is a broad based organization that administers the land development process for approximately 50,000 properties in Lane County. Digital file management is needed to support the following County Programs within the Division:

- Land Use Planning
- Building
- Sanitation
- Compliance
- Administration

B. Policy Issues

There are no outstanding policy issues.

C. Board Goals

- Provide opportunities for citizen participation in decision-making, voting volunteerism and civic and community involvement.
- Contribute to appropriate community development in the areas of transportation and telecommunications infrastructure, housing, growth management and land development.
- Maintain a healthy environment with regard to air quality, water quality, waste management, land use and parks.
- Provide efficient and effective financial and administrative support and systems to direct service departments.

As can be seen by the above referenced goals, Lane County Government is committed to guiding community development and growth management, while simultaneously protecting its natural environment. In order to achieve these goals the County supports providing efficient and effective administrative systems. In this case the administrative system is the conversion of paper property records into digital images that will be attached to an electronic database. This project is also consistent with the goal to provide citizen information and involvement as it will provide greater access to public records.

D. Financial and/or Resource Considerations

The volume of paper records in the Land Management Division is estimated at approximately 982 feet of records, or 11,794 inches of paper. It is difficult to get an exact page count because the density of files in each drawer is not consistent. Based on multiple test drawers, the number of pages of paper property records is estimated between 2.5 and 3.5 million pages. The number of pages is relevant in this case because the Scanning and Indexing Companies base their cost estimates on the number of pages scanned, which directly correlates to the number of images produced, thus effecting the total proposed cost.

Other cost drivers that will impact the overall price of this project are:

1. Transportation and delivery
2. Document preparation
3. File separation
4. Scanning images less than 11" x 17" in size
5. Scanning of large format pages
6. Scanning of color images
7. Indexing to parcel number
8. Indexing to permit number
9. File re-bundling and re-boxing

The TOTAL PROPOSED COST for this project will be in a range between:

2.5 million pages = \$ 257,700

3.5 million pages = \$ 363,930

Funding to support this critical project will come from the Land Management Technology Projects Fund (3628042). This fund was developed to provide monies for long term technology improvements in the Division. This dedicated funding comes from two revenue sources. The first is a technology assessment surcharge on all permits sold in LMD. This surcharge is 10%, up to a maximum of \$100, on each permit type. The second revenue source for this fund comes from transferring a portion of the Waste Management tipping fee that is allocated to the Land Management Division.

Annual support for the project is available by redirecting funds used to support the current systems, as well as increased revenues that will be realized as a result of the much more efficient practice of digital file management and document retrieval.

E. Analysis

The goal that has been discussed with the Board is to establish a system that will allow citizens to view their property records online, from their home, without having to come into the LMD office. To that end, LMD has proposed to scan and index the property files, also known as the TRS files (Township, Range, and Section). Once the files have been converted into digital images, they will be indexed according to location and permit number. These indexed digital images will then be attached to the permit tracking software used by the Land Management Division. Once the digital process functions smoothly internal to the office, the second phase of the project will consist of adding citizen access to the records via the Lane County Land Management website. It should be noted that phase II of this project is not being proposed at this time. However, the long term goal of providing 24 hour, online citizen access to the LMD property records still remains. In order to achieve that goal, the TRS files must be scanned into digital images.

A secondary benefit from this project will be countywide, concurrent viewing of the TRS files. Currently the TRS files are stored as paper documents in file cabinets, boxes and accordion files. A file can only be accessed by one person at a time and must be physically retrieved from the LMD area. When a file is checked out, the file is unavailable for viewing by anyone else. At the completion of this project, Lane County employees will be able to access TRS files via their computer and concurrently while other county staff is viewing the same files.

A third benefit of moving toward digital file management will be the reduction in the amount of paper used by the office. Maintaining scanned records is a much more sustainable long range plan for managing property files and should significantly decrease the amount of office square footage that is dedicated to file cabinets and long term storage of paper.

LMD and IS initiated a project in the spring of 2010 to determine the most cost effective means to get the LMD TRS files scanned and indexed, while still maintaining a high level of image quality. A Request for Information (RFI) was released to help that team formulate an understanding of the issues involved with a scanning project of this magnitude. The proposals in the responses were compared with an internal solution. Based on experience, proven abilities and timeframes for completion; it was determined that the team would proceed with a vendor solution selected via a Request for Proposal (RFP).

An RFP was drafted that included required scanning services along with technical specifications for the images produced. It also included other desired ancillary services such as scanning large format documents, scanning in color documents as a color image and document separation.

Fifteen proposals were received and reviewed by the evaluation committee. After scoring on the predefined criteria and participating in two follow-up conference calls from the top three vendors, the evaluation committee reached conclusion that USArchive & Imaging Services, Inc. was the preferred solution.

F. Alternative / Options

1. Award a contract to USArchive & Imaging Services, Inc. which had the highest ranking evaluation results from the Request for Proposal. This vendor has a proven track record of providing local and state governments with scanning and indexing services for projects of this magnitude. In addition this vendor has the resources and experience in separating the pages within a file into discrete documents.
2. Perform the scanning and indexing in-house with a crew made up mostly of temporary workers. The downside to this option is that it is anticipated that this would cost more and take longer than option #1. However this option does provide the security of knowing that the TRS files never leave the Public Service Building.
3. Take no action at this time and direct LMD to conduct additional research.

IV. TIMING/IMPLEMENTATION

LMD and USArchive & Imaging Services, Inc. have agreed to a 9 month implementation schedule and a start date of November 29, 2010.

VI. RECOMMENDATION

Option #1: According to the LMD Scanning and Indexing evaluation committee, the USArchive & Imaging Services, Inc. solution provides the best overall value.

VII. FOLLOW-UP

No further action is requested of the Lane County Board of Commissioners.

V. ATTACHMENT

Board Order

THE BOARD OF COUNTY COMMISSIONERS, LANE COUNTY, OREGON

ORDER NO.) IN THE MATTER OF AWARDING A CONTRACT TO USARCHIVE
) & IMAGING SERVICES, INC. IN RESPONSE TO RFP NO. IS2010-
) 7-01 FOR PUBLIC WORKS LAND MANAGEMENT DIVISION
SCANNING AND INDEXING SERVICES IN THE PRICE RANGE
BETWEEN \$257,700 AND \$363,930

WHEREAS, the Board of County Commissioners has stated their goal to "Contribute to appropriate community development in the areas of transportation and telecommunications infrastructure, housing, growth management and land development"; and

WHEREAS, the Lane Management Division of Public Works has been working to streamline their internal business processes for the increased efficiency of the organization; and

WHEREAS, the Land Management Division of Public Works has been working diligently toward the goal of providing TRS files online for the public; and

WHEREAS, specific technical and functional requirements have been documented and have resulted in the development and publishing of RFP IS2010-7-01 for LMD Scanning and Indexing Services; and

WHEREAS, fifteen proposals were received in response to said RFP; and

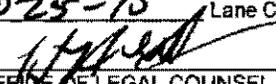
WHEREAS, all proposals were evaluated by an RFP evaluation committee comprising representatives of both LMD and Information Services; and

WHEREAS, the proposal submitted by USArchive & Imaging Services, Inc. is rated as the top proposal meeting the evaluation criteria;

NOW THEREFORE, IT IS HEREBY ORDERED that a contract be awarded to USArchive & Imaging Services, Inc. for scanning and indexing services for all LMD TRS files for a price in the range of \$257,700 to \$363,930 for the period November 29, 2010 through August 29, 2011; and

IT IS FURTHER ORDERED that the County Administrator is delegated authority to sign and execute the contract documents.

Effective this _____ day of November, 2010

APPROVED AS TO FORM
Date 10-25-10 Lane County

OFFICE OF LEGAL COUNSEL

Bill Fleenor, Chair
Lane County Board of Commissioners