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**To:** Lemoore City Council Item #6  
**From:** John Tyler, Administrative Analyst  
**Date:** March 31, 2007  
**Subject:** Imaging System and Information Technology Systems Upgrades

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**Discussion:**

There are a four major components to discuss in this overall project that staff is referring to as an Information Technology (IT) Systems Upgrade. Those four components are:

1. Procurement and installation of a new Imaging System (software) that is used for scanning, storage and retrieval of paper documents into archival, electronic versions and making them readily available to staff and some of the non-confidential public documents available to the public via an Internet connection.
2. Procurement of new hardware to support the new software systems and databases.
3. Labor costs associated with the decommissioning of the old, out-dated, and unreliable “NT” server and installation of the new hardware mentioned in #2.
4. End-user licensing costs for Windows 2003 Exchange use.

A detailed discussion of each point will follow.

**1. Imaging System Software**

The retention of records over long periods of time has become a cumbersome and time-consuming process for government agencies everywhere. Technology, and the laws regulating data and records retention, has changed dramatically over the years. Now, in an effort to be in compliance with regulations, consistent with other agencies, and up to date in our technology, we need to upgrade the existing system scanning system. This archaic system (7 years old) is no longer supported by its original manufacturer (Minolta) and cannot simply be “upgraded.” The system needs to be replaced and the data that staff has scanned already needs to be converted into the new format and put into an electronic storage system of its own. Therefore, City staff went through a lengthy process of Requests for Proposals (RFP) for an imaging and data retrieval system to meet the current and projected future needs of the City. An *ad hoc* committee was formed with members of various departments to determine the needs of the City and to

review the proposals. This is an intricate process when you consider that the data (particularly that of the Police Department) has to meet very strict security regulations put in place by the Department of Justice. All members of the *ad hoc* committee were satisfied that we received a good number of Proposals (6 in total), and that we are recommending the best system for the best price. The decision was based not only on overall price, but also on service abilities, reputation in the industry and the number of other agencies served by that particular software manufacturer (we do this for consistency between agencies). Once the particular manufacturer/seller of the product was chosen, we negotiated further to get at the exact system requirements and costs. The final proposal came from Decision Management Company, Inc., *dba* Questys Solutions, and is attached for your review (Attachment #1). The total amount is \$41,275.16. This system includes a web-module that will allow our Police Officers to access electronic records that are stored in the database from their vehicles. It will also allow citizens to access some public information from a web-based location, instead of having to make a trip to City Hall or writing a formal request. This should have the effect of reducing staff time spent on these types of requests. Finally, from the City Clerk's point of view, it will bring the City into standard compliance with regard to records management and data retention.

## **2. Procurement of New Hardware**

The software system described above has certain hardware requirements that must be addressed to make the software installation a success. This includes a new server for the Police Department, along with a storage device, back-up utilities, and other miscellaneous hardware. The estimated cost for these items, including installation, is \$10,000. The cost breakdown is roughly as follows:

a. Server	\$2,500
b. Platter storage device	\$5,500
c. Back-up equipment/cabling	\$500
d. Installation Labor	\$1,500

## **3. Labor Costs Associated with Decommissioning the Old NT Server**

We have been provided an estimate from our contracted IT technician to perform the necessary services to convert all users in the City away from the outdated NT server and onto the newer Windows 2003 server. This estimate also includes the necessary maintenance to all 35 workstations to properly allow the conversion. The total amount in the estimate is \$4,760 (see Attachment #2).

## **4. End-User Licensing for the New Windows 2003 Exchange**

We have received the estimate from our licensing provider, CDW-G for the new licensing that must accompany the Microsoft Exchange conversion. The amount is \$2,394.12 for up to 40 users which allows for future City growth (see Attachment #3). We currently have 35 operating workstations.

The initialization of this program would require that the City enter into contract for services with Decision Management Company, Inc. to install the software and provide future maintenance and service. The contract has been drafted and is being reviewed by the City Attorney (Attachment #4). We will only enter into this contract upon approval of City Attorney. Additionally, the

software system is guaranteed and maintained at no additional charge for one year from date of installation and successful staff training and testing. Future budgets will require an annual maintenance fee (18% of original software costs, or approximately \$3,600 per year) to be payable to Decision Management Company, Inc. This maintenance fee will be spread throughout the affected departments.

**Budget Impact:**

Staff had originally made an estimate of \$30,000 that was adopted into this year's budget (see Attachment #5). The actual amount of the system upgrade comes to a total of \$58,429.28, calling for a budget amendment in the amount of \$28,429.28. All of the changes being requested will be an adjustment to the City Manager's departmental budget.

**Recommendation:**

That Council approve the Proposal by Decision Management Company, Inc., and authorize the City Manager to enter into contract (once approved by City Attorney) with Decision Management Company, Inc. to perform the system installation.

That Council would further authorize the City Manager to make the necessary budget amendments to cover the cost of implementing the Information Technology upgrade.