

# County of Sonoma

## Agenda Item Summary Report

Clerk of the Board Use Only

Meeting Date

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Agenda Item No: \_\_\_\_\_

**Department:**

Human Services Department

**4/5 Vote Required**

**Contact:**

Stacy Perkins

**Phone:**

(707) 565-5874

**Board Date:**

June 16, 2009

**Deadline for Board Action:**

June 23, 2009

**AGENDA SHORT TITLE:**

Document Imaging Maintenance and Support Contract

**REQUESTED BOARD ACTION:**

Authorize the Director of Human Services, or her designee, to sign and execute a Fiscal Year 09/10 agreement NEKO Industries, Inc., in the amount of \$63,201.28, for document imaging maintenance and support.

### CURRENT FISCAL YEAR FINANCIAL IMPACT

**EXPENDITURES**

**ADD'L FUNDS REQUIRING BOARD APPROVAL**

Estimated Cost	\$	63,201.28	Contingencies	\$	000.00
			(Fund Name: )		
Amount Budgeted	\$	63,201.28	Unanticipated Revenue	\$	000.00
			(Source: )		
Other Available Approp. (Explain Below)	\$	000.00	Other Transfer(s)		000.00
			(Source: )	\$	
Additional Requested:	\$	0.00	Total Source of Funds:	\$	0.00

**Explanation** (if required):

Appropriations for this agreement are included in the Human Service Department's approved FY 09/10 budget.

**Prior Board Action(s):**

None.

**Alternatives – Results of Non-Approval:**

Non-approval would put the continuing operation of the document imaging system and function at risk because we would not be able to escalate system issues and failures that can not be resolved internally.

**Background:**

The Human Services Department has a Document Management Unit (DMU) which processes the conversion of documents from paper to digital format. This capability provides a major benefit both to our clients and the department in that it enables us to efficiently manage the processing, storage and retrieval of essential documentation necessary for us to provide our services to the community.

The document imaging system uses two software components, Kofax and Hyland/OnBase. The day to day support and maintenance of these components and associated hardware is provided by technical staff within the department. As issues and failures arise that are outside of the capabilities of our staff, an outside vendor is necessary to provide timely resolution to ensure that the system is returned to full operation in order to minimize downtime and unavailability. In addition, only authorized Hyland/OnBase technicians are allowed to perform upgrade and manufacturer support.

The execution of this contract is the result of a competitive bidding process (RFP) resulting in the selection of NEKO Industries, Inc. to provide the needed maintenance and support for the document imaging software and hardware. The Human Services Department expects the contract funds to be expended during the FY 09/10 period.

Costs incurred under this contract are spread across all program funding sources in the Department, including multiple federal and state funding. While the levels and types of state funding are uncertain as of this writing, the contract contains a provision for termination upon 30 days written notice for lack of funds.

**Recommendation:**

Authorize the Director of Human Services, or her designee, to sign and execute a FY 09/10 agreement with NEKO Industries, Inc., in the amount of \$63,201.28, for document imaging maintenance and support.

**Attachments:**

**On File With Clerk:**

NEKO Industries, Inc. Agreement for Document Imaging Service and Maintenance.

**CLERK OF THE BOARD USE ONLY**

**Board Action (If other than "Requested")**

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**Vote:**