

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Information Technology		(2) MEETING DATE June 6, 2006		(3) CONTACT/PHONE Janette Pell 781-5051	
(4) SUBJECT Request To Approve An Amendment To The Contract With General Networks Corporation To Allow For An Extended Timeline To Complete The Implementation Of The Integrated Document Management Project					
(5) SUMMARY OF REQUEST Approve the amendment to the contract with General Networks Corporation (GNC) to extend the duration of the contract to completion from June 30, 2006 to December 31, 2006. As part of the GNC contract, the County purchased a document management software package from Hummingbird for document storage, disposition, and retrieval. The Integrated Document Management (IDM) project has experienced delays in: 1) acceptance of the Hummingbird Document Management product due to technical issues with integrating the product with our desktop operating system and application software; 2) acceptance of Hummingbird's Enterprise Workflow product as a result of multiple technical issues in which GNC and Hummingbird are working diligently to get resolved; and 3) interfacing IDM and SAP due to the priority of completing the SAP implementation prior to developing the interface.					
(6) RECOMMENDED ACTION Approve the amendment to the contract with General Networks Corporation.					
(7) FUNDING SOURCE(S) N/A		(8) CURRENT YEAR COST N/A		(9) ANNUAL COST N/A	
(10) BUDGETED? <input type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A					
(11) OTHER AGENCY/ADVISORY GROUP INVOLVEMENT (LIST): The following departments have been involved in the implementation and support the recommendation: Administrative Office, Assessor, Auditor Controller, Clerk Recorder, County Counsel, Personnel, Treasurer/Tax Collector, and Information Technology.					
(12) WILL REQUEST REQUIRE ADDITIONAL STAFF? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes, How Many? _____ <input type="checkbox"/> Permanent _____ <input type="checkbox"/> Limited Term _____ <input type="checkbox"/> Contract _____ <input type="checkbox"/> Temporary Help _____					
(13) SUPERVISOR DISTRICT(S) <input type="checkbox"/> 1st, <input type="checkbox"/> 2nd, <input type="checkbox"/> 3rd, <input type="checkbox"/> 4th, <input type="checkbox"/> 5th, <input checked="" type="checkbox"/> All			(14) LOCATION MAP <input type="checkbox"/> Attached <input checked="" type="checkbox"/> N/A		(15) Maddy Act Appointments Signed-off by Clerk of the Board
(16) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Hearing (Time Est. _____) <input type="checkbox"/> Presentation <input type="checkbox"/> Board Business (Time Est. _____)			(17) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions (Orig + 4 copies) <input checked="" type="checkbox"/> Contracts (Orig + 4 copies) <input type="checkbox"/> Ordinances (Orig + 4 copies) <input type="checkbox"/> N/A		
(18) NEED EXTRA EXECUTED COPIES? <input type="checkbox"/> Number: _____ <input type="checkbox"/> Attached <input type="checkbox"/> N/A			(19) APPROPRIATION TRANSFER REQUIRED? <input type="checkbox"/> Submitted <input type="checkbox"/> 4/5th's Vote Required <input checked="" type="checkbox"/> N/A		
(20) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) _____25000207_____			(21) W-9 <input type="checkbox"/> No <input type="checkbox"/> Yes		(22) Agenda Item History <input type="checkbox"/> N/A Date -- February 15, 2005
(23) ADMINISTRATIVE OFFICE REVIEW <p align="right">OK Leslie Brown</p> <p align="right">B-30 16-6000</p>					



COUNTY OF SAN LUIS OBISPO
Information Technology Department
County Government Center Room 400, San Luis Obispo, CA 93408
(805) 781-5050 FAX: (805) 781-1388
Janette D. Pell, Chief Information Officer

TO: HONORABLE BOARD OF SUPERVISORS

FROM: JANETTE PELL, CHIEF INFORMATION OFFICER

Janette D Pell

DATE: JUNE 6, 2006

SUBJECT: REQUEST TO APPROVE AN AMENDMENT TO THE CONTRACT WITH GENERAL NETWORKS CORPORATION TO ALLOW FOR AN EXTENDED TIMELINE TO COMPLETE THE IMPLEMENTATION OF THE INTEGRATED DOCUMENT MANAGEMENT PROJECT

RECOMMENDATION

It is recommended that the Board of Supervisors approve the attached amendment to the contract with General Networks Corporation (GNC) for Software licenses, Software Support, Services, and Training extending the duration of the contract to completion from June 30, 2006 to December 31, 2006.

DISCUSSION

On February 15, 2005, your Board of Supervisors approved an enterprise Integrated Document Management (IDM) system by approving the contract with GNC for Software Licenses, Software Support, Services, and Training for the contracted amount of \$976,739. The duration of the contract is through June 30, 2006.

The IDM project consists of an enterprise wide implementation of a variety of technologies including records management, electronic forms, workflow, electronic imaging, and information storage and retrieval. Benefits of this project include:

- Developing a Countywide strategy for document management for a consistent automated method of storing, categorizing, and maintaining documents with appropriate retention periods
- Providing the public with more/easy access to information because electronic documents are easier to locate than paper documents
- Providing the public with electronic copies of documents that can be e-mailed, eliminating the need to visit a County office

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- Improving response to public inquiries regarding document status because of system audit trail
- Improving public access to documents that can be posted on the County's web site
- Reducing the volume of paper and file storage space, particularly in light of the move to the new building
- Sharing documents electronically, eliminating redundant files
- Decreasing the cost of storing files offsite
- Preserving vital/historic documents from destruction over time
- Improving routing and approval process with electronic notification

The following circumstances have arisen impacting the time for performance of the contract:

1. As part of the GNC contract, the County purchased a document management software package from Hummingbird for document storage, disposition, and retrieval. Hummingbird is a leading global provider of enterprise software solutions. Acceptance of the Hummingbird Document Management product was delayed due to technical issues with integrating the product with our desktop operating system and application software. These issues were ultimately resolved by upgrading to the latest service and maintenance release of the product. Additional time was required to troubleshoot the original technical issues, make the decision to upgrade, perform the upgrade, and complete a second acceptance process of the upgraded software.
2. Acceptance of Hummingbird's Enterprise Workflow product is currently delayed as a result of multiple technical issues with this product. We have been working diligently with GNC and Hummingbird to get them resolved. Additional time is required to resolve this issue with the Workflow product.
3. Part of the IDM project was to interface with SAP. Since the Enterprise Financial System (EFS) project was also being implemented this past year, resources were prioritized to work on completing the implementation of EFS prior to implementing the IDM interface. Resources are now available from EFS to move the integration to IDM forward.

The County and GNC recognize that additional time is needed to perform the contract. Therefore, this amendment to the contract will allow the project to be completed by December 31, 2006.

OTHER AGENCY INVOLVEMENT/IMPACT

The following departments have been involved in the implementation and support the recommendation: Administrative Office, Assessor, Auditor Controller, Clerk Recorder, County Counsel, Personnel, Treasurer/Tax Collector, and Information Technology.

County Counsel has reviewed the attached amendment to the contract as to form and legal effect.

FINANCIAL CONSIDERATIONS

The request to extend the duration of the GNC contract will result in no additional cost to the County.

RESULTS

This amendment will ensure the successful implementation of the IDM system where it is anticipated that departments will gain new efficiencies and effectiveness in the way they conduct their business of processing, classifying, storing, and retrieving records and information. Not only will electronic data storage reduce the number of file cabinets and floor space required to keep documents, it will also reduce the manual labor required to maintain and locate these files. It will be easier to share information between departments, and route documents electronically for approval instead of delivering manual hard copies which take time to receive and process.

The IDM system will also provide Computer Output to Laser Disc / Enterprise Report Management (COLD/ERM) capabilities. Our intent is that as Departments implement this system, they can take advantage of this capability by storing their mainframe reports online. This would result in a reduction in paper, printing, and distribution costs over time as Departments who may only need to see summary sheets can do so online instead of printing out multiple copies of these reports for distribution.

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FIRST AMENDMENT

TO
CONTRACT
FOR

original
+
4 copies

INFORMATION TECHNOLOGY SOLUTION

The ORIGINAL CONTRACT was made and entered into by and between the County of San Luis Obispo ("County"), a public entity in the State of California, and General Networks Corporation, a California corporation ("Vendor" or "Contractor"). The ORIGINAL CONTRACT was executed on February 15, 2005.

WITNESSETH:

WHEREAS, the following circumstances have arisen impacting the time for performance of the contract:

1. Acceptance of the Hummingbird Document Management product specified in the ORIGINAL CONTRACT was delayed due to technical issues with integrating the product with our desktop operating system and application software. These issues were ultimately resolved by upgrading to the latest service and maintenance release of the product. Additional time was required to troubleshoot the original technical issues, make the decision to upgrade, perform the upgrade, and complete a second acceptance process of the upgraded software,
2. Acceptance of Hummingbird's Enterprise Workflow product specified in the ORIGINAL CONTRACT is currently delayed as a result of multiple technical issues with this product. We have been working diligently with General Networks Corporation (our integrator) and Hummingbird to get them resolved. Additional time is required to resolve this issue with the Workflow product,
- and 3. Part of the Integrated Document Management (IDM) project, of which the ORIGINAL CONTRACT is a part, was to interface with SAP. Since the Enterprise Financial System (EFS) project was also being implemented this past year, resources were prioritized to work on resolving critical EFS issues prior to implementing the IDM interface. We have since addressed this with the EFS team and have a plan to move the SAP portion of this project forward starting in July, 2006,

WHEREAS, County and Contractor recognize that additional time is needed to perform the ORIGINAL CONTRACT.

WHEREAS, this First Amendment to the ORIGINAL CONTRACT is intended to modify the time for performance.

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Connie J. Cobb

(SEAL)

Notary Public

My Commission Expires 8/8/06 COUNTY:

COUNTY OF ~~SAN LUIS OBISPO~~ Los Angeles

A Public Entity in the State of California

COUNTY COUNSEL:

Approved as to form and legal effect.



JAMES B. LINDHOLM, Jr.
County Counsel

By: Kathy Bouchard
Deputy County Counsel

May 26, 2006
Date

COUNTY OF SAN LUIS OBISPO
A Public Entity in the State of California

By: _____
Chair, Board of Supervisors

Date

ATTEST:

By: _____
County Clerk and Ex-Officio Clerk
of the Board of Supervisors

Date

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