



CITY OF MENIFEE

SUBJECT: Bid Award and Agreement with Complete Paperless Solutions for Citywide Document Scanning, Indexing, and Quality Control Services

MEETING DATE: September 18, 2024

TO: Mayor and City Council

PREPARED BY: Edna Aguilar, Management Analyst

REVIEWED BY: Stephanie Roseen, Acting City Clerk

APPROVED BY: Armando G. Villa, City Manager

RECOMMENDED ACTION

1. Award bid and authorize the City Manager to execute a Professional Services Agreement with Complete Paperless Solutions (CPS) for citywide document scanning, indexing and quality control services for an initial two-year term in a total not-to-exceed amount of \$430,000 through June 30, 2026; and
2. Authorize the City Manager or designee to execute up to three optional one-year renewals in the not-to-exceed amount of \$570,000; and
3. Authorize the City Manager to execute additional amendments as needed to include unanticipated services for document scanning, indexing and quality control services, at the City's discretion and contingent on availability of the corresponding budget.

DISCUSSION

Background

The City of Menifee currently maintains a significant volume of physical records, including permits, agreements, historical documents and other administrative documents. These records are stored throughout City Hall, auxiliary City locations, as well as an off-site storage facility, making retrieval time-consuming. Additionally, physical storage of documents is unfeasible due to the lack of space at City facilities. Digitization of these records would facilitate better management, faster retrieval, and improved security of sensitive information, as well as support the City's efforts to transition to a more transparent, sustainable, and paperless environment.

In 2019 the City of Menifee began the document digitization and centralization initiative and entered into a multi-year agreement with DMC, Inc. to provide comprehensive citywide document scanning, indexing and quality control services as part of the ongoing efforts to become a safe and transparent city.

The document digitization and centralization initiative outlines the need for documents with permanent or long-term retentions, as outlined in the City’s Records Retention Policy to be scanned/uploaded into the City’s electronic records repository, Laserfiche. Since then, the initiative has moved at a steady pace, all while also allowing staff to manage their current workload.

In 2023, the City Council approved a final extension of the agreement with DMC, Inc. and staff agreed to re-evaluate the City’s current needs for these services by issuing a Request for Proposal (RFP).

RFP Process

On May 10, 2024, the City issued RFP No. 2024-16: Document Scanning, Indexing and Quality Control Services. The City received a total of six proposals by the closing date of June 10, 2024. A review committee comprised of City staff from multiple departments completed a comprehensive evaluation of the proposals received. Proposals were reviewed and ranked based on the experience and qualification of the firms and their project team, project work plan, document storage, maintenance and transportation, cost proposal, reference review and proposal quality. The average scores for the proposal evaluation are shown in Table 1.

TABLE 1 – PROPOSAL EVALUATION SUMMARY

FIRM	Average Score (100 Points)
Complete Paperless Solutions (CPS)	82.67
Crisp Imaging	81.67
MetaSource	81.67
Document & Microfilm Conversion (DMC)	78.67
Visionet Exela	77.67
The Scanning Company	74.67

Following a review of the proposals received and due to a tie in scores the top four firms were invited to participate in an interview. The average scores of the evaluation completed by the interview panel are summarized in Table 2.

TABLE 2 – INTERVIEW SUMMARY

FIRM	Average Score (100 Points)
Complete Paperless Solutions (CPS)	89.67
MetaSource	87.00
Crisp Imaging	78.00
Document & Microfilm Conversion (DMC)	65.67

Considering both the proposal evaluation and interviews, City staff determined that CPS was the best qualified firm to provide citywide document scanning, indexing and quality control services.

Staff is proposing an initial two-year term agreement beginning September 18, 2024, through June 30, 2026, with three additional one-year renewals at the City Manager’s discretion. The proposed agreement includes a not-to-exceed amount of \$430,000 for the first two-year term and a not-to-exceed amount of \$570,000 for the three additional one-year term renewals, to be budgeted as follows: \$200,000 for the first renewal term, \$190,000 for the second renewal term and \$180,000 for the third renewal term. The proposed agreement amount would cover existing and anticipated services. Amendments to the agreement may be required to include any unanticipated services for scanning, indexing and quality control services. Staff is requesting City Manager authorization to amend the agreement, contingent on budget and City’s discretion.

Due to the diverse range of document types, multiple City departments and divisions, including the City Clerk, Planning, Building & Safety, Engineering, and Community Services, have allocated funds for document scanning services. Nevertheless, the City Clerk Department would continue to coordinate and oversee the citywide document digitization and centralization initiative, as part of the continuing efforts to become a transparent city.

By initiating the scanning of physical documents in the City’s fifteen-year history and simultaneously scanning current documents into Laserfiche, the City would be able to reduce the funding allocated to this initiative, as shown in Table 3 below.

STRATEGIC PLAN OBJECTIVE

Regular City Business

FISCAL IMPACT

The total aggregate fiscal impact of the proposed agreement with CPS is a not-to-exceed amount of \$1,000,000. The agreement cost breakdown is shown in Table 3.

TABLE 3 – AGREEMENT COST BREAKDOWN

Term	Proposed Annual Cost
First Year – September 18, 2024 – June 30, 2025	\$215,000
Second Year – July 1, 2025 – June 30, 2026	\$215,000
Third Year – July 1, 2026 – June 30, 2027 <i>(optional renewal)</i>	\$200,000
Fourth Year – July 1, 2027 – June 30, 2028 <i>(optional renewal)</i>	\$190,000
Fifth Year – July 1, 2028 – June 30, 2029 <i>(optional renewal)</i>	\$180,000
TOTAL	\$1,000,000

The \$215,000 required to support the first year of the proposed initial two-year term agreement is currently budgeted in the fiscal year 2024/2025 budget and is shown in detail in Table 4 on the following page. The funding for future years would be budgeted accordingly in the corresponding fiscal year budget.

TABLE 4 – FUNDING ACCOUNTS FOR FISCAL YEAR 2024/2025

City Department	Account No.	Allocated Amount
City Clerk Department	1100-CLK-XNCL-652800	\$116,500
Planning Division	1100-CDD-PLNG-652800	\$35,000
Building & Safety Division	1100-CDD-BLDG-652800	\$40,000
Engineering Division	1100-PWD-ENGR-651600	\$20,000
Community Services Department	1100-CSD-CADM-651300	\$3,500
	TOTAL	\$215,000

ATTACHMENTS

1. Agreement