



Legislation Text

File #: 17-331, **Version:** 1

First Amendment to Subscription Services Contract with Chaves Consulting for the Provision of Hosted Electronic Records Management System Services (ERMS) and Related Services

RECOMMENDED ACTION (Motion):

Staff recommends approval of the first amendment to the Subscription Services Contract with Chaves Consulting and authorize the City Manager to execute the amendment.

BACKGROUND:

Staff is asking the City Commission to approve an amendment to the Subscription Services Contract with Chaves Consulting to include a new "inquiry only" account offering with a reduced rate option, which was previously unavailable and saves the City money.

Due to the ever-increasing challenge to manage the City's electronic information, the ever-increasing requests for records, and the costs to store and maintain electronic records, the Secretary of State's Archives Division has developed a premium solution through an innovative "Software as a Service" (SaaS) model. Because maintaining electronic records manually is virtually impossible, technology was introduced to help manage information more effectively. Electronic records are difficult to store, organize and search due to the sheer volume of records being created. These problems are growing exponentially without an effective way to mitigate risks due to poor or non-existent electronic records management solutions. Through the efforts of the Oregon Secretary of State's Archives Division, a unique, public-private partnership with Chaves Consulting, Inc., Arikkan, Inc., and Hewlett Packard was established to implement the first statewide, private government cloud electronic records management solution in the country. According to State Archivist, Mary Beth Herkert, Oregon's cloud-based HPERM (Hewlett Packard Enterprise Records Manager) system allows agencies to systematically and routinely manage information from creation until final disposition, while providing better access to this information and potentially reducing the City's legal risk and liability.

The ORMS model is designed to fulfill the cities records management hardware, software, training, and support needs without the requirement of an upfront investment. Hardware, software, and 24/7 helpdesk is provided. The State's Archives Division provides implementation and training to City employees. ORMS offers a low monthly per-user fee based on the total number of users. The State Archives Records Management team currently assists with developing file structures, classifications, and retention schedules in HPERM, and comes onsite to individually train employees on the step-by-step process of implementing the system. The system provides a 21st Century records management and information center from which the City Commission, the employees, and the public will have access to information 24/7.

Chaves Consulting provides access to and use of the HPERM application, software, data hosting and storage, and helpdesk support services. The facility is located in Baker City, Oregon. The Chaves Consulting provides consulting, implementation, training, and support services related to the

subscription services as identified in the Master Services Agreement that was developed by the State of Oregon and Chaves Consulting, on behalf of government agencies who participate. Contractor provides security services as specified in Section 12 of the agreement, including 24/7 response to a security incident; immediate security notification and resolution; provides security fix within 4 hours of City approval; and must pass an audit of services every twelve months. Contractor warrants that if subscription services falls below 97.4% in any month, that the City be entitled to a credit on that month's bill.

The monthly per-user cost includes software, hardware, maintenance, upgrades, 24/7 helpdesk, ongoing training, data storage, no upfront agency costs, Webinars, newsletters, conference calls, and remote access sessions to work with the City on user desktops. The cost per user is reduced as the number of statewide users increases.

HPERM is U.S. Department of Defense certified to provide the highest level of information security, including scheduled and automated destruction of records according to State retention schedules, reducing storage costs and legal risk and liability.

In 2014 the City Commission approved the Subscription Services Contract with Chaves Consulting along with an Intergovernmental Agreement with the Oregon Secretary of State's Archives Division, as described above, for the ERMS software and services. The City is currently implementing HPERM City-wide as part of the City Commission's Goal #4. Chaves Consulting has introduced an additional offering of a "inquiry only" account versus the current two options of a "user" and a "power users." When the original services contract was agreed upon there were only the user and power users options at the same rate of \$37.02/per user per month. This new "inquiry only" account would allow the City to register additional staff with view-only access for those staff that may need to review and retrieve records in the ERMS system, but not enter records into the system. The rate offered for this "inquiry only" account would be \$18.51/per user per month instead of the City registering all employees as regular users no matter if they entered records into the system or not.

Staff is asking the City Commission to approve an amendment to the Subscription Services Contract with Chaves Consulting to include this new "inquiry only" account offering and rate.

BUDGET IMPACT:

Amount: \$18.51/per user per month for "inquiry only" and the "user" and "power user" rate remains the same at \$37.02/per user per month; Cost incrementally reduced as more statewide users are added.

FY(s): 2017-19: Remaining unchanged at \$37,760/year (maximum). Contract renewed annually for up to ten years.

Funding Source: General Fund.