TECHNOLOGY COORDINATION OFFICE

**Review and Opinion Regarding the Proposed Contract Amendment for Document Management Consulting Services and the Purchase of Hardware and Software**
**June 23, 2009**

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| **Cost Summary:** | **O&M** |
|---|---|
| **FY 2010** | **$ 185,000** |

| **FY 2010 Budget Impact** | |
|---|---|
| **Budgeted?** | **YES** |

**VENDOR: CIMS Global Technology Solutions, Inc. (CIMS)**

**The proposal is to renew this contract for the fifth (and final) year of the five 1-year renewal periods** provided for in the contract, having originally been awarded in October 2004. (As in previous years, a related proposal for a contract renewal with this same vendor for document management system **maintenance and support** is also being brought before the Board of Commissioners at this time.) *Central IT (CIT) will take the steps necessary during FY10 to competitively bid these services for FY11 and beyond.*

**OVERVIEW:**

In October of 2004, Shelby County entered into a contract with CIMS Global Technology Solutions, Inc. (hereinafter, CIMS) for consulting and software development services, as well as related hardware and software purchases, for a broad array of document management projects. The agreement allowed for five one-year renewals, subject to funding and mutual agreement of both parties. The CIT organization has been satisfied with the services provided to date, and this proposal extends the master contract for the fiscal year 2010. Of the $185,000 requested, $160,000 is for programming/consulting services; the remainder ($25,000) is allocated to miscellaneous purchases of hardware and software. There is no increase over the amount expended in FY09.

**OPINION: RECOMMENDED**

**Business Need**
Shelby County Administration and Elected Officials have ongoing and critical needs to sustain and improve the efficiency of their respective workflow processes. The development and implementation of document management software is essential to workforce productivity and the ability to respond to the growing business process demands of County departments and the citizens they serve. There is no near-term alternative to the renewal of this contract.

**Value for the Financial Outlay**
CIMS has served as the provider of electronic document management software and services to CIT and some of its internal County customers for many years. During this time they have developed a working relationship with County users of document management services and have acquired institutional specific system knowledge that is second only to the CIT staff. CIMS consultants provide timely assistance since they work side by side with the CIT staff. This eliminates much of the time normally necessary to educate a vendor about an issue or request. The time saved by using a vendor that is familiar with County procedures and systems translates into financial savings for the County. CIMS has one full time consultant

on-site, as well as an additional consultant that is on site periodically. The full time on-site location of the CIMS consultant enables CIT to efficiently coordinate the vendor's priorities and work effort as related to the document management needs currently supported by CIT.

**Due Diligence**
The Technology Coordination Office (TCO) has reviewed CIT's future project listing as regards vendor priorities and deliverables. The TCO understands that CIT management meets regularly to update project priorities and evaluate vendor performance.

**Strategic Fit**
Continuing use of outside consulting services for the County's document management development and support is consistent with both the County's near-term and long range IT strategy. The TCO will continue to assess the potential for County-wide cost savings opportunities in the document management/work flow arena.

**Information Security Considerations**
The vendor is well-established, with a record of productive working relationships with the County. The contract with this vendor clearly enforces a due-care requirement to maintain the confidentiality of the County's data. As such, the risk appears to be managed adequately, provided the County adheres to standard security 'best practices' to maintain and monitor its network security.

Marc Johnson
for the Technology Coordination Office