TO: BOARD OF DIRECTORS

FROM: BRUCE BUEL B&B

DATE: JULY 3, 2008

APPROVE PROPOSAL TO SCAN UTILITY BILLING HISTORICAL RECORDS

ITEM

Approve proposal to scan utility billing historical records [RECOMMEND APPROVAL].

BACKGROUND

In 2006, NCSD purchased Canon Imageware Software to allow Staff to scan and convert documents as well as store them and retrieve them electronically. Staff has scanned and stored many permanent records of the District such as Ordinances, Resolutions, Board Minutes, Recorded Documents, etc. Staff would like to scan more documents, however, this process is labor intensive and time consuming. In addition, the machine used for this process is utilized by the rest of the Staff for copying, faxing and scanning, thus creating a bottleneck.

Staff is proposing to outsource the scanning of seven filing cabinets full of customer utility billing historical records. The records will be boxed and shipped to the scanning facility. The original records will be returned to the District and placed in storage. The electronic version of the data will be uploaded into Imageware and will be available for retrieval from the desktops. All current and future customer utility billing records will be scanned and stored by District Staff in an on-going manner. In addition, this will allow the removal of the seven filing cabinets and create additional office work space.

Staff has received two proposals for this service. SyTech proposal is $18,597.15 and More Office Solutions is $13,942.50. More Office Solutions proposes to use the services of TCI, both of which are Divisions of the Ray Morgan Company. The 2008-09 budget included $15,000 for this project.

RECOMMENDATION

Staff recommends that your Honorable Board approve the proposal submitted by More Office Solutions and direct Staff to execute a Work Order.

ATTACHMENTS

- Proposals from More Office Solutions and SyTech Solutions

MOS

More Office Solutions

A DIVISION OF RMC

06-11-08

Nipomo Community Services District
148 South Wilson Ave
Nipomo, Ca 93444

Dear Lisa,

We thank you for the opportunity to address your current back file conversion needs. Please review the following estimate & let me know if you have any questions.

Project:

Convert 7 lateral file cabinets to digital format (pdf/tiff)
    Approximately 65 banker's boxes at 4000 sheets per box

More Office Solutions will pick up, ship boxes to its TCI conversion Facility in Sacramento and return both files & digital media.

Cost:

.05 per page
4000 sheets per box
$ 200.00 per box .
Estimated 65 boxes   *tax*
Total $ 13,000.00 + 942.50 = 13,942.50

Includes:

Pick & delivery
Scanning (all aspects, bursting, staple removal etc.)
Indexing
Import into ImageWARE
Return of Documents

Once again, we thank you for the opportunity & look forward to hearing from you.

Sincerely,

David W. Scott
More Office Solutions
(805) 549-2484

The scanning will take place at the TCi File Conversion Center in Roseville, CA. This is a secure, locked facility that is used solely for the conversion of documents. Only file conversion staff are allowed in this location. We process confidential and sensitive documents on a daily basis…

Ray Morgan Company Profile

The Ray Morgan Company has been in business for over 50 years. We are Canon's largest independent dealer in the western United States with our Headquarters facility in Chico and with 12 branch offices throughout California and Nevada. Last year we were number one in growth among all Canon independent dealers nationwide. This combined with annual revenues exceeding $38 million dollars give our organization stability, extensive experience and the financial resources to meet the needs of our customers. However, bigger is not always better as some large "national" organizations tend to lose customer focus. On the contrary, we remain a highly responsive, customer centered organization with dealer principles very actively involved in day-to-day operations and always "one phone call away" from any customer issue.

Our company is also much more than a traditional "copier" company.

In 2005 we invested over $1.0 Million in the purchase of Technical Consultants International (TCi). This acquisition elevates the overall capabilities of our organization far above any of our competitors with respect to the future integration of our copying / printing / scanning solutions along with overall document workflow. Over the last year we have secured integrated solutions all over the State thanks to our depth of expertise.

TCi Company Profile

Since 1999, Technical Consultants International (TCi) has provided both government and private sector clients with rich data capture and automated business process solutions. Our consultants and developers have extensive experience deploying solutions with intelligent documents and Rich Internet Applications (RIA) that create engaging user experiences. TCi also specializes in integrating document or content management systems, paper-to-digital capture and custom developed solutions to solve critical business needs. In addition to our longstanding relationship with Adobe Systems, TCi has partnered with industry leaders such as Laserfiche and ESRI to develop truly integrated and compelling solutions.

TCi provides software and services throughout the U.S. We design, implement and support business process and intelligent document solutions for both private and public entities. Setting TCi apart from our competitors is our experienced software development team. With extensive experience with .NET, Java, HTML, Flash, Flex and AIR, our team is able to deliver rapidly deployable solutions that solve the critical business needs of our customers. We are capable of creating RIA's that provide expressive, high-performance applications which are cross-platform and browser independent. Our .Net and Flex2 solutions integrate Adobe LiveCycle, Laserfiche and ESRI solutions with your existing core applications.

TCi has a diverse set of skills and capabilities. However our products and solutions are generally built around our four core competencies:

· Adobe LiveCycle Enterprise Suite
· Laserfiche Document Management
· EMC Documentum Content Management
· EMC Storage, Archive, and Backup Solutions
· Software Development / Integration
· Document / Form Conversion

➢ Quality Control

The TCi File Conversion Supervisor is responsible for managing the quality control of all documents and content. Quality control happens in a number of places.

First, all scanning is done with visual verification of the images as they are scanned. Scanning operators are trained to view the paper passing through the scanner while also viewing the images on the screen. While some companies employ measures of unattended scanning (an operator may put documents into the feeder, but then let the scanner run unattended), our experience is that this time spent up-front is one of the best quality control measures possible. The scanning operator will verify that all pages fed into the scanner are accurately scanned, not skewed, and are readable.

The Canon DR9080 scanner that TCi uses for conversion scanning has some unique capabilities that significantly affect the quality control management:

- With Canon's advanced Contact Image Sensors and dual light sources, scanned images are captured with remarkable clarity and detail, while maintaining maximum throughput at high speed.
- With its patented Staple Detection System, the DR-9080C automatically stops the scanning process in its tracks whenever it detects a staple that could damage documents and reduce throughput.
- The DR-9080C's unique Ultrasonic Multi-feed Detector avoids double-feeds or overlaps, and monitors each document for abnormal length, thickness or gaps. It will suspend scanning upon detection to send an error alert to the operator.

The next critical point for Quality Control will happen during the indexing phase. All indexing is done with both the paper documents as well as the electronic images available to the operator. The indexing operator will verify that the quality of the images is acceptable and that all pages have been scanned.

The final step for quality control will happen after the documents have been exported to the directory structure and naming conventions. The final output will be reviewed by the File Conversion Supervisor to make sure that all content has been captured and that the quality of the content is acceptable. All types of converted content will be reviewed at this time. The File Conversion Supervisor will verify that all media types have been placed back in the file folder and that all media types have been captured properly.

After the TCi administered Quality Control of the scanned documents, the documents and resultant images will be returned to the customer for final Quality Control including accuracy of indexing, completeness of each document and quality of images.

Project Proposal

The SyTech Solutions Document Management Services (DMS):
System and Records Conversion Project.

SyTech
SOLUTIONS

Prepared for
Lisa Bognuda
Nipomo Community Services District

June 16, 2008

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Fax (916) 381-3350

1. Overview

This document describes the proposed approach by SyTech Solutions (SyTech) to provide Nipomo Community Services District with conversion services for their existing customer records. Our unique comprehensive approach takes into account Nipomo's current internal filing structure, the processing of active files, and the conversion of backlog records. This Proposal is based on our understanding of the project objectives and our significant experience in document management technology projects.

Nipomo Community Services District has approximately 4000 customer files which need to be converted to an electronic format. The records are currently in a paper format, and consist of various documents, invoices, work orders, and messages. The files vary considerably in size and number of pages per file, and individual documents vary in size.

2. SyTech Solutions

Our goal is to create a partnership with Nipomo Community Services District; a partnership that ties us to your success. We have extensive experience not only with conversion projects, but specifically with special district records. Many vendors focus their efforts on selling copiers, scanning systems, and software. Our core competency is conversion services. We truly understand the necessary processes and required technology that accompanies special district records management. With this unique background, we can provide an unparalleled level of customer service.

We are uniquely positioned to provide the services requested by Nipomo. SyTech has been a leader in providing document management services to over 100 public agencies and special districts in California, including numerous water districts. Our experience provides both a depth and breadth of technical understanding, allowing us to create programs and systems which will integrate easily into Nipomo's current system (Canon Imageware).

Additionally, SyTech deploys the best physical security practices, hardware and network technology to ensure success. We use biometric doors, security cameras, and 168-DES encryption on all network connections. Our facility is located next to the DMV and Franchise Tax Board in the gated Sacramento Army Depot Park. Authorized access is controlled by a security guard and completely restricted to depot park employees after hours and on weekends.

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3. PROJECT OBJECTIVES AND PROPOSED APPROACH

Nipomo Community Services District (Nipomo) has an existing solution and/or process that effectively manages and controls their existing records (Canon Imageware), and needs to scan and index approximately 4000 client files, with approximately 200,000 images, in a manner which allows for easy Importation of these and any future records into their current system. Nipomo is seeking a solution that successfully combines and organizes these records for efficient search and retrieval, and provides electronic records back-up as a disaster recovery safeguard.

SyTech envisions a two-part approach to help HSD meet these objectives:

    I.   Create a Customized Document Profile
    II. Provide Backlog Conversion Services

Part I. Create a Customized Document Profile

SyTech will evaluate the current document structure and create manageable, easy to search structures for files already scanned, new files, and backlog files. Should Nipomo choose to utilize the Alchemy viewing software, we will set up a customized document profile and train employees to use the Alchemy viewer.

Part I. Provide Backlog Conversion Services

SyTech will provide the district with conversion services for all specified paper and electronic permanent records. They will be scanned, indexed, and formatted for retrieval. Images will be provided in a TIFF Format, and Index fields will be provided in an Access Database, ready for import into Nipomo's current Canon software.

In most cases, we recommend replicating the current manual filing structure for the electronic environment. We will index all records by one identifying field (the property number). SyTech will provide the transportation, document preparation, scanning, and indexing of all records. Pricing is as outlined on page 7.

SyTech uses Kofax, the industry's leading capture software. This software tracks each box of documents through the entire conversion process, from scan to release. While Kofax is more costly than other capture systems, it is simply the best production scanning environment for data accuracy and image quality. Captured images will be scanned at 200 dpi into a non-proprietary file format. SyTech recommends Group IV TIFF images.

Below is a diagram of SyTech's proven Kofax scanning process:

SyTech Production – Kofax Ascent Capture Process

Administration: Defines batch classes, sets parameters

Kofax Batch Manager: Monitors system, automatically launches processes

DOCUMENT PREPARATION	SCAN	RECOGNITION	INDEXING & VERIFICATION	RELEASE
Define batch classes and data fields	Enters batch totals and page counts	Form ID	Key from Image	Commit images to optical storage
Prepare pages	Edit/reorder batches	OCR & ICR	Double-key entry	Store data in database or back-end business application
Sort batches	Rescan	OMR	Custom validation scripts	Integrate with workflow or document manager
Quality Control	Quality Control	Barcode recognition	Batch total reconciliation	Final Quality Control
		Deskew, deshade, despeckle, etc.	Quality Control	
		Line removal		

Preparation → Scan Station → Recognition Server → Indexing & Validation → Deliverable

Quality Control and Rescanning

Documents are prepared for scanning and batch classes are created. The records are scanned using Kofax software and are automatically enhanced for the best image quality. Indexes are keyed from the image and quality control carefully monitored throughout the entire process. Finally, the images are formatted and the database is built and loaded onto CDs for installation.
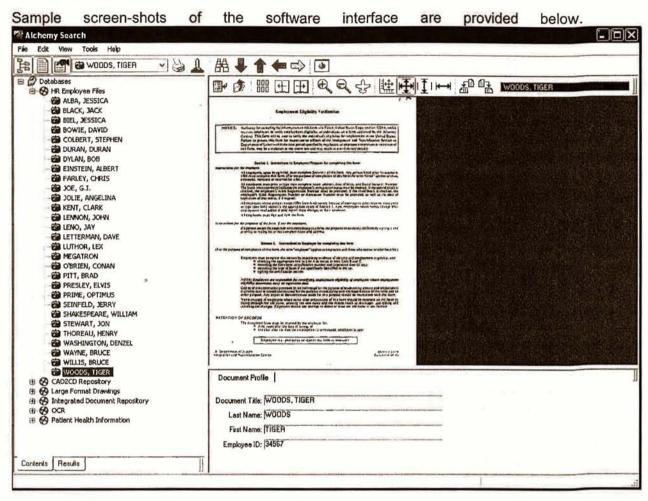
Part II. Document Management System
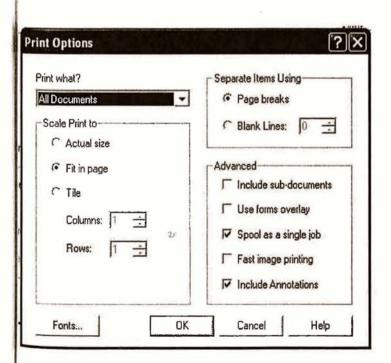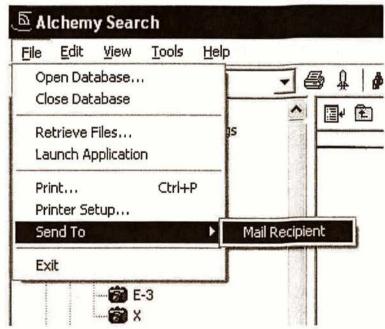
⌬ Captaris
Alchemy

Optional Alchemy Viewer Software: SyTech offers Alchemy viewer software and will provide the Alchemy Viewer to the district at no charge. Alchemy is the original "electronic file cabinet", managing simple imaging and computer report archiving applications without a server. This value-added recommendation will provide a fully organized image database as opposed to "loose" images without any folder structure or database organization. The District may decide to purchase additional modules of Alchemy depending on future needs.

The folder structure can be set up in any method desired by the District. As proposed, each record will be represented by an icon and searchable by key fields (like first and last name or invoice number). The image view will appear on the right side. Various viewing features will enable the District to pan the records, rotate, select portions for printing, as well as other typical document management viewing functions. The images can be easily retrieved, printed, faxed, or e-mailed from the desktop interface.

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Sample screen-shots of the software interface are provided below.

Alchemy Search

File Edit View Tools Help

WOODS, TIGER

Databases
- HR Employee Files
  - ALBA, JESSICA
  - BLACK, JACK
  - BIEL, JESSICA
  - BOWIE, DAVID
  - COLBERT, STEPHEN
  - DURAN, DURAN
  - DYLAN, BOB
  - EINSTEIN, ALBERT
  - FARLEY, CHRIS
  - JOE, G.I.
  - JOLIE, ANGELINA
  - KENT, CLARK
  - LENNON, JOHN
  - LENO, JAY
  - LETTERMAN, DAVE
  - LUTHOR, LEX
  - MEGATRON
  - O'BRIEN, CONAN
  - PITT, BRAD
  - PRESLEY, ELVIS
  - PRIME, OPTIMUS
  - SEINFELD, JERRY
  - SHAKESPEARE, WILLIAM
  - STEWART, JON
  - THOREAU, HENRY
  - WASHINGTON, DENZEL
  - WAYNE, BRUCE
  - WILLIS, BRUCE
  - WOODS, TIGER
- CAD2CD Repository
- Large Format Drawings
- Integrated Document Repository
- OCR
- Patient Health Information

Contents | Results

Document Profile

Document Title: WOODS, TIGER
Last Name: WOODS
First Name: TIGER
Employee ID: 34567

Print Options

Print what?
All Documents

Scale Print to
- Actual size
- Fit in page
- Tile
  Columns: 1
  Rows: 1

Separate Items Using
- Page breaks
- Blank Lines: 0

Advanced
- Include sub-documents
- Use forms overlay
- Spool as a single job
- Fast image printing
- Include Annotations

Fonts... | OK | Cancel | Help

Alchemy Search

File Edit View Tools Help

Open Database...
Close Database

Retrieve Files...
Launch Application

Print...   Ctrl+P
Printer Setup...

Send To   ▶   Mail Recipient

Exit

E-3
X

5

Project Steps

Meet with the District

After approval from Nipomo Community Services District and prior to scanning, SyTech will meet with the District to verify the document types, indexing, and any special instructions. In most cases, we recommend replicating your current manual filing structure. SyTech will establish other project parameters such as document preparation instructions, a date for record pick up, and turn-around time. This process will be completed for paper documents, as well as electronic records.

Document Pickup

We will provide secure transportation of the documents from your office to our Sacramento facility, located in Depot Park. The Park employs 24 hour/7 days a week security guards at each of its two gates to regulate entrance. Due to the confidential nature of many documents we handle, our facility has security measures in place, including biometric doors and security cameras.

Document Preparation

Upon arrival, each box of documents will be given a label that tracks the customer, pickup, document type, and box number, for example MHCSD.0001.0103_11. This standardizes an electronic workflow process that organizes, groups, and tracks each set of records through the various steps of the process. Document preparation will include removing any staples and paper clips, unfolding and taping of any poor quality paper, etc. Automated barcode sheets will be inserted for electronic file separation. During this process, our qualified production team pays special attention to each document's condition and its affect on the future image.

Indexing and Verification

Once the documents are scanned, the indexing is manually populated from the image. The index fields will be specific to each document type and identified during the project setup phase. Double key verification is available for any or all fields to ensure greater accuracy. Each batch is then checked to ensure it has gone through the scanning and indexing process during reconciliation.

Files Copied to DVD.

All images will be provided in Group IV TIFF format. SyTech will copy all images to the appropriate delivery media. We will burn the images to DVDs and provide a backup copy of each. The original documents may be returned or scheduled for secure destruction as specified.

PRICING

The estimated total cost to complete the project is **$18,597.15**. Based on the quantities proposed, the cost includes everything associated with the entire project: pickup and delivery, project setup, document preparation, scanning, formatting, and indexing. A detailed pricing breakdown is included below.

The pricing below includes providing the district's records on CD or DVD in a TIFF Format, with index fields in an Access Database.

Records will be returned to Nipomo Community Services District. Documents will be returned to their original file folders; however they will not be re-ordered or re-stapled within each individual file.

Quantity	Units	Service or Product	Unit Price	Extended Price
250	Hours	Document Preparation (est. 2.5 hours/box)	16	$4000.00
200,000	Images	Document Scanning (4000 files @ 50 pages/file	$.065	$13,000.00
20,000	Keystrokes	Indexing (property number on folder)	$,007	$140.00
2	Instances	Pick-up and delivery	$100	$200.00
			Subtotal	$17,340.00
			CA Sales Tax (7.25%)	$ 1,257.15
			Total	$ 18,597.15

SyTech has a Master Service Agreement (MSA) and C-MAS contract with the State of California. The MSA was awarded to SyTech by the state through a competitive award bid process. This allows most state agencies to use our services without going through a competitive bid process. It also offers the confidence that they are receiving a competitively awarded price and pre-qualified experienced. The project price quoted is based on current MSA pricing and references to our MSA price list. The cost includes applicable sales tax.

SyTech SOLUTIONS

4. CONCLUSION

In conclusion, SyTech's approach offers many benefits to Nipomo Community Services District:

- It provides the district with a comprehensive and economical solution: providing a process to maintain active files, converting the records backlog, and preparing records for importing into existing electronic files.
- It is less expensive than the cost to purchase a production scanning and retrieval system.
- It creates a uniform process and grants more control over records management.
- It does not require valuable district staff time to scan a cumbersome backlog of records.
- It prevents valuable district staff time from being used to search for records.
- It provides electronic back-up for disaster recovery.
- It is simple. SyTech takes ownership for the project so that department staff can focus on their jobs. Long-term, it provides an open solution that can be leveraged to achieve even greater business efficiencies without proprietary limits.

SyTech greatly appreciates the opportunity to work with you on this project and looks forward to creating a long-term, successful partnership with Nipomo Community Services District.

TO: BOARD OF DIRECTORS

FROM: BRUCE BUEL

DATE: JULY 3, 2008

AMEND ASSISTANT GENERAL MANAGER JOB TITLE

ITEM

Amend Assistant General Manager job title [ADOPT RESOLUTION].

BACKGROUND

The Board of Directors requested the Personnel Committee review the job title of Assistant General Manager. The Personnel Committee reviewed the job description of the Assistant General Manager and determined that the primary fiscal duties of the District are performed by the Assistant General Manager. Therefore, the job title should reflect these duties. The Personnel Committee recommends the job title be amended to Finance Director/Assistant General Manager.

RECOMMENDATION

Staff recommends that your Honorable Board adopt attached Resolution.

ATTACHMENTS

- Resolution 2008-finance director

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NIPOMO COMMUNITY SERVICES DISTRICT
RESOLUTION NO. 2008-Finance Director

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE
NIPOMO COMMUNITY SERVICES DISTRICT
AMENDING THE DISTRICT PERSONNEL POLICY TO
AMEND ASSISTANT GENERAL MANAGER JOB TITLE

WHEREAS, the Nipomo Community Services District (herein "District") Board of Directors (herein "Board") is a local governmental agency formed and authorized to provide services within its jurisdiction, pursuant to Section 61000 et seq. of the California Government Code; and

WHEREAS, pursuant to District Resolution 2007-1018, the District Board of Directors adopted the NCSD Personnel Policies and Procedures; and

WHEREAS, the District Board of Directors desires to amend the Assistant General Manager job title; and

NOW, THEREFORE, the Board of Directors of the Nipomo Community Services District does hereby resolve, declare, determine and order as follows:

The Assistant General Manager job title be amended to Finance Director/Assistant General Manager.

On the motion of _____, seconded by _____, and on the following roll call vote, to wit:

AYES:
NOES:
ABSENT:
CONFLICTS:

the foregoing resolution is hereby passed, approved and adopted by the Board of Directors of the Nipomo Community Services District this 9th day of July, 2008.

_____
Michael Winn, President
Nipomo Community Services District

ATTEST: APPROVED AS TO FORM:

_____   _____
Donna K. Johnson   Jon S. Seitz
Secretary to the Board   General Counsel

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