


CITY OF LOS ANGELES
DEPARTMENT OF WATER AND POWER
INTRADEPARTMENTAL CORRESPONDENCE

Date: May 19, 2011

To: Retirement Board Members

From:  Sangeeta Bhatia, Retirement Plan Manager

Subject: Board Agenda Item No. 12: Discussion of Document Imaging Project; and Possible Action (May 25, 2011, Retirement Board Meeting)

At the Regular Retirement Board meeting of April 13, 2011, Retirement Plan staff provided a report on the Document Imaging project and the Request for Information (RFI) process that had been conducted to select a vendor. The report is attached.

The Board deferred action on this item, and directed staff to complete the Notice of Compliance (NOC) process. Staff was also asked for further information regarding security measures for the confidential data.

Staff has completed the required documentation. The Labor Relations Office issued the NOC with a determination that no bargaining unit work is involved. The project requires technical expertise, trained personnel, and equipment (hardware and software).

Retirement Plan staff also consulted with the DWP Security Office and Information Technology System (ITS) regarding security measures to be put in place at the time this project is undertaken. The Security Office requires that all of the contractor's personnel who will be working on-site complete a Security Enrollment Form prior to being provided access to our facilities. In addition, ITS requires the completion of certain forms with respect to Information Security and the handling of confidential data.

Further, staff has verified with the recommended contractor that background checks on personnel assigned to this project have been conducted. Copies of these background screening reports will be provided to the Retirement Plan Office prior to the start of the project.

The scanning and indexing of member back files must be completed prior to the full implementation of the new retirement system, by the end of 2011. Any delays in completing this project will significantly undermine the efficiency and use of the new Integrated Pension system.

The above information is provided for the Board's consideration in approving the selection of the contractor DocuTech to provide document imaging services.

SB:jae

Attachments

RESOLUTION TO SELECT VENDOR FOR DOCUMENT IMAGING SERVICES

WHEREAS, the Document Imaging Project is a separate but related activity of the Integrated Pension System project (IPS) to facilitate the efficient storage of documents and reports produced by the new pension system; and

WHEREAS, the Document Imaging project will also involve scanning the existing 20,000 active and retiree member files located in Retirement's secure file room; and

WHEREAS, this project will align the Retirement Office with the Department-wide goals of a paperless environment, streamline record accessibility and record retrieval processes, and help prepare a disaster recovery plan; and

WHEREAS, the Retirement Office issued an RFI to search for a vendor to scan the existing member files; and

WHEREAS, the Retirement Staff reviewed and scored proposals submitted by six companies, interviewed four of the six vendors, and conducted reference checks; and

WHEREAS, based on the evaluation factors, interviews, reference checks, and fees, it is recommended that the Board select DocuTech Business Solutions to provide imaging services for the Retirement Office's active and retiree member files; and

WHEREAS, per Board direction, Retirement Staff has completed the Notice of Compliance (NOC) process and received a NOC determination from Labor Relations; and

WHEREAS, Retirement Staff has also verified adequate security measures are in place for the handling of sensitive, confidential documents.

NOW, THEREFORE, BE IT RESOLVED, that the Retirement Plan Manager is hereby authorized to negotiate the terms of the contract with DocuTech Business Solutions.

I HEREBY CERTIFY, the foregoing is a full, true, and correct copy of a Resolution adopted by the Retirement Board of Administration [created by Section 1102 (b) of the Los Angeles City Charter] at its regular meeting held on May 25, 2011.

Sangeeta Bhatia
Retirement Plan Manager

CITY OF LOS ANGELES
DEPARTMENT OF WATER AND POWER
INTRADEPARTMENTAL CORRESPONDENCE

Date: April 7, 2011

To: Board Members

From: *40* Sangeeta Bhatia, Retirement Plan Manager

Subject: Board Agenda Item No. 17: Discussion of Selection of a Document Imaging Vendor; and Possible Action (April 13, 2011, Retirement Board Meeting)

Background

The Document Imaging project is a separate but related activity of the Integrated Pension System (IPS). Document Imaging facilitates the efficient storage of all documents and reports produced by the new pension system through the use of IBM FileNet, the Department's official document imaging software. For example, electronic copies of the 2009 and 2010 Annual Member Statements (totaling 10,000) and 2010 Personal Benefits Statement (totaling 500+), produced by the new pension system, are all stored in IBM FileNet.

Now that the link between the Document Imaging project and the new pension system has been established and implemented, Retirement Staff is faced with the task of having the existing 20,000 active and retiree member files, which are located in the Retirement Office's secured file room, scanned.

The Document Imaging project aims to accomplish the following goals:

- 1) Align Retirement with the Department-wide goal of a paperless environment by transitioning from relying on hardcopies to utilizing electronic files stored in FileNet;
- 2) Streamline Retirement's record accessibility and record retrieval processes; and
- 3) Help Retirement prepare for its Disaster Recovery plan.

The Retirement Office issued a Request for Information (RFI) to search for a vendor to provide imaging services for the 20,000 (approximately 2 million pages) member files. The scope of work includes preparing files, scanning with OCR properties for search ability, conducting quality control to ensure accuracy of indexing and excellent image-quality, producing an electronic batch file for upload into IBM FileNet, and boxing paper-documents for record retention.

Since security and member data integrity are important, the vendor is expected to perform the imaging services on-site. Retirement Staff consulted the Information

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Technology Services Division (ITS) for Department policies on security and for additional data security recommendations. As part of the contract, the vendor must complete and sign the Information Security Agreement form which specifies our expectations on how to treat confidential data.

Discussion

Retirement Office Staff has thoroughly reviewed and scored the proposals submitted by six companies. The following evaluation criteria and the corresponding weights are listed below:

Criteria	Weights
Vendor's ability to meet requirements	20%
Implementation Schedule	10%
Skills, experience, and background of the personnel involved in the Project	20%
The contractor's record of past performance and ongoing services	15%
The strength and viability of the company	15%
Competitive Cost	20%

Retirement Staff interviewed four vendors and conducted reference checks from the vendors' current and previous clients. Staff narrowed the list to the two highest-ranking companies. Both companies indicated they would complete the project within six months, and both reduced their quoted fees.

Staff assessed both companies and evaluated such factors as employee qualifications and experience, familiarity with up-to-date technology and software, security measures with respect to confidential data, and quality control.

Based on the evaluation factors, interview responses, reference checks, and fees, Staff recommends the selection of DocuTech to provide the described document imaging services.



Monette Carranceja
Assistant Retirement Plan Manager

SB:MC:lp

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RESOLUTION TO SELECT VENDOR FOR DOCUMENT IMAGING SERVICES

WHEREAS, the Document Imaging Project is a separate but related activity of the Integrated Pension System project (IPS) to facilitate the efficient storage of documents and reports produced by the new pension system; and

WHEREAS, the Document Imaging project will also involve scanning the existing 20,000 active and retiree member files located in Retirement's secure file room; and

WHEREAS, this project will align the Retirement Office with the Department-wide goals of a paperless environment, streamline record accessibility and record retrieval processes, and help prepare a disaster recovery plan; and

WHEREAS, the Retirement Office issued an RFI to search for a vendor to scan the existing member files; and

WHEREAS, the Retirement Staff reviewed and scored proposals submitted by six companies, interviewed four of the six vendors, and conducted reference checks; and

WHEREAS, based on the evaluation factors, interviews, reference checks, and fees, it is recommended that the Board select DocuTech Business Solutions to provide the imaging services for the Retirement Office's active and retiree member files.

NOW, THEREFORE, BE IT RESOLVED, that the Retirement Plan Manager is hereby authorized to negotiate the terms of the contract with DocuTech Business Solutions.

I HEREBY CERTIFY, the foregoing is a full, true, and correct copy of a Resolution adopted by the Retirement Board of Administration [created by Section 1102 (b) of the Los Angeles City Charter] at its regular meeting held on April 13, 2011.

Sangeeta Bhatia
Retirement Plan Manager

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