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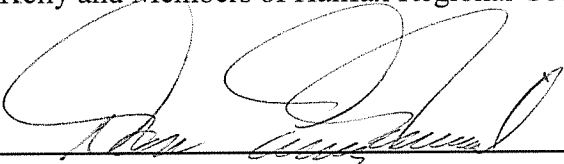


PO Box 1749
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Halifax Regional Council
December 12, 2006

TO: Mayor Kelly and Members of Halifax Regional Council

SUBMITTED BY:



Dan English, Chief Administrative Officer



Geri Kaiser, Deputy Chief Administrative Office - Corporate Services
and Strategy

DATE: November 2, 2006

SUBJECT: **Tender #06-137 - Supply and Support Livelink for Document
Management**

ORIGIN

Approved 2005/06 and 2006/07 Capital Budgets

RECOMMENDATION

It is recommended that HRM approve the award of Tender #06-137 - Supply and Support Livelink for Document Management, to OpenText Corporation, at a cost of \$263,148.19(net HST included) from Capital Account # CID00710 - Corporate Document/Record Management, as outlined in the Budget Implications section of this report.

BACKGROUND

In 2005/06 Regional Council approved the acquisition and implementation of an electronic document/ record management system to provide the organization with a central repository to capture, manage, deliver, present, store and retrieve its electronic documents and records (i.e. reports, memos, email, correspondence, images and audio, etc.). A business needs assessment conducted in 2004 revealed the following challenges with current documents/records management processes within HRM :

- Inconsistent procedures for handling and classifying documents
- Limited implementation of adopted record standards (i.e. Association of Municipal Administrators manual)
- Storage of electronic records in a multitude of locations
- Inconsistent naming conventions and filing approaches
- Maintenance of multiple versions of paper copies in addition to electronic records
- Unstructured management of email
- Delays in finding documents because of ineffective storage and management of this information
- Version control issues resulting from multiple copies of documents being created and stored

In October 2005, a detailed implementation plan for the project was completed. The purpose of the plan was to identify the detailed requirements of a system and to ensure organizational capacity existed to guarantee project success. The plan identified a phased approach to implementation, focussing on implementing fundamental and essential document management capabilities in the following offices: Clerk's office, Legal Services, and By-law Services. Through the use of a stakeholder committee, system requirements were defined and various electronic document/ record management systems were reviewed. Based on the review conducted by the stakeholder committee, review of industry standards (i.e. Gartner), live demonstrations, and interviews with existing users of systems across Canada, the Livelink system by Open Text was selected as the one which best met the requirements of the organization.

The scope of work for this tender includes user licenses for the following modules: document management, records management, imaging, image searchable PDF, GroupWise integration, and GIS link. This last component will link documents in the system to the corporate GIS system. Together, the two systems will support Council's focus area objective regarding the provision of a community information repository under the objective of Community Relations.

The first phase of system implementation will focus on the management of staff reports and Council packages in the Clerk's office and electronic documents (correspondence, email, legal opinions) in Legal Services. The first phase will enable Council packages to be created and distributed electronically and together with the planned improvements to the Council Chamber, potentially move Council to a near paperless environment during Regional Council sessions. The management of digital (images) photographs associated with By-law enforcement activities will follow at the end

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of Phase I. Concurrently, work will continue with business units to implement established standards and processes for corporate records management which is necessary in advance of a technical solution implementation. Phased implementation of corporate document/ records management across the organization will be completed by 2009/2010, subject to corporate support and budget approval.

DISCUSSION

Tender #06-137 Supply and Support for Livelink for Document Management closed on October 10, 2006. Bids were received from the following companies:

<u>Name of Company</u>	<u>Total Price (including net HST)</u>
OpenText Corporation	\$263,148.19*
Formark	\$292,507.55

***Recommended Bidder**

Open Text Corporation is the manufacturer of Livelink for Document Management and sells directly to end-users.

OpenText will provide licenses for 150 “full-access” Livelink users for Windows and Oracle, 1000 “read-only” users, all necessary integrations and 12 months of Standard Software Maintenance. They have committed to deliver all software and licenses within 5 days of ordering.

The prices do not include installation and implementation. A Request for Proposals will be issued for Project Management Services for Installation and Implementation of Livelink for Document Management upon approval of this recommendation..

BUDGET IMPLICATIONS

Budget Summary	Account # CID00710 - Corporate Document/Record Management
	Cumulative Unspent Budget \$510,689.45
	Less Tender # 06-137 <u>\$263,148.19*</u>
	Uncommitted Budget \$237,521.26

The budget availability has been confirmed by Financial Services.

*The estimated budget for this tender was \$265,000. The remaining funds will be used for the continuing implementation of the Document Management system per the background and discussion sections of this report.

The total cost for full implementation of the corporate system across the organization is estimated to be 1.4 M over a four year period. The time frame for implementation may vary depending on the readiness of each business unit and budget approval.

FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

ALTERNATIVES

There are no recommended alternatives

ATTACHMENTS

Administrative Order #31

A copy of this report can be obtained online at <http://www.halifax.ca/council/agendasc/agenda.html> then choose the appropriate meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

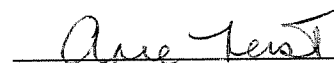
Report Prepared by: Stephen Terry, Sr. Procurement Consultant, Financial Services at 490-2175

Report Approved by:




Donna Davis, Acting Director- Business Planning & Information Management at 490-4417

Procurement Review:



Anne Feist, Operations Manager of Procurement, Financial Services at 490-4200

Report Approved by:



Catherine Sanderson, Sr. Manager, Financial Services, 490-1562

**Halifax Regional Municipality
Administrative Order Number 31
Respecting Corporate Records and Information Management in
Halifax Regional Municipality**

Be it resolved, as an Administrative Order of the Council of the Halifax Regional Municipality as follows:

Short Title

1. This Administrative Order may be cited as Administrative Order No. 31, the Corporate Records and Information Management Administrative Order.

Definitions

2. In this Administrative Order, unless the context otherwise requires,
 - (a) **“Record”** means a record of information in any form including books, documents, maps, plans, machine readable records, drawings, photographs, letters, vouchers and papers, sound recordings, videotapes, microfilm, electronic files, electronic mail transmissions, databases and spreadsheets, and any other information that is written, photographed, recorded or stored in any manner and that is produced or received by the Municipality.
 - (b) **“archival record”** means a record no longer required for current administrative, legal or financial needs, but which has been appraised by the Municipal Archivist as having enduring historical, informational, evidential or research value
 - (c) **“IRM Manager”** means Information Resource Management Manager.
 - (d) **“Municipal Archivist”** is the staff-person responsible for managing the Halifax Regional Municipality Archives.

Classification System and Retention Schedule

3. Halifax Regional Municipality adopts the Association of Municipal Administrators (AMA) Record Management Manual, Version 3.1, as its approved classification system and records retention schedule for all records created since April 1, 1996 and for all pre-amalgamation

operational and executive records. The AMA Manual will serve as the foundation upon which the Municipality will build its classification system and records retention schedule.

Care and Custody

4. (1) Records in the care and custody of the Business Units are the property of the Municipality.
- (2) Municipal employees are responsible for ensuring that all records in their custody and control are classified in accordance with the approved classification and retention schedule; for ensuring that records not accessed on a regular basis are transferred to the Corporate Records Centre, where they will await their final disposition; and for ensuring compliance with this Administrative Order and any policies, directives or guidelines that may be developed with regards to information resource management.

Destruction of Records

5. (1) Before a record is destroyed, the IRM Manager must obtain authorization from the applicable Business Unit Director, the Municipal Solicitor and the Municipal Archivist.
- (2) Records which have been authorized for disposal, shall be destroyed in a manner that preserves the confidentiality of any information they may contain.
- (3) The IRM Manager shall ensure that all disposition notices and certificates of destruction are preserved.
- (4) A record whose retention period has expired under an approved records retention and disposition schedule and has not been transferred to the municipal archives must be destroyed unless:
 - (i) a request under *Part XX, Freedom of Information and Protection of Privacy, Municipal Government Act* is pending on the record;
 - (ii) the subject matter of the record is pertinent to pending legislation or a pending audit; and/or
 - (iii) the Business Unit Director requests that the record be retained for an additional period with such request clearly stating the reason for the continued retention.

Information Resource Management (IRM) Committee

6. (1) A Committee shall be established consisting of the Municipal Archivist, the Municipal Solicitor or a designate, the IRM Manager, Records Analysts, Director of Finance or a representative, and one representative from each Business Unit.

- (2) The Committee shall:
 - (a) actively promote the information resource management program throughout the organization;
 - (b) build upon the AMA Classification schedules as they relate to each Business Unit;
 - (c) assist in the development and maintenance of a Corporate Records and Information Management Policy Manual including procedures, standards and guidelines.
 - (d) determine appropriate retention and disposition schedules for newly developed or revised classification schedules based on the operational nature of the record, the legal nature of the record including the time necessary to meet statutory or regulatory requirements, fiscal nature of the record including the time required for audit or tax purposes and the historical nature of the record including the long-term value.

Municipal Archives

7.

- (1) Halifax Regional Municipality hereby establishes the Halifax Regional Municipality Archives to identify, acquire, preserve and promote access to municipal government and non-government archival records documenting the history of the Halifax Regional Municipality, all in accordance with the provisions herein.
- (2) The mandate of the Halifax Regional Municipality Archives with respect to acquisition of archival records is:
 - (a) to act as the Halifax Regional Municipality's official repository for inactive records that have been designated archival as described in the Halifax Regional Municipality Records Management Manual;
 - (b) to acquire archival records from private sources that document the history and development of the Halifax Regional Municipality, so long as those records are not within the acquisition mandate of another repository; and
 - (c) to carry out such other functions as may from time to time be determined by Council, the Information Resource Management Committee or the Information Resource Management Manager for the Halifax Regional Municipality.
- (3) For the purposes of sub-section (b), the Municipal Archivist will identify the municipal records and records from private sources to be transferred to the Halifax Regional

Municipality Archives.

- (4) The mandate of the Halifax Regional Municipality Archives with respect to preservation and maintenance of archival records is:
 - (a) to maintain proper environment, facilities and resources for preserving the archival records acquired by the Halifax Regional Municipality Archives for as long as their continuing value to the Halifax Regional Municipality endures;
 - (b) to promote the responsible care and handling of the archival records acquired by the Halifax Regional Municipality Archives; and
 - (c) to carry out the function of preserving and maintaining the archival records acquired by the Halifax Regional Municipality Archives in accordance with such other policies, practices or guidelines as may from time to time be determined by Council, the Information Resource Management Committee or the Information Resource Management Manager for the Halifax Regional Municipality.
- (5) The mandate of the Halifax Regional Municipality Archives with respect to access to archival records is:
 - (a) as a public institution that is open and equally accessible to all researchers, to make archival records acquired by the Halifax Regional Municipality Archives available for research in accordance with sound archival practices, available resources, any legal or ethical obligations or restrictions, and having regard to any limitations arising from the physical integrity of the records;
 - (b) to promote awareness of and appreciation for the heritage of the Halifax Regional Municipality by facilitating access to archival records acquired by the Halifax Regional Municipality Archives; offering outreach activities; and cooperating with other heritage and archival organizations;
 - (c) to provide copying and authorization services to ensure that the commercial and non-commercial use of its archival holdings is carried out in an appropriate manner, within all applicable legal restrictions and to the financial benefit of the Halifax Regional Municipality; and
 - (d) to administer access to archival records in accordance with such other policies, practices or guidelines as may from time to time be determined by Council, the Information Resource Management Committee or the Information Resource

Management Manager for the Halifax Regional Municipality.

Done and passed in Council this 14th day of January, 2003.

Mayor

Municipal Clerk

I, Vi Carmichael, Municipal Clerk of Halifax Regional Municipality, hereby certify that the above-noted Administrative Order was passed at a meeting of Halifax Regional Council held on January 14, 2003.

Vi Carmichael, Municipal Clerk

Amendment # 1

Notice of Motion:

April 4, 2006

Approval:

April 11, 2006