



# Monterey County

Board of Supervisors  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

## Board Report

Legistar File Number: A 19-307

August 27, 2019

**Introduced:** 7/29/2019

**Current Status:** Agenda Ready

**Version:** 1

**Matter Type:** BoS Agreement

- a. Authorize and approve the Director of Information Technology to execute a Support Agreement with Questys Solutions for maintenance and technical support used for Digital Information Management Program, for the period of September 1, 2019 through August 31, 2022, in the maximum amount of \$376,124.08;
- b. Authorize the Director of Information Technology to sign up to two (2) amendments to this Agreement, extending the term by one (1) year each, where the additional costs per year do not exceed ten percent 10% (\$13,154) of the cost of the prior year, subject to County Counsel review, and provided that the terms and conditions of the agreement remain substantially the same; and
- c. Accept non-standard contract provisions as recommended by the Director of Information Technology.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Authorize and approve the Director of Information Technology to execute a Support Agreement with Questys Solutions for maintenance and technical support used for Digital Information Management Program, for the period of September 1, 2019 through August 31, 2022, in the maximum amount of \$376,124.08;
- b. Authorize the Director of Information Technology to sign up to two (2) amendments to this Agreement, extending the term by one (1) year each, where the additional costs per year do not exceed ten percent 10% (\$13,154) of the cost of the prior year, subject to County Counsel review, and provided that the terms and conditions of the agreement remain substantially the same; and
- c. Accept non-standard contract provisions as recommended by the Director of Information Technology.

### SUMMARY:

The Questys system is the County's enterprise Electronic Document Management System (EDMS) for electronic storage of files. County departments use this application to store, manage and retrieve electronic documents.

### DISCUSSION:

The County has used Questys Digital Information Management System since 2013 to automate the imaging and agenda building systems. This application allows county departments to automate the document cataloging process and enabled the upload of documents electronically for archiving and future access while reducing the need for storage space previously necessary for paper file copies.

The recommended software support renewal agreement covers the following products: CMx, LSx, WFX, WebClient, Questys Link API, and Infolinx Records Management.

The Agreement is generated by Questys and does not have the standard County liability and indemnification provisions; however, the Agreement terms and conditions are standard in the software support industry and meets the business operational needs of the County. As such, approval is recommended by the Director of Information Technology. The yearly support includes access to software fixes, new releases, online knowledge database access, and unlimited correspondence for technical support.

The renewal of this Agreement will allow departments to continue to use the specified County enterprise EDMS for their business needs.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed the software maintenance and support Agreement and cannot approve due to the following nonstandard terms: vendor right to immediate termination upon breach, warranty limitations, and limitations on amount and type of damages available to the County.

FINANCING:

The funds for payment of this Agreement have been included in the FY 2019-20 Approved Budget for the Information Technology Department, ITD 1930, Unit 8433, Appropriations Unit INF002. Transactions relating to future fiscal years will be included in each respective Recommended Budgets.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The document management system provides to County departments the following: reduced storage space, enhanced security, improved regulatory compliance, easier retrieval, better collaboration and better backup and disaster recovery.

- Economic Development
- Administration
- Health & Human Services
- Infrastructure
- Public Safety

Prepared by: Sandra Shaffer, Management Analyst III, 759-6957

Approved by:

\_\_\_\_\_  
Date: \_\_\_\_\_  
Eric A. Chatham, Director of Information Technology, 759-6920

Attachments: Questys Solutions Support Agreement

Attachments are on File with the Clerk of the Board