

## FOR BOARD ACTION

Agenda Item # 8

Meeting Date:

12/21/10

**SUBJECT:**

Document Management Solution Purchase of Perspective Software

**PREPARED BY:**

Deb Peña, Business Services Supervisor

ITEM DESCRIPTION:

RPU leadership requested staff research and recommend a solution for organizational document management. A cross-functional team identified solution requirements and reviewed applicable retention policies. After completing the RFP process and on-site product demonstrations, the selection team has identified the preferred solution.

RPU staff recommends the purchase and implementation of Perceptive Software. This will be an enterprise wide document management system which will capture business documents and correspondence for secure retrieval. The system will also improve standardized document retention policies across all RPU electronic documentation to reduce the risk of discoverability issues in legal proceedings. The system will significantly reduce paper document storage and streamline internal workflow processes. Document versioning can be easily maintained to ensure that valid documents are accessible. Historical infrastructure information can be scanned and housed electronically to provide insurance against catastrophic damage. Perspective software will integrate with our SAP application suite.

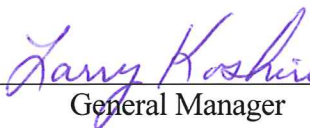
FOR CAPITAL PURCHASES/BIDS/MAJOR PROJECTS:

Software cost	\$134,225
Implementation cost	\$69,675
Training	\$3,360

This is a budgeted item for the 2011 Corporate Services budget. Software maintenance will be \$27,515 per year, for the next 4 years.

UTILITY BOARD ACTION REQUESTED:

Management requests that the Board approve the attached purchase agreement with Perceptive Software subject to review of the documents by the City Attorney, and that the Mayor and City Clerk execute the agreement.

  
General Manager

12-16-10  
Date

December 15, 2010

Lynn Anderson  
Vision Consulting  
Rochester Public Utilities  
4000 East River Road  
Rochester, MN 55906

RE: Perceptive Software's RFP Response for Rochester Public Utilities, due 9/1

Dear Ms. Anderson,


Perceptive Software is pleased to present this RFP response for the implementation of enterprise content management technology for Rochester Public Utilities (RPU). The proposed solution consists of software licenses, planning and deployment services, training, and Software Maintenance and Support.

We are eager to welcome RPU to our rapidly growing family of utility companies who use Perceptive Software enterprise content management solutions to improve productivity and services and to streamline business processes. The proposed solution includes costs for the specific scope of deployment illustrated and is based on our current understanding of your requirements. We would be pleased to submit an amended cost proposal if requirements should change during the planning phase of your deployment. If you have questions or would like to schedule a review of this RFP response, please contact me at 1.800.941.7460 ext. 8341 or [brandon.bogue@perceptivesoftware.com](mailto:brandon.bogue@perceptivesoftware.com).

Sincere Regards,



Brandon Bogue  
Account Executive – Public Sector



Mark Thompson, Manager of Government Sales

This RFP response and the pricing reflected expire 12/31/2010. Software versions and hardware models included herein are illustrative only and may be replaced at time of delivery by then-current versions or models.

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## EXECUTIVE SUMMARY

### OBJECTIVES

The general objectives for this deployment address the following business needs:

- Provide an enterprise content management (ECM) solution integrated with the SAP application suite.
- Provide direct "single click" access to documents and images from the displayed SAP screens.
- Provide a scalable ECM solution that integrates "out of box" to not only SAP, but also ESRI for RPU end-users.
- Enable GIS users to "link" any image (regardless of file type) to parcels, features, and points on the maps within RPU's ESRI environment.
- Provide an Enterprise Document Control Suite License, enabling such document management functionality as "check-in/out, version control, and digital signatures."
- Provide an Enterprise License to automate the creation and management of retention schedules, allowing RPU to manage its Retention Policies via the ImageNow Retention Policy Manager.
- Provide users with simple electronic access to documents, records and information.
- Streamline the processing of documents and information via document-centric Workflow.
- Provide OCR capabilities for barcode processing, Forms Identification, and Zonal OCR.
- Provide an Enterprise License for Full-Text Search.
- Provide an Enterprise License for reporting and analytics, via the Business Insight reporting tool; delivering graphical dashboard style reports right to an end-user or managers' inbox.
- Partner with a company with a proven track record in the Utility Industry as well as with SAP customers.
- Benefit from a compelling price with rapid return on investment.
- Partner with a stable company with quality references in the utility industry.

### SOLUTION

#### BUSINESS CHALLENGE (CURRENT PROCESS)

In discussions with RPU, we have identified your need to streamline your invoice processing activities. Your current, paper-based system includes both security deficiencies as well as time and resource management challenges which you seek to resolve through the implementation of an enterprise content management system in your Accounts Payable department and community of participating end-users throughout the organization. Additionally, the inclusion of other various enterprise modules will meet functional business requirements for users in additional departments at RPU.

#### SOLUTION DESIGN DETAILS

We recommend 20 concurrent-use, full client ImageNow licenses and five CaptureNow licenses to accommodate your staff.

The robust security features in ImageNow support your requirements for data integrity, data confidentiality and data availability. We propose the Document Control suite to provide your end users with full library services including check in/checkout, versioning and digital signature functionality. Document Control complements the array of configurable security features already included in the base product.

Regarding time and resource management, our solution will allow you to capture inbound documents and automatically import them into the ImageNow repository, and/or directly into our electronic workflow module.

Once you've captured your documents and stored them electronically in ImageNow, our ImageNow Workflow module will allow your end users instant access to documents frequently requested by students, other universities or potential employers. Given our current understanding of your process, we recommend a workflow solution requiring simple scripting to match electronic routing with your current, manual processes.

Additional Enterprise Modules include software components enabling RPU to automate its retention schedules and policy administration via the Retention Policy Manager, barcode processing, zonal OCR, and Forms Identification via the Recognition Suite, integration to both Sharepoint and ESRI via our proposed suite of Interact licenses.

Full project management & implementation services have also been included in the total price of this proposal.

We encourage you to send your IT administrator who will manage the ImageNow solution as well as the business process owner to our ImageNow Fundamentals for Administrators course to gain a detailed understanding of the proposed solution, including system set up, maintenance and workflow design. Most customers send these individuals to our world headquarters for our three- or four-day courses, but we provide other options for eLearning or on-site classes as well.

*Paper-based systems face security deficiencies and time/resource management challenges.*



**FIRST AMENDMENT  
TO  
PERCEPTIVE SOFTWARE PROPOSAL**

THIS AMENDMENT (“Amendment”) is made to be effective the \_\_\_\_ day of December, 2010 (the “Effective Date”), by and between Perceptive Software, LLC, a Delaware limited liability company, (“Perceptive Software”) and the City of Rochester, a Minnesota municipal corporation (acting by and through its Public Utility Board), ~~Rochester Public Utilities~~, 4000 East River Road, Rochester, MN 55906 (“Customer”).

WHEREAS, Perceptive Software and Customer are the parties to Perceptive Software’s Proposal for Rochester Public Utilities dated September 1, 2010 (the “Proposal/Commitment”), providing for Perceptive Software’s license to Customer of Perceptive Software’s ImageNow software (the “Software”) pursuant to the terms of the ImageNow Product Suite End-User License Agreement (the “EULA”), as well as certain services to Customer with respect to such Software, each as more specifically described in the Proposal/Commitment.

NOW, THEREFORE, in consideration of the premises and other good and valuable consideration, the receipt and legal sufficiency of which are hereby acknowledged, Perceptive Software and Customer amend the Proposal/Commitment to provide as follows:

1. Governing Law. The EULA and the Proposal/Commitment shall be construed and governed in accordance with the laws of the State of Minnesota. The parties hereto agree to submit to the jurisdiction and venue of Rochester, Minnesota for any matter arising under or related to the EULA and the Proposal/Commitment.

2. Software Maintenance and Support Rate Hold. Perceptive Software agrees that the rate of Software Maintenance and Support, which is currently calculated as 20% of the price of the Software as provided in Perceptive Software’s then-current, published Price Book, will not increase above 20% for a period of three (3) years from the Effective Date hereof (the initial term of Software Maintenance and Support and the first two renewal terms).

3. Perceptive Software shall defend at its expense any third party notices, allegations, claims, suits or proceedings against the Customer, its departments, officers, agents or employees, alleging that the City’s use of Perceptive Software products or services as permitted by this Agreement infringes, violates or misappropriates the Intellectual Property Rights of any third party, and to pay costs and damages finally awarded in any such suit or agreed to by Perceptive Software in settlement with such third party (including reasonable attorney’s fees and expenses) provided that Perceptive Software is notified promptly in writing of the suit and at Perceptive Software’s request and at its expense is given control of said suit and all requested reasonable assistance for defense of same. Perceptive Software agrees that it shall not settle any Claim unless the Customer, its departments, officers, agents or employees are unconditionally released from any liability as part of any settlement.

~~2.4.~~

34. No Further Amendments. Except as amended above, the remaining terms of the Proposal/Commitment shall remain unmodified and in full force and effect, and no further amendment, alteration or modification of the Proposal/Commitment shall be valid unless made in writing and executed by or on behalf of Perceptive Software and Customer.

IN WITNESS WHEREOF, the parties hereto have entered into this Amendment to the Proposal as of the date and year first above written.

Perceptive Software, LLC  
a Delaware limited liability company

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: Sales Director \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: Vice President \_\_\_\_\_

Dated: \_\_\_\_\_

ROCHESTER PUBLIC UTILITIES

\_\_\_\_\_  
General Manager

CITY OF ROCHESTER

\_\_\_\_\_  
Mayor

Attest:

\_\_\_\_\_  
City Clerk

Reviewed By:

\_\_\_\_\_  
City Attorney



## RESOLUTION

BE IT RESOLVED by the Public Utility Board of the City of Rochester, Minnesota, to approve the attached agreement, as amended by the City Attorney, with Perceptive Software, LLC, and to request the Mayor and the City Clerk to execute the agreement for

First Amendment to the Proposal for the Purchase, Implementation and Maintenance of Perceptive Software's ImageNow Software.

The amount of the contract agreement to be TWO HUNDRED THIRTY-FOUR THOUSAND SEVEN HUNDRED SEVENTY-FIVE AND 00/100 DOLLARS (\$234,775.00) for the first year. Annual maintenance for years 2 – 4 will be \$27,515.

Passed by the Public Utility Board of the City of Rochester, Minnesota, this 21<sup>st</sup> day of December, 2010.

\_\_\_\_\_  
President

\_\_\_\_\_  
Secretary