

Memorandum



CITY OF DALLAS

DATE September 21, 2012

TO The Honorable Members of the Transportation and Environment Committee:
Linda L. Koop (Chair), Sheffie Kadane (Vice Chair), Sandy Greyson, Delia Jasso,
Vonciel Jones Hill, Pauline Medrano

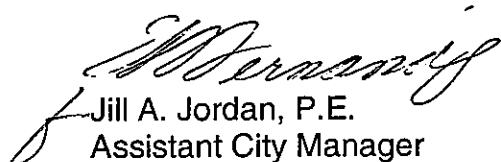
SUBJECT Draft Addendum #1 on the September 26, 2012 Council Agenda

Authorize (1) an acquisition contract for the purchase and implementation of hardware and software for an electronic construction plan review system for Building Inspection in the amount of \$479,366; and (2) a five-year service contract for maintenance and support for an electronic construction plan review system in the amount of \$140,048 – Hyland Software, Inc., most advantageous proposer of three – Total not to exceed \$619,414 – Financing: Building Inspection current Funds (subject to annual appropriations)

The focus of this project is to improve operational efficiencies and foster collaboration through the implementation of new and more modern technology. Building Inspection (BI) currently processes construction plans manually, which has resulted in workflow inefficiencies with application and review processing times for issuance of building permits.

The new electronic plan review system will increase Building Inspection staff productivity by eliminating manual steps with support for online submission and review, combined with digital markup/comment capabilities, workflow automation, audit trails and digital archiving, yielding efficiencies in manpower, resources and reduced paper consumption. The permit application and construction documents will be fully integrated in electronic format with the BI departments' core permitting system (POSSE) for an end-to-end automated electronic process.

Please contact me should you have additional questions.


Jill A. Jordan, P.E.
Assistant City Manager

C: The Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Thomas P. Perkins, Jr. City Attorney
Rosa Rios, City Secretary
Craig Kinton, City Auditor
A.C. Gonzalez, First Assistant City Manager
Ryan, S. Evans, Assistant City Manager
Forest Turner, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Edward Scott, Director, Controller's Office
Frank Libro, Public Information Officer
William Finch, Chief Information Officer
Theresa O'Donnell, Director, Sustainable Development and Construction
Stephanie Cooper, Assistant to the City Manager – Council Office

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SUBJECT Draft Addendum #2 on the September 26, 2012 Council Agenda

Authorize (1) an acquisition contract for the purchase and implementation of hardware and software for an electronic construction document management system for Building Inspection in the amount of \$527,343; and (2) a five-year service contract for maintenance and support for an electronic construction document management system in the amount of \$145,884 – Hyland Software, Inc., most advantageous proposer of three – Total not to exceed \$673,327 – Financing: Building Inspection Current Funds (subject to annual appropriations)

Building Inspection (BI) maintains close to 5 million documents in which it currently utilizes an outdated and unsupported system to scan, index, and store online for electronic search and retrieval. The current system is slow, cumbersome and lacks compatibility to operate with modern hardware and software. The old system has exceeded end-of-life service, and the poor system performance is negatively impacting productivity and customer service.

Building Inspection, with assistance from Communication Information Services, solicited a Request for Competitive Sealed Proposal for an Electronic Document Management System to replace the existing one. Three (3) vendors submitted proposals with Hyland Software, Inc., yielding the highest score. The new system is compatible with existing printers, scanners, and related hardware.

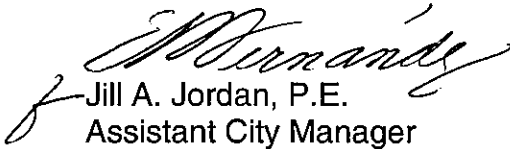
Summary of key capabilities and benefits with the new technology:

- Improved speed with conversion of paper documents to electronic / digital files
- Ability to search document repository using keywords (*words contained within documents*)
- Unlimited public access to information via web access, to view, print and email documents
- Ability to digitally apply comments onto documents with full audit tracking

- A comprehensive system to scan, index, search and retrieve documents online via the internet (*anytime, anywhere access*)
- Switch from paper to paperless work environment
- Automate manual work processes

The purpose of this contract is to enhance Building Inspections capabilities to store electronic documents in support of its operations as well as to enhance the department's customer service to businesses and the public by improving transparency with online search and retrieval. In today's technology climate, it is vital for the City to offer online access to information and services. This initiative is one of many efforts to improve information access to the public.

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