

The Municipality of Cumberland
Records & Information Management
Needs Assessment Terms of Reference

Introduction

It is the intent of the Municipality of the County of Cumberland to initiate a Records & Information Management Needs Assessment.

The Municipality of the County of Cumberland currently has 30 employees working in various departments such as Public Works, Finance & Administration, Planning & Development Services, Fire Protection Services, By-Law Enforcement, Solid Waste Management and Emergency Management, who serve a population of 16000 residents.

Objective

It is the objective of The Municipality of Cumberland to have our document workflow and record keeping processes as well as existing conditions, work practices, protocol/procedures assessed to enable us to proceed to a single system that will manage, store and retrieve both paper and electronic records. The Municipality currently uses the AMANS Records Management Manual guidelines. The end result should be a cost effective, user friendly Record and Information Management application that is compatible with our current computer systems.

The Municipality of Cumberland is requesting proposals for consulting services for the following:

Task 1 –Review Existing Practices

The consultant shall meet with the needs assessment committee as well as staff to review existing practices, protocols and procedures relating to records management. The review will cover the processes that are followed from the time documents are received and/or created, through classification, entering the info in the current records management software, departmental procedures, and overall management of electronic and paper documents within the Municipality.

Task 2 – Review Appropriate

The consultant shall review the current file types and storage methods used. This includes physical and electronic records. After reviewing our current file types and storage methods, the consultant will develop a procedure for file naming conventions.

Task 3 –Develop Protocols Procedures & Work Processes

The consultant shall review current protocols, procedures, and work processes within the Municipality. Once reviewed, comments, suggestions and recommendations will be

made by the consultant to the committee for discussion. The consultant shall then develop and/or revise protocols.

Task 4– Recommendations

Upon completion of the assessment the consultant will qualify the recommendations based on proven technologies utilized in organizations of similar size and enterprise. Records management and document management system integration and compatibility

Task 5 - Software

If software is required, the consultant shall prepare a recommendation in regard to the type of records management software the Municipality should be utilizing. The recommendation shall be based upon volume of files, the classification system and management of paper and electronic documents. The software shall be user friendly, efficient, compatible with current Microsoft operating systems as well as meet or exceed industry standards.

Task 6 – Training

The consultant shall prepare a records management training plan that will identify training requirements within each department. The training plan will include level of training each member of the department requires, how often training will be completed, how those requirements will be met and what the plan will be for the future

Consultants Duties

1. The consultant shall review existing conditions, work practices, protocol/procedures, document workflow, existing records management software. The consultant will meet with each of five departments to identify specific needs and concerns. The consultant will meet with the oversight committee for further clarification of current conditions.
2. The Consultant shall complete tasks 1-3. Prior to the second meeting with the committee the consultant shall prepare a preliminary report detailing existing concerns/shortfalls, strengths and areas for improvement. This document shall also include potential options for improvement including the pros and cons of each. Comments and concerns of the oversight committee shall be incorporated into the final report and recommendations.
3. The Consultant shall complete tasks 4-6. Prior to the final meeting with the committee, the consultant shall prepare a draft final report addressing all tasks described above. This document shall also include recommendations of the Consultant. Comments and concerns of the oversight committee shall be incorporated into the final report. The final report shall included estimated capital and operating cost associated with implementation of the recommendations. Estimated staff resource requirements for implementation as well as ongoing operations

considerations. Following the final meeting the Consultant shall prepare and submit to the Committee a final report.

4. The recommendations must be definitive enough to give confidence to proceed with implementation.
5. The consultant shall supply all documents in electronic and hard copy formats suitable to the Municipality
6. The Consultant shall prepare meeting agendas as well as record and develop meeting minutes.

Study Control

A Consultant having a strong technical background in records management and information systems administration will report to an Oversight Committee comprised of six staff members of the Municipality of Cumberland.

The purpose of the oversight committee is to review information and provide input to the consultant and to Municipal Council relating to this undertaking. The committee will review information and provide comments based on operational requirements, financial impact and functionality. The consultant will incorporate the recommendations of the oversight committee into the scope of the work.

The client and contracting agency for the study project will be the Municipality of the County of Cumberland.

Schedule

The consultant shall adhere to the following schedule:

Deadline for Proposal Submissions	July 17, 2009
Proponent Notification	July 29, 2009
Kickoff Meeting	August 11, 2009
Preliminary Report Presentation	September 1, 2009
Draft Final Report Presentation	September 22, 2009
Final Report Submission	September 29, 2009

Reporting

The Consultant shall meet with the Steering Committee at the following milestones:

- project orientation;
- preliminary report presentation;
- draft final report presentation.

Submissions

1. The Municipality will receive proposals properly executed and dated up until 3:00 p.m. local time on the 17th day of July 2009 at the E. D. Fullerton Building, 1395 Blair Lake Road, Upper Nappan, Nova Scotia.
2. Only proposals received on time will be considered by the Municipality, and will be opened and reviewed at a time to be determined.
3. The Consultant shall provide seven copies of the proposal to the client.

Fees

The consultant shall provide a breakdown of the fees for consulting services. The breakdown shall include hour assignments, hourly rates, expenses, taxes and summary of fees.

No claims for additional fees shall be made by the consultant with the exception of work beyond the scope of the submitted proposal. The Municipality must approve work conducted by the consultant beyond the scope of the proposal in advance, in writing.

Prospective consultants are advised the Municipality has an approved budget for this project; budgetary constraints may prevent the Municipality from proceeding with this undertaking.

References

The consultant shall include a list and brief description of all projects of similar nature and magnitude conducted within the last five years including references/ project contacts for these projects.

Evaluation Criteria

Proposals will be evaluated for managerial, organizational, financial and technical merit. Consultant selection will be based on the best overall value to the Municipality in terms of merit to price ratio.

Project contact:

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