

Document Management System (DMS) Procurement

Introduction / Background:

The council needs to upgrade or replace its main document management system which has been in use at CYC since 2009. It was bought originally to serve as a corporate electronic document and records management solution, and now performs the role of document system for a number of the council's major systems such as the Revenues and Benefits systems. It is now one of several DMS's in use at the council, is now 'end of life' in terms of performance and is not PSN compliant. £500k of capital funding had previously been approved in the ICT Delivery Plan in 2019/20 for the capital commitment required for the system and associated staffing resourcing; a revenue budget of £75k per annum exists for maintenance and support.

Two options exist to address the replacement of the outdated system

Option 1 – Existing System Upgrade

A system upgrade via a framework would meet the council's existing needs, however:

- whilst this would enable the maintain its PSN compliance it would not improve functionality, improve the user interface nor the provision of a platform to build on.
- a straightforward upgrade would maintain only the existing document management legacy of several systems rather than integrating into one system (there are several DMSs in place across the council).
- The quoted cost for this upgrade would be **£679.5k** combined revenue and capital cost for 5 years.

Option 2 Replacement System (Preferred Option)

Changes have occurred organisationally which means that the marketplace can offer more to meet the council's needs in the following areas:

- The work to introduce the 'Shared Care Records' across health and local authority social care services is moving forward at a pace This is reflected in the experience of York's 'One Team' in which health and social care professionals are working together.
- A new DMS with great functionality will be essential in order to share documentation across partner organisations.

- A neighbouring council has used their own DMS platform to enable sharing of information across health services.
- There are opportunities to renew replace DMS's across the organisation and replacement systems in the market place can cater for this wider expansion of the platform.
- Systems in the market-place can also support and integrate with Office 365 which will be rolled out across CYC going forward.

The wider specified system based on market quotes obtained, would be around **£710k** for 5 years if revenue costs are capped at the £75k per year.

Finally, in both options there is the need to upgrade the associated supported scanning product to the latest version, to mitigate compatibility and functionality issues. This will be included in the specification and is included in the above estimates.

Whether the choice is to upgrade the existing system or to put in place a new DMS significant officer work will be required on data and workflows (i.e. regardless of supplier this work will be necessary).