



Report
Staff Report
The Corporation of the City of Brampton
5/8/2024

Date: 2024-04-23

Subject: **Request to Begin Procurement - To Obtain a Vendor to Supply All Labour, Equipment and Materials Necessary to Digitize City Physical Records for Various Departments.**

Contact: Janice Adshead, Deputy Clerk, Administrative Services, Information and Data Governance, City Clerk's Office

Report number: Legislative Services-2024-388

RECOMMENDATIONS:

1. That the report from Angelique Chulan, Manager, Information Governance, City Clerk's Office to the Committee of Council Meeting of May 8, 2024, re: **Request to Begin Procurement - To Obtain a Vendor to Supply All Labour, Equipment and Materials Necessary to Digitize City Physical Records for Various Departments**, be received;
2. That the Purchasing Agent be authorized to commence the procurement for a City-wide contract to perform digitization services; and
3. That the request to begin procurement to provide all labour, equipment and materials, necessary to digitize city physical records be approved.

OVERVIEW:

- The purpose of this report is to obtain Council authorization to commence the procurement for a City-wide contract to perform digitization services over a five (5) year period.
- The scope of the work shall include converting physical records to electronic, indexing, quality assurance, metadata tagging, document shredding as requested and secure storage and transfer of digitized content.

- **A cost-effective solution is to use evolving technology to digitize physical records to file them electronically.**
- **This City-wide contract will provide services to various City departments including Planning and its divisions once sufficient funding is available. Human Resources Division has approved funding to digitize their physical records.**
- **Digitization of records allows for improved efficiencies with document retrieval, repurposing of physical space to accommodate staff growth and allows for remote access and collaboration between employees.**
- **This procurement will be funded from various capital projects and operating cost centres throughout the City.**

BACKGROUND:

Various City departments have undergone digitization to convert their physical records (paper, microfilm/microfiche) to electronic. The Building division digitized over 3,800 banker boxes of paper copy files and 160,000 jackets of microfiche over a two year period using the vendor, Data Repro Com Ltd. (see prior Council Minutes [CW266-2018](#)). Other City divisions utilized Data Repro Com Ltd. for their digitization project, such as Fire and Emergency Services and Development Services within the Planning Department.

The contract for Data Repro Com Ltd. expires August 24, 2024, and a new RFP will need to be issued to acquire a vendor for future digitization projects. A cost-effective solution is to use evolving technology to digitize physical records to file them electronically.

CURRENT SITUATION:

As more departments are considering digitizing their physical records, having a city-wide contract that can be used by various divisions would allow for a more streamlined and standardized digitization process across the City. The scope of the digitization work shall include converting physical records to electronic, indexing, quality assurance, metadata tagging, document shredding as requested and secure storage and transfer of digitized content.

Digitization enables the implementation of various Information and Data Governance principles, including lifecycle management, which simplifies the process of generating

reports to track retention activities such as last administrative use, project end date and date of termination. This aligns with the digital transformation initiatives the City has been undertaking for many years. By digitizing information, a single copy can be managed, providing more controls that can be audited for access, privacy, and security requirements. Further efficiencies arise from the ability to collaborate with staff and clients.

Streamlining the digitization initiatives across the City presents a great opportunity to enhance the partnership between the Information Technology division and the City Clerk's Office, Information Management team to deliver modern solutions for clients. The Information Management team provides support by assisting clients in determining what should be digitized, file formats, file naming conventions, and metadata tagging/labels, as well as how to work with backfile vs. day forward information. The Information Technology division then determines the volumetrics for server space and establishes processes for transferring data and uploading images.

The Human Resources division has approved funding to start digitizing employee records. Most records are produced digitally and are printed then filed. The Development Services division within the Planning Department has additional boxes of physical records to be digitized and other divisions within Planning may choose to digitize their physical records.

CORPORATE IMPLICATIONS:

Digitization of records allows for improved efficiencies with document retrieval, repurposing of physical space to accommodate staff growth and allow for remote access and collaboration between employees. This will reduce paper usage and carbon footprint by moving to digital records utilizing newer technology and contributing towards a greener environment.

Financial Implications:

This procurement will be funded from various capital projects and operating cost centres throughout the City. The Goods and Services Inventory account 720000.001 will be used for the purpose of the procurement, and as services are rendered, expenses will be charged to the respective projects or cost centres. Staff will ensure that sufficient funds are requested through subsequent budget submissions for future years of this contract which will be presented to the Mayor for his consideration.

Purchasing Implications:

A public Procurement Process will be conducted and the Bid submissions shall be evaluated in accordance with the published evaluation process within the bid document. Purchase approval shall be obtained in accordance with the Purchasing By-law.

All communication with Bidders involved in the procurement must occur formally, through the contact person identified in the Bid Document.

STRATEGIC FOCUS AREA:

This report aligns with and supports the strategic focus area “Government & Leadership”, focusing on service excellence with innovation, efficiency, effectiveness, accountability and transparency. Digitizing physical records allows for easier access to records which will assist with resource optimization, support strategic planning, advance citizen engagement, and contribute to digital transformation initiatives.

CONCLUSION:

This report recommends that the Purchasing Agent be authorized to commence the procurement for a City-wide contract to provide all labour, materials, and equipment necessary to digitize City physical records, as described in this report.

Authored by: Angelique Chulan

Reviewed by: Janice Adshead

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Commissioner
Legislative Services

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