



DeWight Dopslauf, C.P.M., CPPO  
**Harris County Purchasing Agent**

May 27, 2021

Commissioners Court  
Harris County, Texas

**RE: Job No. 140092**

Members of Commissioners Court:

Please approve the attached Order authorizing the County Judge to execute the attached Fortieth Amendment to the Agreement for the following:

**Description:** Enterprise Document and Digital Asset Management (EDDAM) Solution for Harris County

**Vendor:** IQ Business Group, Inc.

**Amount:** \$3,594,902 previously approved funds for the term 04/28/2019 - 07/27/2020 or until a new contract is in place  
74,000 additional funds for the term 07/27/2020 until a new contract is in place  
\$3,668,902

**Reviewed by:**  X  Universal Services - Technology  X  Harris County Purchasing

The Fortieth Amendment increases funding to provide document and records management high assessment services to the County Attorney's Office. Purchase order(s) will be issued upon Commissioners Court approval.

Sincerely,

DeWight Dopslauf  
Purchasing Agent

LAB  
Attachments  
cc: Vendor(s)

**FOR INCLUSION ON COMMISSIONERS COURT AGENDA JUNE 8, 2021**



**FORTIETH AMENDMENT TO THE AGREEMENT BETWEEN  
HARRIS COUNTY AND IQ BUSINESS GROUP, INC.**

THE STATE OF TEXAS     §  
  §  
COUNTY OF HARRIS     §

This Fortieth Amendment to the Agreement is made and entered into by and between Harris County (the "County"), a body corporate and politic under the laws of the State of Texas, acting by and through its Universal Services department ("US"), and IQ Business Group, Inc. ("Contractor"). The County and Contractor are referred to herein collectively as the "Parties" and individually as a "Party."

*Recitals*

On April 28, 2015, the County entered into an agreement with Contractor to provide an Enterprise Document and Digital Asset Management ("EDDAM") solution and assistance in its implementation in phases to various departments in the County (the "Master Agreement").

The County and Contractor now desire to amend the agreement for the purpose of providing additional services to the County's Attorney Office (the "Services").

Contractor warrants and represents that it is willing and capable of providing the Services.

*Terms*

I.

This Amendment shall be governed by the Master Agreement, which is incorporated herein by reference as though fully set forth word for word.

II.

Contractor will perform the Services in accordance with the Statement of Work ("SOW") attached hereto as Exhibit A. Subject to the Limit of Appropriation, Contractor will be paid in accordance with Exhibit A.

III.

**LIMIT OF APPROPRIATION**

Contractor understands and agrees, said understanding and agreement also being of the absolute essence of this Amendment, that the total maximum compensation that Contractor may become entitled to for the Services performed under this Amendment, and the total maximum sum that the County shall become liable to pay to Contractor under this Amendment shall not, under any conditions, circumstances, or interpretations thereof, exceed the sum of Seventy-Four Thousand and

No/Dollars (\$74,000.00) as certified available by the Harris County Auditor as evidenced by the issuance of a Purchase Order from the Harris County Purchasing Agent.

Contractor understands and agrees, said understanding and agreement also being of the absolute essence of this Amendment, that the total maximum compensation that Contractor may become entitled to hereunder, and the total maximum sum that the County shall become liable to pay to Contractor hereunder, shall not under any conditions, circumstances, or interpretations thereof exceed the sum certified by the Purchase Order. Any Services performed or expenses incurred by the Contractor prior to the issuance of a Purchase Order are at the Contractor's own expense and are not reimbursable. Notwithstanding anything to the contrary, or that may be construed to the contrary, the County's liability under the terms and provisions of this Amendment is limited to the funds on the Purchase Order; and that when all the funds so certified are expended, Contractor's sole and exclusive remedy shall be to terminate this Amendment.

If the Services and charges to be provided for will equal or exceed the amount certified available, Contractor will notify the County immediately. If the amount certified is depleted prior to the end of the term of this Amendment, Contractor may terminate all Services hereunder upon the total depletion of the certified funds unless the County, at its sole option, certifies additional funds, as evidenced by a written amendment to this Agreement and the Purchase Order, in which event Contractor shall continue to provide the Services herein specified to the extent funds are available.

With regard to any renewal or extension of this Amendment, the County has not allocated any funds for any renewal or extension period beyond the current fiscal year. Therefore, if the County exercises any renewal option, the renewal is subject to the future allocation and certification of funds for the renewal period and in accordance with the terms and conditions of this Amendment. Failure to certify funds or to certify sufficient funding for any reason shall not be considered a breach of this Amendment.

#### IV.

All other terms and provisions of the Master Agreement shall remain in full force and effect as originally written.

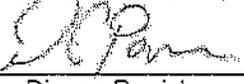
#### V.

It is expressly understood and agreed that the Master Agreement is incorporated herein by reference. In the event of any conflict between the terms and provisions of this Amendment, or any portion thereof, and the terms and provisions of any other part or portion of the Master Agreement, or the terms and provisions of any part or portion of the previous amendments, this Fortieth Amendment shall control.

VI.

Execution, Multiple Counterparts: This Amendment may be executed in several counterparts. Each counterpart is deemed an original. All counterparts together constitute one and the same instrument. Each Party warrants that the undersigned is a duly authorized representative with the power to execute this Amendment.

IQ BUSINESS GROUP, INC.

By:   
Name: Dianne Parrish  
Title: Controller  
Date: 5/25/21

HARRIS COUNTY

By: \_\_\_\_\_  
LINA HIDALGO  
COUNTY JUDGE

APPROVED AS TO FORM:  
CHRISTIAN D. MENEFE  
COUNTY ATTORNEY

By: Manasi Tahiliani  
Manasi Tahiliani  
Assistant County Attorney  
C.A. File 21GEN0840



**STATEMENT OF WORK ("SOW")**

**Harris County – County Attorney's Office  
Document and Records Management High-Level Assessment  
Electronic Document and Digital Asset Management (EDDAM)  
Contract #14/0092**

## 1. INTRODUCTION

Harris County – County Attorney's Office (CAO) seeks to engage with the IQ Business Group (IQBG) to perform a Document and Records Management High-Level Assessment (HLA) for the purposes of adopting the OpenText solution with multiple business departments. The primary function of CAO is to fight for the interests of Harris County through the civil justice system and to provide legal counsel to Harris County government, elected officials, and employees, and represents them in civil lawsuits. **The Document and Records Management (HLA) will be directed at the following Practice Groups: Affirmative and Defensive Litigation, Protective Services, Environmental, General Counsel and Contracts, Public Law, and Real Estate, as well as the CAO's Operations Group.**

The Document and Records Management HLA is a proven, best practice approach that:

- Ensures high user involvement
- Develops a comprehensive set of requirements that will support immediate OpenText implementation:
  - Business Processes – analyses processes to define needed OpenText capabilities
  - Taxonomy
    - Defines standard folders to organize business documents and map to RM requirements
    - Develops a metadata model to support highly functional search and classification
    - Determines permissions to ensure document security
  - Integration – identifies 'touch points' for integration with Case Management solution
  - Specifications – delivers a set of implementation specifications (not another study)
  - Roadmap – prioritizes a set of implementation tasks, sequenced to deliver highest value to CAO departments

## 2. SCOPE OF WORK

Harris CAO, Universal Services (US), and IQBG will cooperatively work towards the following general project milestones listed below:

- 2.1 Project Initiation** - A meeting with the records manager, leadership, and / or senior representatives of the CAO Practice Groups to explain the approach of the Document and Records Management HLA, reaffirm goals and success criteria, and identify the people to interview for each of those areas. IQBG will approach each content collection, business process automation, and / or associated digitization project by first gaining a clear understanding of how the organization operates; the inefficiencies involved with current processes; and the organization's goals for document, records, and digital asset management and archival.
- 2.2 Conduct Interviews, Workshops, and Content Inventory Efforts** – Interviews should be grouped by functional business areas and / or content collection knowledge area preferably with a designated business Subject Matter Expert (SME) resource at all meetings. IQBG anticipates a total of 1-3 interviews per CAO Practice Group and / or sub-area that will be



conducted over 1-2 consecutive weeks. The focus of these interviews will be to complete the steps outlined below:

- **Step #1 Content Inventory** - At the direction of CAO representatives, appropriate content collections (Paper, SharePoint, File Shares, Microfiche, and Microfilm) will be identified. Both paper and digital files will be analyzed and documented, as the best practice approach dictates not just digitizing paper, but identifying ways of improving the entire business process, to include elimination of paper where appropriate. A high-level inventory that identifies significant collections, their document types, condition quality, and relative size will be conducted for content collections stored in file cabinets and / or employee offices, shared drives, and other repositories. As the inventory is taken, the inventoried content will be linked to and used to provide detail for the content categorization recommendations and to standardize the Records Request Management business process flow. *The deliverables and success criteria for this step are a High-Level Content Inventory that will include estimates on the count / volume, classifications of the quality i.e., torn paper or data accuracy, usage profile for each content collection, and a preliminary digitization readiness check.*
- **Step #2 High-level Documentation of Business Processes Associated with Content Categories** - After the inventory of the content collections, the business processes such as standardization of contracts / other identified forms, document routing and approval, e-signature, etc. that surround the content collections identified and their records lifecycle will be analyzed, documented, and a set of data flow diagrams (DFDs) will be created. This step will be the basis for assessing Document and Records Management capabilities needed and potential improvements to business processes. Business processes, their relationship to content categories, additions and/or enhancements to content collection management, and potential process improvements are documented. *The deliverable and success criteria for this step are the Content Category Descriptions and the DFDs.*
- **Step #3 Review Current Records Schedules for the Business Unit** - The next step will be to review the current records schedules for the CAO. Current CAO records schedules that relate to the identified content collections will be analyzed, and a spreadsheet that containing the preliminary folder structure to their appropriate records schedules will be created. During this review, we will work with the Harris County Records Manager to evaluate series for a possible 'big bucket' collapse if related series have similar retention periods. *The deliverable and success criteria for this step is a CAO Records Schedule crosswalk to the preliminary content folder structure.*
- **Step #4 Assign Metadata to a Folder Structure** - Once Step #3 is complete, the IQBG Business Analyst will work with CAO business staff to define the metadata that will be associated with the content collections. A full-text search capability, like that offered by the OpenText search engine, can be especially useful in finding desired textual content; however, industry best practices suggests that a consistent metadata model enhances this ability by supporting control over completeness and quality, supporting non-text objects, and using structured filtering. Business metadata will allow the categorization or delineation of content based on business vocabularies— even when the specific vocabulary term is not contained in the content. Adding



metadata to unstructured content will allow objects to be managed more like structured content and will allow unstructured content to be linked to structured databases and line of business (LOB) systems. Consistent application of business metadata will facilitate interoperability between systems, compliance with security, privacy, and the Records Request Management business process. *The deliverables and success criteria for this step are the attribute / metadata additions to the folders and content collections.*

- **Step #5 Identify Folder Permissions** - IQBG will work with the CAO to identify user permissions to be associated to the folders identified in Step #3. This process can be executed in parallel with Step #4. Where different permissions are required for different content items in a folder, the folder will be split, or a subfolder will be created. Steps #3, #4, and #5 may continue to be done iteratively until the final folder structure is designed and documented. Rationalization of the records series and the creation of bigger buckets in collaboration with the CAO resources can change the need for more or fewer granular folders, as can dictate differences in metadata or permissions. *The deliverable and success criteria for this step is the permissions documented based on the accepted CAO folder structure.*
- **Step #6 Develop a CAO-Wide Taxonomy Model** – Using taxonomy elements designed as part of Steps 3,4 and 5 conduct one or more taxonomy working sessions with selected representatives from the CAO Practice Groups to develop a CAO-wide taxonomy that combines, unifies, and standardizes the individually developed Practice Group designs into one, standardized, departmental taxonomy containing the combined and rationalized elements developed in the previous steps. *The deliverable and success criteria for this step will be the combined CAO-wide taxonomy that will serve as the specification for implementing the structure within the County's OpenText solution offering.*
- **Step #7 Develop Conversion / Digitization / Migration Plan** – Once the folder structure is defined, the approach and sequencing for digitizing or converting content from Paper, migrating content from File Share(s) and / or SharePoint site(s) will be developed and documented. When analyzing paper conversion, the value of the content as a reference and its related retention requirements will be critical considerations. It is generally not best practice to digitize items that are near the end of their retention requirements or not frequently referenced. The goal of the business process review will be to identify ways of eliminating paper where possible from the business processes. If the focus is on migration of digital content from shared drives, an initial step may be to initiate a business unit cleanup of certain content collections. Critical to the cleanup effort will be an understanding of Records Management concepts to help identify what are actual records and the difference between working papers and supporting documents. The Harris County records schedule will provide guidance IQBG needs to develop the Conversion / Digitization / Migration plan. *The deliverable and success criteria for this step is a Conversion / Digitization / Migration Plan document containing the details referenced above.*

## 2.3 Document and Records Management HLA Documentation Deliverables

**2.3.1 High Level Assessment:** The deliverable for this phase of the project is a high-level document that contains each of the sections listed below:



- **As-Is Current State** - A review and analysis of the CAO content inventory identified in Step #1, how the organization operates with the content inventory identified in Step #2, and the inefficiencies (if any) involved with current Records Request Management process identified in Step #2 and #3. *The deliverable and success criteria is a High-Level document (2-3 Pages Max) utilizing the DFDs created in Step #2 with additional narratives.*
- **To-Be Target State** - An analysis and recommendation for functional, technical, and organizational specifications identified in Steps #4 - Step #7 to enable the CAO Practice Groups to implement a process to standardize, manage, and systematically store records that come from internal and external sources. *The deliverable and success criteria is a High-Level document (2-3 Pages Max) with a revised (Target State) DFD and accompanying narratives.*
- **Roadmap** - Based on the evaluation of the current processes and definition of the desired future state, a Roadmap that lays out projects with their implementation sequence and estimated costs (services and software) over a calendar schedule will be created identifying the approach and methodology required to transition the CAO Practice Groups to the Target State. *The deliverable and success criteria is a High-Level document (1-2 Pages Max) containing the details referenced above.*

**2.4 Future Procurement SOW(s)** - Creation of statement of work(s), project plan, and a schedule of values for any potential IQBG implementation needs. *The deliverable and success criteria is the SOW(s) utilizing the existing US / IQBG templates.*

**2.5 Project Closeout and Executive Briefing** - Executive Summary describing the approach, findings, and recommendations developed during the Document and Records Management HLA Project. *The deliverable and success criteria is a document (1 -2 Pages Max) containing the details referenced above.*

### **3. Risks, Assumptions, and Constraints**

#### **3.1 Risks**

- Availability of Harris County resources for project related tasks.
- Adverse weather or other natural events resulting in office closures that could impact other resource availability.

#### **3.2 Assumptions**

- IQBG will provide deliverables and services that meet the specifications defined by CAO and US in this SOW and any subsequent releases / change orders.
- IQBG will aggressively perform tasks to adhere to dates established in this SOW to the best of its ability.
- IQBG will work within the bounds of the Harris County's Software Development Lifecycle (SDLC) framework and process.
- If applicable, Harris County will use existing OpenText user licenses for the targeted Department(s) in this SOW. If any new licenses are determined to be needed for an identified department, a separate procurement outside this SOW will occur.



- No onsite activity is anticipated by the IQBG consultants.

### 3.3 Constraints

- The Document and Records Management HLA scope is limited to the identified CAO Practice Groups and agreed upon project timeline of 4 – 6 weeks.
- IQBG will provide solutions that conform or are acceptable to Harris County security policies.

## 4. Responsibilities

### 4.1 IQBG will perform the following responsibilities as directed by the US Point of Contact:

- IQBG will be responsible for accomplishing the assigned activities within the scope identified in this SOW and at the negotiated cost; and, as close as possible to the mutually agreed upon schedule.
- IQBG will lead all Assessment, Discovery, Requirement Gathering, Solution Design, and Implementation work sessions with required participation from CAO and US resources.
- IQBG will provide reports matching the specifications for content and frequency identified in this SOW.
- IQBG will escalate issues and concerns needing guidance to the identified US point of contact.

### 4.2 Harris County (CAO and US)

- Harris County will make available their resources to participate in project activities such as interviews, workshop, and content inventory efforts. CAO should be prepared to identify 1- 2 key decision-making SMEs per Practice Group for participation in project activities.
- Harris County will review and provide necessary feedback on the IQBG progress of assigned activities to ensure that deadlines, work products, reporting, and invoicing are being accomplished as described in this SOW and the accepted IQBG proposal(s).
- Harris County will have (5) business days for a deliverable review period after which CAO will either accept the deliverable, not respond, or provide the necessary guidance for deliverable acceptance. Invoices will be pre-approved via email by the Harris County Point of Contact or designee within (2) business day, prior to IQBG submitting them to the "Accounts Payable" mailbox for payment. If no Harris County response is provided to the invoice pre-approval request within (2) business day, IQBG will submit the invoice to the designated mailbox for payment.
- Harris County will work with appropriate legal and procurement staff, as needed, to resolve any contractual issues.
- Harris County will assist IQBG with business related activities and decisions, as necessary including the coordination of resources.
- Harris County will provide adequate Subject Matter Experts ("SMEs") for feedback, validation, etc. for applicable IQBG work products.

## 5. Acceptance Criteria

- ### 5.1
- All applicable Document and Records Management HLA work products will be submitted to US for initial review and feedback. If applicable, US will then work with



CAO stakeholders for product acceptance and appropriate invoicing activities. CAO will have five working days for a deliverable review period after which CAO will either accept the deliverable or provide the necessary guidance for deliverable acceptance.

- 5.2 All correspondence and documentation will be delivered in electronic format unless otherwise agreed to by the IQBG and the US Point of Contact.

## 6. REPORTS AND MEETINGS

- 6.1 IQBG is required to provide the US Point of Contact with weekly written progress reports due prior to the start of each work week throughout the life of the project.
- 6.2 IQBG will be responsible for conducting weekly status meetings with the US Point of Contact if requested. The meetings will be held on a mutually agreed upon day of each week – at a time and place so designated by the US Point of Contact. The meetings can be held in person or over the phone.

## 7. PERIOD OF PERFORMANCE

IQBG will begin work no later than 10 business days after receiving the purchase order and will cease work upon completion of this contract.

Project Task(s)	Estimated Completion
Project Initiation*	June 10 <sup>th</sup> , 2021
Interviews, Workshops, and Content Inventory Efforts Needed for Steps #1 - #3 Complete	June 18 <sup>th</sup> , 2021
Interviews, Workshops, and Content Inventory Efforts Needed for Steps #4 - #7 Complete*	June 30 <sup>th</sup> , 2021
Initial Draft Delivery of HLA Documentation Deliverables	July 9 <sup>th</sup> , 2021
Incorporate Feedback / Revisions Complete for Delivery of Final HLA Documentation Deliverables*	July 20 <sup>th</sup> , 2021
Future Procurement SOW(s) (If requested)	July 22 <sup>nd</sup> , 2021
Project Closeout and Executive Briefing (If requested)	July 22 <sup>nd</sup> , 2021

\*Invoiceable Deliverable / Milestone

The execution of this SOW is scheduled to begin on the date of a valid purchase order and will expire on the date that IQBG support services start on the delivered solution unless amended jointly between IQBG and Harris County.

## 8. PRICING

Pricing for the Document and Records Management HLA Project is presented in this section is a combination of fixed-price service deliverables. Table 8.1 below is presented as firm fixed prices for all deliverables. The service deliverables may be submitted as partial payments not to exceed 50% of the total line-item cost with prior approval from the Harris County Point of Contact.

### 8.1 DELIVERABLE / PRODUCT PRICING SHEET

IQBG provided detailed pricing below for each deliverable / product / service. If applicable, OpenText Content Server License pricing is based on the 1,000 – 1,999 tier from the Enterprise Document and Digital Asset Management Contract #14/0092.



Item No.	Qty.	Unit	Description	Unit Price	Line-Total
1	1	Ea	Project Initiation	\$11,000.00	\$11,000.00
2	1	Ea	Conduct Interviews, Workshops, and Content Inventory Efforts	\$17,000.00	\$17,000.00
3	1	Ea	Document and Records Management HLA Documentation Deliverables	\$28,000.00	\$28,000.00
4	120	Ea	IQBG Professional Services Hours (OPTIONAL)	\$150.00	\$18,000.00
<b>TOTAL</b>					<b>\$74,000.00</b>



ORDER OF COMMISSIONERS COURT  
Authorizing Amendment to Agreement

The Commissioners Court of Harris County, Texas, met in regular session at its regular term at the Harris County Administration Building in the City of Houston, Texas, on \_\_\_\_\_, with all members present except \_\_\_\_\_

A quorum was present. Among other business, the following was transacted:

**ORDER AUTHORIZING EXECUTION OF AN AMENDMENT TO THE AGREEMENT  
BETWEEN HARRIS COUNTY AND IQ BUSINESS GROUP, INC.**

Commissioner \_\_\_\_\_ introduced an order and moved that Commissioners Court adopt the order. Commissioner \_\_\_\_\_ seconded the motion for adoption of the order. The motion, carrying with it the adoption of the order, prevailed by the following vote:

	Yes	No	Abstain
Judge Lina Hidalgo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Rodney Ellis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Adrian Garcia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. Tom S. Ramsey, P.E.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comm. R. Jack Cagle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The County Judge thereupon announced that the motion had duly and lawfully carried and that the order had been duly and lawfully adopted. The order adopted follows:

IT IS ORDERED that County Judge is hereby authorized to execute for and on behalf of Harris County an Amendment to the Agreement with IQ Business Group, Inc., in an amount not to exceed Seventy-Four Thousand and No/Dollars (\$74,000.00), for the purpose of providing additional services to Harris County Attorney's Office. The Amendment is incorporated herein by reference as though fully set forth word for word.

All Harris County officials and employees are authorized to do any and all things necessary or convenient to accomplish the purposes of this order.