



STAFF REPORT

AGENDA NO: 8e

MEETING DATE: February 3, 2020

To: Honorable Mayor and City Council

Date: February 3, 2020

From: Meaghan Hassel-Shearer, City Clerk – (650) 558-7203

Subject: Adoption of a Resolution Authorizing the City Manager to Execute an Amendment to the Agreement with ECS Imaging, Inc. for a Three Year Extension

RECOMMENDATION

Staff recommends that the City Council adopt the attached resolution authorizing the City Manager to execute an amendment to the agreement with ECS Imaging, Inc. ("ECS") to extend the term of the agreement for three years.

BACKGROUND

At the January 16, 2018 City Council meeting, the City Council adopted a resolution authorizing the City Manager to enter into a service agreement with ECS for an electronic content management system ("ECMS") and scanning services.

Prior to the purchase of an ECMS, the City's records were kept only in paper form, which resulted in the following issues arising:

1. Misplacement of original versions of records
2. Incomplete project files, as each department was keeping its portion
3. Time consuming process to answer public records requests by sifting through boxes of documents

To help resolve these issues, the City Council approved the agreement with ECS to purchase Laserfiche software as the City's ECMS. Laserfiche allows staff to connect documents between departments, quickly generate a history of a project, and create a public-facing search tool for the community.

In the original agreement, the City purchased 30 full user licenses. These licenses allowed 30 staff members to have access to Laserfiche. With a license, staff can search for documents, upload documents, and organize their department's records. As more documents became available on the City's ECMS, more staff asked for licenses. Accordingly, on January 23, 2019, staff purchased an additional 35 full user licenses using existing funds in the ECMS CIP fund.

On November 18, 2019, the City Council approved an amendment to the original agreement with ECS to incorporate the 35 full user licenses into the original agreement and purchase an additional 25 licenses, bringing the City's total number of licenses to 90. Additionally, the City purchased Laserfiche's form platform from ECS, which will allow the City to easily track public requests, authorize payments, and then store information in accordance with the City's retention schedule.

DISCUSSION

Currently, staff has focused on uploading and organizing Council and Commission records, building records, CIP project files, contracts, and tree permits onto Laserfiche. The next steps for the City are to:

- Continue moving the City's vital records onto Laserfiche;
- Set up a public portal for the public to access records; and
- Utilize the forms platform to further assist the public

The City's original agreement with ECS was for two years and expires on February 1, 2020. The proposed amendment would extend the term of the original agreement for three years to February 1, 2023. This proposed amendment will allow staff to continue working on increasing transparency and connecting the history of projects and policies across departments.

FISCAL IMPACT

The annual maintenance and licensing costs are estimated to be \$31,000 each year, for a total cost of \$93,000. Additionally, the Building Division utilizes ECS to scan documents and input them into Laserfiche, with an estimated annual cost of \$20,000. The Building Division utilizes enterprise funds to pay for the cost of scanning. However, as other departments begin to utilize ECS for scanning, the Building Division's estimate provides a good marker for the cost.

Staff recommends that the City Council authorize the City Manager to execute the amended agreement with ECS.

Exhibits:

- Resolution
- Second Amendment
- Original Agreement
- First Amendment