



STAFF REPORT

AGENDA NO: 9d

MEETING DATE: October 6, 2025

To: Honorable Mayor and City Council

Date: October 6, 2025

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

Subject: Adoption of a Resolution Authorizing the City Manager to Execute a Professional Services Agreement with MCCi, LLC for the Continued Use of Laserfiche as the City's Electronic Records Management System, Use of Laserfiche Forms, and Migration of the City's Records to the Laserfiche Cloud, for a Not-to-Exceed Amount of \$173,275.81 Over a Three-Year Term

RECOMMENDATION

Staff recommend that the City Council adopt the attached resolution authorizing the City Manager to execute a three-year Professional Services Agreement ("Agreement") with MCCi, LLC for the continued use of Laserfiche as the City's Electronic Records Management System ("ECMS"), use of Laserfiche Forms, and migration of the City's records to the Laserfiche Cloud for an amount not to exceed \$173,275.81.

BACKGROUND

In January 2018, the City entered into an agreement with ECS Imaging, Inc. for the purchase and installation of Laserfiche (Resolution No. 018-2018). Prior to this purchase, the majority of the City's official records were retained and stored in physical form in three locations: the relevant department's filing cabinets, the City Clerk's vault, or off-site at a secured storage facility. Keeping records only in physical form created several issues including:

- Misplacement or loss of original versions of records
- Incomplete project files, as each department maintained separate records
- A lengthy process for responding to public records requests
- Concern regarding the preservation of historical and permanent records

Since the implementation of Laserfiche, the City has been able to electronically store a majority of the new records created by the City, as well as a large percentage of the City's permanent records.

Staff have also expanded the usage of Laserfiche to include Laserfiche Forms. Through this application, staff have made the following online forms:

- Public Records Request
- Parking Permit Application
- Tree Removal Permit
- Business License Application

- Encroachment Permit
- Residential Utilities Application

The use of the Forms application has assisted both the public and staff:

- Members of the public can now file applications or obtain information at their convenience, instead of needing to come into City Hall during business hours
- Staff is able to more easily track applications and transfer requests between departments
- Applications are automatically saved with corresponding metadata entered in the Laserfiche repository when they are completed

Staff continue to look at new ways to expand the use of Laserfiche Forms, with the goal of converting all static PDF forms and applications on the City's website to Laserfiche Forms.

Additionally, in 2024, the City announced the creation of a Laserfiche Public Portal on the City's website. This public portal currently holds all City Council Meeting Minutes and Resolutions from 1937 to the present. Staff are working on adding more records to increase accessibility of information to the public. To see what has been placed on the public portal, visit the following link: <https://www.burlingame.org/1204/Public-Records>

In May 2025, ECS Imaging, Inc. merged with MCCi, LLC to form the largest Laserfiche distributor nationwide. This merger has given staff access to a large database of Laserfiche trainings and additional updates.

DISCUSSION

At the City Council's Goal Setting Session on January 14, 2025, the City Clerk presented the growing need to migrate the City's Laserfiche system to the Cloud. Currently, the City's Laserfiche repository is stored on a local server in City Hall. However, in light of the recent fires in Southern California, staff discussed the importance of emergency preparedness. By storing the City's records on the Laserfiche Cloud, the City is more mobile. Storing records on the Cloud would enable remote access to critical records in the event City Hall becomes inaccessible. This mobility supports emergency response efforts, as critical records would remain accessible, including:

- All building permits, plans, and records are stored on Laserfiche, thereby giving emergency responders access to the layouts of buildings
- Public Works records outlining water pipes, sewer lines, and other infrastructure are stored on Laserfiche
- City Council Resolutions and Ordinances
- Laserfiche Forms would be unaffected in the aftermath of an emergency, allowing the public access to obtain permits and documents necessary to rebuild homes and other infrastructures.

After the Goal Setting Session, the City Clerk met with ECS Imaging, Inc. (now MCCi, LLC) staff regarding the desire to move the City's Laserfiche to the Cloud. MCCi, LLC consultants assessed the data, forms, and public platforms that the City possesses to better determine how the migration would occur. The City Clerk's Office and MCCi, LLC reviewed how to best migrate each process and ensure minimal service interruptions.

Staff consulted with other agencies currently using the Cloud, including Millbrae, Pacifica, Elk Grove, and Mid-Peninsula Regional Open Space District about their usage. The top reasons that these agencies have selected the Cloud in favor of storing records on a local server are:

- Improved emergency preparedness
- Reduced reliance on internal IT resources

The Laserfiche Cloud is compliant with California privacy laws, including the California Consumer Privacy Act and the California Privacy Rights Act. Moreover, it is compliant with the State's regulations under Government Code Section 34090.5 and Section 12168.7 to be designated a trusted system.

The conversion to the Cloud not only allows for improved emergency preparedness, but also more flexibility when it comes to working remotely and public access. Adaptions that are in the Cloud's platform regarding Forms will allow staff to more easily serve the public and create more Forms, allowing people to access government services on their time.

The proposed Agreement is for three years and includes one-time costs for the transition to the Cloud. The total cost of the project and three-year agreement is not to exceed the sum of \$173,275.81. This includes the one-time transition cost of \$26,600. However, due to the City's current purchased service hours and discounts, the one-time cost is only \$4,858.78. These discounts are included in the Scope of Service attached to this staff report.

FISCAL IMPACT

The fiscal impact of the three-year agreement with MCCi, LLC is not to exceed \$173,275.81. The first-year cost is \$62,197.73, which includes the one-time costs for the transition to the Cloud. The second-year cost is \$60,205.91, and the third-year cost is \$63,216.20. Adequate funds have been appropriated in the Information Technology Internal Services Fund budget for FY2025-26. The future cost of the service agreement will be included in the budget development process for the next two years.

Exhibits:

- Resolution
- Letter of Removal for Changing Licensing Models
- Proposed Service Agreement
- Exhibit A- Scope of Service