



Agenda Item: 14.B  
Date of Meeting: July 22, 2024  
Department: City Clerk

## STAFF REPORT

To: City Council  
From: Robin Picken  
Subject: **Laserfiche Document Management Software Agreement with Complete Paperless Solutions (CPS)**  
Prepared On: July 17, 2024  
Attachments: Laserfiche Agreement

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### Background/History:

In 2023, the City contracted with Gladwell Governmental Services to update the City's Records Retention Schedule. The updated Records Retention Schedule was adopted by the City Council on October 23, 2023.

The City would now like to purchase a document management software to assist in managing all City documents in a productive and efficient manner that will incorporate the City's updated retention schedule.

### Analysis/Discussion:

The current archival system of City documents are a mix of paper documents and electronic files. All documents are stored in file drawers or on computers and are not easily accessible to staff nor are they made easily accessible to the public.

Laserfiche is a complete paperless solution to manage, secure, and share information developed by Compulink Management Center, Inc., doing business as the award-winning Laserfiche Enterprise Content Management Solutions. Laserfiche utilizes an integrated architecture that allows services such as document imaging, document management and records management to be layered transparently and exposed through personalized interfaces. Laserfiche recognizes the need for a cloud-based solution and introduced their very own fully managed SaaS (Software as a Solution) option Laserfiche Cloud, running on Amazon Web Services (AWS).

Using Laserfiche Cloud adds to its value by eliminating the need for IT infrastructure and staffing required to support the overhead of a local installation. This shifts resources towards improving agency business processes, and lowering expense per resident.

Laserfiche manages the storage, search, and retrieval of millions of documents allowing users

to access files in seconds. It allows access to documents on a smartphone or tablet and backs up files and records to make unstructured data (e.g. documents, emails, photographs, etc.) accessible, searchable, available, and relevant.

Laserfiche cannot be purchased through the developer Compulink Management Systems and must be purchased through an authorized vendor. Complete Paperless Solutions (CPS) is an authorized vendor for Laserfiche and offers VIP support that includes a dedicated engineer that will handle deployment and support, unlimited training, and unlimited support, two preventative maintenance check-ups each year; and discounts on hourly rates for future projects for customizations and/or backfile scanning.

Laserfiche was awarded a national cooperative purchasing alliance for document and records management in 2022 and therefore is deemed to be the only provider of goods and services that serves the community's best interest.

Pursuant to the the City's purchasing policy (Resolution 2022-07) three quotes were gathered and thoroughly analyzed. Each quote had varying upfront costs and subsequent annual costs.

The vendor, CPS, offered the most cost-effective quote when combining upfront and subsequent costs. The implementation/first year cost is \$13,100 and the subsequent year cost is \$3,100. The City Administrator is authorized to award this purchase as the purchasing agent.

Economic Impacts:

There are no economic impacts.

Budget Impacts:

The budget impact is a one-time cost of \$13,100.00 which includes Laserfiche installation, configuration, implementation, consulting, training, and VIP support. The ongoing cost is \$3,100.00 for the yearly subscription (not including VIP support).

The expense associated with this agreement, \$13,100, has already been budgeted in the approved Fiscal Year 2024-2025 Budget. The General Ledger account to be used for this expense is 001-017-52015 (IT-Professional/Technical Services).

Legal Review:

City Attorney Pucci has reviewed this item and finds that the recommended action complies with the law.

Recommended Action:

Council consideration to:

1. Approve the agreement with CPS for an amount not to exceed \$13,100 for the purchase of a Cloud Municipality Site License for Laserfiche Document Management System Software, and for Professional Services that include consulting, implementation, training, and VIP Support; and
2. Authorize the City Administrator to execute the agreement with CPS in a form approved by the City Attorney.

Approved By: Ethan Aukee 7/18/2024  
Approved By: Deston Dishion 7/18/2024  
Approved By:  
Approved By: