



CITY OF SAN MATEO

City Hall
330 W. 20th Avenue
San Mateo CA 94403
www.cityofsanmateo.org

Agenda Report

Agenda Number: 5

Section Name: {{section.name}}

Account Number: 10-2131

File ID: {{item.tracking_number}}

TO: City Council
FROM: Alex Khojikian, City Manager
PREPARED BY: City Clerk's Office
MEETING DATE: September 16, 2024
SUBJECT:
Electronic Document Management System – Agreement

RECOMMENDATION:

Adopt a Resolution to approve an alternative purchasing procedure and approve an agreement with Complete Paperless Solutions for the support, maintenance, and consulting services of the Laserfiche document management system for \$49,250 per year; authorize an annual contingency of \$12,500, for a total amount not to exceed \$185,250 over three years; and authorize the City Clerk to execute the agreement in substantially the form presented.

BACKGROUND:

Laserfiche is a cloud-based Electronic Content Management (ECM) system that serves as the City of San Mateo's primary records repository. Complete Paperless Solutions (CPS), a certified Value-Added Reseller (CVAR) of Laserfiche, has been the City's provider since 2020. The City currently has an annual subscription for support, maintenance, and consulting services. As the continued use of this service is crucial for maintaining City records and for compliance with state and federal records management regulations, staff wishes to enter into a multi-year agreement with CPS.

CPS provides consultancy and systems integration services for Laserfiche and has implemented several business processes and integrations to modernize the City's records management processes. CPS was selected after a competitive request for proposals process for a cloud-based ECM solution to replace SIRE, the city's former system that has since been phased out by the manufacturer. CPS implemented the migration of records from SIRE and has supported numerous projects to utilize the Laserfiche platform to the fullest.

CPS has assisted in the development and implementation of indexing protocol, generation of workflow solutions, and implementation of the Legislative Records Portal, which provides public access to public meeting minutes, agenda reports, resolutions, and ordinances. CPS has also been an integral partner as departments work toward converting physical records to electronic.

In addition to making City records more accessible to staff and the public, our partnership with CPS has allowed us to align with industry best practices for the management, retention, and retrieval of City records in accordance with the State's Trusted System requirements.

San Mateo Municipal Code section 3.60.050(b) authorizes the renewal of an agreement with CPS without a competitive bidding procedure when calling for bids would be impracticable, unavailing, or impossible. Here, calling for bids would be impracticable because Laserfiche has been operating successfully since implementation and Complete Paperless Solutions has delivered exemplary service and ongoing support on various projects and process improvements. Reassessing and evaluating alternative solutions and providers at this time would adversely impact current operations.

Consulting fees, additional licenses, and data are part of services provided and are billed separately from the annual support and maintenance services. At the end of each year of the agreement, the City will adjust its annual payment in consideration of additional user licenses as well as special projects to enhance services and productivity. The cost of the annual renewal for fiscal year 2024-25 is \$49,250. Staff recommends a contingency of \$12,500 per year be established to account for additional service hours and code production rates, only to be billed once exceeding a cumulative total of 50 hours.

BUDGET IMPACT:

Funds for this agreement have been included in the operating budget for the Information Technology Department.

ENVIRONMENTAL DETERMINATION:

This agreement renewal is not a project subject to CEQA, because it is an organizational or administrative activity that will not result in direct or indirect physical changes in the environment. (CEQA Guidelines Section 15378(b)(5).)

NOTICE PROVIDED

All meeting noticing requirements were met.

ATTACHMENTS

Att 1 – Proposed Resolution

Att 2 – Agreement

STAFF CONTACT

Erin Fellers, Management Analyst I

efellers@cityofsanmateo.org

(650) 522-7066