City of Killeen

Legislation Details (With Text)

File #:	RS-19-005	**Version:**	1	**Name:**	Laserfiche Upgrade
Type:	Resolution			**Status:**	Passed
File created:	12/17/2018			**In control:**	City Council
On agenda:	1/15/2019			**Final action:**	1/15/2019
Title:	Consider a memorandum/resolution to upgrade the Laserfiche electronic content management software.				
Sponsors:	Information Technology Department				
Indexes:					
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Attachments:	1. Staff Report, 2. Proposal, 3. Certificate of Interested Parties, 4. Presentation				

Date	Ver.	Action By	Action	Result
1/15/2019	1	City Council	Approved	Pass
1/8/2019	1	City Council Workshop		

Consider a memorandum/resolution to upgrade the Laserfiche electronic content management software.

DATE: **January 8, 2019**

TO: **Ronald L. Olson, City Manager**

FROM: **Colen Wilson, Director of Information Technology Services (Interim)**

SUBJECT: **Laserfiche Electronic Content Management Software Upgrade**

BACKGROUND AND FINDINGS:

An Electronic Content Management (ECM) System is a software system used by the public and private sectors to better organize an entity's records and streamline business processes. An ECM system provides faster access to documents, improved collaboration on projects through version control, reduced risk of loss of documents, and improved security of documents in the event of natural disaster.

In 2002, the City purchased Laserfiche ECM to begin fully digitizing all records in each department, catalogue each document by the information contained in the file, and improve cross-department work on documents and projects and as a result streamline the City's internal processes.

The current software version's functionality supports document scanning, archival, retrieval, indexing, and templates. The current software version in use at the City is outdated and needs to be upgraded. The upgraded software version includes automated document workflows, records management for retention, form creation and management, as well as all previous version functionality. The extra features provided in the software upgrade enable the City to move closer to a paperless business process goal.

THE ALTERNATIVES CONSIDERED:

Which alternative is recommended? Why?

Two alternatives were considered. Option 1 was to not do the upgrade. This option would result in discontinued support from vendor and the city would remain in the outdated version. Additionally, as other softwares migrate to newer versions they will not be compatible with the older version of Laserfiche therefore limiting user access and productivity.
Option 2 is to approve the upgrade. This option increases software functionality, increases user access, and productivity. Additionally, the upgrade will provide technical support and online training.

Staff recommends Option 2, as it brings the best value to the City through improved functionality, access, and productivity.

CONFORMITY TO CITY POLICY:

According to the City of Killeen's Purchasing Manual Appendix I, a state cooperative purchasing exception is authorized for a product or service through the State Cooperatives. Laserfiche is available on BuyBoard #544-17 and is included on the supporting documentation for review. Laserfiche software is only available for purchase from a vendor authorized reseller (VAR). The City's Laserfiche VAR is MCCi.

FINANCIAL IMPACT:

What is the amount of the expenditure in the current fiscal year? For future years?

The cost for the Laserfiche software licensing, maintenance, and customer support totals for the one-time software upgrade is $98,213.52. The cost is allocated in account 349-2705-419.61-40 (Information Technology Capital Outlay Funds).

After the initial Laserfiche software upgrade, in FY20 and subsequent years the City will pay annual maintenance and support fees for as long as the software maintenance agreement is renewed. For FY20 the cost could potentially increase by 5% as is industry standard for software support agreements, making the estimated FY20 cost $42,775.48.

Is this a one-time or recurring expenditure?

The Laserfiche software upgrade is a one-time expense paid from Capital Improvement Project funds.

The annual maintenance and support agreement will be a recurring expenditure each year the software is renewed.

Is this expenditure budgeted?

The Laserfiche software maintenance and support agreement is budgeted in each fiscal year, along with the industry standard of 3-5% cost increases.

If not, where will the money come from?

N/A

Is there a sufficient amount in the budgeted line-item for this expenditure?

Yes.

RECOMMENDATION:

Staff recommends the City Council authorize the City Manager or designee to execute a software agreement with MCCi for the upgrade of the Laserfiche ECM in the amount of $98,213.52, and the City Manager, or designee, is authorized to execute any and all change orders within the amounts set by state law and city policy.

DEPARTMENTAL CLEARANCES:

Finance
Legal

ATTACHED SUPPORTING DOCUMENTS:

Proposal
Certificate of Interested Parties