



City of Santa Ana
20 Civic Center Plaza, Santa Ana, CA 92701
Staff Report
June 6, 2023

TOPIC: Approve and Amend an Agreement with COMPULINK Management Center Inc. for Enterprise Content Management System Maintenance, Services, and Licenses

AGENDA TITLE

Approve and Amend an Agreement with COMPULINK Management Center Inc. for Enterprise Content Management System Maintenance, Services, and Licenses in an Amount not to Exceed \$800,000 (Non-General Fund)

RECOMMENDED ACTION

Authorize the City Manager to execute the second amendment to the agreement with Compulink Management Center, Inc., DBA Laserfiche for Laserfiche Enterprise Content Management System maintenance, services, training, and software licenses, in an amount not to exceed \$800,000, over a five-year period from July 1, 2023, through June 30, 2028, subject to non-substantive changes approved by the City Manager and City Attorney.

DISCUSSION

The City of Santa Ana has owned the Laserfiche Enterprise Content Management (ECM) System since 2002, using the product's document management solution to manage digital documents. In 2014, the City upgraded to Laserfiche's RIO platform, which included additional features, such as Electronic Forms and Workflow. Laserfiche is a market leader in municipal government document management systems and is highly rated by Nucleus Research and Gartner for its user-friendly interface, sophisticated functionality, and superior customer support.

The Laserfiche system allows City staff to electronically store, index, process, and retrieve pertinent City records. It is being used by the City Clerk's office, along with every other agency in the City. The system is integrated with the City's financial management, utility billing, business license tax, dog license, and GIS systems, which allows access to related business documents and engineering drawings from the corresponding business application systems.

One of the City's ongoing goals is to allow the public the ability to electronically conduct as much business with the City as possible. The City is continuing to leverage its investment in the Laserfiche ECM platform and expanding its use of the system to improve business process efficiencies by allowing documents to be managed electronically and

for paper forms to be converted to electronic forms. Based on requests from various agencies, including Human Resources, City Clerk's Office, and Public Works, staff is also adding a records retention module to utilize it for citywide records retention management going forward.

The existing agreement (agreement no. A-2014-144) provides for software maintenance and support, as well as the ability for the City to acquire additional licenses, training, and professional services as needed. The agreement renews automatically each year unless terminated by either party. An agreement renewal is required to receive regular software updates that allow the City to continue to ensure that the software works with newer City technology. The current annual cost of the software support and maintenance shall not exceed \$100,000, or \$500,000 over five years. Staff recommends authorizing an additional \$300,000 to cover as-needed costs for additional licenses, staff training, and professional services for system consulting.

Santa Ana City Ordinance No. NS-2312 authorizes the City to purchase against contracts from any public agency utilizing a competitive bid process. Laserfiche was awarded a contract by the National Cooperative Purchasing Alliance (NCPA contract # 01-158) for procurement of document and records management as a result of open, competitive bidding that meets the City's requirement. Utilizing the NCPA cooperative contract allows the City to obtain nationally leveraged volume pricing on the Laserfiche Software Assurance Plan (LSAP). Moreover, the City received a special heavily discounted unit rate built on previous NCPA pricing (contract 11-25) that was applied to the software maintenance schedule, below. Future expansions will be based on the current NCPA Contract 01-158 listing price.

FISCAL IMPACT

Funding is available in the FY 2023-24 Information Technology, Enterprise Systems accounting unit 10920141, Software Maintenance & Support account 62306, and Contract Services Professional account 62300 in the amount of \$160,000 and future fiscal year funding will be included in the proposed budgets for City Council consideration. The following table is an estimate of the account distribution by fiscal year, but the actual amounts may vary within a fiscal year based on the timing of delivery of services.

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Fiscal Year	Accounting Unit – Account No.	Fund Description	Accounting Unit – Account No. Description	Amount
2023-24	10920141-62306	Information Technology	Enterprise Systems - Software Maintenance & Support	\$100,000
2023-24	10920141-62300	Information Technology	Enterprise Systems - Contract Services Professional	\$60,000
2024-25	10920141-62306	Information Technology	Enterprise Systems - Software Maintenance & Support	\$100,000
2024-25	10920141-62300	Information Technology	Enterprise Systems - Contract Services Professional	\$60,000
2025-26	10920141-62306	Information Technology	Enterprise Systems - Software Maintenance & Support	\$100,000
2025-26	10920141-62300	Information Technology	Enterprise Systems - Contract Services Professional	\$60,000
2026-27	10920141-62306	Information Technology	Enterprise Systems - Software Maintenance & Support	\$100,000
2026-27	10920141-62300	Information Technology	Enterprise Systems - Contract Services Professional	\$60,000
2027-28	10920141-62306	Information Technology	Enterprise Systems - Software Maintenance & Support	\$100,000
2027-28	10920141-62300	Information Technology	Enterprise Systems - Contract Services Professional	\$60,000
Total				\$800,000

EXHIBIT(S)

1. Compulink Management Center, Inc., First Amendment
2. Compulink Management Center, Inc., Second Amendment
3. Compulink Management Center, Inc. DBA Laserfiche Agreement (2014)

Submitted By: Jack Ciulla, Chief Technology Innovations Officer

Approved By: Kristine Ridge, City Manager