



AGENDA ITEM EXECUTIVE SUMMARY

Agenda Item number: 5*a

Title:

Recommendation to Authorize Staff to award MCC Innovations (MCCi) an Annual Contract for Laserfiche Support and Maintenance for \$29,938.44

Presenter:

Michael Drake, IT Program Manager

Meeting: Government Operations Committee

Date: January 18, 2022

Proposed Cost: \$29,938.44

Budgeted Amount: \$31,200

Not Budgeted:

Executive Summary *(if not budgeted please explain):*

Laserfiche is the Electronic Document Management System that was selected through the City's procurement process and approved by City Council on December 1, 2014.

Because the City originally purchased the software from MCCi, that company has become the provider for the continued ongoing software maintenance and support for Laserfiche. This maintenance contract provides technical support and product upgrades for the covered period of one year, February 20, 2022 to February 19, 2023.

MCCi has provided service to the expected level set by both Laserfiche and the City. We have received above average response time for technical support for everyday support requests, as well as assistance with our custom workflows, and integration with other third party applications. In addition, any new software released from Laserfiche is tested fully by MCCi for performance and functionality. Once complete, we are then advised by MCCi as to whether we should install the new upgrade and what issues the upgrade will solve.

Attachments *(please list):*

None

Recommendation/Suggested Action *(briefly explain):*

Authorize staff to award MCC Innovations (MCCi) an annual contract for Laserfiche support and maintenance for \$29,938.44.