

**AGENDA ITEM EXECUTIVE SUMMARY**

Agenda Item number: 8a

Title:

Authorize staff to award MCC Innovations (MCCi) an annual contract for Laserfiche support and maintenance for \$26,748

Presenter:

Michael Drake, Senior Systems Analyst

Meeting: Government Operations Committee

Date: January 8, 2018

Proposed Cost: \$26,748

Budgeted Amount: \$27,564

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 19, 2018 to February 18, 2019.

MCCi has provided service to the expected level set by both Laserfiche Software and the City. We have received above average response time for technical support for both 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.

The base costs for maintenance and support have maintained stable since last year's agreement and have only increased due to the purchase of additional Laserfiche user licenses because of expanded use of Laserfiche.

Attachments *(please list):*

None

Recommendation/Suggested Action *(briefly explain):*

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