



City of Galveston

DEPARTMENT OF INFORMATION TECHNOLOGY

STAFF REPORT

October 22, 2020

To: Brian Maxwell, City Manager
Honorable Mayor and City Council

From: Hope Dean, Executive Director & CITO

RE: Consider for approval the renewal of the annual maintenance support agreement for City's Enterprise Content Management solution (ECM), Laserfiche, awarding the contract to MCCi in the amount of \$42,993.90.

I. BACKGROUND

Laserfiche was implemented in 2002 for the City Secretary's office and has served as a central repository and management tool for the electronic archive of historical documents. Since its implementation the solution continues to be expanded Citywide.

Laserfiche is the software program utilized by the City for its electronic document management system (EDMS). This software provides storage and enhanced search capabilities for documents that have been scanned or imported into the system. In addition, it supports the development of automated forms and workflow, record retention schedules and record lifecycle auditing. This contract is with Municipal Code Corporation, Inc. (MCCi), the reseller who administers the maintenance contract and provides primary support to the City.

II. CURRENT SITUATION

This request is to renew the annual support agreement for a period of one year. This renewal entitles the City to continued support and ability to obtain software enhancements as they become available, assistance with installing and configuring upgrades and bug fixes, access to the MCCi Laserfiche training site, technical support and assistance with utilizing the Laserfiche software suite.

III. ISSUES

1. The annual support agreement is expiring and due up for renewal.
2. The solution contains proprietary code that is not accessible by the IT team and cannot be supported by in house personnel. Without maintenance support, the City would be unable to obtain critical software patches and ensure the health and stability of the system.



IV. ALTERNATIVES

1. The City of Galveston could opt to purchase an entirely new records retention management package. This would incur the expense of the purchase, implementation, training, maintenance, and resources for deployment.
2. Opt to not renew the maintenance support agreement. The city would be unable to obtain support on the system as needed.
3. Renew maintenance support for one (1) year

V. RECOMMENDATION

Approve the renewal of the annual maintenance support and award the contract to MCCi in the amount of \$42,993.90 through the BuyBoard Contract #544-17.

VI. FISCAL IMPACT REPORT

Requested by: Hope Dean
Executive Director & CITO

Funding Source: Information Technology Operating Budget

Costs of implementation: \$42,993.90.