



**CITY COUNCIL AGENDA REPORT**  
**MEETING DATE: 08/16/2022**  
**DEPARTMENT: City Clerk**

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**SUBJECT:**

CONTRACT AWARD FOR ELECTRONIC DOCUMENT MANGEMENT  
SOFTWARE AND SERVICES

**RECOMMENDED ACTION(S):**

1. Award a Professional Service Agreement to ECS Imaging, Inc, in the amount of \$122,700 for Electronic Document Management software and services.
  2. Authorize the Mayor to sign, and the City Clerk to attest, the Agreement with ECS imaging, Inc., substantially in the form attached.
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**EXECUTIVE SUMMARY:**

The City's Strategic Business Plan ("Strategic Plan") includes a priority to be technologically current by utilizing innovative technologies to enhance organizational efficiency and help our community. The procurement and implementation of a modern document retention system, otherwise known as an Electronic Document Management System ("EDMS"), was included as an initiative in the Strategic Plan (SP#49) to facilitate progress towards this priority. The City's current document retention system has limited capabilities compared to systems available on the market today. A modern system will provide document capture, search features, automated reporting and workflow automation tools, among other features.

On April 4, 2022, the City published a Request for Proposals ("RFP") for EDMS software. The City receives seven proposals in response to that solicitation and formed a selection committee to evaluate the submissions. ECS Imaging, Inc. received the highest total score based on the evaluation process prescribed by the City's Purchasing and Contracting Guidelines.

Staff recommends the City Council award a Professional Service Agreement with ECS Imaging, Inc., ("Agreement") to support the modernization of the City's electronic document management system. The Agreement includes software, implementation, training and ongoing support services. The term of the Agreement is three years and includes a not-to-exceed compensation amount of

\$122,700. Sufficient funding is available in the 2021-2023 Operating Budget to cover the costs of the Agreement. ECS Imaging, Inc., provides access to Laserfiche software which is a leader in this arena and comes highly recommended by neighboring municipalities.

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## **BACKGROUND:**

The City Clerk's office requires a reliable document management and retention system to manage the City's public records. A successful system must be integrated with an internal control framework designed to protect the City's documents while also providing ease of access to records. Also, the system must offer document capture, search features, automated reporting and workflow automation tools.

The City implemented ApplicationXtender software after the City's incorporation in 1991. While it has provided acceptable performance for document retention, a more robust system to better meet the needs of the public is warranted. While the City has been able to utilize this program to provide information, it requires time consuming, manual searches and does not provide an ease of public access. The inefficiencies and capability constraints of the current software system inspired Strategic Plan initiative #49 (Table 1), which includes the procurement and implementation of a modernized EDMS system.

*Table 1: Strategic Plan – Priority Area 3. Technologically Current*

<b>Initiative Title</b>	<b>Description</b>	<b>Estimated Completion Date</b>
SP#49 Document Imaging and Storage System	Procure a new document retention system to increase public access to City Records.	FY 2022-23

Upon implementation, a modernized EDMS will increase the efficiency and transparency of the City's document processes. Further, the modernized EDMS software will facilitate information sharing between City departments, which will enhance accountability and safeguard files.

After receiving approval from the City Manager, staff published a Request for Proposals ("RFP") for EDMS software and implementation services on April 4, 2022. The RFP was posted on PlanetBids, the City's electronic procurement

management and distribution system. Primary components of the scope of work are described in Table 2.

*Table 2: Requirements in EDMS RFP:*

<b>Business Activity</b>	<b>Requirements</b>
Electronic Document Management System	Store standard date file formats including plans, OCR Functionality, Boolean, Metadata full text searching, Customizable reporting, Clearly defined indexing, Public Access via City's website, Retention management, Security for confidential records

The following is a list of required elements that were included in the RFP:

1. Required Software Specifications
2. User Control and Licensing
3. System Architecture
4. Implementation and Custom System Configuration
5. Conversion/Migration of Existing Content
6. Education and Training
7. System Maintenance/Support

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## **DISCUSSION:**

The RFP for EDMS services closed on May 4, 2022. Seven proposals were received in response to the RFP. The proposals were submitted by the firms listed in Table 3 below:

*Table 3: Proposals Received*

<b>Firm</b>
Communication Square LLC
Complete Paperless Solutions
ECS Imaging
Global Solutions
ImageSoft
Konica Minolta
Ricoh

Consistent with the City's Purchasing and Contracting Guidelines ("Purchasing Guidelines"), staff assembled a Selection Committee approved by the City Manager to review the proposals and participate in the interview phase of the selection process. The Selection Committee was comprised of the following staff:

- City Clerk
- Information Technology Manager
- Assistant Director of Finance
- Assistant City Clerk
- Senior Management Analyst (City Manager's Office)

The review process is comprised of three phases: the Technical Review of written proposals, the Qualifications Interview phase, and the cost proposal evaluation. A firm must receive an average of 37 points (70%), or higher, in the Technical Review phase to move on to the Qualifications Interview phase. Five firms scored at least a 70-point average minimum score from the combined reviews of the technical proposals. Pursuant to the City's Purchasing Guidelines, the City invited the firms that scored a minimum of 70 points to the interview phase of the selection process to discuss their respective approaches to the requested services. Interviews were conducted on June 14, 2022 through June 16, 2022. After the interviews had been conducted, all five firms were scheduled to provide a demonstration of their product. The demonstrations were conducted June 22, 2022, through June 29, 2022. The results of the technical review and the interview phases are summarized in Table 4 below.

*Table 4: EDMS Services – Scoring*

Firm	Technical Review					Technical Review Subtotal	Qualifications Interview					Interview Subtotal	Pricing	
	Rater:						Rater:						Points x 4	Total
	1	2	3	4	5		1	2	3	4	5			
Communicatoin Square LLC	30	30	31	28	37	156	0	0	0	0	0	0	-	156
Complete Paperless Solutions	44	40	43	37	42	206	69	73	81	42	84	349	108	663
ECS Imaging	37	32	47	41	48	205	99	99	91	99	96	484	148	837
Global Solutions	33	36	47	39	41	196	64	68	96	77	69	374	160	730
ImageSoft	36	35	48	37	42	198	79	84	94	87	94	438	48	684
Konica Minolta	42	35	41	36	47	201	91	74	85	82	86	418	52	671
Ricoh	20	40	9	36	39	144	0	0	0	0	0	0	-	144

Following the Qualifications Interviews and subsequent scoring by the Selection Committee, the Contract Administrator reviewed the cost proposals, which are summarized in Table 5 below. Vendors were able to provide their best and final cost proposals which is what is reflected below adjusted to include all comparable services that are desired.

*Table 5: Cost Proposals*

Vendor	Cost Proposal
Complete Paperless Solution	\$ 153,075
ECS Imaging	\$ 113,700
Global Solutions	\$ 105,224
ImageSoft	\$ 356,195
Konica Minolta	\$ 318,653

Including the cost proposal component, ECS Imaging, Inc. received the highest ranking in the proposal review process, with a total of 837 points. The final scores were totaled, and the firms were ranked, as shown in Table 6.

*Table 6: Organization Ranking*

Vendor	Score	Rank
ECS Imaging	837	1
Global Solutions	730	2
ImageSoft	684	3
Konica Minolta	671	4
Complete Paperless Solution	663	5

Throughout the RFP process, ECS Imaging demonstrated an excellent understanding of the City's needs. The aggregate scoring (see Table 4) included in the RFP pursuant to the City's Purchasing Guidelines only partially weighs the impact of cost, as this procurement also accounts for the qualifications of each proposer. While ECS Imaging is ranked first in score, they are the second firm regarding pricing. However, due to their location, ECS Imaging can facilitate in person guidance that would not be available with the lowest priced firm. ECS Imaging has contracted to facilitate on-site training, consulting, and support.

#### Recommendation:

On review of all proposals, staff determined a cloud based secured storage would best meet City needs. Given the continued focus on data security regulations and compliance, Laserfiche has deployed the Laserfiche Vault ("Vault"). Vault provides a dynamic, integrated solution that allows storage of records with stricter controls over security, preservation, and retention of records. Vault allows a strict compliance mode, which meets the requirements of the City's retention needs. This element was not included in the original proposal submitted by ECS Imaging, Inc. but was added on as a yearly fee.

ECS Imaging, Inc. has implemented and supported over 400 Laserfiche systems, including 150 cities. ECS Imaging has been the largest provider of Laserfiche Document Management solutions in the western United States for 27 consecutive years. The company currently holds the rank of the third largest in the World. With over 30 years of experience, more than 400 public and private sector customers, and a large technology staff, ECS is the best qualified partner to implement and support the City's Electronic Document Management System. ECS Imaging, Inc. has multiple municipal clients throughout Orange County, and staff received positive responses from all references provided (Attachment 2).

Based on the technical review, qualifications interview, cost proposal analysis,

and reference checks, staff recommends awarding the proposed Agreement to ECS Imaging, Inc (Attachment 1). ECS Imaging has sufficiently described the outstanding qualities of their firm, relevant experience, depth of capabilities, and impressive approach to providing migration, training, and implementation services.

The proposed Agreement with ECS Imaging includes a not-to-exceed compensation amount of \$122,700 and a three-year term. Per Lake Forest Municipal Code Section 3.13.085, the City Manager may approve additional work not-to-exceed 10% of the final contract amount (i.e., \$122,700). The Agreement has been reviewed by the City Attorney and approved as to form. Sufficient funding is available in the 2021-2023 Operating Budget to cover the costs of the recommended action.

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#### **FISCAL IMPACT:**

The term of the proposed Agreement with ECS Imaging, Inc. is for three years with two optional one-year extensions and includes a not-to-exceed compensation amount of \$122,700. Sufficient funding is available in the 2021-2023 Operating Budget to cover the costs of the recommended action.

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#### **ATTACHMENTS:**

1. Professional Service Agreement with ECS Imaging, Inc.
2. Reference Check

Initiated By: Amy Lewis, Assistant Director of Finance  
Submitted By: Lisa Berglund, City Clerk  
Approved By: Debra Rose, City Manager